

CA Service Desk Manager

Technical Reference Guide

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Chapter 1: Data Element Dictionary

This chapter contains the definitions for the tables in the CA Service Desk Manager database. The tables are found in schema (.sch) files. See the ddict.sch file in the \$NX_ROOT/site directory (UNIX) or *installation-directory*\site directory (Windows) for the most current list of all database tables for your specific installation.

Important! Although several of the tables in this section are obsolete, for backward compatibility, or reserved for future use, it is important that you not delete these—or any other table—from the database schema. You can add new tables and add new fields/columns to the existing tables, but never delete any of the tables. Many applications access the mdb database, so deleting or modifying existing fields or tables could cause some applications to not function properly. Ensure that you follow supported schema modification best practices by using the Web Screen Painter.

Access_Levels Table

Access level definitions for CA Service Desk Manager applications.

- **SQL Name**—acc_lvls
- **Object**—acc_lvls

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Deleted flag: 0 —Active 1 —Inactive/marked as deleted)
enum	INTEGER		Indicates the enumerated value for this entry, it specifies ordering in lists and relative values Note: This is a primary key.
id	INTEGER		Unique (to the table) Numeric ID.
nx_desc	nvarchar(40)		Specifies the description or access level.
persid	nvarchar(30)		Specifies the Persistent ID (SystemObjectName:id).
sym	nvarchar(12)		Specifies the symbolic name of the level.

Access_Type_v2 Table

Access type information for the CA Service Desk Manager applications.

- **SQL Name**—acctyp_v2
- **Object**—acctyp

Field	Data Type	Reference	Remarks
access_level	INTEGER	Access_Levels ::enum	Enumerated value for this entry, it specifies ordering in lists and relative values. Note: This is a foreign key.
config	INTEGER		Indicates that it is authorized for the configuration interface.
default_flag	INTEGER		Specifies the default flag value for this Access Type.
del	INTEGER	Active_Boolean_ Table::enum	Indicates the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted)
description	nvarchar(100)		Describes the textual description of this Access Type
external_auth	INTEGER		Allows external authorization for this Access Type.
grant_level	INTEGER	Access_Levels ::enum	Enumerated value for this entry, this specifies ordering in lists and relative values. Note: This is a foreign key.
id	INTEGER		Specifies the primary key of this table.
last_mod_by	Byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
ldap_access_group	nvarchar(512)		Identifies the ldap access group value for this Access Type.
pin_field	nvarchar(50)		Specifies the field that contains the user's pin for pin type authentication.
sym	nvarchar(30)		Indicates the symbolic value for this Access Type.
user_auth	INTEGER		Identifies the user authentication type

Field	Data Type	Reference	Remarks
			for this Access Type.
view_internal	INTEGER		Controls access to internal logs.
wsp	INTEGER		Indicates the Web Screen Painter authorization level.
cmdline_role	INTEGER	role::id	Specifies the id of the role that is used for command line utilities.
reporting_role	INTEGER	role::id	Specifies the id of the role that is used for reporting.
web_service_role	INTEGER	role::id	Specifies the id of the role that is used for web services.

Act_Log Table

Act_Log is a history of activities associated with a call request. The types of activities are listed in the Act_Type table.

- **SQL Name**—act_log
- **Object**—alg

Field	Data Type	Reference	Remarks
action_desc	nvarchar (4000)		Provides the textual description of the activity log entry.
analyst	byte(16)	ca_contact::uuid	Foreign key to the Contact that created this activity log entry.
call_req_id	nvarchar(30)	Call_Req::persid	This is the Persistent ID (SystemObjectName:id).
description	nvarchar (4000)		Indicates the textual description of this Activity Log.
id	INTEGER		Identifies the unique (to the table) numeric ID.
internal	INTEGER		Marks this as Internal log.
knowledge_session	nvarchar(80)		Indicates the reference to a knowledge tool session.
knowledge_tool	nvarchar(12)		Specifies the Knowledge tool used for this activity.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
persid	STRING 30		Persistent ID (SystemObjectName:id).
system_time	INTEGER		Indicates the Date and Time of record creation.
time_spent	INTEGER		Specifies the time spent on this activity by the user.
time_stamp	INTEGER		Specifies the Date and Time of the user activity.
type	nvarchar(12)	Act_Type::code	(Not Used) Specifies the acknowledgement, which is a noneditable string enum. Note: This is a foreign key.

Act_Type Table

Identifies the activities which may be used to create a history of a ticket. Controls the creation of the activity automatically generates a notification to those contacts specified on the call request and the notification level and message.

- **SQL Name**—act_type
- **Object**—aty

Note: Adding an activity type requires customization to allow the activity to be part of a ticket history.

Field	Data Type	Reference	Remarks
id	INTEGER		Indicates the numeric ID that is unique to this table.
persid	nvarchar(30)		Specifies the Persistent ID: (SystemObjectName:id).
code	nvarchar(12)		This is the primary key of this table.
del	INTEGER	Active_Boolean_Table::enum	Specifies the status of the Deleted flag: 0 —Active 1 —Inactive/marked as deleted

Field	Data Type	Reference	Remarks
sym	nvarchar(60)		Describes the name of the activity.
description	nvarchar(500)		Specifies the textual description of this Activity Type.
flag1	INTEGER	Boolean_Table ::enum	Specifies the flag1 value: 1 —Used by call requests.
flag2	INTEGER	Boolean_Table ::enum	Specifies the flag2 value: 1 —Used by change requests.
flag3	INTEGER	Boolean_Table ::enum	Specifies the flag3 value: 1 —Used by issues
flag4	INTEGER	Boolean_Table ::enum	Specifies the flag4 value: 1 —Used by messages
flag5	INTEGER	Boolean_Table ::enum	Specifies the flag5 value: 1 —Used by Knowledge Management
flag6	INTEGER	Boolean_Table ::enum	Specifies the flag6 value: 1 —Used by Support Automation
krc_flag	INTEGER	Boolean_Table ::enum	Specifies the flag7 value: 1 —Used by the Knowledge Report Card
sa_notif_flag	INTEGER	Boolean_Table ::enum	Specifies the flag8 value: 1 —Used by Support Automation assistance sessions
cr_notifiy_info	nvarchar(30)		Specifies the request information link to macros for notify.
chg_notify_info	nvarchar(30)		Specifies the change order information link to macros for notify.
iss_notify_info	nvarchar(30)		Specifies the issue information link to macros for notify.

Field	Data Type	Reference	Remarks
msg_notify_info	nvarchar(30)	Spell_Macro:: persid	Specifies the message information link to macros for notify.
kd_notify_info	nvarchar(30)		Specifies the knowledge document information link to macros for notify.
kd_comment_notify_info	nvarchar(30)		Specifies the knowledge document comment information link to macros for notify.
krc_notify_info	nvarchar(30)		Specifies the knowledge report card information link to macros for notify.
sa_notif_info	nvarchar(30)		Specifies the support automation information link to macros for notify.
cr_send_survey	INTEGER		Specifies the request information link to macros for notify.
cr_survey_msgbody	Long Varchar		Specifies the body text of the survey.
cr_default_survey	INTEGER	Survey_Template	Specifies the default template used for the survey.
cr_survey_msgtitle	nvarchar(80)		Specifies the title of the survey.
cr_survey_method	INTEGER	Contact_Method	Specifies the contact method used in the survey.
chg_send_survey	INTEGER		
chg_survey_msgbody	Long Varchar		Specifies the body text of the survey.
chg_default_survey	INTEGER	Survey_Template	Specifies the default template used for the survey.

Field	Data Type	Reference	Remarks
chg_survey_msgtitl	nvarchar(80)		Specifies the title of the survey.
chg_survey_method	INTEGER	Contact_ Method	Specifies the contact method used in the survey.
iss_send_survey	INTEGER		
iss_survey_msgbody	Long Varchar		Specifies the body text of the survey.
iss_default_survey	INTEGER	Survey_ Template	Specifies the default template used for the survey.
iss_survey_msgtitl	nvarchar(80)		Specifies the title of the survey.
iss_survey_method	INTEGER	Contact_ Method	Specifies the contact method used in the survey.
krc_send_survey	INTEGER		
krc_survey_ msgbody	Long Varchar		Specifies the body text of the survey.
krc_default_survey	SREL	svy_tpl	Specifies the default template used for the survey.
krc_survey_msgtitle	nvarchar(80)		Specifies the title of the survey.
krc_survey_method	SREL	cmth	Specifies the contact method used in the survey.
sa_send_survey	INTEGER		

Field	Data Type	Reference	Remarks
sa_survey_msgbody	Long Varchar		Specifies the body text of the survey.
sa_default_survey	SREL	svy_tpl	Specifies the default template used for the survey.
sa_survey_msgtitle	nvarchar(80)		Specifies the title of the survey.
sa_survey_method	SREL	cmth	Specifies the contact method used in the survey.
internal	INTEGER		Specifies the activity type: 0 —User activity 1 —Internal
last_mod_dt	DATE		Indicates the timestamp of when this record was last modified.
notify	INTEGER		Specifies whether to generate notifications: 0 —No 1 —Yes
notify_level	INTEGER	Notification_Urgency	Indicates the Notification level.
notify_ack	nvarchar(240)		Indicates the Notification message.
notify_body	Long nvarchar		Indicates the Notification message body.
notify_body_html	Long nvarchar		Specifies the Notification message body html.
notify_title	nvarchar(80)		Specifies the Notification message title.
ci_flag	INTEGER		Specifies the CI flag value.
cnt_flag	INTEGER		Specifies the contact flag value.
ci_notify_info	nvarchar(30)		

Field	Data Type	Reference	Remarks
cnt_notify_info	nvarchar(30)		
rel_ticket	INTEGER		Specifies the related ticket of the activity.
single_tenant	UUID	ca_tenant	Specifies the UUID of the single tenant.
tenant_group	UUID	ca_tenant	Specifies the UUID of the tenant group.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

Act_Type_Assoc Table

Maps a field of an object we want to do activity logging for to an Activity Type (Assignee field on a request is mapped to 'Transfer' Act_Type. All _rsrved fields are reserved for CA and NOT FOR CLIENT USE)

- **SQL Name**—atyp_asc
- **Object**—act_type_assoc

Field	Data Type	Reference	Remarks
act_type	STRING 30	Act_Type::code	Associated activity type
code	STRING 12		UNIQUE NOT_NULL S_KEY
description	STRING 80		Textual description of this Act Type Association
id	INTEGER		Unique (to the table) Numeric ID UNIQUE NOT_NULL KEY
int1_rsrved	INTEGER		Flex field
int2_rsrved	INTEGER		Flex field
int3_rsrved	INTEGER		Flex field
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified

Field	Data Type	Reference	Remarks
log_me_f	INTEGER		Logging on/off flag
ob_type	STRING 30		Associated object type
ob_type_attr	STRING 50		Attribute name within associated object
persid	STRING 30		Persistent ID (SystemObjectName:id)
str1_rsrvd	STRING 30		Flex fields - reserved for CA
str2_rsrvd	STRING 30		Flex field
str3_rsrvd	STRING 30		Flex field
sym	STRING 30 NOT_NULL		

Active_Boolean_Table Table

Table to translate 0 and 1 for the del field on records.

- **SQL Name**—actbool
- **Object**—actbool

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL		0 —Active 1 —Inactive/marked as deleted
description	STRING 240		Textual description of this boolean value
enum	INTEGER NOT_NULL		Enumerated value for this entry
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified
sym	STRING 12 S_KEY		

Active_Reverse_Boolean_Table Table

Table to translate 0 and 1 for the del field on records.

- **SQL Name**—acrtbool
- **Object**—actrbool

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL		0 —Active 1 —Inactive/marked as deleted
description	STRING 240		Specifies the textual description of this boolean value
enum	INTEGER NOT_NULL		Enumerated value for this entry
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified
sym	STRING 12 S_KEY		

admin_tree Table

Program control table used by CA Service Desk Manager applications.

- **SQL Name**—admin_tree
- **Object**—ADMIN_TREE

Field	Data Type	Reference	Remarks
caption	STRING 50		
description	STRING 255		Specifies the textual description of this tree entry.
has_children	INTEGER		
id	INTEGER KEY		Unique (to the table) Numeric ID
kt_admin	INTEGER		
kt_ks_caption	STRING 50		
kt_ks_flag	INTEGER		
kt_manager	INTEGER		

Field	Data Type	Reference	Remarks
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
parent_id	SREL		
resource	STRING 255		
sd_admin	INTEGER		

Am_Asset_Map Table

Maps a CA Asset Management asset to an internal object am_domain_id and am_unit_id to form a unique AM asset identifier. NOT FOR CLIENT USE.

- **SQL Name**—am_map
- **Object**—am_asset_map

Field	Data Type	Reference	Remarks
am_dmuuid	STRING 64		AM DMUUUID of asset
am_domain_id	INTEGER		AM asset domain identifier which created asset
am_server	STRING 64		AM name of UAM domain server
am_type	INTEGER		AM asset type 1 —Computer 2 —User
am_unit_domain_id	INTEGER		AM asset domain identifier of asset
am_unit_id	INTEGER		AM asset unit id
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
int1_rsrvd	INTEGER		Reserved for CA
int2_rsrvd	INTEGER		Reserved for CA
ob_persid	STRING 30		
ob_type	STRING 30		
persid	STRING 30		Persistent ID: SystemObjectName:id
str1_rsrvd	STRING 80		Reserved for CA
str2_rsrvd	STRING 80		Reserved for CA

Field	Data Type	Reference	Remarks
version	INTEGER NOT_NULL		Internal version

Animator Table

Program control table used by CA Service Desk Manager applications

- **SQL Name**—anima
- **Object**—ANI

Field	Data Type	Reference	Remarks
a_act	INTEGER		
a_delta	INTEGER		
a_lock	STRING 200		
a_name	STRING 30 S_KEY		
a_org	LOCAL_TIME		
a_string	STRING 30		
a_time	LOCAL_TIME		
id	INTEGER KEY UNIQUE NOT_NULL		Unique (to the table) Numeric ID
t_method	STRING 30 S_KEY		
t_persid	STRING 30 S_KEY		
t_type	INTEGER		

Archive_Purge_History Table

Historic information about archive/purge activities completed.

- **SQL Name**—arcpur_hist
- **Object**—arcpur_hist

Field	Data Type	Reference	Remarks
chd_obj_deleted	INTEGER		
del	INTEGER	Active_Boolean_	Deleted flag

Field	Data Type	Reference	Remarks
	NOT_NULL	Table::enum	0 —Active 1 —Inactive/marked as deleted
end_time	LOCAL_TIME		
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified
obj_deleted	INTEGER		
persid	STRING 30		Persistent ID (SystemObjectName:id)
rule_name	STRING 30 NOT_NULL	Archive_Purge_ Rule::persid	
start_time	LOCAL_TIME		

Archive_Purge_Rule Table

Rule definitions for the archive/purge engine.

- **SQL Name**—arcpur_rule
- **Object**—arcpur_rule

Field	Data Type	Reference	Remarks
add_query	STRING 240		
arc_file_name	STRING 240		
conf_obj_name	STRING 64		
days_inactive	INTEGER NOT_NULL		
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID

Field	Data Type	Reference	Remarks
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
name	STRING 30 NOT_NULL UNIQUE NOT_NULL S_KEY		Specifies the text name of this item.
oper_type	INTEGER NOT_NULL		
persid	STRING 30		Persistent ID (SystemObjectName:id)
reoccur_interv	DURATION		
sched	STRING 30	Bop_Workshift ::persid	

Asset_Assignment Table

Describes a relationship between two assets. Each instance of this table is one parent-child arrangement.

- **SQL Name**—hier
- **Object**—hier

Field	Data Type	Reference	Remarks
hier_child	UUID NOT_NULL S_KEY	ca_owned_ resource:: uuid	Specifies the child.
hier_license_num	STRING 40		Specifies the license, serial number.
hier_log_date	LOCAL_TIME NOT_NULL		Specifies the time of assignment.
hier_parent	UUID NOT_NULL S_KEY	ca_owned_ resource:: uuid	Specifies the parent.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this

Field	Data Type	Reference	Remarks
			record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
persid	STRING 30		Persistent ID (SystemObjectName:id)

Atomic_Condition Table

These define a single condition.

- **SQL Name**—atomic_cond
- **Object**—atomic_cond

Field	Data Type	Reference	Remarks
cond_code	STRING 500		
connector	INTEGER NOT_NULL		
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
description	STRING 240		Specifies the textual description of this condition.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
l_paran	INTEGER NOT_NULL		
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified
lval	STRING 30 NOT_NULL	Act_Type_Assoc ::code	
operator	INTEGER NOT_NULL		
owning_macro	STRING 30	Spell_Macro::persid	

Field	Data Type	Reference	Remarks
persid	STRING 30		Persistent ID (SystemObjectName:id)
r_paran	INTEGER NOT_NULL		
rval	STRING 50		
rval_assoc	STRING 30	Act_Type_Assoc ::code	
sequence	INTEGER NOT_NULL		Ordering

Attached_Events Table

This table lists the actual attached events and their information.

- **SQL Name**—att_evt
- **Object**—atev

Field	Data Type	Reference	Remarks
cancel_time	LOCAL_TIME		Time canceled
event_tmpl	STRING 30 NOT_NULL S_KEY	Events:: persid	Specifies the persid for the attached event.
fire_time	LOCAL_TIME		Datetime event will fire
first_fire_time	LOCAL_TIME		Datetime event first fired
group_name	STRING 30		Group smag field
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
num_fire	INTEGER		How many times you fired
obj_id	STRING 30 NOT_NULL		the persid of the object
owning_ast	INTEGER	Attached_ SLA::id	Owning ast object (Unicenter Service Desk Version 11.0)
persid	STRING 30		Persistent ID (SystemObjectName:id)

Field	Data Type	Reference	Remarks
start_time	LOCAL_TIME		Datetime event was attached
status_flag	INTEGER		
user_smag	STRING 200		User smag field
wait_time	DURATION		Time to wait before fireing

Attached_SLA Table

Service Level Agreements associated to a ticket.

- **SQL Name**—attached_sla
- **Object**—attached_sla

Field	Data Type	Reference	Remarks
_mapped_chg	INTEGER	chg id	
_mapped_cr	STRING 30	Call_Req::persid	These are mostly required for advanced runtime queries.
_mapped_iss	STRING 30	issue persistent_id	
_mapped_iss_wf	INTEGER	isswf::id	
_mapped_wf	INTEGER	wf::id	
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
last_ttv_upd	LOCAL_TIME		
map_sdsc	STRING 30 NOT_NULL	Service_Desc:: code	
persid	STRING 30		Persistent ID (SystemObjectName:id)

Field	Data Type	Reference	Remarks
sla_viol_status	INTEGER		
ticket_id	INTEGER NOT_NULL S_KEY		
ticket_type	STRING 30 NOT_NULL		
time_to_violation	LOCAL_TIME		
ttv_event	STRING 30	Attached_Events::pe rsid	

Attachment Table

Object Attachments. (5.0 version)

- **SQL Name**—attmnt
- **Object**—attmnt

Field	Data Type	Reference	Remarks
attmnt_name	STRING 240		Specifies the attachment name.
created_by	UUID	ca_contact::uuid	Specifies who created this attachment.
created_dt	LOCAL_TIME		Specifies when the attachments was created.
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
description	STRING 500		Specifies the textual description of this attachment.
exec_cmd	STRING 12	Remote_Ref::code	Specifies the unix exec string (not currently used).
file_date	LOCAL_TIME		Specifies the date of the file.
file_name	STRING 240		Specifies the server attachment filename.
file_size	INTEGER		Specifies the size of the file.
file_type	STRING 12		Specifies the file extension (not

Field	Data Type	Reference	Remarks
			currently used).
folder_id	INTEGER	attmnt_folder::id	Specifies the folder id.
folder_path_ids	STRING 255		Specifies the folder path ids.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
inherit_ permission_id	INTEGER		Specifies the folder ID where pgroup permissions come from.
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
link_only	INTEGER	Boolean_Table ::enum	
link_type	String		If embedded image = EMBD_IMG, otherwise NULL
orig_file_name	STRING 240		original file name, URL or UNC
persid	STRING 30		Persistent ID (SystemObjectName:id)
read_pgroup	INTEGER	P_GROUPS::id	Specifies the group of groups eligible to read the document.
rel_file_path	STRING 512		Specifies the relative path to the file.
repository	SREL	Document_ Repository::persid	Specifies the repository.
status	STRING 12		Specifies the attachment status (INSTALLED, INSTALL_FAILED, LINK_ONLY).
write_pgroup	INTEGER	P_GROUPS::id	Specifies the group of groups eligible to update the document.
zip_flag	INTEGER		Specifies if the file is zipped.

attmnt_folder Table

List of attachment repository locations.

- **SQL Name**—attmnt_folder
- **Object**—attmnt_folder

Field	Data Type	Reference	Remarks
description	STRING 500		Textual description of this attachment folder
folder_name	STRING 255		Specifies the folder name
folder_path_ids	STRING 255		Specifies the folder path ids
folder_type	INTEGER		Specifies the folder type
has_children	INTEGER		Specifies if the folder has children
id	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
inherit_permission_id	INTEGER	attmnt_folder::id	Specifies the id of folder to inherit from
last_mod_date	LOCAL_TIME		Specifies the last modify date
parent_id	SREL	attmnt_folder::id	Specifies the parent folder id
read_pgroup	INTEGER	P_GROUPS::id	Read p Group permissions of the attachment
repository	SREL	Document_Repository:: persid	Specifies the repository pers id
write_pgroup	INTEGER	P_GROUPS::id	Write p Group permissions of the attachment
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

Attribute_Name Table

Provides corresponding user name for an object attribute. Default population for the table should set at_name and at_dflt to the same thing. The user sees and is able to modify only the at_name. at_dflt is used to restore the default name. at_desc could be user changeable or not. It is of use for identifying the attribute for an as yet unplanned user maintenance application. at_sys should never be seen by the user, nor should at_obj.

- **SQL Name**—atn

Field	Data Type	Reference	Remarks
at_desc	STRING 240		Specifies the description of the attribute.
at_dflt	STRING 30		Specifies the default external name.
at_name	STRING 30		Specifies the user name for attribute.
at_obj	STRING 30 S_KEY		Specifies the system object name.
at_sys	STRING 30 S_KEY		Specifies the system name.
del	INTEGER NOT_NULL		Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID

Audit_Log Table

Contains all audit log entries.

- **SQL Name**—audit_log
- **Object**—audlog

Field	Data Type	Reference	Remarks
analyst	Byte 16	ca_contact::uuid	Specifies the user whose update generated this audit record. Note: This is a foreign key.
attr_after_val	nvarchar(160)		Specifies the new value of the object's attribute that has changed.
attr_before_val	nvarchar(160)		Indicates the previous value of the

Field	Data Type	Reference	Remarks
			object's attribute that has changed.
attr_name	nvarchar(80)		This is the object's attribute that has changed.
aud_opr	INTEGER		Indicates the type of operation that generated this entry, such as, update, insert, and delete.
audobj_name	nvarchar(10)		Used for tracking the object that has changed.
audobj_persid	nvarchar(30)		Used for tracking the object that has changed.
audobj_trkid	nvarchar(40)		Used for tracking the object that has changed.
audobj_uniqueid	nvarchar(30)		Used for tracking the object that has changed.
change_date	INTEGER		The change date value for this Audit_Log.
id	INTEGER		Specifies the unique (to the table) numeric ID. Note: This is a primary key.
int1_rsrvd	INTEGER		Reserved
int2_rsrvd	INTEGER		Reserved
persid	nvarchar(30)		This is the Persistent ID (SystemObjectName:id).
str1_rsrvd	nvarchar(25)		Reserved for future use by CA.

Behavior_Template Table

Each object includes a list of things to execute based on the state of the object. If no behavior is associated with the state transition then it simply controls whether the object can be transitioned to the state.

- **SQL Name**—bhvtpl
- **Object**—bhvtpl

Field	Data Type	Reference	Remarks
context_attrname	STRING 30		Specifies the attribute name, such as "state".
context_attrval	INTEGER		Specifies the attribute value.
context_type	STRING 30 NOT_NULL		Specifies information which determines whether the transition is valid for the consumercontext object. Note: For general use, the context_attrnamecontext_attrval pair was added. However, can't get the list of valid values very easily from the GUI so we've added an SREL to the object that context_attrnamecontext_attrval really represents. short name of object (eg. wf)
del	INTEGER NOT_NULL	Active_ Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
description	STRING 500		Specifies the textual description of this behavior template
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact:: uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
macro_condition	STRING 30	Spell_Macro ::persid	Specifies whether the macro executes.

Field	Data Type	Reference	Remarks
object_id	INTEGER NOT_NULL		Specifies the id of creator object.
object_type	STRING 30 NOT_NULL		Specifies the short name of creator object.
persid	STRING 30		Persistent ID (SystemObjectName:id)
transition_errmsg	STRING 240		Specifies the text to display on failure.
transition_test	STRING 30	Spell_Macro ::persid	Specifies the condition.

Boolean_Table Table

Table of boolean values that allows the customer to define the text associated with true and false.

- **SQL Name**—bool_tab
- **Object**—bool

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL		Deleted flag 0 —Active 1 —Inactive/marked as deleted
enum	INTEGER NOT_NULL		Enumerated value for this entry - specifies ordering in lists and relative values
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
nx_desc	STRING 40		
sym	STRING 12 UNIQUE NOT_NULL S_KEY		

Bop_Workshift Table

Workshift definition.

- **SQL Name**—bpwshft
- **Object**—wrkshft

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	This is the Deleted flag: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(80)		Specifies the textual description of this workshift.
id	INTEGER		Unique (to the table) Numeric ID.
last_mod_by	Byte(16)	ca_contact:: uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id). Note: This is a primary key.
sched	nvarchar(1000)		Describes the schedule of this workshift.
sym	nvarchar(30)		Represents the symbolic value for this workshift.

BU_TRANS Table

Program control table used by Knowledge Management.

- **SQL Name**—BU_TRANS
- **Object**—BU_TRANS

Field	Data Type	Reference	Remarks
BU_DATE	LOCAL_TIME		

Field	Data Type	Reference	Remarks
BU_PROCESSED	INTEGER		
BU_RATING	REAL		
DOC_ID	INTEGER	SKELETONS::id	
HIT_NO_VOTE	INTEGER		
HIT_ORIGIN	INTEGER		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
INDEX_ID	INTEGER	O_INDEXES::id	
User_slv	INTEGER		
Ticket_slv	INTEGER		
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
USER_ID	UUID	ca_contact::uuid	Specifies the UUID of the user id.
kd_duration	INTEGER		Specifies the duration of a specific event, such as how long a knowledge document was open.

Business_Management_Repository Table

Table that keeps track of CA NSM repositories used by Service Analyzer.

- **SQL Name**—busrep
- **Object**—bmrep

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
hostname	STRING 64 UNIQUE NOT_NULL		
id	INTEGER UNIQUE		Unique (to the table) Numeric ID

Field	Data Type	Reference	Remarks
	NOT_NULL KEY		
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
nx_desc	STRING 40		
password	STRING 200		
persid	STRING 30		Persistent ID (SystemObjectName:id)
sym	STRING 60 UNIQUE NOT_NULL S_KEY		
userid	STRING 40		

ca_asset_type Table

Asset types defined in the CA-MDB.

- **SQL Name**—ca_asset_type
- **Object**—ca_asset_type

Field	Data Type	Reference	Remarks
asset_type_configuration	STRING 1		
asset_type_id	INTEGER UNIQUE NOT_NULL KEY		key id
asset_type_name	STRING 255		
creation_date	LOCAL_TIME		Indicates the timestamp indicating when this record was created.
creation_user	STRING 64		Specifies the name of the person who created this record. Should be in form: LastName, FirstName

Field	Data Type	Reference	Remarks
delete_time	LOCAL_TIME		
exclude_registration	INTEGER		
last_update_date	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
last_update_user	STRING 64		Specifies the contact who last modified this record. Should be in form: LastName, FirstName
version_number	INTEGER		

ca_company Table

Company information (CA-MDB).

- **SQL Name**—ca_company
- **Object**—ca_cmpny

Field	Data Type	Reference	Remarks
alias	nvarchar(30)		Identifies the Company alias or "also known as" name. For example, CA.
authentication_password	nvarchar(20)		Specifies the authentication password.
authentication_user_name	nvarchar(64)		Specifies the authentication user name.
bbs	nvarchar(30)		Identifies bulletin board system information.
company_name	nvarchar(100)		Identifies the company name.
company_type	INTEGER	ca_company_type::id	Identifies the Company Type or Vendor Provider. Note: This is the Foreign key to the id field of the ca_company_type table.
company_uuid	Byte(16)		The Primary key of this table.
creation_date	INTEGER		Indicates the date this record was created.

Field	Data Type	Reference	Remarks
creation_user	nvarchar(64)		Identifies the user or process that created the record.
delete_time	INTEGER		Specifies the delete time.
description	nvarchar(400)		Shows the textual description of this entry.
exclude_registration	INTEGER		Indicates to exclude registration.
inactive	INTEGER	Active_Boolean_Table::enum	Flag representing whether this record is active or inactive. 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Indicates the date that this record was last updated.
last_update_user	nvarchar(64)		Identifies the user or process that last updated the record.
location_uuid	Byte(16)	ca_location::location_uuid	Identifies the location. Note: This is the Foreign key to the ca_location table entry.
month_fiscal_year_ends	INTEGER		Specifies the Integer value (1-12) representing the month the company's fiscal year ends.
parent_company_uuid	Byte(16)	ca_company::company_uuid	This is the Foreign key to the company_uuid field of the ca_company table for the company's parent company.
primary_contact_uuid	Byte(16)	ca_contact::uuid	Specifies the Primary contact. Note: This is the Primary foreign key to the ca_contact table.
source_type_id	INTEGER		Represents the Source type id. Note: This is the Foreign key to the ca_source_type table.
version_number	INTEGER		Specifies the version number for transaction integrity.
web_address	nvarchar(50)		Identifies the company web address.

ca_company_type Table

Company type information (CA-MDB).

- **SQL Name**—ca_company_type
- **Object**—vpt

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Specifies the date this record was created.
creation_user	nvarchar(64)		Identifies the user or process that created the record.
description	nvarchar(255)		Provides the textual company type description of this entry.
id	INTEGER		Specifies the Primary key, this also identifies the unique company type numeric ID.
inactive	INTEGER	Active_Boolean_Table::enum	Specifies Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Specifies the date when this record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that updated the record.
name	nvarchar(100)		Identifies the unique, company type name.
version_number	INTEGER		Specifies the version number for transaction integrity

ca_contact Table

Table of persons that interact with the system in some manner (CA-MDB).

- **SQL Name**—ca_contact
- **Object**—cnt

Field	Data Type	Reference	Remarks
admin_organization_	Byte(16)	ca_organization::organization_uuid	Identifies the Administrative Organization.

Field	Data Type	Reference	Remarks
uuid			Note: This is the Foreign key to the ca_organization table.
alias	nvarchar(30)		Identifies the Contact alias or "known as" name.
alt_phone_number	nvarchar(40)		Specifies the alternate phone number.
alternate_identifier	nvarchar(30)		Identifies the alternate contact (for example, the social security number).
comment	nvarchar(255)		Shows the text of the comment.
company_uuid	Byte(16)	ca_company::company_uuid	Identifies the Company. Note: This is the Foreign key to the ca_company table.
contact_type	INTEGER	ca_contact_type::id	Specifies the Contact type, such as: Customer, Analyst, and so on. Note: This is the Foreign key to the id field of the ca_contact_type table.
contact_uuid	Byte(16)		This is the Primary key, and is a unique identifier.
cost_center	INTEGER	ca_resource_cost_center::id	Identifies the cost center. Note: This is the Foreign key to the id field of the ca_resource_cost_center table.
creation_date	INTEGER		Identifies the date that the record was created.
creation_user	nvarchar(64)		Specifies the user or process that created this record.
delete_time	INTEGER		Shows the time of deletion.

Field	Data Type	Reference	Remarks
department	INTEGER	ca_resource_department::id	Identifies the department. Note: This is the Foreign key to the id field of the ca_resource_department table.
email_address	nvarchar (120)		Identifies the email address.
exclude_registration	INTEGER		Indicates to exclude registration.
fax_number	nvarchar(40)		Identifies the fax number.
first_name	nvarchar (100)		Identifies the first name.
floor_location	nvarchar(30)		Identifies the floor location. (for example, the employee works on the first floor).
inactive	INTEGER	Active_Boolean_Table::enum	Specifies the Active flag, as follows: 0 —Active 1 —Inactive
inrdid	INTEGER		Identifies the role ID.
job_function	INTEGER		Specifies the job function. Note: This is the Foreign key to ca_job_function table.
job_title	INTEGER	ca_job_title::id	Specifies the job title. Note: This is a Foreign key.
last_name	nvarchar (100)		(Required) Identifies the last name.

Field	Data Type	Reference	Remarks
last_update_date	INTEGER		Shows the date this record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated the record.
location_uuid	Byte(16)	ca_location::location_uuid	Specifies the location. Note: This is the Foreign key to the ca_location table entry.
mail_stop	nvarchar(30)		Identifies the mail stop.
middle_name	nvarchar(100)		Identifies the middle name.
mobile_phone_number	nvarchar(40)		Specifies the mobile phone number.
organization_uuid	Byte(16)	ca_organization::organization_uuid	Specifies the Organization. Note: This is a Foreign key to the id field of the ca_organization table.
pager_email_address	nvarchar(120)		Identifies the pager email address.
pager_number	nvarchar(40)		Identifies the pager number.
pri_phone_number	nvarchar(40)		Identifies the primary phone number.
room_location	nvarchar(30)		Identifies the Room location (for example, the employee works in Cube 123).

Field	Data Type	Reference	Remarks
supervisor_ contact_uuid	Byte(16)	ca_contact::uuid	Identifies the Supervisor. Note: This is a Foreign key to the ca_contact table.
userid	nvarchar (100)		Specifies the User account id (for example, a user's company employee ID). This ID is unique in order to prevent a user from retrieving another's security settings.
version_number	INTEGER		Version number for transaction integrity.

ca_contact_type Table

Definitions of type/classifications of personal information stored in the ca_contact table (CA-MDB).

- **SQL Name**—ca_contact_type
- **Object**—ctp

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Specifies the date when this record was created.
creation_user	nvarchar(64)		Identifies the user or process that created this record.
delete_time	INTEGER		Specifies the delete time.
description	nvarchar (255)		Specifies the textual, contact type description.
exclude_registration	INTEGER		Indicates to exclude registration.
hourly_cost	Money		Specifies the hourly cost.
id	INTEGER		Unique (to the table), numeric contact type ID. Note: This is a Primary key.
inactive	INTEGER	Active_Boolean_ Table::enum	Identifies the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)

Field	Data Type	Reference	Remarks
last_update_date	INTEGER		Specifies the date of when this record was last updated.
last_update_user	nvarchar(64)		Identifies the user or process that last updated the record.
name	nvarchar(100)		Identifies the unique,contact type name.
user_uuid	UUID	ca_contact:: uuid	This is a unique identifier. Note: This is also the Primary key.
version_number	INTEGER		Version number for transaction integrity.
view_internal	INTEGER		Flag to represent whether this contact type is allowed to view internal data.

ca_country Table

Country name/code/description information (CA-MDB).

- **SQL Name**—ca_country
- **Object**—country

Field	Data Type	Reference	Remarks
country_code	INTEGER		Identifies the country code ID.
creation_date	INTEGER		Specifies the date that the record was created.
creation_user	nvarchar(64)		Specifies the user or process that created the record.
description	nvarchar(255)		Specifies the textual country description.
id	INTEGER		Identifies the unique (to the table) numeric ID. Note: This is a Primary key.
inactive	INTEGER	Active_Boolean_Table::enum	Sets the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Shows the date of when this record was last updated.

Field	Data Type	Reference	Remarks
last_update_user	nvarchar(64)		Identifies the user or process that last updated the record.
name	varchar(100)		Identifies the unique country name.
phone_mask	nvarchar(60)		Specifies the Phone mask of the given country, for example, (###)###-####x#####.#####).
version_number	INTEGER		Specifies the version number for transaction integrity.

ca_job_function Table

Job function descriptions (CA-MDB).

- **SQL Name**—ca_job_function
- **Object**—job_func

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Specifies the date when this record was created.
creation_user	nvarchar(64)		Specifies the user or process that created the record.
delete_time	INTEGER		Identifies the delete time.
description	nvarchar(255)		Specifies the Job function description.
exclude_registration	INTEGER		Indicates to exclude registration.
id	INTEGER		Identifies the unique (to the table) numeric job function ID. Note: This is a Primary key.
inactive	INTEGER	Active_Boolean_Table::enum	Sets the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Specifies the date of when this record was last updated.
last_update_user	varchar(64)		Identifies the user or process that last updated the record.

Field	Data Type	Reference	Remarks
name	varchar(100)		Identifies the job function name.
version_number	INTEGER		Specifies the version number for transaction integrity.

ca_job_title Table

Job title descriptions (CA-MDB).

- **SQL Name**—ca_job_title
- **Object**—position

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Specifies the date of when this record was created.
creation_user	nvarchar(64)		Identifies the user or process that created the record.
delete_time	INTEGER		Indicates the time of deletion.
exclude_registration	INTEGER		Indicates to exclude registration.
id	INTEGER		Identifies the unique (to the table) numeric job title ID. Note: This is a Primary key.
inactive	INTEGER	Active_Boolean_Table::enum	Specifies the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Indicates the date of when this record was last updated.
last_update_user	varchar(64)		Specifies the user or process that last updated the record.
name	varchar(100)		Specifies the job title name.
version_number	INTEGER		Specifies the version number for transaction integrity.

ca_location Table

Defined locations includes address information for companies and contacts (CA-MDB).

- **SQL Name**—ca_location
- **Object**—loc

Field	Data Type	Reference	Remarks
address_1	nvarchar(50)		This is address line 1.
address_2	nvarchar(50)		This is address line 2.
address_3	nvarchar(50)		This is address line 3.
address_4	nvarchar(50)		This is address line 4.
address_5	nvarchar(50)		This is address line 5.
address_6	nvarchar(50)		This is address line 6.
city	nvarchar(50)		Specifies the name of the city.
comment	nvarchar(255)		Shows the textual comment.
contact_address_flag	INTEGER		Flag indicating that this ca_location record has been created only to specify address information for the contact given in the primary_contact_uuid field.
country	INTEGER	ca_country::id	Foreign key to the id field of the ca_country table representing the location's country.
county	nvarchar(50)		Identifies the name of the county.
creation_date	INTEGER		Shows the date of when this record was created.
creation_user	nvarchar(64)		Identifies the user or process that created the record.
delete_time	INTEGER		Identifies the time of the deletion.
exclude_registration	INTEGER		Indicates to exclude registration.
fax_number	nvarchar(40)		Identifies the fax number.
geo_coord_type	INTEGER		Foreign key to the id field of the

Field	Data Type	Reference	Remarks
			ca_geo_coord_type table for geographic coordinates type (GPS).
geo_coords	nvarchar(40)		Identifies the geographic coordinates values (GPS).
id	INTEGER		Primary key of this table.
inactive	INTEGER	Active_Boolean_Table::enum	Sets the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Specifies the date the record was last updated.
last_update_user	nvarchar(64)		Identifies the user or process that last updated the record.
location_name	nvarchar(100)		Identifies the location name.
location_type_id	INTEGER		Foreign key to the id field of the ca_location_type table representing the location's type.
location_uuid	Byte(16)		This is a unique identifier, and is the Primary key.
mail_address_1	nvarchar(50)		Mailing address 1.
mail_address_2	nvarchar(50)		Mailing address 2.
mail_address_3	nvarchar(50)		Mailing address 3.
mail_address_4	nvarchar(50)		Mailing address 4.
mail_address_5	nvarchar(50)		Mailing address 5.
mail_address_6	nvarchar(50)		Mailing address 6.
parent_location_uuid	byte(16)		Foreign key to the location_uuid field of the ca_location table for the company's parent location.
pri_phone_number	nvarchar(40)		Identifies the private phone number.
primary_contact_uuid	byte(16)		Foreign key to the contact_uuid field of the ca_contact table representing the location's primary contact.
state	INTEGER	ca_state_province	Primary key. Identifies the

Field	Data Type	Reference	Remarks
		::id	State or Province ID.
version_number	INTEGER		Version number for transaction integrity.
zip	nvarchar(20)		Identifies the ZIP code.

ca_model_def Table

Model definitions for specific manufacturer/model combinations (CA-MDB).

- **SQL Name**—ca_model_def
- **Object**—mfrmod

Field	Data Type	Reference	Remarks
abbreviation	nvarchar(30)		Specifies the model abbreviation.
capacity	float		Defines the capacity.
capacity_unit	INTEGER		Defines the capacity unit. Note: This is the Foreign key to the id field of the ca_capacity_unit table.
class_id	INTEGER	ca_resource_class::id	Foreign key to the id field of the ca_resource_class table for the class to which this model belongs.
creation_date	INTEGER		Specifies the date of when this record was created.
creation_user	nvarchar(64)		Identifies the user or process that created the record.
current_as_of_date	INTEGER		Specifies the date which represents the point at which the model information is considered current.
delete_time	INTEGER		Indicates the time of deletion.
description	nvarchar(255)		Identifies the model description.
exclude_registration	INTEGER		Indicates to exclude registration.
family_id	INTEGER		Foreign key to the id field of the ca_resource_family table for the family to which this model belongs.

Field	Data Type	Reference	Remarks
gl_code	INTEGER		Specifies the GL code. Note: This is the Foreign key to the id field of the ca_resource_gl_code table.
inactive	INTEGER	Active_Boolean_Table::enum	Specifies the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Specifies the date of when this record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated this record.
manufacturer_uuid	byte(16)	ca_company::company_uuid	Foreign key to the company_uuid field of the ca_company table for the record that represents the manufacturer.
model_uuid	byte(16)		Specifies the model ID. Note: This is a Primary key.
name	nvarchar(100)		Identifies the unique Model name.
operating_system	INTEGER		Operating system. Note: It is a Foreign key to the id field of the ca_resource_operating_system table.
preferred_seller_uuid	byte(16)		Foreign key to the company_uuid field of the ca_company table for the record that represents the preferred seller company of this model.
subclass_id	INTEGER		Foreign key to the id field of the ca_resource_class table for the subclass to which this model belongs.
version_number	INTEGER		Indicates the version number for transaction integrity.

ca_organization Table

Used to describe a business, or associate businesses with smaller business units, or contacts to businesses.

- **SQL Name**—ca_organization
- **Object**—org

Field	Data Type	Reference	Remarks
abbreviation	nvarchar(30)		Identifies the abbreviation of the organization.
alt_phone_cc	INTEGER		Identifies the alternate phone number country code.
alt_phone_number	nvarchar(32)		Specifies the alternate phone number.
comment	nvarchar(255)		Shows the comment.
company_uuid	byte(16)	ca_company::company_uuid	Foreign key to the company_uuid field of the ca_company table representing the organization's company.
contact_uuid	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table representing the organization's primary contact.
cost_center	INTEGER	ca_resource_cost_center::id	Foreign key to the id field of ca_resource_cost_center table which represent this cost center.
creation_date	INTEGER		Identifies the date of when this record was created.
creation_user	nvarchar(64)		Identifies the user or process that created the record.
delete_time	INTEGER		Specifies the time of deletion.
description	nvarchar(255)		Indicates the description of the organization.
email_address	nvarchar(120)		Specifies the email address.
exclude_registration	INTEGER		Indicates to exclude registration.
fax_cc	INTEGER		Specifies the fax number's country code.

Field	Data Type	Reference	Remarks
fax_number	nvarchar(32)		Identifies the fax number.
inactive	INTEGER	Active_Boolean_ Table::enum	Specifies the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Specifies the date of when this record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated this record.
location_uuid	byte(16)	ca_location::location_uuid	Foreign key to the location_uuid field of the ca_location table for the organization's parent location.
org_name	nvarchar(100)		Identifies the name of the organization.
organization_uuid	byte(16)		This is the Primary key for Organization.
pager_email_address	nvarchar(120)		Identifies the pager email address.
parent_org_uuid	byte(16)		Foreign key to the organization_uuid field of the ca_organization table for the organization's parent organization.
pri_phone_cc	INTEGER		Identifies the country code for the primary phone number.
pri_phone_number	nvarchar(32)		Identifies the primary phone number.
version_number	INTEGER		Specifies the version number for transaction integrity.

ca_owned_resource Table

Provides abstract relationship information about an organization's assets such as assignment, ownership, legal documents, maintenance agreements, issues, and so on.

- **SQL Name**—ca_owned_resource
- **Object**—nr

Field	Data Type	Reference	Remarks
acquire_date	INTEGER		Specifies the date the resource was acquired.
asset_source_uuid	byte(16)		Foreign key to ca_asset_source table, which establishes the identification of an non-software owned resource to a record in the common asset table through the asset source table.
audit_date	INTEGER		Identifies the audit date.
backup_services_contact_uuid	SREL	cnt	
billing_contact_uuid	SREL	cnt	
cabinet_location	nvarchar(30)		Identifies the cabinet location.
company_bought_for_uuid	byte(16)	ca_company::company_uuid	Foreign key to the company_uuid field of the ca_company table representing the company for which this asset was purchased.
cost_center	INTEGER	ca_resource_cost_center::id	Identifies the cost center id. Note: This is a Primary key.
creation_date	INTEGER		Indicates the date when this record was created.
creation_user	nvarchar(64)		Identifies the user or process that created the record.
delete_time	INTEGER		Identifies the date of deletion.
department	INTEGER	ca_resource_department::id	Foreign key to the id field of the ca_resource_department table representing the department to which this asset belongs.
disaster_recovery_contact_uuid	SREL	cnt	

Field	Data Type	Reference	Remarks
dns_name	nvarchar(100)		The name by which this device is known in the domain name server.
exclude_reconciliation	smallint		Flag indicating if the asset is excluded from reconciliation: 0 —False 1 —True
exclude_registration	INTEGER		Specifies to exclude registration.
floor_location	nvarchar(30)		Identifies the floor location.
gl_code	INTEGER		Foreign key to the id field of the ca_resource_gl_code table.
host_name	nvarchar(255)		Identifies the machine name (hardware only).
inactive	INTEGER	Active_Boolean_Table::enum	Sets the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
installation_date	INTEGER		Identifies the date the resource was installed in the organization or network.
ip_address	nvarchar(64)		Identifies the IP address (hardware only).
last_update_date	INTEGER		Specifies the date of when the record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated this record.
license_information	nvarchar(32)		Identifies the license Information.
license_uuid	byte(16)		Foreign key to ca_license table, which establishes the identification of a software owned resource to a record in the common asset table through the license table.
lifecycle_status	INTEGER	ca_asset_lifecycle_status (CA APM)	Identifies the status of an asset in the lifecycle. For example: request, ordered, receipt, active, available/warehoused, disposed. You may have different terms depending on your processes.

Field	Data Type	Reference	Remarks
location_uuid	byte(16)	ca_location ::location_uuid	Foreign key to the location_uuid field of the ca_location table representing the location of this asset.
mac_address	nvarchar(64)		Identifies the MAC address (hardware only).
maintenance_org_uuid	byte(16)	ca_organization ::organization_uuid	Foreign key to the company_uuid field of the ca_company table representing the vendor responsible for maintenance.
maintenance_vendor_uuid	byte(16)	ca_company ::company_uuid	Primary key, this is also a unique identifier.
manufacturer_uuid	byte(16)	ca_company::company_uuid	Foreign key to the company_uuid field of the ca_company table representing the manufacturer of the asset.
model_uuid	byte(16)	ca_model_def::model_uuid	Foreign key to the model_uuid field of the ca_model_def table to represent the asset model.
network_contact_uuid	SREL	cnt	
operating_system	INTEGER		Foreign key to the id field of the ca_resource_operating_system table representing the operating system used for this asset.
org_bought_for_uuid	byte(16)	ca_organization::organization_uuid	Foreign key to the organization_uuid field of the ca_organization table for the organization that bought this asset.
own_resource_uuid	byte(16)		Primary key. This is the UUID that uniquely identifies the owned resource within tables supporting ownership information.
product_version	nvarchar(16)		Represents the product version.
purchase_order_id	nvarchar(20)		Specifies the purchase order ID on which the resource was purchased.
requisition_id	nvarchar(50)		Identifies the requisition ID on which the resource was requested.

Field	Data Type	Reference	Remarks
resource_alias	nvarchar(30)		Identifies the resource alias.
resource_capacity	Float		Specifies the resource capacity, for example, the "20" in 20 MB (applies to hardware only).
resource_capacity_unit	INTEGER		Foreign key to the id field of the ca_capacity_unit table. Specifies the resource capacity unit, for example the "MB" in 20 MB (applies to hardware only).
resource_class	INTEGER	ca_resource_class::id	Primary key that also identifies the class id.
resource_contact_uuid	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table for the primary contact for this asset.
resource_description	nvarchar(255)		Indicates the longer name or description of the resource.
resource_family	INTEGER	ca_resource_family::id	Primary key that is also the resource family id.
resource_name	nvarchar(100)		Identifies the name of the resource.
resource_owner_uuid	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table for the owner of this asset.
resource_quantity	INTEGER		Specifies the resource quantity.
resource_status	INTEGER	ca_resource_status::id	Foreign key to the id field of the ca_resource_status table for resource status.
resource_subclass	INTEGER		Foreign key to the id field of the ca_resource_class table for the resource subclass.
resource_tag	nvarchar(64)		Specifies the alternate identifier, for example, the alternate id located on the sticker placed on the machine.
responsible_org_uuid	byte(16)	ca_organization::organization_uuid	Foreign key to the organization_uuid field of the ca_organization table for the organization responsible for this asset.

Field	Data Type	Reference	Remarks
responsible_vendor_uuid	byte(16)	ca_company ::company_uuid	Foreign key to the company_uuid field of the ca_company table representing the vendor
room_location	nvarchar(30)		Specifies the room location.
serial_number	nvarchar(64)		Identifies the serial number.
shelf_location	nvarchar(30)		Identifies the shelf location.
slot_location	nvarchar(30)		Specifies the slot location.
status_date	INTEGER		Provides the status date.
supply_vendor_uuid	byte(16)	ca_company ::company_uuid	Primary key, which is also a unique identifier.
support_contact1_uuid	SREL	ca_contact	
support_contact2_uuid	SREL	ca_contact	
support_contact3_uuid	SREL	ca_contact	
ufam	smallint		Sets the flag that indicates if the asset is managed by UAPM: 0 —False 1 —True
version_number	INTEGER		Version number for transaction integrity.

ca_resource_class Table

Definitions of the classifications that may be applied to an asset/resource.

- **SQL Name**—ca_resource_class
- **Object**—grc

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Specifies the date the of when this record was created.

Field	Data Type	Reference	Remarks
creation_user	nvarchar(64)		Identifies the user or process that created the record.
delete_time	INTEGER		Indicates the date of deletion.
description	nvarchar(255)		Specifies the class description.
exclude_registration	INTEGER		Indicates to exclude registration.
family_id	INTEGER	ca_resource_family::id	Primary key that is also the resource family id.
id	INTEGER		Primary key that is also the class id.
inactive	INTEGER	Active_Boolean_Table::enum	Sets the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Indicates the date the record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated the record.
name	nvarchar(100)		Identifies the unique class name within family.
parent_id	SREL		Foreign key back to the id field of the ca_resource_class table to allow for hierarchical class groupings (for example, subclass).
usp_nsm_class	INTEGER	buscls id	Represents the CA NSM class. Note: This is the Foreign key to the id field of the buscls table.
version_number	INTEGER		Specifies the version number for transaction integrity.

ca_resource_cost_center Table

An asset is associated with.

- **SQL Name**—ca_resource_cost_center
- **Object**—cost_cntr

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Identifies the date of when this record

Field	Data Type	Reference	Remarks
			was created.
creation_user	nvarchar(64)		User or process that created the record.
delete_time	INTEGER		Specifies the time of deletion.
description	nvarchar(255)		Indicates the cost center description.
exclude_registration	INTEGER		Specifies to exclude registration.
id	INTEGER		Primary key that is also the cost center id.
inactive	INTEGER	Active_Boolean_Table::enum	Sets the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Specifies the date of when this record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated this record.
name	nvarchar(100)		Identifies the unique cost center name.
version_number	INTEGER		Specifies the version number for transaction integrity.

ca_resource_department Table

Department that a resource is assigned to and associated with.

- **SQL Name**—ca_resource_department
- **Object**—dept

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Specifies the date of when this record was created.
creation_user	nvarchar(64)		Indicates the user or process that created this record.
delete_time	INTEGER		Indicates the time of deletion.
description	nvarchar(255)		Specifies the department description.

Field	Data Type	Reference	Remarks
exclude_registration	INTEGER		Specifies to exclude registration.
id	INTEGER		Primary key that is also the resource department id.
inactive	INTEGER	Active_Boolean_Table::enum	Sets the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Specifies the date of when this record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated the record.
name	nvarchar(100)		Identifies the unique department name.
version_number	INTEGER		Specifies the version number for transaction integrity.

ca_resource_family Table

High level classification of a resource items, such as Computer, furniture, phone, software and so on.

- **SQL Name**—ca_resource_family
- **Object**—nrf

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Specifies the date of when this record was created.
creation_user	nvarchar(64)		Indicates the user or process that created this record.
delete_time	INTEGER		Indicates the time of deletion.
description	nvarchar(255)		Specifies the family description.
exclude_registration	INTEGER		Specifies to exclude registration.
id	INTEGER		Primary key that is also the resource family id.

Field	Data Type	Reference	Remarks
inactive	INTEGER	Active_Boolean_Table::enum	Specifies the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
include_reconciliation	INTEGER		Specifies the flag that indicates whether to include this family in reconciliation.
last_update_date	INTEGER		Specifies the date of when this record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated the record.
name	nvarchar(100)		Identifies the unique family name.
table_extension_name	nvarchar(30)		Identifies the name of the associated table to hold extended data for this family.
version_number	INTEGER		Indicates the version number for transaction integrity.

ca_resource_gl_code Table

General ledger entry a resource is assigned to/associated with.

- **SQL Name**—ca_resource_gl_code
- **Object**—gl_code

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Specifies the date of when this record was created.
creation_user	nvarchar(64)		Indicates the user or process that created this record.
delete_time	INTEGER		Indicates the time of deletion.
description	nvarchar(255)		Specifies the GL code description.
exclude_registration	INTEGER		Specifies to exclude registration.

Field	Data Type	Reference	Remarks
id	INTEGER		Primary key that is also the resource GL code id.
inactive	INTEGER	Active_Boolean_Table::enum	Specifies the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Specifies the date of when this record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated the record.
name	nvarchar(100)		Identifies the unique GL code name.
version_number	INTEGER		Indicates the version number for transaction integrity.

ca_resource_operating_system Table

Operating system a resource is assigned to/associated with.

- **SQL Name**—ca_resource_operating_system
- **Object**—opsys

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Specifies the date of when this record was created.
creation_user	nvarchar(64)		Indicates the user or process that created this record.
delete_time	INTEGER		Indicates the time of deletion.
description	nvarchar(255)		Specifies the operating system description.
exclude_registration	INTEGER		Indicates to exclude registration.
id	INTEGER		Primary key that is also the resource operating system id.

Field	Data Type	Reference	Remarks
inactive	INTEGER	Active_Boolean_Table::enum	Specifies the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Specifies the date of when this record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated the record.
name	nvarchar(100)		Identifies the unique operating system name.
version_number	INTEGER		Specifies the version number for transaction integrity.

ca_resource_status Table

Status of a resource/asset.

- **SQL Name**—ca_resource_status
- **Object**—rss

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Specifies the date of when this record was created.
creation_user	nvarchar(64)		Indicates the user or process that created this record.
delete_time	INTEGER		Indicates the time of deletion.
description	nvarchar(255)		Specifies the operating system description.
exclude_registration	INTEGER		Specifies to exclude registration.
id	INTEGER		Primary key that is also the resource status id.
inactive	INTEGER	Active_Boolean_Table::enum	Specifies the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)

Field	Data Type	Reference	Remarks
last_update_date	INTEGER		Specifies the date of when this record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated the record.
name	nvarchar(100)		Identifies the unique status name.
version_number	INTEGER		Indicates the version number for transaction integrity.

ca_site Table

A classification of location information.

- **SQL Name**—ca_site
- **Object**—site

Field	Data Type	Reference	Remarks
alias	nvarchar(30)		Specifies the alias value for this ca_site.
creation_date	INTEGER		Specifies the date of when this record was created.
creation_user	nvarchar(64)		Indicates the user or process that created this record.
delete_time	INTEGER		Indicates the time of deletion.
description	nvarchar(255)		Specifies the ca_site description.
exclude_registration	INTEGER		Specifies to exclude registration.
id	INTEGER		Primary key that is also a unique, numeric ID.
inactive	INTEGER	Active_Boolean_Table::enum	Specifies the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Specifies the date of when this record was last updated.

Field	Data Type	Reference	Remarks
last_update_user	nvarchar(64)		Specifies the user or process that last updated the record.
name	nvarchar(100)		Identifies the unique ca_site name.
version_number	INTEGER		Specifies the version number for transaction integrity.

ca_state_province Table

State/Province information associated with a specific location.

- **SQL Name**—ca_state_province
- **Object**—state

Field	Data Type	Reference	Remarks
creation_date	INTEGER		Specifies the date of when this record was created.
creation_user	nvarchar(64)		Indicates the user or process that created this record.
delete_time	INTEGER		Indicates the time of deletion.
description	nvarchar(255)		Specifies the state or province name, such as Alberta, Alaska, Alabama, and so on.
exclude_registration	INTEGER		Specifies to exclude registration.
id	INTEGER		Primary key that is also the unique, state or province ID.
inactive	INTEGER	Active_Boolean_Table::enum	Sets the Active flag, as follows: 0 —False (Active) 1 —True (Inactive)
last_update_date	INTEGER		Specifies the date of when this record was last updated.
last_update_user	nvarchar(64)		Specifies the user or process that last updated the record.

Field	Data Type	Reference	Remarks
symbol	nvarchar (100)		Identifies the state or province symbol, such as AB, AK, AL, and so on.
version_number	INTEGER		Specifies the version number for transaction integrity.

ca_tenant Table

This table lists information about a tenant.

- **SQL Name**—ca_tenant
- **Object**—tenant

Column	Type	Remarks
id	UUID	ID
name	STRING 255	Specifies the tenant name.
tenant_number	STRING 30	Specifies the alternate tenant identification (customer comment; no OTB use)
service_provider	INTEGER	1 —Service Provider tenant
contact	SREL cnt	Specifies the primary contact for the tenant .
logo	STRING 255	Specifies the URL of the tenant logo.
description	STRING 1024	
phone_number	STRING 255	
fax_phone	STRING 255	
alt_phone	STRING 255	
location	SREL loc	Specifies the location of the tenant .
inactive	INTEGER	1 —tenant deleted
version number	INTEGER	Specifies the update version of this tenant (incremented whenever tenant is saved).
tenant	UUID (SREL tenant)	Always specifies the same value as the ID
ldap_tenant_group	STRING 512	Specifies the name of the LDAP group that corresponds to this tenant.
subtenants_ok	INTEGER	1 —tenant is allowed to have subtenants
fkey_group	UUID (SREL	Specifies the tenant group to which objects that

Column	Type	Remarks
	tenant_group)	belong to this tenant can reference. Same as the supertenant group. System-maintained (cannot be edited).
supertenant_group	UUID (SREL tenant_group)	Specifies the tenant group that includes the tenant and higher tenants in this hierarchy. Can include the service provider (if in the same hierarchy). System-maintained (cannot be edited).
subtenant_group	UUID (SREL tenant_group)	Specifies the tenant group that includes the tenant and lower tenants in this hierarchy. System-maintained (cannot be edited).
relatedtenant_group	UUID (SREL tenant_group)	Specifies the tenant group that includes all tenants in this hierarchy (includes the subtenant and supertenant groups). Can include the service provider (if in the same hierarchy). System-maintained (cannot be edited).
tenant_depth	INTEGER	Specifies the number of levels above the tenant in this hierarchy. System-maintained (cannot be edited).
parent	UUID	Specifies the tenant immediately above this tenant in the hierarchy.
creation_user	STRING 64	Specifies the user ID of contact who created this tenant.
creation_date	INTEGER	Specifies the date of tenant creation (number of seconds after 0000 hours on 01/01/1970).
last_update_user	STRING 64	Specifies the user ID of contact who last updated this tenant.
last_update_date	INTEGER	Specifies the date of last update (number of seconds after 0000 hours on 01/01/1970).
terms_of_usage	UUID REF ca_tou	Specifies the terms of usage associated with the tenant.

ca_tenant_group Table

This table lists information about a tenant group.

- **SQL Name**—ca_tenant_group
- **Object**—tenant_group

Column	Type	Remarks
id	UUID	
name	STRING 255	
description	STRING 1024	

ca_tenant_group_member Table

This table lists information about a tenant group member.

- **SQL Name**—ca_tenant_group_member
- **Object**—tenant_group_member

Column	Type	Remarks
id	UUID	
tenant	SREL tenant	
tenant_group	SREL tenant_group	

ca_tou Table

This table tracks the terms of usage used in the CA Service Desk Manager application.

- **SQL Name**—ca_tou
- **Object**—ca_tou

Field	Data Type	Reference	Remarks
id	UUID UNIQUE KEY		Unique (to the table) Numeric ID

Field	Data Type	Reference	Remarks
name	STRING 255 UNIQUE NOT_NULL S_KEY		Specifies the name of the Terms of Usage record.
description	STRING 255		Specifies the textual description.
terms_of_usage_text	STRING 32768		Specifies the message text.
version_number	INTEGER		Identifies the unique version number
creation_user	UUID	ca_contact	Specifies the UUID of the contact who created this record.
creation_date	LOCAL_TIME		Indicates the timestamp of when this record was created.
last_update_user	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_update_date	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
inactive	INTEGER NOT_NULL		1 —Yes 0 —No

Call_Req Table

Integration with call manager.

- **SQL Name**—call_req
- **Object**—cr

Field	Data Type	Reference	Remarks
active_flag	INTEGER	Boolean_Table ::enum	Sets the Active flag, as follows: 0 —Inactive 1 —Active

Field	Data Type	Reference	Remarks
affected_rc	byte(16)	ca_owned_resource::uuid	Foreign key to the id field of the ca_owned_resource table. It identifies the asset.
assignee	byte(16)		Foreign key to the contact_uuid field of the ca_contact table. It identifies the assignee.
call_back_date	INTEGER		Specifies the call back timestamp for this request.
call_back_flag	INTEGER		Specifies the call back flag value for this request.
category	nvarchar(30)	Prob_Category::persid	Foreign key to the persistent_id field of the prob_ctg table. This identifies the category.
change	INTEGER	chg ID	Foreign key to the ID field of the chg table. This is the associated change order.
caused_by_chg	INTEGER	Change_Request	Indicates the change request was caused by another change order.
charge_back_id	nvarchar(12)		Indicates the user-defined string field.
close_date	INTEGER		Represents the timestamp of when this request was closed.
cr_ticket	INTEGER		Not used.
created_via	INTEGER	Interface::id	Foreign key to the id field of the interface table. Based on site-defined conditions, this reflects which interface created the request.
customer	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table. This identifies the Affected End User.
description	nvarchar(4000)		This is the textual description of this call request.
event_token	nvarchar(30)		Used by TNGeh_writer for message matching.
external_system_ticket	STRING 4000		
extern_ref	nvarchar(30)		(Deprecated) Specifies the trouble ticket associated with the call

Field	Data Type	Reference	Remarks
			request.
group_id	byte(16)		Foreign key to the contact_uuid field of the ca_contact table, this represents the Assigned to Group ID.
id	INTEGER		Specifies the unique (to the table) numeric ID.
impact	INTEGER	Impact::enum	Foreign key to the enum field of the impact table, this identifies the impact of the request.
incident_priority	INTEGER		Specifies the computed incident priority if this is an ITIL incident.
incorrectly_assigned	INTEGER		Indicates that the incident is assigned incorrectly.
last_act_id	nvarchar(12)		Identifies the persid of the last activity.
last_mod_by	byte(16)		Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
log_agent	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table. This identifies who the request was reported by.
macro_predict_viol	INTEGER		Indicates that it is likely to violate its sla (boolean) for action macros to predict sla violations.
major_incident	INTEGER		Identifies the incident as a major incident.
open_date	INTEGER		Identifies the timestamp of when the request was created.
orig_user_admin_org	UUID	ca_organization	
orig_user_cost_center	INTEGER	ca_resource_cost_center	
orig_user_dept	INTEGER	ca_resource_department	

Field	Data Type	Reference	Remarks
orig_user_organization	UUID	ca_organization	
outage_detail_what	STRING 4000		Describes the outage details.
outage_detail_who	STRING 4000		
outage_detail_why	STRING 4000		Describes why the outage occurred.
outage_reason	INTEGER	Outage_Reason	Identifies the reason for the outage.
outage_type	INTEGER	Outage_Type	Identifies the type of outage.
parent	nvarchar(30)	Call_Req::persid	Foreign key to the persistent_id field of the call_req table to allow for hierarchical request groupings (for example, "parent/child").
pct_service_restored	INTEGER		Represents the percentage of service restored.
persid	nvarchar(30)		Identifies the Persistent ID (SystemObjectName:id).
predicted_sla_viol	INTEGER		Indicates that an sla violation has been predicted by Neugents: 1 —Request
priority	INTEGER	Priority::enum	Foreign key to the enum field of the pri table, this indicates the priority of the call request.
problem	nvarchar(30)		Foreign key to the persistent_id field of the call_req table to allow for linking this incident to a problem.
ref_num	nvarchar(30)		Shows a visible reference number to the user.
requested_by	UUID	ca_contact	Identifies who requested the ticket.
remote_control_used	INTEGER		Indicates that remote control was used.
resolvable_at_lower	INTEGER		Indicates that the ticket was resolved at a lower level.
resolve_date	INTEGER		Indicates the timestamp of when this request was resolved.

Field	Data Type	Reference	Remarks
return_to_service	INTEGER		Indicates whether service is fully restored.
rootcause	INTEGER	Rootcause::id	Foreign key to the id field of the rootcause table. Specifies the root cause of the request.
sched_token	nvarchar(128)		Specifies the job scheduling token.
severity	INTEGER	Severity::enum	Foreign key to the enum field of the Severity table, this identifies the severity of the Request.
sla_violation	INTEGER		If defined, this flags the request as follows: Template 1 —Request has violated its sla
solution	nvarchar(30)	Call_Req::persid	(Decrecated) Foreign key to the persistent_id field of the crsol table for old request solutions.
status	nvarchar(12)	Cr_Status::code	Foreign key to the code field of the cr_stat table, this is the status of the problem.
string1	nvarchar(40)		Identifies the user defined string field.
string2	nvarchar(40)		Identifies the user defined string field.
string3	nvarchar(40)		Identifies the user defined string field.
string4	nvarchar(40)		Identifies the user defined string field.
string5	nvarchar(40)		Identifies the user defined string field.
string6	nvarchar(40)		Identifies the user defined string field.
summary	nvarchar (240)		Identifies the summary text.
support_lev	nvarchar(30)	Service_Desc ::code	Foreign key to the code field of the srv_desc table, this defines the Classic Service Type.

Field	Data Type	Reference	Remarks
symptom_code	INTEGER	Symptom_Code	
template_name	nvarchar(30)	Cr_Template ::template_name	Foreign key to the template_name field of the cr_tpl table, this specifies the name of the request template.
caextwf_instance_id	INTEGER	caextwf_instances	Indicates the CA IT PAM process instance id and process definition name and reference path launched by this Service Desk object.
tenant	UUID	ca_tenant	
outage_start_time	LOCAL_TIME		
outage_end_time	LOCAL_TIME		
ticket_avoided	INTEGER		0 —Do not search 10 —Perform search 20 —Open knowledge document 30 —Ticket avoided by self-service
time_spent_sum	INTEGER		Specifies the sum of activity time spent.
type	nvarchar(10)	crt code	Foreign key to the crt table, this is the Request type.
urgency	INTEGER	Urgency::enum	Foreign key to the enum field of the urgency table, this indicates the call request urgency.
target_start_last	LOCAL_TIME		Time when target timer started or restarted.
target_hold_last	LOCAL_TIME		Time of most recent ticket hold
target_hold_count	INTEGER		Number of times ticket went into a Hold status

Field	Data Type	Reference	Remarks
target_resolved_last	LOCAL_TIME		Time of most recent ticket resolution
target_resolved_count	INTEGER		Number of times ticket went into a Resolved status
target_closed_last	LOCAL_TIME		Time ticket was last closed
target_closed_count	INTEGER		Number of times that ticket was closed
affected_service	UUID	ca_owned_resource	UNIQUE NOT_NULL KEY

Call_Req_Type Table

Stores codes used in Call_Req.type and the detail form names that should be displayed. This is used by the ITIL vertical market customizations to display alternative forms for cr_detail based on the value of Call_Req.type

- **SQL Name**—crt
- **Object**—crt

Field	Data Type	Reference	Remarks
code	nvarchar(10)Y		Primary key of this table.
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
display_name	nvarchar(30)		The display name value for this Request type.
id	INTEGER		Specifies the unique (to the table) numeric ID.
nx_desc	nvarchar(30)		The description value for this Request type.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sym	nvarchar(30)		The symbolic value for this Request type.

Call_Solution Table

This table exists in the schema for backward compatibility only. Although there is an interface to it, you should not use this table at all; however, it is important that you not delete it from the schema.

- **SQL Name**—crsol
- **Object**—crsol

Field	Data Type	Reference	Remarks
description	STRING 500		Specifies the problem description.
cr_count	INTEGER		Specifies the call request usage count: 0 —Yes 1 —No call request usage count
cr_flag	INTEGER		Indicates the call request manager flag used by ITIL code.
del	INTEGER NOT_NULL	Active_ Boolean_ Table::enum	Specifies the status of the Deleted flag: 0 —Active 1 —Inactive/marked as deleted.
id	INTEGER UNIQUE NOT_NULL KEY		Indicates the numeric ID that is unique to the table.
in_flag	INTEGER		Specifies the in_flag used by ITIL code.
last_mod_dt	LOCAL_TIME		Indicates the timestamp for when this record was last modified.
nx_desc	STRING 40		Specifies the name for prob_mgr cbox table.
persid	STRING 30		Indicates the Persistent ID: SystemObjectName:id
pr_flag	INTEGER		Specifies the pr_flag used by ITIL code.
approved	INTEGER	Boolean_ Table::enum	Indicates the status of solution approved.
sname	STRING 40		Specifies the solution name.
solution	STRING 1000		Specifies the solution description.
sym	STRING 60 NOT_NULL S_KEY		Specifies the symbol for the solution.
tcode	INTEGER		This field is no longer used.

Change_Act_Log Table

Change manager tables Change_Act_Log is a history of activities associated with a change request. The types of activities are listed in the Act_Type table.

- **SQL Name**—chgalg
- **Object**—chgalg

Field	Data Type	Reference	Remarks
action_desc	nvarchar(4000)		Shows the text description of the activity log entry.
analyst	byte(16)	ca_contact:: uuid	Foreign key to the contact_uuid field of the ca_contact table. This is the Analyst who created this activity log.
change_id	INTEGER	chg id	Foreign key to the id field of the chg table to which the activity log belongs. This is a Change Order.
description	nvarchar(4000)		Textual description of this activity log
id	INTEGER		Unique numeric ID that is the Primary key of this table.
internal	INTEGER		Marks this as 'Internal' log.
knowledge_session	nvarchar(80)		The knowledge session value for this Change_Act_Log.
knowledge_tool	nvarchar(12)		The knowledge tool value for this Change_Act_Log.
last_mod_dt	INTEGER		Specifies the date of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
system_time	INTEGER		Specifies the date and time of record creation.
time_spent	INTEGER		Specifies the time spent by the user on the activity.
time_stamp	INTEGER		Specifies the date and time time of activity by the user.
type	nvarchar(12)	Act_Type::	Identifies the Activity log

Field	Data Type	Reference	Remarks
		code	type. Note: This is the Foreign key to the code field of the act_type table.

Change_Category Table

Change Request categories can be hierarchical.

- **SQL Name**—chgcat
- **Object**—chgcat

Field	Data Type	Reference	Remarks
id	INTEGER		Specifies the unique (to the table) numeric ID.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id)
del	INTEGER	Active_Boolean_Table::enum	Delete flag that indicates the following: 0 —Active 1 —Inactive/marked as deleted
sym	STRING (1000)	S_KEY	REQUIRED Change Category symbolic description.
code	STRING (12)	S_KEY	Primary key of this table.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
description	nvarchar (500)		Identifies the textual description of this change category.
organization	byte(16)	ca_organization ::organization_uuid	Foreign key to the id field of the ca_organization table, this is the Organization.
assignee	byte(16)	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this is the Assignee.
group_id	byte(16)	ca_contact	Foreign key to the contact_uuid field of the ca_contact table. This is the Group.

Field	Data Type	Reference	Remarks
children_ok	INTEGER		Specifies the handling of the change category: 0 —Children not allowed 1 —Children are allowed
service_type	STRING (30)	Service_Desc	
survey	INTEGER	Survey_Template	
schedule	INTEGER	Bop_Workshift	Deprecated.
auto_assign	INTEGER		Flag that enables auto assignment.
owning_contract	INTEGER	Service_Contract	Foreign key to the id field of the svc_contract table.This is the Service Contract.
cawf_defid	nvarchar(40)		Identifies the CA Workflow definition id.
flow_flag	INTEGER		Specifies the type of workflow: 0 —Classic Workflow or none (default) 1 —CA Workflow 2 —CA IT PAM
caextwf_start_id	INTEGER	caextwf_start_forms	Identifies the CA IT PAM process definition information to use when the user selects this category on a change order, issue, request.
tenant	UUID	ca_tenant	
chgtype	INTEGER	usp_change_type	
risk_survey	INTEGER	Risk_Survey_Template	
cab	UUID	ca_contact	Reference to Contact information.
ss_include	INTEGER		REQUIRED On new default: 0
ss_sym	STRING (128)		

Change_Request Table

Change requests.

- **SQL Name**—chg
- **Object**—chg

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Primary key of this table, this is a unique numeric ID.
persid	STRING 30		Specifies the Persistent ID (SystemObjectName:id).
chg_ref_num	STRING 30 UNIQUE NOT_NULL S_KEY;		Shows a User visible reference number.
summary	STRING 240		Identifies the Change Order summary text.
description	STRING 4000		Provides a textual description of this Change Order.
status	STRING 12	Change_Status	Foreign key to the code field of the chgstat table, this identifies the Status.
active_flag	INTEGER NOT_NULL	Boolean_Table::ben um	Flag representing whether this record is active or inactive: 0 —Inactive 1 —Active
start_date	LOCAL_TIME		Indicates the timestamp of when processing started.
open_date	LOCAL_TIME		Shows the timestamp of when this Change Order was created.
last_mod_dt	LOCAL_TIME		Identifies the timestamp of when this record was last modified.
last_mod_by	UUID REF	ca_contact	Specifies the UUID of the contact who last modified this record.
close_date	LOCAL_TIME		Shows the timestamp of when the Change Order was closed.
resolve_date	LOCAL_TIME		Indicates the timestamp of when the Change Order was resolved.
rootcause	INTEGER	Rootcause	Foreign key to the id field of the rootcause table, this identifies the Root Cause.

Field	Data Type	Reference	Remarks
est_total_time	DURATION		Identifies the sum of estimated task time.
actual_total_time	DURATION		Specifies the sum of actual task time.
log_agent	UUID NOT_NULL	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this identifies who the change request was reported by.
assignee	UUID	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this identifies the Assignee.
organization	UUID	ca_organization	Foreign key to the id field of the ca_organization table, this identifies the Organization.
group_id	UUID	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this is the Group ID.
affected_contact	UUID NOT_NULL	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this specifies the Affected End User.
requestor	UUID NOT_NULL	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this identifies the Requestor.
category	STRING 12	Change_Category	Foreign key to the code field of the chgctg table, this identifies the Category.
priority	INTEGER NOT_NULL	Priority	Foreign key to the enum field of the pri table, this identifies the Priority.
need_by	LOCAL_TIME		Shows the Need By Date timestamp.
est_comp_date	LOCAL_TIME		Shows the timestamp for the estimated completion date.
actual_comp_date	LOCAL_TIME		Specifies the actual completion date timestamp.
est_cost	INTEGER		Specifies the estimated cost of this Change Order.
actual_cost	INTEGER		Identifies the actual cost of this Change Order.

Field	Data Type	Reference	Remarks
justification	STRING 4000		Identifies the justification value for this Change_Request.
backout_plan	STRING 4000		Identifies the backout plan value for this Change_Request.
risk	INTEGER	Risk_Level	
business_case	STRING 4000		
cab	UUID	ca_contact	
closure_code	INTEGER	Closure_Code	
impact	INTEGER	Impact	Foreign key to the enum field of the impact table, this defines the impact.
parent	INTEGER	Change_Request	Foreign key to the id field of the chg table to allow for hierarchical Change Order groupings (for example, "parent/child").
effort	STRING 2000		Identifies the effort value for this Change_Request.
support_lev	STRING 30	Service_Desc	Foreign key to the code field of the srv_desc table, this identifies the Classic Service Type.
template_name	STRING 30		Foreign key to the template_name field of the chg_tpl table, this identifies the Template name.
sla_violation	INTEGER		Flag indicating the following: 1 —change order has violated its sla.
predicted_sla_violation	INTEGER		Flag that indicates the following: 1 —change order has been predicted by neugents.
macro_predicted_violation	INTEGER		Identifies that it is likely to violate its sla (boolean) for action macros to predict sla violations.
created_via	INTEGER	Interface	Foreign key to the id field of the interface table, this identifies which interface created the Change request.
call_back_date	LOCAL_TIME		Identifies the call back timestamp for this Change Order.

Field	Data Type	Reference	Remarks
call_back_flag	INTEGER		Specifies the call back flag value for this Change Order.
string1	STRING 40		This is a user-defined string field.
string2	STRING 40		This is a user-defined string field.
string3	STRING 40		This is a user-defined string field.
string4	STRING 40		This is a user-defined string field.
string5	STRING 40		This is a user-defined string field.
string6	STRING 40		This is a user-defined string field.
service_date	LOCAL_TIME		Specifies the service date value for this Change_Request.
service_num	STRING 30		Specifies the service num value for this Change_Request.
product	INTEGER	Product	Foreign key to the id field of the product table, this identifies the Product.
actions	STRING 750		
type_of_contact	INTEGER	Type_Of_Contact	
reporting_method	INTEGER	Reporting_Method	Foreign key to the id field of the repmeth table, this identifies how this Change Order was reported.
person_contacting	INTEGER	Person_Contacting	Foreign key to the id field of the person table, this identifies the person who made the contact.
flag1	INTEGER		This is a user-defined integer flag.
flag2	INTEGER		This is a user-defined integer flag.
flag3	INTEGER		This is a user-defined integer flag.
flag4	INTEGER		This is a user-defined integer flag.
flag5	INTEGER		This is a user-defined integer flag.
flag6	INTEGER		This is a user-defined integer flag.
user1	STRING 100		This is a user-defined string field.

Field	Data Type	Reference	Remarks
user2	STRING 100		This is a user-defined string field.
user3	STRING 100		This is a user-defined string field.
cawf_procid	STRING 40		Identifies the CA Workflow process id.
caextwf_instance_id	INTEGER	caextwf_instances	Indicates the CA IT PAM process instance id and process definition name and reference path launched by this Service Desk object.
project	UUID	ca_owned_resource	
tenant	UUID	ca_tenant	
sched_start_date	LOCAL_TIME		
sched_end_date	LOCAL_TIME		
sched_duration	DURATION		
actual_start_date	LOCAL_TIME		
actual_end_date	LOCAL_TIME		
chgtype	INTEGER	usp_change_type	
cab_approval	INTEGER	Boolean_Table	
requested_by	UUID REF	ca_contact	
external_system_ticket	STRING 4000		
orig_user_dept	INTEGER	ca_resource_department	
orig_user_organization	UUID	ca_organization	
orig_user_admin_org	UUID	ca_organization	
orig_user_cost_center	INTEGER	ca_resource_cost_center	
target_start_last	LOCAL_TIME		
target_hold_ast	LOCAL_TIME		
target_hold_count	INTEGER		
target_resolved_last	LOCAL_TIME		
target_resolved_	INTEGER		

Field	Data Type	Reference	Remarks
count			
target_closed_ last	LOCAL_TIME		
target_closed_ count	INTEGER		
target_start_ last	LOCAL_TIME		Time when target timer started or restarted.
target_hold_ last	LOCAL_TIME		Time of most recent ticket hold
target_hold_ count	INTEGER		Number of times ticket went into a Hold status
target_resolved_ last	LOCAL_TIME		Time of most recent ticket resolution
target_resolved_ count	INTEGER		Number of times ticket was resolved
target_closed_ last	LOCAL_TIME		Time ticket was last closed
target_closed_ count	INTEGER		Number of times that ticket was closed

Change_Status Table

Lists the states of the change request, which you can add to at will. This table allows you to control whether the change request is active or inactive when it is changed to this status. Possible statuses include: Open, approval in process, implementation in progress, verification in progress, cancelled, suspended, and closed.

- **SQL Name**—chgstat
- **Object**—chgstat

Field	Data Type	Reference	Remarks
active	INTEGER		Flag that indicates the following: 0 —Inactive 1 —Active
code	nvarchar(12)		Primary key of this table.
del	INTEGER	Active_ Boolean_ Table::enum	Delete flag that indicates the following: 0 —Active 1 —Inactive/marked as deleted

Field	Data Type	Reference	Remarks
description	nvarchar(500)		Identifies the textual description of this status.
hold	INTEGER		Flag that specifies the following: 0 —Start events 1 —Stop events
id	INTEGER		Unique (to the table) numeric ID.
last_mod_by	byte(16)	ca_contact ::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
resolved	INTEGER		Flag that indicates the following: 0 —Not yet resolved 1 —Resolved
sym	nvarchar(30)		Identifies the Change Request status name.

Chg_Template Table

Maps a template name to a Change_Request that will be used as a template.

- **SQL Name**—chg_template
- **Object**—chg_tpl

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_ Table::enum	Delete flag that represents the following: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar (1000)		Describes the template.
id	INTEGER		Unique (to the table) numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
persid	nvarchar(30)		Persistent ID (SystemObjectName:id)
quick_tmpl_type	INTEGER	Quick_Template_Types::enum	Flag that indicates the following: 1 —Quick tmpl 2 —Quick tmpl+review
template	INTEGER	chg id	Unique (to the table) numeric ID.
template_class	nvarchar(12)		Allows subclassing templates.
template_name	nvarchar(30)		Unique name of the template.

chg_trans Table

A transition object controls the current and next ticket status. The chg_trans table lists the status, new status, and actions that need to occur for a default transition.

- **SQL Name**—chg_trans
- **Object**—chg_trans

Label	Field	Description
id	INTEGER	Unique key.
status	SYMBOL	Specifies the current ticket status.
new_status	SYMBOL	Specifies the new ticket status
must_comment	INTEGER	Comment required when using a transition. On new default: 0
is_default	INTEGER	Default transition that appears when the Status field is empty. On new default: 0
condition	BOP_REF_STR_REF Macro	Site condition macro to approve transition.
condition error	STRING 255	Error message for site condition.
description	STRING 255	Description of this transition.
last_mod_dt	LOCAL_TIME	Timestamp of last update to this

Label	Field	Description
		record.
last_mod_by	UUID REF ca_contact	User who last updated this.
del	INTEGER nn	Logical database delete status.
tenant	UUID REF ca_tenant	Reference to Tenant information.

CI_ACTIONS Table

Program control table used by Knowledge Management.

- **SQL Name**—CI_ACTIONS
- **Object**—CI_ACTIONS

Field	Data Type	Reference	Remarks
ACTION_ORDER	INTEGER		
ACTION_TITLE	STRING 100		
ANALYST_ID	UUID	ca_contact::uuid	
GROUP_ID	UUID	ca_contact::uuid	
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
PREDEFINED	INTEGER		
STATUS_CURRENT_ID	INTEGER	CI_STATUSES::id	
UNPUBLISH	INTEGER		
UNRETIRE	INTEGER		
WF_TEMPLATE_ID	INTEGER	CI_WF_TEMPLATES ::id	

CI_ACTIONS_ALTERNATE Table

Program control table used by Knowledge Management.

- **SQL Name**—CI_ACTIONS_ALTERNATE
- **Object**—CI_ACTIONS_ALTERNATE

Field	Data Type	Reference	Remarks
ACTION_ID	INTEGER	CI_ACTIONS::id	
CONTACT_ID	UUID	ca_contact::uuid	
CONTACT_TYPE	INTEGER		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.

CI_BOOKMARKS Table

Program control table used by Knowledge Management.

- **SQL Name**—CI_BOOKMARKS
- **Object**—CI_BOOKMARKS

Field	Data Type	Reference	Remarks
BOOKMARK_TITLE	STRING 100		
DOCUMENT_ID	INTEGER	SKELETONS::id	
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
USER_ID	UUID	ca_contact::uuid	

CI_DOC_LINKS Table

Program control table used by Knowledge Management.

- **SQL Name**—CI_DOC_LINKS
- **Object**—CI_DOC_LINKS

Field	Data Type	Reference	Remarks
DOC_ID1	INTEGER	SKELETONS::id	Specifies the parent ID.
DOC_ID2	INTEGER	SKELETONS::id	Specifies the child ID.
id	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
parent_child	INTEGER		Indicates the document has one of the following relationships with another document: 0 —See also link 1 —Parent Child Link
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

CI_DOC_TEMPLATES Table

Program control table used by Knowledge Management.

- **SQL Name**—CI_DOC_TEMPLATES
- **Object**—CI_DOC_TEMPLATES

Field	Data Type	Remarks
ID	INTEGER NOT_NULL KEY	Unique (to the table) Numeric ID
IS_DEFAULT	INTEGER	
IS_PREDEFINED	INTEGER	

Field	Data Type	Remarks
KD ID	Long	Knowledge Document id that is used as a template for default values.
LAST_MOD_DT	LOCAL_TIME	Indicates the timestamp of when this record was last modified.
PAGE_HTML	STRING 32768	
TEMPLATE_NAME	STRING 255	

CI_DOC_TYPES Table

Program control table used by Knowledge Management.

- **SQL Name**—CI_DOC_TYPES
- **Object**—CI_DOC_TYPES

Field	Data Type	Reference	Remarks
DOC_TYPE_TXT	STRING 50		
ID	INTEGER KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.

CI_PRIORITIES Table

Program control table used by Knowledge Management.

- **SQL Name**—CI_PRIORITIES
- **Object**—CI_PRIORITIES

Field	Data Type	Reference	Remarks
ID	INTEGER KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
PRIORITY	STRING 50		

CI_STATUSES Table

Program control table used by Knowledge Management.

- **SQL Name**—CI_STATUSES
- **Object**—CI_STATUSES

Field	Data Type	Reference	Remarks
ID	INTEGER KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
PREDEFINED	INTEGER		
STATUS	STRING 50		
STATUS_DESCRIPTION	STRING 255		
STATUS_ORDER	INTEGER		

CI_WF_TEMPLATES Table

Program control table used by Knowledge Management.

- **SQL Name**—CI_WF_TEMPLATES
- **Object**—CI_WF_TEMPLATES

Field	Data Type	Reference	Remarks
ID	INTEGER KEY		Unique (to the table) Numeric ID
IS_DEFAULT	INTEGER		
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
WF_DESCRIPTION	STRING 255		
WF_NAME	STRING 255		

Column_Name Table

Column Name list used by Web Screen Painter.

- **SQL Name**—cn

Field	Data Type	Reference	Remarks
cn_desc	STRING 240		description of column
cn_dflt	STRING 30		default external name
cn_name	STRING 30		user name for column
cn_sys	STRING 30 S_KEY		system name
cn_table	STRING 30 S_KEY		system table name
del	INTEGER NOT_NULL		Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID

Contact_Method Table

Defines contact method types. The cm_template field is a command string that gets executed as a script (with environment variables set) by the notify subsystem.

- **SQL Name**—ct_mth
- **Object**—cmth

Field	Data Type	Reference	Remarks
cm_template	nvarchar(240)		Specifies the method template.
del	INTEGER	Active_Boolean_ Table::enum	Identifies the Delete flag, as follows: 0 —Active 1 —Inactive/marked as deleted)
id	INTEGER		Specifies the primary key of this table, this is also a unique, numeric

Field	Data Type	Reference	Remarks
			ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
nx_desc	nvarchar(40)		Specifies the Contact method description.
persid	nvarchar(30)		Specifies the Persistent ID (SystemObjectName:id).
supports_smtp	INTEGER		Determines if the method supports SMTP email addresses.
sym	nvarchar(60)		Identifies the Contact method symbolic name.
write_file	INTEGER		Flag that indicates the following: 1 —write output to the file

Controlled_Table Table

Program control table used by CA Service Desk Manager applications.

- **SQL Name**—ctab
- **Object**—ctab

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Indicates the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Primary key to this table, it is a unique numeric ID.
nx_desc	nvarchar(40)		Specifies the Table description.
obj_name	nvarchar(30)		Specifies the Majic object name that corresponds to this table.
persid	nvarchar(30)		Persistent ID

Field	Data Type	Reference	Remarks
			(SystemObjectName:id).
sym	nvarchar(30)		Represents the symbolic name of this controlled table.

Cr_Call_Timers Table

Call Request call timers. A stop watch with various thresholds that gives the help desk analyst a visual and audio indication of elapsed time.

- **SQL Name**—crctmr
- **Object**—ctimer

Field	Data Type	Reference	Remarks
beep	INTEGER		A beep indicator for then the threshold is reached: 0 —No beep 1 —Beep
color	STRING 12		Indicates the color of the timer at the start time.
del	INTEGER NOT_NULL	Active_Boolean_Table::enum	Specifies the status of the Delete flag: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		The ID unique (to the table) Numeric ID.
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp for when this record was last modified.
persid	STRING 30		Identifies the Persistent ID (SystemObjectName:id).
text	STRING 240		Identifies the threshold text to display when the timer indicates elapsed time.

Field	Data Type	Reference	Remarks
threshold	DURATION NOT_NULL		Identifies the threshold elapsed time.

Cr_Status Table

Call Request Status. Lists the states of the call request. May be added to at will. Allows the user to control whether the call request is active or inactive when it is changed to this status.

- **SQL Name**—cr_stats
- **Object**—crs

Field	Data Type	Reference	Remarks
active	INTEGER		Sets the Active flag, as follows: 0 —Inactive 1 —Active
code	nvarchar(12)		Primary key of this table.
cr_flag	INTEGER		When this flag is set to 1, this status is valid for Requests.
del	INTEGER	Active_Boolean_Table::enum	The Delete flag that indicates the following: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(500)		Identifies the textual description of the status.
hold	INTEGER		Sets the Hold flag, as follows: 0 —Start events 1 —Stop events
id	INTEGER		Unique (to the table) numeric ID.
in_flag	INTEGER		When this flag is set to 1, the status is valid for Incidents.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
pr_flag	INTEGER		When this flag set to 1, the status is valid for Problems.

Field	Data Type	Reference	Remarks
resolved	INTEGER		Flag that indicates the following: 0 — Not yet resolved 1 —Resolved
sym	nvarchar(30)		Identifies the symbol of the Request status name.

Cr_Stored_Queries Table

Custom bin stored queries. System administrators may add to this table at will. Determines which queries may be used by help desk analysts to customize their scoreboard.

- **SQL Name**—crsq
- **Object**—crsq

Field	Data Type	Reference	Remarks
description	STRING 240		Specifies the textual description of this stored query.
code	STRING 12 UNIQUE NOT_NULL S_KEY		Specifies the non-editable handle for the query.
count_url	STRING 240		Specifies the URL for counts, if obj_type=url.
criteria	STRING 240		Specifies the where clause for querying.
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	The deleted flag 0 —active 1 —inactive/marked as deleted)
id	INTEGER UNIQUE NOT_NULL KEY		Specifies the key (to the table) Numeric ID.
label	STRING 80		Specifies the label to display on the scoreboard.

Field	Data Type	Reference	Remarks
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp for when this record was last modified.
obj_type	STRING 30		Indicates the scoreboard, with the capability of having enough space to allow for expansions to accommodate the cr, tt, ir, and chg types.
persid	STRING 30		The Persistent ID (SystemObjectName:id).

Cr_Template Table

Request Template Table maps a template name to a Call_Req that will be used as a template.

- **SQL Name**—cr_template
- **Object**—cr_tpl

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	The Delete flag that indicates the following: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(1000)		Shows the description of the template.
id	INTEGER		Identifies the nique (to the table) numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
quick_tmpl_type	INTEGER	Quick_Template_	Flag that indicates the following: 1 —Quick tmpl

Field	Data Type	Reference	Remarks
		Types::enum	2 —Quick tmpl+review
template	nvarchar(30)	Call_Req::persid	Persistent ID (SystemObjectName:id).
template_class	nvarchar(12)		Indicates to allow subclassing templates.
template_name	nvarchar(30)		Identifies the unique name of the template.

cr_trans Table

A transition object controls the current and next ticket status. The cr_trans table lists the status, new status, and actions that need to occur for a default transition.

- **SQL Name**—cr_trans
- **Object**—cr_trans

Label	Field	Description
id	INTEGER	Unique key.
status	SYMBOL	Specifies the current ticket status.
new_status	SYMBOL	Specifies the new ticket status
must_comment	INTEGER	Comment required when using a transition. On new default: 0
is_default	INTEGER	Default transition that appears when the Status field is empty. On new default: 0
condition	BOP_REF_STR_REF Macro	Site condition macro to approve transition.
condition error	STRING 255	Error message for site condition.
description	STRING 255	Description of this transition.
last_mod_dt	LOCAL_TIME	Timestamp of last update to this record.
last_mod_by	UUID REF ca_contact	User who last updated this.
del	INTEGER nn	Logical database delete status.
tenant	UUID REF ca_tenant	Reference to Tenant information.

D_PAINTER Table

Tables to be used for Form Server and Screen Painter For the new GUI.

■ **SQL Name**—D_PAINTER

Field	Data Type	Reference	Remarks
CNTLID	INTEGER		id of the control
CNTLTYPE	INTEGER		type of control
DDID	INTEGER		data dictionary id
ENTITYID	INTEGER		entity type
EXTRA_L1	INTEGER		user-definable
EXTRA_L2	INTEGER		user-definable
EXTRA_L3	INTEGER		user-definable
EXTRA_S1	STRING 50		user-definable
EXTRA_S2	STRING 50		user-definable
EXTRA_S3	STRING 50		user-definable
FORMGROUP	STRING 50		group in which the form is contained
FORMID	INTEGER		id number of the form
FORMNAME	STRING 50		name of the form
FORMTYPE	INTEGER		type of form
ID	INTEGER UNIQUE NOT_NULL KEY		key ID
MAPBACK	STRING 30		data dictionary owner
PARENTID	INTEGER		control id of parent control
PREDEFINED	INTEGER		0 —Normal screen 2 —Default screen
PROPLIST	STRING 1000		properties for the control
SECLEVEL	INTEGER		security level
TSTAMP	REAL		time stamp

Delegation_Server Table

List of servers that can be delegated from this one along with xport methods.

- **SQL Name**—dlgsrvr
- **Object**—dlgsrvr

Field	Data Type	Reference	Remarks
anon_userid	STRING 8		Specifies the anonymous userid.
appl_addr	STRING 48		Specifies the name or address of application.
default_assignee	UUID	ca_contact::uuid	Specifies the assignee for incoming tickets.
default_userid	STRING 8		Specifies the default userid.
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
metafile	STRING 256		Specifies the path to conversion metafile def.
nx_desc	STRING 40		Specifies the description.
password	STRING 16		Specifies the server password.
server	STRING 128		Specifies the server name or ip address.
sym	STRING 64 UNIQUE NOT_NULL S_KEY		Specifies the system name.
transport	INTEGER		

Doc_Versions Table

Program control table used by CA Service Desk Manager Knowledge Management.

- **SQL Name**—DOC_VERSIONS
- **Object**—DOC_VERSIONS

Field	Data Type	Reference	Remarks
ID	INTEGER		Specifies the primary key.
doc_ID	INTEGER	skeletons::id	Specifies the SREL to the knowledge document object.
ver_count	INTEGER		Specifies the internal version ID that indicates the number of versions created (1, 2, 3, 4...)
ver_comment	STRING (2000)		Specifies the comment text.
start_date	DATE		Specifies the date when this version started.
end_date	DATE		Specifies the date when this version ended.
started_by	UUID		Specifies the user that created this version.
published_by	UUID		Specifies the user that published this version.
status_ID	INTEGER		Specifies the document version status.
ver_status	INTEGER		Specifies the previous version's status: 0 —Existed 1 —Archived 2 —Deleted (this only relates to the resolution field)
title	STRING		Specifies the document version title.
summary	STRING		Specifies the document summary text.
problem	STRING		Specifies the problem description.

Field	Data Type	Reference	Remarks
notes	STRING		Specifies the document notes.
doc_type_ID	INTEGER		Specifies the document type.
ext_doc_ID	INTEGER		Specifies the Tree ID when Decision Tree is used.
last_mod_by	Byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.

Document_Repository Table

Contains Information on document repositories, which are used to store attachments.

- **SQL Name**—doc_rep
- **Object**—doc_rep

Field	Data Type	Reference	Remarks
description	STRING 500		Specifies the description.
archive_path	STRING 255		
archive_type	INTEGER		
cgi_path	STRING 255		Specifies the location and name of CGI.
default_rep	INTEGER		
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
file_limit_size	INTEGER		Specifies the file limit size.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
persid	STRING 30		Persistent ID (SystemObjectName:id)
prohibited_ext	STRING 500		Specifies the prohibited file extensions.
protocol	STRING 12		HTTP or SHARE
repository_type	INTEGER		Specifies the type of repository (attachments, knowledge).
retrieve_path	STRING 255		Specifies how to get back to upload_path via protocol.
server	STRING 30		Specifies the name of Doc Server.
servlet_path	STRING 255		Specifies the servlet URL.
sym	STRING 30 NOT_NULL S_KEY		Specifies the name of document repository.
upload_path	STRING 255		Specifies the server location of doc repository.

Domain Table

Lists the names and descriptions of the data partitions themselves.

- **SQL Name**—dmn
- **Object**—dmn

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Primary key of this table, it is a unique numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
nx_desc	nvarchar(40)		Identifies the data partition description.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).

Field	Data Type	Reference	Remarks
sym	nvarchar(30)		Identifies the data partition name.

Domain_Constraint Table

Lists the constraints associated with a particular data partition and controlled table.

- **SQL Name**—dcon
- **Object**—dcon

Field	Data Type	Reference	Remarks
alias	INTEGER		Identifies the alias value for this Domain_Constraint.
constraint_majic	nvarchar(4000)		Specifies Constraint (Majic).
constraint_SQL	nvarchar(4000)		Specifies Constraint (SQL).
del	INTEGER	Active_Boolean_Table::enum	Indicates the Delete flag, as follows: 0 —Active 1 —inactive/marked as deleted)
dom_id	INTEGER	Domain::id	Identifies the unique (to the table) numeric ID.
error_msg	nvarchar(150)		Specifies the message on violation.
id	INTEGER		Primary key to this table, it is a unique numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
tbl_id	INTEGER	ctab::id	Indicates the unique (to the table) numeric ID.
type	INTEGER	Domain_Constraint_Type::enum	Enumerated value for this entry, this specifies ordering in lists and relative values.

Domain_Constraint_Type Table

Lists the types of constraints that can be associated with a particular data partition and controlled table.

- **SQL Name**—dcon_typ
- **Object**—dcon_typ

Field	Data Type	Reference	Remarks
del	INTEGER	Active_ Boolean_ Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
enum	INTEGER		Enumerated value for this entry, this specifies ordering in lists and relative values.
id	INTEGER		Indicates the unique (to the table) numeric ID.
nx_desc	nvarchar(40)		Specifies the description of the domain constraint type.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sym	nvarchar(12)		Identifies the symbolic name of this constraint type.

EBR_ACRONYMS Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_ACRONYMS
- **Object**—EBR_ACRONYMS

Field	Data Type	Reference	Remarks
ACRONYM	STRING 50		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.

EBR_DICTIONARY Table

- **SQL Name**—EBR_DICTIONARY
- **Object**—EBR_DICTIONARY

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE KEY		
WORD_ID	INTEGER		
WORD	STRING 50 NOT_NULL S_KEY		
WORD_TYPE	INTEGER		
WORD_TOTAL_COUNT	INTEGER		
DF	INTEGER		
WORD_IDF	INTEGER		
last_mod_dt	LOCAL_TIME		

EBR_DICTIONARY_ADM Table

- **SQL Name**—EBR_DICTIONARY_ADM
- **Object**—EBR_DICTIONARY_ADM

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE KEY		
WORD_ID	INTEGER		
WORD	STRING 50 NOT_NULL S_KEY		
WORD_TYPE	INTEGER		
WORD_TOTAL_COUNT	INTEGER		
DF	INTEGER		
WORD_IDF	INTEGER		
last_mod_dt	LOCAL_TIME		

EBR_FULLTEXT Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_FULLTEXT
- **Object**—EBR_FULLTEXT

Field	Data Type	Reference	Remarks
DOC_TYPE	INTEGER		
ENTITY_ID	INTEGER		
FULL_WORD	STRING 50		
FULL_WORD_ REVERSE	STRING 50		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
PERMISSION_INDEX_ID	INTEGER		
PRODUCT	STRING 50		
SHORT_WORD	STRING 50		
TABLE_ID	INTEGER		
WORD_COUNT	INTEGER		
WORD_COUNT_ PROBLEM	INTEGER		
WORD_COUNT_ RESOLUTION	INTEGER		
WORD_COUNT_ SUMMARY	INTEGER		
WORD_COUNT_ TITLE	INTEGER		
WORD_IDF	INTEGER		
WORD_ORDER	INTEGER		
WORD_TYPE	INTEGER		

EBR_FULLTEXT_ADM Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_FULLTEXT_ADM
- **Object**—EBR_FULLTEXT_ADM

Field	Data Type	Reference	Remarks
DOC_TYPE	INTEGER		
ENTITY_ID	INTEGER		
FULL_WORD	STRING 50		
FULL_WORD_ REVERSE	STRING 50		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
PERMISSION_ INDEX_ID	INTEGER		
PRODUCT	STRING 50		
SHORT_WORD	STRING 50		
TABLE_ID	INTEGER		
WORD_COUNT	INTEGER		
WORD_COUNT_ PROBLEM	INTEGER		
WORD_COUNT_ RESOLUTION	INTEGER		
WORD_COUNT_ SUMMARY	INTEGER		
WORD_COUNT_ TITLE	INTEGER		
WORD_IDF	INTEGER		
WORD_ORDER	INTEGER		
WORD_TYPE	INTEGER		

EBR_FULLTEXT_SD Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_FULLTEXT_SD
- **Object**—EBR_FULLTEXT_SD

Field	Data Type	Reference	Remarks
ENTITY_ID	INTEGER		
FULL_WORD	INTEGER		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
SHORT_WORD	STRING 50		
TABLE_ID	INTEGER		
WORD_COUNT	INTEGER		
WORD_COUNT_ PROBLEM	INTEGER		
WORD_COUNT_ RESOLUTION	INTEGER		
WORD_COUNT_ SUMMARY	INTEGER		
WORD_COUNT_ TITLE	INTEGER		
WORD_IDF	INTEGER		
WORD_ORDER	INTEGER		
WORD_TYPE	INTEGER		

EBR_FULLTEXT_SD_ADM Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_FULLTEXT_SD_ADM
- **Object**—EBR_FULLTEXT_SD_ADM

Field	Data Type	Reference	Remarks
ENTITY_ID	INTEGER		
FULL_WORD	INTEGER		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID

Field	Data Type	Reference	Remarks
SHORT_WORD	STRING 50		
TABLE_ID	INTEGER		
WORD_COUNT	INTEGER		
WORD_COUNT_PROBLEM	INTEGER		
WORD_COUNT_RESOLUTION	INTEGER		
WORD_COUNT_SUMMARY	INTEGER		
WORD_COUNT_TITLE	INTEGER		
WORD_IDF	INTEGER		
WORD_ORDER	INTEGER		
WORD_TYPE	INTEGER		

EBR_INDEX Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_INDEX
- **Object**—EBR_INDEX

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE KEY		
ENTITY_ID	INTEGER NOT_NULL S_KEY		
WORD_ID	INTEGER NOT_NULL S_KEY		
WORD_TYPE	INTEGER NOT_NULL S_KEY		
WORD_ORDER	INTEGER		
WORD_COUNT	INTEGER		
WORD_COUNT_TITLE	INTEGER		

Field	Data Type	Reference	Remarks
WORD_COUNT_SUMMARY	INTEGER		
WORD_COUNT_PROBLEM	INTEGER		
WORD_COUNT_RESOLUTION	INTEGER		

EBR_INDEX_ADM Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_INDEX_ADM
- **Object**—EBR_INDEX_ADM

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE KEY		
ENTITY_ID	INTEGER NOT_NULL S_KEY		
WORD_ID	INTEGER NOT_NULL S_KEY		
WORD_TYPE	INTEGER NOT_NULL S_KEY		
WORD_ORDER	INTEGER		
WORD_COUNT	INTEGER		
WORD_COUNT_TITLE	INTEGER		
WORD_COUNT_SUMMARY	INTEGER		
WORD_COUNT_PROBLEM	INTEGER		
WORD_COUNT_RESOLUTION	INTEGER		

EBR_INDEXING_QUEUE Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_INDEXING_QUEUE
- **Object**—EBR_INDEXING_QUEUE

Field	Data Type	Reference	Remarks
ACTION	INTEGER		
ACTION_DATE	DATE		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
INDEXED	INTEGER		
OBJ_PERSID	STRING 30		Persistent ID (SystemObjectName:id)
PRIORITY	INTEGER		
TEXT	STRING 32768		
TEXT	STRING 32768		

EBR_KEYWORDS Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_KEYWORDS
- **Object**—EBR_KEYWORDS

Field	Data Type	Reference	Remarks
ENTITY_ID	INTEGER		
EXT_TABLE_ID	INTEGER		
FULL_WORD	STRING 50		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID

EBR_LOG Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_LOG
- **Object**—EBR_LOG

Field	Data Type	Reference	Remarks
ASKED_DATE	LOCAL_TIME		
BEST_IDS	STRING 110		
EXTERNAL_ID	STRING 50		
FILTER_DATA	STRING 32768		
FUZZINESS	INTEGER		
ID	INTEGER KEY		Unique (to the table) Numeric ID
KEYWORDS	STRING 32768		
MATCH_TYPE	INTEGER		
METHOD_ PERFORMANCE	INTEGER		
METHOD_TYPE	INTEGER		
NUM_MATCHES	INTEGER		
ORDER_DIRECTION	INTEGER		
PRIMARY_ORDER	STRING 50		
ROWS_FOUND	INTEGER		
ROWS_TO_FETCH	INTEGER		
SEARCH_IN	INTEGER		
SEARCH_QUALITY	INTEGER		
SEARCH_TEXT	STRING 255		
SEARCH_TYPE	INTEGER		
SECONDARY_ORDER	INTEGER		
SESSION_ID	INTEGER		
SQL_TEXT	STRING 32768		
TOP_MATCH_ID	INTEGER		
UNIQUE_WORD_COUNT	INTEGER		
USER_ID	STRING 100		

Field	Data Type	Reference	Remarks
WORD_COUNT	INTEGER		

EBR_METRICS Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_METRICS
- **Object**—EBR_METRICS

Field	Data Type	Reference	Remarks
COMMENTS	STRING 255		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
METRIC	STRING 50		
WEIGHT	REAL		

EBR_NOISE_WORDS Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_NOISE_WORDS
- **Object**—EBR_NOISE_WORDS

Field	Data Type	Reference	Remarks
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
NOISE_WORD	STRING 50		

EBR_PATTERNS Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_PATTERNS
- **Object**—EBR_PATTERNS

Field	Data Type	Reference	Remarks
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
PATTERN_DEFAULT	STRING 255		
PATTERN_NAME	STRING 50		
PATTERN_VALUE	STRING 255		
PATTERN_VALUE_ADM	STRING 255		

EBR_PREFIXES Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_PREFIXES
- **Object**—EBR_PREFIXES

Field	Data Type	Reference	Remarks
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
PREFIX	STRING 50		

EBR_PROPERTIES Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_PROPERTIES
- **Object**—EBR_PROPERTIES

Field	Data Type	Reference	Remarks
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
PROPERTY_ADMIN	INTEGER		

Field	Data Type	Reference	Remarks
PROPERTY_DEFAULT	STRING 50		
PROPERTY_NAME	STRING 50 S_KEY		
PROPERTY_TYPE	STRING 50		
PROPERTY_VALUE	STRING 32768		
PROPERTY_VALUE_ADM	STRING 32768		

EBR_SUBSTITITS Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_SUBSTITITS
- **Object**—EBR_SUBSTITITS

Field	Data Type	Reference	Remarks
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
SYMBOL1	STRING 50		
SYMBOL2	STRING 50		

EBR_SUFFIXES Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_SUFFIXES
- **Object**—EBR_SUFFIXES

Field	Data Type	Reference	Remarks
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
SUFFIX	STRING 50		

EBR_SYNONYMS Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_SYNONYMS
- **Object**—EBR_SYNONYMS

Field	Data Type	Reference	Remarks
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
KEYWORD1	STRING 50		
KEYWORD2	STRING 50		
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.

EBR_SYNONYMS_ADM Table

Program control table used by Knowledge Management.

- **SQL Name**—EBR_SYNONYMS_ADM
- **Object**—EBR_SYNONYMS_ADM

Field	Data Type	Reference	Remarks
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
KEYWORD1	STRING 50		
KEYWORD2	STRING 50		
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.

ES_CONSTANTS Table

Program control table used by Knowledge Management.

- **SQL Name**—ES_CONSTANTS
- **Object**—ES_CONSTANTS

Field	Data Type	Reference	Remarks
COMMENTS	STRING 255		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
NAME	STRING 50		Specifies the text name of this item.
PROPERTYID	INTEGER		
PROPVALUE	INTEGER		

ES_NODES Table

Program control table used by CA Service Desk Manager Knowledge Management.

- **SQL Name**—ES_NODES
- **Object**—ES_NODES

Field	Data Type	Reference	Remarks
DISPLAYED_TEXT	STRING 32768		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
LINK_ID	INTEGER	ES_NODES::id	
NODE_ID	INTEGER		
NODE_SHORT_DE SC	STRING 150		
NODE_TYPE	INTEGER		
PARENT_	INTEGER		

Field	Data Type	Reference	Remarks
NODE_ID			
QUERY_RESP_NUMBER	INTEGER		
QUERY_RESP_TYPE	STRING 50		
RESPLINKID1	INTEGER		
RESPLINKID2	INTEGER		
RESPLINKID3	INTEGER		
RESPLINKID4	INTEGER		
RESPLINKID5	INTEGER		
RESPLINKID6	INTEGER		
RESPLINKID7	INTEGER		
RESPONSE1	STRING 100		
RESPONSE2	STRING 100		
RESPONSE3	STRING 100		
RESPONSE4	STRING 100		
RESPONSE5	STRING 100		
RESPONSE6	STRING 100		
RESPONSE7	STRING 100		
ROOT_ID	INTEGER	ES_NODES::id	
TREE_ID	INTEGER	SKELETONS::id	

ES_RESPONSES Table

Program control table used by Knowledge Management.

- **SQL Name**—ES_RESPONSES
- **Object**—ES_RESPONSES

Field	Data Type	Reference	Remarks
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID

Field	Data Type	Reference	Remarks
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
PARENT_NODE_ID	INTEGER	ES_NODES::id	
RESPONSE_LINK_ID	INTEGER	ES_NODES::id	
RESPONSE_LINK_ORDER	INTEGER		
RESPONSE_LINK_TEXT	STRING 100		

ES_SESSIONS Table

Program control table used by Knowledge Management.

- **SQL Name**—ES_SESSIONS
- **Object**—ES_SESSIONS

Field	Data Type	Reference	Remarks
COMMENT_TEXT	STRING 50		
EVALUATION	INTEGER		
EXTERNAL_ID	STRING 50		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
PATH_IDS	STRING 50		
PATH_QAS	STRING 32768		
SESSION_ID	INTEGER		
TREE_ID	INTEGER	ES_NODES::id	

Event_Delay Table

This table lists the times that events were delayed.

- **SQL Name**—evt_dly
- **Object**—evtdly

Field	Data Type	Reference	Remarks
description	STRING 80		Specifies the user description of delay,
act_delay	DURATION		Specifies the actual duration of delay.
cancel_time	LOCAL_TIME		Specifies when the time delay was cancelled.
create_time	LOCAL_TIME		Specifies when the time delay was created.
delay_type	INTEGER	Event_Delay_Type::enum	enum Event_Delay_Type
eff_delay	DURATION		Specifies the effective duration of delay.
group_name	STRING 30		Specifies the group Name of attevt (currently only SLA).
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
obj_id	STRING 30 NOT_NULL S_KEY		Specifies the persid of the object.
persid	STRING 30		Persistent ID (SystemObjectName:id)
start_time	LOCAL_TIME		Specifies when the time delay was started.

Field	Data Type	Reference	Remarks
start_userid	UUID	ca_contact::uuid	Specifies the user that created and started delay.
status_flag	INTEGER		Specifies a flag for indicating an event delay status.
stop_time	LOCAL_TIME		Specifies when the time delay was stopped
stop_userid	UUID	ca_contact::uuid	Specifies the user that stopped and cancelled delay.
support_lev	STRING 30	Service_Desc::code	Specifies the service type in effect.

Event_Delay_Type Table

User-defined code for the type of event delay.

- **SQL Name**—evtdlytp
- **Object**—evtdlytp

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL	Active_Boolean_Table ::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
enum	INTEGER NOT_NULL		Enumerated value for this entry - specifies ordering in lists and relative values
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
nx_desc	STRING 40		
sym	STRING 12 UNIQUE NOT_NULL S_KEY		

event_log Table

USP event log.

- **SQL Name**—event_log
- **Object**—event_log

Field	Data Type	Reference	Remarks
event	INTEGER	event_type::id	Event type
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
kd_id	INTEGER	SKELETONS::id	Assoc knowledge doc
log_time	LOCAL_TIME		Server log date
millitime	INTEGER		Log date millisec
numdata1	INTEGER		Smag number
numdata2	INTEGER		Smag number
sd_obj_id	INTEGER		Assoc SD id
sd_obj_type	STRING 30		Assoc SD object
session	INTEGER	session_log::id	Session with event
textdata1	STRING 500		Smag string
textdata2	STRING 500		Smag string

event_type Table

Event type.

- **SQL Name**—event_type
- **Object**—event_type

Field	Data Type	Reference	Remarks
description	STRING 500		Specifies the description.
code	STRING 12 UNIQUE NOT_NULL S_KEY		Specifies the noneditable string enum.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact

Field	Data Type	Reference	Remarks
			who last modified this record
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
persid	STRING 30		Persistent ID (SystemObjectName:id)

Events Table

Tables for Event stuff. Events attached to objects.

- **SQL Name**—evt
- **Object**—evt

Field	Data Type	Reference	Remarks
description	STRING 80		Specifies the event description.
condition	STRING 30	Spell_Macro:: persid	Specifies the macro function for condition.
del	INTEGER NOT_NULL	Active_Boolean_Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
delay_time	DURATION NOT_NULL		Specifies the time until condition check.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
modulo_time	DURATION NOT_NULL		Specifies the time increment to adjust.
obj_type	STRING 30		Specifies the object type for this event.
on_done_flag	INTEGER NOT_NULL		Sets the <i>fire_time</i> time directly on the attached event to indicate when the event is done.

Field	Data Type	Reference	Remarks
persid	STRING 30		Persistent ID (SystemObjectName:id)
sym	STRING 30 NOT_NULL unique S_KEY		Specifies the event name.
urgency	INTEGER		Specifies the urgency of the event.
user_settime	INTEGER NOT_NULL		The user_settime allows the user (or system) to override the fire time (delay time) that is defined for an event. For example, when users add an event to a Service Type, they can redefine the fire time for the event only if the user_settime flag is set. Otherwise, the fire time defined in the event is used.
user_smag	STRING 200		Specifies the user smag field.
violate_on_ false	INTEGER		
violate_on_ true	INTEGER		
work_shift	STRING 30	Bop_Workshift:: persid	

ext_appl Table

External application.

- **SQL Name**—ext_appl

Field	Data Type	Reference	Remarks
description	STRING 500		Appl description
code	STRING 12 UNIQUE NOT_NULL S_KEY		Noneditable string enum

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID		Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
persid	STRING 30		Persistent ID (SystemObjectName:id)
sym	STRING 30 NOT_NULL S_KEY		Application name

External_Entity_Map Table

NOT FOR CLIENT USE. Maps an external entity to an internal object where the external entity is uniquely defined in its own namespace by the xentity_id. The namespace is uniquely defined for our use by the xschema_code and xschema_ver. The semantics of the xentity_id, and parameters (*_rsrved fields) depends upon the namespace.

- **SQL Name**—xent_map
- **Object**—ext_entity_map

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
int1_rsrved	INTEGER		reserved for CA - do not use
int2_rsrved	INTEGER		reserved for CA - do not use
int3_rsrved	INTEGER		reserved for CA - do not use
int4_rsrved	INTEGER		reserved for CA - do not use
int5_rsrved	INTEGER		reserved for CA - do not use
int6_rsrved	INTEGER		reserved for CA - do not use
lstr1_rsrved	STRING 255		reserved for CA - do not use
lstr2_rsrved	STRING 255		reserved for CA - do not use
ob_persid	STRING 30		the "mapped to" object
ob_type	STRING 30		the "mapped to" object type
persid	STRING 30		Persistent ID

Field	Data Type	Reference	Remarks
			(SystemObjectName:id)
str1_rsrvd	STRING 80		reserved for CA - do not use
str2_rsrvd	STRING 80		reserved for CA - do not use
xentity_id	STRING 180 NOT_NULL		Specifies the uniq. external entity reference.
xschema_code	STRING 12 NOT_NULL		Specifies the internal code for the namespace of the entity.
xschema_ver	INTEGER NOT_NULL		Specifies the internal ver for the namespace of the entity.

Form_Group Table

Listing of defined form groups.

- **SQL Name**—fmgrp
- **Object**—fmgrp

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_ Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(100)		Specifies the textual description of this form group.
id	INTEGER		Primary key of this table, it is a unique, numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
sym	nvarchar(30)		Specifies the symbolic value for this Form_Group.

g_tenant Table

Column	Type	Remarks
id	integer	
remote_sys_id	SREL Global_Servers	Required (NOT NULL)
remote_id	UUID	Regional tenant id
tenant_name	STRING 255	

Global_Change_Extension Table

Local copy of data that will be pushed to master's Global_Change_Queue table.

- **SQL Name**—g_chg_ext
- **Object**—g_chg_ext

Field	Data Type	Reference	Remarks
active_flag	INTEGER NOT_NULL	Active_Reverse_Boolean::enum	1 —Active 0 —Inactive
affected_contact	UUID NOT_NULL	ca_contact::uuid	Specifies the Effected End User of CO.
assignee	UUID	ca_contact::uuid	Specifies the assignee of CO.
category	STRING 30		Specifies the category symbol of CO.
chg_ref_num	STRING 30 NOT_NULL		Specifies the change ref num.
close_date	LOCAL_TIME		Specifies the close Date of CO.
global_queue_id	INTEGER	Global_Queue_Names::id	Specifies the pointer to global queue.
group_id	UUID		Specifies the group assigned to CO.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
impact	INTEGER	Impact::enum	Specifies the impact of change order.
last_mod_dt	LOCAL_TIME NOT_NULL		Indicates the timestamp of when this record was last modified.
open_date	LOCAL_TIME NOT_NULL		Specifies the open date of CO.

Field	Data Type	Reference	Remarks
priority	INTEGER NOT_NULL	Priority::enum	Specifies the priority of CO.
remote_id	INTEGER NOT_NULL S_KEY		Specifies the regional request id.
requestor	UUID NOT_NULL	ca_contact::uuid	Specifies the requester of CO.
status	STRING 30 NOT_NULL	Change_Status:: code	Specifies the status symbol of CO.
summary	STRING 240		Specifies the summary of CO.

Global_Change_Queue Table

This table is an accumulation of all of the regional Global_Change_Extension tables.

- **SQL Name**—g_chg_queue
- **Object**—g_chg_queue

Field	Data Type	Reference	Remarks
active_flag	INTEGER NOT_NULL	Active_Reverse_ Boolean::enum	1 —Active 0 —Inactive
affected_contact	UUID NOT_NULL		Specifies the Affected End User of CO.
assignee	UUID		Specifies the assignee of CO.
category	STRING 30		Specifies the category symbol of CO.
chg_ref_num	STRING 30 NOT_NULL		Specifies the change ref num.
close_date	LOCAL_TIME		Specifies the close Date of CO.
global_queue_id	INTEGER	Global_Queue_ Names::id	Specifies the pointer to global queue.
group_id	UUID		Specifies the group assigned to CO.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
impact	INTEGER	Impact::enum	Specifies the impact of change order.

Field	Data Type	Reference	Remarks
last_mod_dt	LOCAL_TIME NOT_NULL		Indicates the timestamp of when this record was last modified.
open_date	LOCAL_TIME NOT_NULL		Specifies the open date of CO.
priority	INTEGER NOT_NULL	Priority::enum	Specifies the priority of CO.
remote_id	INTEGER NOT_NULL S_KEY		Specifies the regional change id.
remote_sys_id	INTEGER NOT_NULL S_KEY	Global_Servers:: remote_sys_id	Specifies the regional system id.
requestor	UUID NOT_NULL		Specifies the requestor of CO.
status	STRING 30 NOT_NULL	Change_Status:: code	Specifies the status sybmol of CO.
summary	STRING 240		Specifies the summary of CO.

Global_Contact Table

Contain all contacts across all systems participating in the Global Service Desk.

- **SQL Name**—g_contact
- **Object**—g_cnt

Field	Data Type	Reference	Remarks
contact_num	STRING 30		Specifies the contact number.
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
email_address	STRING 120		Specifies the email address of the contact.
first_name	STRING 100		Specifies the first name of the contact.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
last_name	STRING 100		Specifies the last name of the contact.
loc_id	UUID		Specifies the location id.
middle_name	STRING 100		Specifies the middle name of the contact.
org_id	UUID		Specifies the organization id.
pri_phone_number	STRING 32		Specifies the phone number of the contact.
remote_id	UUID NOT_NULL S_KEY		Specifies the regional contact id.
remote_sys_id	INTEGER NOT_NULL S_KEY	Global_Servers ::remote_sys_id	Specifies the regional system id.
userid	STRING 100		Specifies the userid of the contact.

Global_Issue_Extension Table

Local copy of data that will be pushed to master's Global_Issue_Queue table.

- **SQL Name**—g_iss_ext
- **Object**—g_iss_ext

Field	Data Type	Reference	Remarks
active_flag	INTEGER NOT_NULL	Active_Reverse_Boolean::enum	1 —Active 0 —Inactive
assignee	UUID	ca_contact::uuid	Assignee of Issue
category	STRING 30		Category symbol of Issue
close_date	LOCAL_TIME		Close Date of Issue
global_queue_id	INTEGER	Global_Queue_Names::id	Pointer to global queue
group_id	UUID		Group assigned to Issue
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID

Field	Data Type	Reference	Remarks
impact	INTEGER	Impact::enum	Impact of Issue
last_mod_dt	LOCAL_TIME NOT_NULL		Indicates the timestamp of when this record was last modified.
open_date	LOCAL_TIME NOT_NULL		Open Date of Issue
priority	INTEGER NOT_NULL	Priority::enum	Priority of Issue
product	INTEGER	Product::id	Product of Issue
ref_num	STRING 30 NOT_NULL		Issue ref num
remote_id	INTEGER NOT_NULL S_KEY		Regional request id
requestor	UUID NOT_NULL	ca_contact::uuid	Affected End User of CO
status	STRING 30 NOT_NULL	Issue_Status::code	Status symbol of Issue
summary	STRING 240		Summary of Issue

Global_Issue_Queue Table

This table is an accumulation of all of the regional Global_Issue_Extension tables.

- **SQL Name**—g_iss_queue
- **Object**—g_iss_queue

Field	Data Type	Reference	Remarks
active_flag	INTEGER NOT_NULL	Active_Reverse_Boolean::enum	1 —Active 0 —Inactive
assignee	UUID		Assignee of Issue
category	STRING 30		Category symbol of Issue
close_date	LOCAL_TIME		Close Date of Issue
global_queue_id	INTEGER	Global_Queue_Names::id	Pointer to global queue
group_id	UUID		Group assigned to Issue

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
impact	INTEGER	Impact::enum	Impact of Issue
last_mod_dt	LOCAL_TIME NOT_NULL		Indicates the timestamp of when this record was last modified.
open_date	LOCAL_TIME NOT_NULL		Open Date of Issue
priority	INTEGER NOT_NULL	Priority::enum	Priority of Issue
product	INTEGER		Product of Issue
ref_num	STRING 30 NOT_NULL		Issue ref num
remote_id	INTEGER NOT_NULL S_KEY		Regional Issue id
remote_sys_id	INTEGER NOT_NULL S_KEY	Global_Servers:: remote_sys_id	Regional system id
requestor	UUID NOT_NULL		Affected User of Issue
status	STRING 30 NOT_NULL	Issue_Status::code	Status symbol of Issue
summary	STRING 240		Summary of Issue

Global_Location Table

Contains all Location names for all regions.

- **SQL Name**—g_loc
- **Object**—g_loc

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
loc_name	STRING 100		Location Name
remote_id	UUID NOT_NULL S_KEY		Regional location id
remote_sys_id	INTEGER NOT_NULL S_KEY	Global_Servers:: remote_sys_id	Regional system id

Global_Organization Table

Contains all Organizations names for all regions.

- **SQL Name**—g_org
- **Object**—g_org

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
org_name	STRING 100		Organization Name
remote_id	UUID NOT_NULL S_KEY		Regional organization id
remote_sys_id	INTEGER NOT_NULL S_KEY	Global_Servers:: remote_sys_id	Regional system id

Global_Product Table

Contains all Product names for all regions. Used by Global_Issue_Queue.

- **SQL Name**—g_product
- **Object**—g_prod

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
remote_id	INTEGER NOT_NULL S_KEY		Regional product id
remote_sys_id	INTEGER NOT_NULL S_KEY	Global_Servers:: remote_sys_id	Regional system id
sym	STRING 60		Symbol name of product

Global_Queue_Names Table

List of queues that are considered global.

- **SQL Name**—g_queue_names
- **Object**—g_qname

Field	Data Type	Reference	Remarks
description	STRING 100		comments field
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this

Field	Data Type	Reference	Remarks
			record was last modified.
sym	STRING 30 UNIQUE NOT_NULL		Descriptive name

Global_Request_Extension Table

Local copy of data that will be pushed to master's Global_Request_Queue table.

- **SQL Name**—g_req_ext
- **Object**—g_cr_ext

Field	Data Type	Reference	Remarks
active_flag	INTEGER NOT_NULL	Active_Reverse_Boolean::enum	1 —Active 0 —Inactive
assignee	UUID	ca_contact::uuid	Assignee of Request
category	STRING 30		Category symbol of Request
close_date	LOCAL_TIME		Close Date of Request
customer	UUID NOT_NULL	ca_contact::uuid	Affected User of Request
global_queue_id	INTEGER	Global_Queue_Names::id	Pointer to global queue
group_id	UUID		Group assigned to Request
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
impact	INTEGER	Impact::enum	Impact of Request
last_mod_dt	LOCAL_TIME NOT_NULL		Indicates the timestamp of when this record was last modified.
open_date	LOCAL_TIME NOT_NULL		Open Date of Request
priority	INTEGER NOT_NULL	Priority::enum	Priority of Request
ref_num	STRING 30 NOT_NULL		Request ref num
remote_id	INTEGER NOT_NULL		Regional request id

Field	Data Type	Reference	Remarks
	S_KEY		
status	STRING 30 NOT_NULL	Cr_Status::code	Status symbol of Request
summary	STRING 240		Summary of Request
type	STRING 10	crt code	ITIL record type

Global_Request_Queue Table

This table is an accumulation of all of the regional Global_Request_Extension tables.

- **SQL Name**—g_req_queue
- **Object**—g_cr_queue

Field	Data Type	Reference	Remarks
active_flag	INTEGER NOT_NULL	Active_Reverse_Boolean::enum	1 —Active 0 —Inactive
assignee	UUID		Assignee of Request
category	STRING 30		Category symbol of Request
close_date	LOCAL_TIME		Close Date of Request
customer	UUID NOT_NULL		Affected User of Request
global_queue_id	INTEGER	Global_Queue_Names::id	Pointer to global queue
group_id	UUID		Group assigned to Request
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
impact	INTEGER	Impact::enum	Impact of Request
last_mod_dt	LOCAL_TIME NOT_NULL		Indicates the timestamp of when this record was last modified.
open_date	LOCAL_TIME NOT_NULL		Open Date of Request
priority	INTEGER	Priority::enum	Priority of Request

Field	Data Type	Reference	Remarks
	NOT_NULL		
ref_num	STRING 30 NOT_NULL		Request ref num
remote_id	INTEGER NOT_NULL S_KEY		Regional request id
remote_sys_id	INTEGER NOT_NULL S_KEY	Global_Servers::remote_sys_id	Regional system id
status	STRING 30 NOT_NULL	Cr_Status::code	Status symbol of Request
summary	STRING 240		Summary of Request
type	STRING 10	crt code	ITIL record type

Global_Servers Table

Maintains a list of CA Service Desk Manager installations that comprise the Global Service Desk.

- **SQL Name**—g_svr
- **Object**—g_srvrs

Field	Data Type	Reference	Remarks
description	STRING 100		Specifies the comments field.
chg_prefix	STRING 5		Specifies the prefix for changes for a region.
cr_prefix	STRING 5		Specifies the prefix for requests for a region.
del	INTEGER NOT_NULL	Active_Boolean_Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
global_name	STRING 30 UNIQUE NOT_NULL		Value of NX_GLOBAL_NAME on region
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID

Field	Data Type	Reference	Remarks
is_master	INTEGER	Boolean_Table ::enum	Indicates if this server defined as master.
iss_prefix	STRING 5		Specifies the prefix for issues for a region.
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
remote_sys_id	INTEGER UNIQUE NOT_NULL		Regional system id
slump_addr	STRING 30		Specifies the CA Service Desk Manager primary server hostname or IP address. A slump_addr is defined for each global region definition.
sym	STRING 30 UNIQUE NOT_NULL		Specifies the descriptive name.
web_protocol	STRING 10		Specifies the master region web access protocol (http https).
web_server	STRING 30		Specifies the web server name.
web_server_port	STRING 10		Specifies the web server port (can be blank).
web_url	STRING 100		Specifies the rest of URL to pdmweb.exe of remote system (or webdirector).

Global_Table_Map Table

Contains list of table maps (local to master) used in global data transport.

- **SQL Name**—g_tbl_map
- **Object**—g_tblmap

Field	Data Type	Reference	Remarks
description	STRING 100		Comments field
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
map_definition	STRING 64 NOT_NULL		Map Definition name in xml file
sym	STRING 30 UNIQUE NOT_NULL		Name of this table map

Global_Table_Rule Table

Contains list of extract rules for global data transport.

- **SQL Name**—g_tbl_rule
- **Object**—g_tblrule

Field	Data Type	Reference	Remarks
description	STRING 100		Comments field
addl_query	STRING 240		Additional query
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag

Field	Data Type	Reference	Remarks
			0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
last_sync_dt	LOCAL_TIME		What was the last sync date
reoccur_interv	DURATION		How often to re-query
sched	STRING 30	Bop_Workshift::persid	Valid run schedule
sym	STRING 30 UNIQUE NOT_NULL S_KEY		Name for rule
table_map	INTEGER	Global_Table_Map::id	Table map

Group_Member Table

Group Members.

- **SQL Name**—grpmem
- **Object**—grpmem

Field	Data Type	Reference	Remarks
group_id	byte(16)		Foreign key to the contact_uuid field of the ca_contact table, this is the group.
id	INTEGER		Specifies the unique (to the table) numeric ID.
manager_flag	INTEGER		Specifies the Manager flag, as follows: 0 —No

Field	Data Type	Reference	Remarks
			1 —Group manager
member	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table, this is the Member.
notify_flag	INTEGER		Specifies the Notify flag, as follows: 0 —No notification 1 —Notify

Impact Table

Impact is a measure of the significance of an event by the user. It is used on Incident Reports.

- **SQL Name**—impact
- **Object**—imp

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
enum	INTEGER		Primary key for this table.
id	INTEGER		Specifies the unique (to the table) numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
nx_desc	nvarchar(40)		Specifies the textual description of this impact.
sym	nvarchar(12)		Identifies the symbolic value for this impact.
value	INTEGER		Shows the numeric representation of this impact.

in_trans Table

A transition object controls the current and next ticket status. The in_trans table lists the status, new status, and actions that need to occur for a default transition.

- **SQL Name**—in_trans
- **Object**—in_trans

Label	Field	Description
id	INTEGER	Unique key.
status	SYMBOL	Specifies the current ticket status.
new_status	SYMBOL	Specifies the new ticket status
must_comment	INTEGER	Comment required when using a transition. On new default: 0
is_default	INTEGER	Default transition that appears when the Status field is empty. On new default: 0
condition	BOP_REF_STR_REF Macro	Site condition macro to approve transition.
condition error	STRING 255	Error message for site condition.
description	STRING 255	Description of this transition.
last_mod_dt	LOCAL_TIME	Timestamp of last update to this record.
last_mod_by	UUID REF ca_contact	User who last updated this.
del	INTEGER nn	Logical database delete status.
tenant	UUID REF ca_tenant	Reference to Tenant information.

Index_Doc_Links Table

Program control table used by Knowledge Management.

- **SQL Name**—index_doc_links
- **Object**—index_doc_links

Field	Data Type	Reference	Remarks
DOC_ID	INTEGER	SKELETONS::id	
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
INDEX_ID	INTEGER	O_INDEXES::id	
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
RELATIONAL_ID	STRING 255		

Interface Table

Interface definitions used for creating requests and change orders.

- **SQL Name**—interface
- **Object**—intfc

Field	Data Type	Reference	Remarks
code	nvarchar(10)		Specifies the code value for this interface.
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Primary key of this table, it is a unique numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
nx_desc	nvarchar(240)		The desc value for this interface.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).

Field	Data Type	Reference	Remarks
sym	nvarchar(30)		Identifies the symbolic value for this interface.

iss_Template Table

Table to manage Issue templates. There is one entry for each Issue that is a template.

- **SQL Name**—iss_template
- **Object**—iss_tpl

Field	Data Type	Reference	Remarks
del	INTEGER	Active_ Boolean_ Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(1000)		Specifies the textual description of the template.
id	INTEGER		Specifies the unique (to the table) numeric ID.
last_mod_by	byte(16)	ca_contact ::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
quick_tmpl_ type	INTEGER	Quick_ Template_ Types ::enum	Specifies the quick template type, as follows: 1 —Quick tmpl 2 —Quick tmpl+review
template	nvarchar(30)	issue persistent_id	Persistent ID (SystemObjectName:id).
template_class	nvarchar(12)		This allow subclassing of the templates.
template_name	nvarchar(30)		Identifies the unique name of the template.

iss_trans Table

A transition object controls the current and next ticket status. The iss_trans table lists the status, new status, and actions that need to occur for a default transition.

- **SQL Name**—iss_trans
- **Object**—iss_trans

Label	Field	Description
id	INTEGER	Unique key.
status	SYMBOL	Specifies the current ticket status.
new_status	SYMBOL	Specifies the new ticket status
must_comment	INTEGER	Comment required when using a transition. On new default: 0
is_default	INTEGER	Default transition that appears when the Status field is empty. On new default: 0
condition	BOP_REF_STR_REF Macro	Site condition macro to approve transition.
condition error	STRING 255	Error message for site condition.
description	STRING 255	Description of this transition.
last_mod_dt	LOCAL_TIME	Timestamp of last update to this record.
last_mod_by	UUID REF ca_contact	User who last updated this.
del	INTEGER nn	Logical database delete status.
tenant	UUID REF ca_tenant	Reference to Tenant information.

Issue Table

Request management's analyst recording of an external user's ticket.

- **SQL Name**—issue
- **Object**—iss

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Specifies the unique (to the table) numeric ID.
persid	STRING 30		Specifies the Persistent ID (SystemObjectName:id).
ref_num	STRING 30 UNIQUE NOT_NULL S_KEY		Identifies the reference number.
summary	STRING 240		Identifies the Issue summary text.
description	STRING 4000		Provides a textual description of this Issue.
status	STRING 12	Issue_Status	
active_flag	INTEGER NOT_NULL		Flag representing whether this record is active or inactive: 0 —Inactive 1 —Active
start_date	LOCAL_TIME		Indicates the timestamp of when processing started.
open_date	LOCAL_TIME		Shows the timestamp of when this Issue was opened.
last_mod_dt	LOCAL_TIME		Identifies the timestamp of when this record was last modified.
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
close_date	LOCAL_TIME		Shows the timestamp of when the Issue was closed.
resolve_date	LOCAL_TIME		Indicates the timestamp of when the Change Order was resolved.
rootcause	INTEGER	Rootcause	Foreign key to the id field of the rootcause table, this identifies the Root Cause.

Field	Data Type	Reference	Remarks
est_total_time	DURATION		Identifies the sum of estimated task time.
actual_total_time	DURATION		Specifies the sum of actual task time.
log_agent	UUID NOT_NULL	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this identifies who the change request was reported by.
assignee	UUID	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this identifies the Assignee.
organization	UUID	ca_organization	Foreign key to the id field of the ca_organization table, this identifies the Organization.
group_id	UUID	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this is the Group ID.
affected_contact	UUID	ca_contact	Foreign key to the contact_uuid field of the ca_contact table.
requestor	UUID NOT_NULL	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this specifies the Affected End User.
category	STRING 12	Issue_Category	Foreign key to the code field of the isscat table, this identifies the Category.
priority	INTEGER NOT_NULL	Priority	Foreign key to the enum field of the pri table, this identifies the Priority.
need_by	LOCAL_TIME		Shows the Need By Date timestamp for this Issue.
est_comp_date	LOCAL_TIME		Shows the estimated completion date for this Issue.
actual_comp_date	LOCAL_TIME		Specifies the actual completion date timestamp.
est_cost	INTEGER		Specifies the estimated cost value for this Issue.
actual_cost	INTEGER		Identifies the actual cost of this Issue.
justification	STRING 240		Identifies the justification value for this Issue.

Field	Data Type	Reference	Remarks
backout_plan	STRING 240		Identifies the backout plan value for this Issue.
impact	INTEGER	Impact	Foreign key to the enum field of the impact table, this defines the impact.
parent	STRING 30	Issue	Foreign key to the persistent_id field of the iss table, this identifies the Parent.
effort	STRING 240		Identifies the effort value for this Issue.
support_lev	STRING 30	Service_Desc	Foreign key to the code field of the srv_desc table, this identifies the Classic Service Type.
template_name	STRING 30		Foreign key to the template_name field of the iss_tpl table, this identifies the Template name.
sla_violation	INTEGER		Flag indicating the following: 1 —Issue has violated its sla.
predicted_sla_violation	INTEGER		Flag that indicates the following: 1 —Has been predicted by neugents.
macro_predicted_violation	INTEGER		Identifies that it is likely to violate its sla (boolean) for action macros to predict sla violations.
created_via	INTEGER	Interface	Specifies the unique (to the table) numeric ID.
call_back_date	LOCAL_TIME		Identifies the call back timestamp for this Issue.
call_back_flag	INTEGER		Specifies the call back flag value for this Issue.
string1	STRING 40		This is a user-defined string field.
string2	STRING 40		This is a user-defined string field.
string3	STRING 40		This is a user-defined string field.
string4	STRING 40		This is a user-defined string field.
string5	STRING 40		This is a user-defined string field.
string6	STRING 40		This is a user-defined string field.
service_date	LOCAL_TIME		Specifies the service date value for

Field	Data Type	Reference	Remarks
			this Issue.
service_num	STRING 30		Specifies the service num value for this Issue.
product	INTEGER	Product	Foreign key to the id field of the product table, this identifies the Product.
actions	STRING 750		Identifies the actions value for this Issue.
type_of_contact	INTEGER	Type_Of_Contact	Foreign key to the id field of the toc table, this identifies the Type of Contact.
reporting_method	INTEGER	Reporting_ Method	Foreign key to the id field of the repmeth table, this identifies how this Issue was reported.
person_contacting	INTEGER	Person_ Contacting	Foreign key to the id field of the person table, this identifies the person who made the contact.
flag1	INTEGER		This is the flag1 value for this Issue.
flag2	INTEGER		This is the flag2 value for this Issue.
flag3	INTEGER		This is the flag3 value for this Issue.
flag4	INTEGER		This is the flag4 value for this Issue.
flag5	INTEGER		This is the flag5 value for this Issue.
flag6	INTEGER		This is the flag6 value for this Issue.
user1	STRING 100		This is a user-defined string field.
user2	STRING 100		This is a user-defined string field.
user3	STRING 100		This is a user-defined string field.
cawf_procid	STRING 40		Identifies the CA Workflow process id.
caextwf_instance_id	INTEGER	caextwf_instances	Indicates the CA IT PAM process instance id and process definition name and reference path launched by this Service Desk object.
ticket_avoided	INTEGER		
tenant	UUID	ca_tenant	
requested_by	UUID	ca_contact	
external_system_	STRING 4000		

Field	Data Type	Reference	Remarks
ticket			
orig_user_dept	INTEGER	ca_resource_department	
orig_user_organization	UUID	ca_organization	
orig_user_admin_org	UUID	ca_organization	
orig_user_cost_center	INTEGER	ca_resource_cost_center	
target_start_last	LOCAL_TIME		
target_hold_last	LOCAL_TIME		
target_hold_count	INTEGER		
target_resolved_last	LOCAL_TIME		
target_resolved_count	INTEGER		
target_closed_last	LOCAL_TIME		
target_closed_count	INTEGER		

Issue_Act_Log Table

History of activities associated with an issue. Types of activities are listed in the Act_Type table.

- **SQL Name**—issalg
- **Object**—issalg

Field	Data Type	Reference	Remarks
action_desc	nvarchar(4000)		Specifies the text description of the activity log entry.
analyst	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table, this represents the Analyst who created this activity log.
description	nvarchar(4000)		Specifies the text description of the activity log.
id	INTEGER		Primary key of this table, this is a

Field	Data Type	Reference	Remarks
			unique numeric ID.
internal	INTEGER		Designates the log as an Internal log.
issue_id	nvarchar(30)	issue persistent_id	Foreign key to the persistent_id field of the iss table, this is the Issue for this activity.
knowledge_session	nvarchar(80)		Specifies the reference to the Knowledge Tool session.
knowledge_tool	nvarchar(12)		Identifies the Knowledge Tool used for this activity.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
persid	nvarchar(30)		Specifies the Persistent ID (SystemObjectName:id).
system_time	INTEGER		Represents the date and time of the record creation.
time_spent	INTEGER		Identifies the time spent on the activity by the user.
time_stamp	INTEGER		Specifies the time spent on the activity by the user.
type	nvarchar(12)	Act_Type::code	(Not Used) This is an acknowledgement that is also a non-editable string enum.

Issue_Category Table

Issue categories. Can be hierarchical.

- **SQL Name**—isscat
- **Object**—isscat

Field	Data Type	Reference	Remarks
id	INTEGER		Unique (to the table) numeric ID.
persid	STRING(30)		Persistent ID (SystemObjectName:id)
del	INTEGER	Active_Boolean_Table::enum	Delete flag that indicates the following: 0 —Active 1 —Inactive/marked as deleted

Field	Data Type	Reference	Remarks
sym	STRING(1000)		Identifies the Issue Category symbolic description.
code	STRING (12)		Primary key of this table.
last_mod_dt	LOCAL_TIME		Identifies the timestamp of when this record was last modified.
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
description	STRING (500)		Identifies the textual description of this issue category.
organization	UUID	ca_organization::organization_uuid	Foreign key to the id field of the ca_organization table, this is the Organization.
assignee	UUID		Foreign key to the contact_uuid field of the ca_contact table, this is also the Assignee.
group_id	UUID		Foreign key to the contact_uuid field of the ca_contact table. This is the Group.
children_ok	INTEGER		Specifies the handling of the issue category: 0 —Children not allowed 1 —Children are allowed
service_type	STRING (30)	Service_Desc	
survey	INTEGER	Survey_Template::id	Foreign key of the id field of the survey_tpl table, this is the Survey.
schedule	INTEGER	Bop_Workshift	Deprecated.
auto_assign	INTEGER		Flag that enables auto assignment.
owning_contract	INTEGER	Service_Contract::id	Foreign key to the id field of the svc_contract table. This is the Service Contract.
cawf_defid	STRING(40)		Identifies the CA Workflow definition id.
flow_flag	INTEGER		Specifies the type of workflow: 0 —Classic Workflow or none (default) 1 —CA Workflow 2 —CA IT PAM
caextwf_start_id	INTEGER	caextwf_start_forms	Identifies the CA IT PAM process definition information to use when the

Field	Data Type	Reference	Remarks
			user selects this category on a change order, issue, request.
tenant	UUID	ca_tenant	
chgtype	INTEGER	usp_change_type	
risk_survey	INTEGER	Risk_Survey_Template	
cab	UUID	ca_contact	
ss_include	INTEGER	bool	REQUIRED On new default: 0
ss_sym	STRING (128)		

Issue_Property Table

Property value pairs for an object.

- **SQL Name**—issprp
- **Object**—iss_prp

Field	Data Type	Reference	Remarks
description	nvarchar(240)		Specifies the textual description of this property.
error_msg	STRING 240		Specifies the error message produced if validation fails.
id	INTEGER		Primary key of this table, it is also a unique, numeric ID.
label	nvarchar(80)		Specifies the label value for this Issue property.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
owning_iss	nvarchar(30)	Issue	Foreign key to the persistent_id field of the iss table, this is also the Issue.
owning_macro	BOP_REF_STR NOT_NULL	Spell_Macro	Specifies the Spell_Macro for validation.
required	INTEGER	Boolean_Table::enum	Identifies the Required flag, as follows:

Field	Data Type	Reference	Remarks
			0 —Not required 1 —Required
sample	nvarchar(240)		The sample value for this property.
sequence	INTEGER		Used to order the properties for an Issue.
value_ description	STRING 240		Text description of the value.
validation_rule	BOP_REF_STR NOT_NULL	Property_Validation_ Rule	Identifies the valid value rule.
validation_type	BOP_REF_STR NOT_NULL	Property_Validation_ Type	Identifies the type of validation rule.
value	nvarchar(240)		Identifies the value of the property.

Issue_Status Table

Lists the states of the Issue, which you can also add. This table allows you to control whether the issue is active or inactive when it is changed to this status. Possible status include: open, approval in process, implementation in progress, verification in progress, cancelled, suspended, and closed.

- **SQL Name**—issstat
- **Object**—issstat

Field	Data Type	Reference	Remarks
active	INTEGER		Flag that indicates the following: 0 —Inactive 1 —Active
code	nvarchar(12)		Primary key of this table.
del	INTEGER		Delete flag that indicates the following: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar (500)		Identifies the textual description of this status.

Field	Data Type	Reference	Remarks
hold	INTEGER		Flag that specifies the following: 0 —Start events 1 —Stop events
id	INTEGER		Unique (to the table) numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
resolved	INTEGER		Flag that indicates the following: 0 —Not yet resolved 1 —Resolved
sym	nvarchar(30)		Identifies the symbolic name of the Issue status.

Issue_Workflow_Task Table

Contains information about CA Workflow tasks that are related to Issues. A task is in this table because it can be added from an issue, which means there is no task template from which to obtain the task.

- **SQL Name**—isswf
- **Object**—iss_wf

Field	Data Type	Reference	Remarks
actual_duration	INTEGER		Specifies the time spent on the task by the user.
asset	byte(16)	ca_owned_resource::uuid	Foreign key to the id field of the ca_owned_resource table, this is the Asset.
assignee	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table, this is the Assignee.
completion_date	INTEGER		Indicates the timestamp of when this task

Field	Data Type	Reference	Remarks
			was completed.
cost	INTEGER		Specifies the cost value for this Issue Workflow task.
creator	byte(16)	ca_contact ::uuid	Foreign key to the contact_uuid field of the ca_contact table, this identifies the creator of the Issue Workflow task.
date_created	INTEGER		Specifies the date and time that the record was created.
del	INTEGER		Specifies the Deleted flag as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(1000)		Specifies workflow task notes.
done_by	byte(16)	ca_contact ::uuid	Foreign key to the contact_uuid field of the ca_contact table, this provides the Completed by information.
est_comp_date	INTEGER		The estimated completion date value for this Issue Workflow task.
est_cost	INTEGER		The estimated cost value for this Issue Workflow task.
est_duration	INTEGER		The estimated duration value for this Issue Workflow task.
group_id	byte(16)		Foreign key to the contact_uuid field of the ca_contact table, this is the Group.
group_task	INTEGER		Defines the Group task flag, as follows: 0 —No 1 —Yes
id	INTEGER		Primary key of this table.
last_mod_by	byte(16)	ca_contact ::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified
object_id	nvarchar(30)		Persistent ID (SystemObjectName:id)
object_type	nvarchar(30)		Indicates the short name of the object to which this workflow task belongs.
persid	nvarchar(30)		Specifies the Persistent ID (SystemObjectName:id).
sequence	INTEGER		Specifies the sequence value for this

Field	Data Type	Reference	Remarks
			Issue Workflow task.
start_date	INTEGER		Indicates the timestamp of when the status went to pending.
status	nvarchar(12)	Task_Status ::code	Foreign key to the code field of the tskstat table, this is the Task status.
support_lev	nvarchar(30)	Service_ Desc::code	Foreign key to the code field of the srv_desc table, this identifies the Classic Service Type.
task	nvarchar(12)	Task_Type ::code	Foreign key to the code field of the tsqty table, this is the Task template.
wf_template	INTEGER	Workflow_Task_ Template::id	Foreign key to the id field of the wftpl table, this is the Workflow Task template.

KD_Atmnt Table

Program control table used by Knowledge Management.

- **SQL Name**—kd_attmnt
- **Object**—kd_attmn

Field	Data Type	Reference	Remarks
ATTMNT_ID	INTEGER	Attachment::id	
DOC_ID	INTEGER	SKELETONS::id	
ID	INTEGER KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
RES_ID	Long		If there is an embedded image, the RES_ID points to the resource file id in the attmnt table.

kdlinks Table

Each record indicates a link between a KD and request or issues link_type field represented by the following enum value:

1 = KD is a solution to the ticket

2 = Ticket created is based on the document last_mod_by the person that links the document and the ticket

- **SQL Name**—kdlinks
- **Object**—kdlinks

Field	Data Type	Reference	Remarks
cr	STRING 30	Call_Req::persid	
ID	INTEGER KEY		Specifies the Numeric ID that is unique to this table.
iss	STRING 30	Issue	
kd	INTEGER	SKELETONS::id	
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp for when this record was last modified.
link_type	INTEGER		
sd_obj_id	INTEGER		
sd_obj_type	STRING 5		

KEIT_TEMPLATES Table

Field Name	Type	Index	Comment
ID	Int	Primary Key	
TEMPLATE_NAME	Text (50)		
EXP_SUB_CAT	int		Indicates a flag to export sub categories: 0 —No 1 —Yes
EXP_SEC_CAT	int		Indicates a flag to export secondary

Field Name	Type	Index	Comment
			categories 0 —No 1 —Yes
EXP_ALL_DOCS	int		Indicates a flag to export all documents linked to the selected category 0 —No 1 —Yes
EXP_FILTER	Text (2048)		Additional Filter for export
EXP_ATTMNT	int		Indicates a flag to export attachments 0 —No 1 —Yes
EXP_INDEX_DOC	int		Indicates a flag to Index documents after import 0 —No 1 —Yes
OVERRIDE_PUB	int		Indicates a flag to override published documents 0 —No 1 —Yes
OVERRIDE_UNPUB			Indicates a flag to override unpublished documents 0 —No 1 —Yes
OVERRIDE_DEFAULTS			Use the default values when overriding documents
ERR_THRESHOLD	int		Error threshold for stopping the process
FIELD_LIST	Text		List of fields to export

Field Name	Type	Index	Comment
CAT_LIST	Text		List of categories to export
DEFAULT_LIST	Text		List of fields, their types and values used as defaults on import
STATUS_ID and following fields			Used internally to fulfill the DEFAULT_LIST field
last_mod_by	UUID		
last_mod_dt	Long		

Key_Control Table

Table of sequence numbers for requests, change orders, tickets, and foreign keys.

- **SQL Name**—kc

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
key_name	STRING 20		
key_value	INTEGER		Indicates the next key available for handout.

Knowledge_Keywords Table

Knowledge Base key words for associating trouble codes and call areas to solutions.

- **SQL Name**—km_kword
- **Object**—kwrđ

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
persid	STRING 30		Persistent ID (SystemObjectName:id)
sym	STRING 30 NOT_NULL S_KEY		keyword

KT_act_content Table

The kt_act_content table is used for action content links.

Field	Data Type	Remarks
Id	Long	id
Name	String	Name of the action content.
Code	String (10)	Action content code - Rel_attr
Description	String	Description of the action content
URL	String	URL of the action content
HTMPL	String	Parameters for the HTMPL URL

KT_Blc Table

Program control table used by Knowledge Management to store the best link conditions data for the Recommended Documents feature.

- **SQL Name**—kt_blc
- **Object**—kt_blc

Field	Data Type	Reference	Remarks
ID	INTEGER		Primary key.
KD	INTEGER		SREL to the knowledge document object.
Kcat	INTEGER		SREL to knowledge category for recommended document condition type of 4.
BLC_Type	INTEGER		SREL to recommended document condition type.
BLC_Text	STRING 255		The recommended document

Field	Data Type	Reference	Remarks
			condition term.
Author_ID	UUID		SREL to cnt
Del	INTEGER	Active_Boolean _Table::enum	Specifies the status of the Deleted flag: 0 —Active 1 —Inactive/marked as deleted
Last_mod_dt	DATE		Shows the date of when this record was last updated.

KT_Blc_Type Table

Program control table used by Knowledge Management to store the Best Link Condition types for the Recommended Documents feature.

- **SQL Name**—kt_blc_type
- **Object**—kt_blc_type

Field	Data Type	Reference	Remarks
ID	INTEGER		Primary key.
SYM	STRING 50		1 —Full Match 2 —Exact Match 3 —Keyword List 4 —Knowledge Category
BLC_Condition	STRING 255		Category path if BLC type is category; otherwise, BLC text is used.
Last_mod_dt	DATE		Shows the date of when this record was last updated.

KT_Flg_Status Table

Identifies the different flag statuses used by the Automated Policies feature.

- **SQL Name**—kt_flg_status
- **Object**—kt_flg_status

Field	Data Type	Reference	Remarks
ID	INTEGER		Identifies the unique (to the table) numeric ID.
sym	STRING (50)		Flag type name.

KT_Flg_Type Table

Identifies the different flags types used by the Automated Policies feature to flag documents for correction.

- **SQL Name**—kt_flg_type
- **Object**—kt_flg_type

Field	Data Type	Reference	Remarks
ID	INTEGER		Identifies the unique (to the table) numeric ID.
sym	STRING (50)		Flag type name.
description	STRING (2000)		Flag type description.
init_by_users	INTEGER (1/0)		Specifies the flag type users select in the end user interface.

Field	Data Type	Reference	Remarks
show_as_comment	INTEGER (1/0)		Displays the flag type as a comment when document is open for viewing.
follow_up	INTEGER (1/0)		Raises follow-up mechanism for the flag type.
time_to_complete	INTEGER		Specifies the time from which the argument is completed.
dev_assignee	UUID		For future use.
del	INTEGER		Specifies if the flag type is active or inactive.
last_mod_by	UUID	SREL to the Contacts table.	Displays the last date of when a user modified the record.
last_mod_dt	Long (date)		Displays the last modified date.

KT_Life_Cycle_Rep Table

Identifies the knowledge document life cycle data for the Automated Policies feature in Knowledge Management.

- **SQL Name**—KT_Life_Cycle_Rep
- **Object**—KT_Life_Cycle_Rep

Field	Data Type	Reference	Remarks
ID	Long	Primary index.	Identifies the unique (to the table) numeric ID of the primary index.
policy	Long	Required field. SREL to query_policy.	Identifies the Policy ID.
kd	Long	Required field. SREL to the knowledge document (Skeletons table).	Identifies the Document ID.
last_mod_dt	Long (date)		Displays the last modified date.

KT_REPORT_CARD Table

Program control table used by Knowledge Management.

- **SQL Name**—kt_report_card
- **Object**—kt_report_card

Field	Data Type	Reference	Remarks
ID	INTEGER		KEY Unique (to the table) Numeric ID
SUBJECT_ID	nvarchar(64)		
PAST_DAYS	INTEGER		
ORG_STATISTICS	INTEGER		
DOCUMENTS_ SUBMITTED	INTEGER		
DOCUMENTS_ PUBLISHED	INTEGER		
TOTAL_HITS	INTEGER		
AVERAGE_ EFFECTIVENESS_ RATING	INTEGER		
TOTAL_SOLUTION_ COUNT	INTEGER		
USER_SLV_CNT	INTEGER		
TOTAL_VOTES	INTEGER		

Field	Data Type	Reference	Remarks
AVG_RATING	REAL		
LINKED_ KNOWLEDGE_BY_ OTHERS	INTEGER		
LINKED_ KNOWLEDGE_BY_ME	INTEGER		
CLOSED_TICKETS	INTEGER		
TICKETS_WITH KNOWLEDGE	INTEGER		
TICKETS_HAD_ SEARCH_ACTIVITES	INTEGER		
KNOWLEDGE_ SUBMIT_FROM_TICKET	INTEGER		
TIME_TO_PUBLISH	INTEGER		
MY_COMMENTS	INTEGER		
DOCUMENTS_RETIRED	INTEGER		
TIME_TO_FIX	INTEGER		
FLAGS_FIXED	INTEGER		
COMMENTS_ON_ MY_DOCUMENTS	INTEGER		

Field	Data Type	Reference	Remarks
FIRST_CALL_RES_WITH_KNOW	INTEGER		
FIRST_CALL_RES_WITHOUT_KNOW	INTEGER		
creation_user	nvarchar(64)		Specifies the name of the person who created this record. Should be in form: LastName, FirstName
creation_date	INTEGER		Indicates the timestamp indicating when this record was created
last_update_user	nvarchar(64)		Specifies the contact who last modified this record. Should be in form: LastName, FirstName
last_update_date	INTEGER		Indicates the timestamp of when this record was last modified
CONTRIBUTOR_UUID	SREL	cnt	TENANCY_UNRESTRICTED
IS_SUPERVISOR	INTEGER		
SUPERVISOR_UUID	SREL	cnt	TENANCY_UNRESTRICTED
MY_ORG_REF_ID	SREL	KT_REPORT_CARD	
ALL_ORG_REF_ID	SREL	KT_REPORT_CARD	
PAST_DAYS_TEXT	nvarchar(20)		Populates from the resource file.
LAST_MOD_DT_TEXT	nvarchar(50)		Specifies the KRC calculation date.

Field	Data Type	Reference	Remarks
DOCUMENTS_ PUBLISHED_ PERCENT	nvarchar(4)		
AVG_HITS	nvarchar(20)		
AVG_RATING_ TEXT	nvarchar(100)		
last_mod_by	SREL	cnt	
last_mod_dt	DATE		

LONG_TEXTS Table

Program control table used by CA Service Desk Manager Knowledge Management.

- **SQL Name**—long_texts
- **Object**—long_texts

Field	Data Type	Reference	Remarks
ACTUAL_TEXT	STRING 32768		
CNT_ORDER	INTEGER		
ID	INTEGER KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
REF_PERSID	STRING 30		

Managed_Survey Table

Stores the definition of the managed surveys.

- **SQL Name**—managed_survey
- **Object**—mgs

Field	Data Type	Reference	Remarks
create_date	INTEGER		Identifies when the managed survey was created.
del	INTEGER	Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(400)		Identifies the textual description of this managed survey.
end_date	INTEGER		Specifies the end of survey period.
group_id	byte(16)		Foreign key to the contact_uuid field of the ca_contact table, this is the Group.
id	INTEGER		Primary key of this table.
initial_method	INTEGER	Contact_Method::id	Foreign key to the id field of the ct_mth table, this specifies the Contact Method.
initial_msgbody	nvarchar(1000)		Identifies the message body of the initial notification message.
initial_msgtitle	nvarchar(80)		Identifies the message title of the initial notification message.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
owner	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table, this

Field	Data Type	Reference	Remarks
			specifies the Owner.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id)
reminder_method	INTEGER	Contact_ Method::id	Foreign key to the id field of the ct_mth table, this is the Reminder Contact Method.
reminder_msgbody	nvarchar(1000)		Identifies the reminder message body of the initial notification message.
reminder_msgtitle	nvarchar(80)		Identifies the message title of the initial notification message.
start_date	INTEGER		Specifies the start of the survey period.
status	nvarchar(12)	Mgs_ Status:: code	Foreign key to the code field of the mgsstat table, this is the Status.
sym	nvarchar(12)		Identifies the symbolic name for this Managed Survey.
tplid	INTEGER	Survey_ Template ::id	Foreign key to the id field of the survey_tpl table, this is the Survey Template.

Mgs_Act_Log Table

History of activities associated with a managed survey. The types of activities are listed in the Act_Type table.

- **SQL Name**—mgsalg
- **Object**—mgsalg

Field	Data Type	Reference	Remarks
action_desc	nvarchar(700)		Specifies the text description of the activity log entry.
analyst	byte(16)	ca_contact	Foreign key to the contact_uuid field of the

Field	Data Type	Reference	Remarks
		::uuid	ca_contact table, this represents the Analyst who created this activity log.
description	nvarchar(1000)		Specifies the text description of the activity log.
id	INTEGER		Primary key of this table, this is a unique numeric ID.
internal	INTEGER		Designates the log as an Internal log.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
mgs_id	INTEGER	Managed_Survey ::id	Specifies the unique (to the table) numeric ID.
persid	nvarchar(30)		Specifies the Persistent ID (SystemObjectName:id).
system_time	INTEGER		Represents the date and time of the record creation.
time_spent	INTEGER		Identifies the time spent on the activity by the user.
time_stamp	INTEGER		Specifies the date time spent on the activity by the user.
type	nvarchar(12)	Act_Type ::code	Foreign key to the code field of the act_type table, this is the Type.

Mgs_Status Table

List of valid message status definitions.

- **SQL Name**—mgsstat
- **Object**—mgsstat

Field	Data Type	Reference	Remarks
active	INTEGER		Flag that indicates the following: 0 —Inactive 1 —Active

Field	Data Type	Reference	Remarks
code	nvarchar(12)		Primary key of this table.
del	INTEGER	Active_Boolean_Table::enum	Delete flag that indicates the following: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(500)		Identifies the textual description of this status.
hold	INTEGER		Flag that specifies the following: 0 —Start events 1 —Stop events
id	INTEGER		Unique (to the table) numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sym	nvarchar(30)		Identifies the Managed Survey Status name.

Note_Board Table

Message board (announcements) on the main menu.

- **SQL Name**—cnote
- **Object**—cnote

Field	Data Type	Reference	Remarks
active_flag	INTEGER NOT_NULL	Boolean_Table::enum	0 —Inactive 1 —Active
close_date	LOCAL_TIME		Indicates when closed
cnote_type	INTEGER		Indicates the announcement type
control_group	UUID		Specifies the group to display to
del	INTEGER		Deleted flag 0 —Active 1 —Inactive/marked as deleted

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
internal	INTEGER		Internal Flag
loc_id	UUID	ca_location:: location_uuid	Indicates a pointer to location
organization	UUID	ca_organization ::organization_ uuid	Indicates a pointer to Organization
persid	STRING 30		Persistent ID (SystemObjectName:id)
posted_by	UUID	ca_contact::uuid	Specifies who posted the announcement
posted_date	LOCAL_TIME		Indicates the last modify time
text	STRING 4000		Indicates the message text

Notification Table

Program control table used by Knowledge Management.

- **SQL Name**—Notification
- **Object**—Notification

Field	Data Type	Reference	Remarks
ALT_EMAIL	STRING 100		
ANALYST_ID	UUID	ca_contact::uuid	
DOC_ID	INTEGER		
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
NTF_LEVEL	INTEGER		0 —External and Internal 1 —External only 2 —Internal only

Notification_Urgency Table

Maps internal enums to strings for representing notification urgency for contacts.

- **SQL Name**—noturg
- **Object**—noturg

Field	Data Type	Index	Reference	Remarks
del	INTEGER NOT_NULL		Active_ Boolean_ Table::enum	0 —Present 1 —Gone
desc	STRING 40			Specifies the description of notification urgency.
enum	INTEGER NOT_NULL			Indicates the enumeration value.
id	INTEGER UNIQUE NOT_NULL KEY	storage hash		Indicates the key ID.
sym	STRING 60 UNIQUE NOT_NULL S_KEY	sort dsc		Indicates the notify urgency symbol.

Notify_Log_Header Table

This table keeps track of each notify, and what happened to it.

- **SQL Name**—not_log
- **Object**—lr

Field	Data Type	Reference	Remarks
cmth_used	INTEGER	Contact_Method ::id	
cntxt_obj	STRING 30		Specifies the termination of sequence Context for notification.
context_instance	STRING 30		Contains the persistent ID of the associated Activity Log for the notifications.
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Unique (to the table) Numeric ID.

Field	Data Type	Reference	Remarks
	UNIQUE NOT_NULL KEY		
last_mod	LOCAL_TIME		Specifies the last modification time, for purging.
nlh_ack_by	LOCAL_TIME		Specifies the time deadline for ack.
nlh_ack_time	DURATION		Specifies how long for ack.
nlh_c_addressee	UUID	ca_contact::uuid	Specifies the alias contact.
nlh_c_alias	UUID		
nlh_cm_method	INTEGER	Notification_Urgency::enum	
nlh_email	STRING 50		Specifies the resolved email address (the email notification sent was not associated with the proper contact).
nlh_end	LOCAL_TIME		Specifies the time of ACK or FYI final.
nlh_hdr	STRING 40		Specifies the msg header text.
nlh_msg	STRING 4000		Specifies the message text.
nlh_msg_html	STRING 32768		Specifies the html version of notification if sent through mail.
nlh_pri	INTEGER		Generating notification enum priority of transition event
nlh_start	LOCAL_TIME NOT_NULL		Specifies the notification start date.
nlh_status	INTEGER		Pending send, sent FYI.
nlh_transition	INTEGER		Specifies the notify method used - redefined in majic, points to 'noturg' object Transition point.
nlh_type	INTEGER		FYI or ack
nlh_user_ack	STRING 40		Sent ack, acked, nacked, cleared. Who acknowledged or cleared it.

Notify_Msg_Tpl Table

List of object attribute message template definitions for notification rules.

- **SQL Name**—ntfm
- **Object**—ntfm

Field	Data Type	Reference	Remarks
ID	INTEGER		Primary key
persid	nvarchar(30)		Object key
del	SREL integer -- > actbool		Delete indicator
sym	nvarchar(128)		Symbolic description; required field
notify_flag	INTEGER		Auto notification
notify_level	SREL integer --> noturg		Notification level
notify_msg_title	nvarchar(255)		Notification message title (Required)
notify_msg_body	nvarchar(4000)		Notification message body
notify_msg_body_html	nvarchar(32768)		Notification HTML message
obj_type	SREL string --> ntfm_prod_list		Object type: cr, chg, iss; required field
last_mod_dt	DATE		Audit trail date
last_mod_by	SREL uuid --> cnt		Audit trail user

Notify_Object_Attr Table

List of object attribute contacts that may receive notifications.

- **SQL Name**—ntfl
- **Object**—ntfl

Field	Data Type	Reference	Remarks
description	STRING 240		Specifies the textual description.
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
object_attr	STRING 250		Specifies the attr name in object.
object_type	STRING 30		Specifies the object name.
persid	STRING 30		Persistent ID (SystemObjectName:id)
sym	STRING 30 NOT_NULL		

Notify_Rule Table

List of object attribute contacts and definitions for notification rules.

- **SQL Name**—ntfr
- **Object**—ntfr

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
persid	nvarchar(30)		Specifies the object key
del	INTEGER		Delete indicator

Field	Data Type	Reference	Remarks
sym	nvarchar(128)		Symbolic description REQUIRED
description	nvarchar(500)		Long description
condition	nvarchar(30)	Spell_Macro	Specifies the foreign key to the condition macro.
obj_type	nvarchar(30)		Specifies the object type as cr, chg, or iss REQUIRED
last_mod_dt	LOCAL_TIME		Audit trail date
last_mod_by	UUID	ca_contact	Audit trail user
default_rule	INTEGER		1 —Default rule; do not allow condition
cr_notify_info	nvarchar(30)	ntfm	Specifies the foreign key for 'cr' obj_type to condition macro.
chg_notify_info	nvarchar(30)	ntfm	Specifies the foreign key for 'chg' obj_type to condition macro.
iss_notify_info	nvarchar(30)	ntfm	Specifies the foreign key for 'iss' obj_type to condition macro.
mgs_notify_info	nvarchar(30)	ntfm	Specifies the foreign key for 'mgs' obj_type to condition macro.
kd_notify_info	nvarchar(30)	ntfm	Specifies the foreign key for 'kd' obj_type to condition macro.
kd_comment_notify_info	nvarchar(30)	ntfm	Specifies the foreign key for 'kd_comment' obj_type to condition macro.
krc_notify_info	nvarchar(30)	ntfm	Specifies the foreign key for 'krc' obj_type to condition macro.
sa_notify_info	nvarchar(30)	ntfm	Specifies the foreign key for 'sa' obj_type to condition macro.
cnt_notify_info	nvarchar(30)	ntfm	Specifies the foreign key for 'cnt' obj_type to condition

Field	Data Type	Reference	Remarks
			macro.
ci_notify_info	nvarchar(30)	ntfm	Specifies the foreign key for 'ci' obj_type to condition macro.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.
ntfr_ntflist	LREL	ntfl	Associated Object Contacts
ntfr_ctplist	LREL	ctp	Associated Contact Types
ntfr_macrolist	LREL	macro	Macros (aty's) using this rule

NR_Comment Table

Standard comments table.

- **SQL Name**—nr_com
- **Object**—nr_com

Field	Data Type	Reference	Remarks
attr_name	nvarchar(60)		For ITIL, this contains the Asset attribute that has changed.
com_comment	nvarchar(1000)		Identifies the comment text.
com_dt	INTEGER		Acts as the pointer to the parent row (nr_did), for the dt_ comment written.
com_par_id	byte(16)	ca_owned_resource::uuid	Foreign key to the id field of the ca_owned_resource table, this is the Asset.
com_userid	nvarchar(40)		Identifies the userid of the commenting author.
id	INTEGER		Primary key of this table, this is a unique numeric ID.
new_value	nvarchar(1000)		For ITIL, this contains the new value of the Asset's attribute that has changed.
old_value	nvarchar(1000)		For ITIL, this contains the old value of the Asset's attribute that has

Field	Data Type	Reference	Remarks
			changed.
writer_id	byte(16)		Primary key to the table, this is a unique identifier.

O_COMMENTS Table

Program control table used by CA Service Desk Manager Knowledge Management.

- **SQL Name**—O_Comments
- **Object**—O_Comments

Field	Data Type	Reference	Remarks
ASSIGNEE	UUID		SREL to the Contacts table.
CLOSE_DATE	DATE		Represents the timestamp of when this flag was closed.
CLOSE_DESC	nvarchar(50)		Displays the description when the flag is closed.
COMMENT_TEXT	nvarchar(255)		Displays comment text.
COMMENT_TIMESTAMP	DATE		Indicates the timestamp of when this record was last created.
DEADLINE_DATE	DATE		Displays the date when the flag should be fixed by the user.
DOC_ID	INTEGER	SKELETONS:: id	Identifies the unique doc ID.
EMAIL_ADDRESS	nvarchar(75)		Identifies the email address.
FLG_CODE	nvarchar(50)		Prevents duplicate flags from being created for the same broken link.
FLG_STATUS	INTEGER	KT_FLG_STATUS	Identifies the flag status as active or inactive.

Field	Data Type	Reference	Remarks
FLG_TYPE	INTEGER		SREL to the KT_Flg_Type Table.
ID	INTEGER KEY		Unique (to the table) Numeric ID.
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Indicates the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.
USER_ID	UUID	ca_contact:: uuid	Identifies the unique user ID
USER_NAME	STRING 50		Identifies the user name.
VER_COUNT	INTEGER		Identifies the unique version ID and displays the number of versions created (1, 2, 3, 4...)

O_EVENTS Table

Program control table used by CA Service Desk Manager Knowledge Management.

- **SQL Name**—O_EVENTS
- **Object**—o_events

Field	Data Type	Reference	Remarks
ACTION	STRING 32768		
ENTITY_ID	INTEGER	SKELETONS::id	
EVENT_NAME	STRING 50		

Field	Data Type	Reference	Remarks
EVENT_TIMESTAMP	LOCAL_TIME		
ID	INTEGER KEY		Unique (to the table) Numeric ID
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
VER_COUNT	INTEGER		Version ID indicates the number of versions created (1, 2, 3, 4...)
WF_ACTION_ID	INTEGER		
WF_USER_ID	UUID	ca_contact::uuid	

O_INDEXES Table

Program control table used by Knowledge Management.

- **SQL Name**—O_INDEXES
- **Object**—KCAT

Field	Data Type	Reference	Remarks
DESCRIPTION	STRING 255		Textual description
AUTHOR_ID	UUID	ca_contact::uuid	
CAPTION	STRING 50		
CR_CAT	STRING 30	Prob_Category	
DOC_TEMPLATE	INTEGER	CI_DOC_TEMPLATES::id	
HAS_CHILDREN	INTEGER		
HAS_DOCS	INTEGER		
ID	INTEGER KEY		Unique (to the table) Numeric ID
ISS_CAT	STRING 30	Issue_Category	
KEYWORDS	STRING 255		
LAST_MOD_BY	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of

Field	Data Type	Reference	Remarks
			when this record was last modified
OWNER_ID	UUID	ca_contact::uuid	
PARENT_ID	SREL	O_INDEXES::id	
PERMISSION_INDEX_ID	INTEGER	O_INDEXES::id	
READ_PGROUP	INTEGER	P_GROUPS::id	
RELATIONAL_ID	STRING 255		
SUBJECT_EXPERT_ID	UUID	ca_contact::uuid	
WF_TEMPLATE	INTEGER	CI_WF_TEMPLATES::id	
WRITE_PGROUP	INTEGER	P_GROUPS::id	

Options Table

One row for every options added to call manager or any other BOP related stuff.

- **SQL Name**—options
- **Object**—options

Field	Data Type	Reference	Remarks
description	STRING 200		Textual description
action	INTEGER		
action_status	STRING 20		In Progress Installed Not Installed Install Failed Deinstall Failed
app_name	STRING 30		
default_value	STRING 100		
deinstall_script	STRING 200		
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted

Field	Data Type	Reference	Remarks
error_msg	STRING 100		
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
install_script	STRING 200		
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
option_name	STRING 30		Option Name
persid	STRING 30		Persistent ID (SystemObjectName:id)
readme	STRING 200		
sequence	INTEGER		Sequence number for grouping and GUI
sym	STRING 30 NOT_NULL		
validation	STRING 100		
value	STRING 100		
value_active	INTEGER		1 —Yes 0 —No

P_Groups Table

Program control table used by Knowledge Management.

- **SQL Name**—P_GROUPS
- **Object**—P_GROUPS

Field	Data Type	Reference	Remarks
GRP_LIST	STRING 4096		
GRP_LIST_KEY	STRING 255		
TYPE	INTEGER		Indicates if the P Groups is based on Roles or Groups: 1 —Groups (Default) 2 —Roles
ID	INTEGER KEY		Unique (to the table) Numeric ID

Field	Data Type	Reference	Remarks
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

Pcat_Loc Table

The following tables are added to support many-to-many relationships between Categories, Groups that can service the Categories, and Locations that groups are able to service. This is all used for the Auto-Assignment functionality. Used to build a list of Service Locations valid for the Category.

- **SQL Name**—pcat_loc
- **Object**—pcat_loc

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
l_attr	STRING 30		left hand attribute name
l_persid	STRING 60		left hand key
l_sql	INTEGER		left hand sort order
r_attr	STRING 30		right hand attribute name
r_persid	STRING 60		right hand key
r_sql	INTEGER		right hand sort order

Person_Contacting Table

Reference table to denote the type of customer that made the contact. For example, the consumer, lawyer, media, and so on.

- **SQL Name**—perscon
- **Object**—perscnt

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_	Deleted flag that indicates the

Field	Data Type	Reference	Remarks
	NOT_NULL	Table::enum	following: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Primary key of this table.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id)
sym	nvarchar(60)		The symbolic value for this Person_Contacting.

pr_trans Table

A transition object controls the current and next ticket status. The pr_trans table lists the status, new status, and actions that need to occur for a default transition.

- **SQL Name**—pr_trans
- **Object**—pr_trans

Label	Field	Description
id	INTEGER	Unique key.
status	SYMBOL	Specifies the current ticket status.
new_status	SYMBOL	Specifies the new ticket status
must_comment	INTEGER	Comment required when using a transition. On new default: 0
is_default	INTEGER	Default transition that appears when the Status field is empty. On new default: 0
condition	BOP_REF_STR_REF Macro	Site condition macro to approve transition.
condition error	STRING 255	Error message for site condition.
description	STRING 255	Description of this transition.

Label	Field	Description
last_mod_dt	LOCAL_TIME	Timestamp of last update to this record.
last_mod_by	UUID REF ca_contact	User who last updated this.
del	INTEGER nn	Logical database delete status.
tenant	UUID REF ca_tenant	Reference to Tenant information.

Priority Table

List of Priority entries. The priority reflects the time-frame in which a ticket must be resolved. For the ticket, it represents the highest priority of any problem attached to the ticket. Problem priorities are derived from the scope (impact) and severity of the problem.

- **SQL Name**—pri
- **Object**—pri

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Deleted flag that indicates the following: 0 —Active 1 —Inactive/marked as deleted
enum	INTEGER		Primary key of this table.
id	INTEGER		Specifies the unique (to the table) numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
nx_desc	nvarchar(40)		Describes the priority.
service_type	nvarchar(30)	Service_Desc::code	Classic Service Type. Foreign key to the code field of the srv_desc table.
sym	nvarchar(12)		Indicates the symbolic name for this priority.

Prob_Category Table

Call Request call areas. Category of the issue that the customer is calling about. Can be hierarchical.

- **SQL Name**—prob_ctg
- **Object**—pcat

Field	Data Type	Reference	Remarks
id	INTEGER	UNIQUE NOT_NULL KEY	Unique (to the table) numeric ID.
persid	STRING (30)		Persistent ID (SystemObjectName:id)
del	INTEGER	NOT_NULL	Delete flag that indicates the following: 0 —Active 1 —Inactive/marked as deleted
sym	STRING (1000)	NOT_NULL S_KEY	Specifies the symbolic name of the request area.
last_mod_dt	LOCAL_TIME		Identifies the timestamp of when this record was last modified.
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
description	STRING (500)		Identifies the textual description of the call area.
organization	UUID	ca_organization	Foreign key to the id field of the ca_organization table, this is the Organization.
assignee	UUID	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this is the Assignee.
group_id	UUID	ca_contact	Foreign key to the contact_uuid field of the ca_contact table, this is the Group.
tcode	INTEGER		Deprecated
service_type	STRING (30)	Service_Desc	Foreign key to the code field of the srv_desc table, this is the Classic Service Type.

Field	Data Type	Reference	Remarks
survey	INTEGER	Survey_Template	Foreign key of the id field of the survey_tpl table, this is the Survey.
schedule	INTEGER	Bop_Workshift	Deprecated
auto_assign	INTEGER		Represents the flag that enables auto assignment.
owning_contract	INTEGER	Service_Contract	Foreign key to the id field of the svc_contract table.This is the Service Contract.
cr_flag	INTEGER		Represents the cr_flag status. When set to 1, this status is valid for requests.
in_flag	INTEGER		Specifies the Incident flag. When set to 1, the status is valid for Incidents.
pr_flag	INTEGER		Specifies the Problem flag. When set to 1, the status is valid for Problems.
suggest_knowledge	INTEGER		Specifies whether or not to suggest knowledge to users. 1 —Suggest knowledge. 2 —Do not suggest knowledge.
assignable_ci_attr	STRING (60)		Identifies the name of the attribute on a CI object that contains the grp contact that should be used to perform Category/CI auto group assignment.
cawf_defid	STRING (40)		Identifies the CA Workflow process id.
flow_flag	INTEGER		Specifies the type of workflow: 0 —Classic Workflow or none (default) 1 —CA Workflow 2 —CA IT PAM
caextwf_start_id	INTEGER	caextwf_start_for ms	Identifies the CA IT PAM process definition information to use when the user selects this category on a change order, issue, request.
tenant	UUID	ca_contact	

Field	Data Type	Reference	Remarks
ss_include	INTEGER		Required. On new default: 0
ss_sym	STRING (128)		
category_urgency	INTEGER	Urgency	
sap_prop	INTEGER		

Product Table

Reference table to denote the product that the complaint relates to.

- **SQL Name**—product
- **Object**—prod

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_ Table::enum	Delete flag that indicates the following: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Primary key of this table.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sym	nvarchar(60)		Specifies the symbolic value for this Product.

Property Table

Property value pairs for an object.

- **SQL Name**—prp
- **Object**—prp

Field	Data Type	Reference	Remarks
description	nvarchar(240)		Identifies the textual description of this property.
error_msg	STRING 240		Specifies the error message produced if validation fails.
id	INTEGER		Primary key of this table.
label	nvarchar(80)		Identifies the label value for this property.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
object_id	INTEGER	chg id	Identifies the unique (to the table) numeric ID.
object_type	nvarchar(30)		Specifies the short name of the object to which this property belongs.
owning_macro	BOP_REF_STR NOT_NULL	Spell_Macro	Specifies the Spell_Macro for validation.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
property	INTEGER	Property_Template::id	Foreign key to the id field of the prptpl table, this is the Template.
required	INTEGER	Boolean_Table::enum	Specifies the Required field as follows: 0 —Not required 1 —Required
sample	nvarchar(240)		Indicates the sample value for this property.
sequence	INTEGER		Specifies the sequence value for this property.
value_description	STRING 240		Text description of the value.

Field	Data Type	Reference	Remarks
validation_rule	BOP_REF_STR NOT_NULL	Property_Validation_Rule	Identifies the valid value rule.
validation_type	BOP_REF_STR NOT_NULL	Property_Validation_Type	Identifies the type of validation rule.
value	nvarchar(240)		Specifies the value of the property.

Property_Template Table

Additional properties for objects.

- **SQL Name**—prptpl
- **Object**—prptpl

Field	Data Type	Reference	Remarks
code	nvarchar(12)		Specifies the non-editable handle for the query.
del	INTEGER	Active_Boolean_Table::enum	Deleted flag that indicates the following: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(240)		Specifies the textual description for the property template.
label	nvarchar(80)		Display the text for the property.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
object_attrname	nvarchar(30)		Specifies that this template belongs to the attribute name in the object.
object_attrval	INTEGER		Identifies the object attribute value, which drives the template attribute value.
object_type	nvarchar(30)		Specifies the short name of the object.

Field	Data Type	Reference	Remarks
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
prptbl_id			Indicates the unique (to the table) numeric ID.
required	INTEGER NOT_NULL		Identifies the Required flag as follows: 0 —Not Required 1 —Required
sample	nvarchar(240)		Provides a sample, or Help text.
validation_rule	BOP_REF_STR NOT_NULL	Property_Validation_Rule	Identifies the valid value rule.
sequence	INTEGER		Specifies the display order.

Property_Validation_Rule Table

Property validation rule.

- **SQL Name**—prpval_rule
- **Object**—prpval_rule

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Specifies the primary key of this table.
persid	BOP_REF_STR		
del	INTEGER NOT_NULL		0 —Present 1 —Not present
sym	STRING 30 UNIQUE NOT_NULL S_KEY		Specifies the name of the validation rule.

Field	Data Type	Reference	Remarks
description	STRING 240		
validation_type	BOP_REF_STR	Property_Validation_Type	Specifies the type of validation rule.
error_msg	STRING 240		Specifies the error message produced if validation fails.
owning_macro	BOP_REF_STR	Spell_Macro	Specifies the spell_Macro for validation.
label	LABEL_SYM NOT_NULL		Specifies the helper to pre-populate property template.
last_mod_dt	LOCAL_TIME		Indicates the timestamp indicating when this record was last modified.
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.

Property_Validation_Type Table

Property validation type.

- **SQL Name**—prpval_type
- **Object**—prpval_type

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Specifies the primary key of this table.
persid	BOP_REF_STR		Persistent ID
del	INTEGER NOT_NULL		0 —Present 1 —Not present
sym	STRING 30 UNIQUE NOT_NULL S_KEY		Specifies the name of the validation rule.
description	STRING 240		
last_mod_dt	LOCAL_TIME		Indicates the timestamp indicating when this record was last modified.
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.

Property_Value Table

Property values for an object.

- **SQL Name**—prpval
- **Object**—prpval

Field	Data Type	Reference	Remarks
id	INTEGER NOT_NULL		Specifies the primary key of this table.
persid	BOP_REF_STR		Specifies the persistent ID.
del	INTEGER NOT_NULL		0 —Present 1 —Not present
sym	STRING 30 NOT_NULL S_KEY		Specifies the unique name of property value.
description	STRING 240		
owning rule	BOP_REF_STR NOT_NULL	Property_Validation_Rule	Specifies the property validation rule this value applies to.
value	LONG_SYM NOT_NULL		Specifies the valid value.
is_default	INTEGER		1 —Default value for the rul/Pe
last_mod_dt	LOCAL_TIME		Specifies the last modified time.
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified the record.

Query_Policy Table

Identifies the stored query event data for the Automated Policies feature in Knowledge Management.

- **SQL Name**—query_policy
- **Object**—query_policy

Field	Data Type	Reference	Remarks
ID	Long	Primary index.	Identifies the unique (to the table)

Field	Data Type	Reference	Remarks
			numeric ID of the primary index.
persid	nvarchar(30)	Required field.	This is the Persistent ID.
Del	INTEGER (0/1)	Required field.	Deleted flag. 0 —Active 1 —Inactive/marked as deleted
last_mod_dt	Long (date)		Displays the last modified date.
last_mod_by	UUID	SREL to the ca_contacts table.	Displays the last date of when a user modified the record.
obj_type	nvarchar(30)	Required field. SREL to event_prod_list.	Kind of object for this event (knowledge document, and so forth).
query	nvarchar(30)	Required field. SREL to the cr_stored_queries.	Identifies the store query name.
sym	nvarchar(30)	Required field.	Identifies the policy name.
description	nvarchar(80)		Query policy description.

Query_Policy_Actions Table

Identifies the actions attached to the stored query event data for the Automated Policies feature in Knowledge Management. Each record represents a link between the macro and a query_policy record in the database.

- **SQL Name**—query_policy_actions
- **Object**—query_policy_actions

Field	Data Type	Reference	Remarks
ID	Long	Primary index.	Identifies the unique (to the table) numeric ID of the primary index.
policy	Long	Required field. SREL to query_policy.	Identifies the Policy ID.
macro	STRING	Required field. SREL to splmac.	Identifies the action macro Persistent ID.

Field	Data Type	Reference	Remarks
last_mod_dt	Long (date)		Displays the last modified date.
last_mod_by	UUID	SREL to the ca_contacts.	Displays the last date of when a user modified the record.

Queued_Notify Table

Notifications that are queued due to workshifts are saved here.

- **SQL Name**—not_que
- **Object**—notque

Field	Data Type	Reference	Remarks
cmth_override	INTEGER		method over ride
context_instance	INTEGER 30		Contains the persistent ID of the associated Activity Log for the notifications
context_persid	STRING 30		Contains the persistent ID of object for notification
del	INTEGER NOT_NULL	Active_ Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
internal	INTEGER		internal notification
msg_ack	STRING 40		message acknowledgment
msg_body	STRING 1000		message text
msg_body_html	STRING 32768		message text
msg_title	STRING 40		Msg header text
notify_level	INTEGER		notification level

Field	Data Type	Reference	Remarks
persid	STRING 30		Persistent ID (SystemObjectName:id)
transition_pt	INTEGER		transition point

Quick_Template_Types Table

Quick_Template_Types - Reference table for quick template types.

- **SQL Name**—quick_tpl_types
- **Object**—quick_tpl_types

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
enum	INTEGER UNIQUE NOT_NULL		Enumerated value for this entry - specifies ordering in lists and relative values
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
nx_desc	STRING 40		Descriptive Info
persid	STRING 30		Persistent ID (SystemObjectName:id)
sym	STRING 30		Symbolic name of level

Remote_Ref Table

Remote References. Used for smart hooks. Determines what command to execute. Different command for UNIX and pc's using the same smart hook. Can apply security to smart hook.

- **SQL Name**—rem_ref
- **Object**—rrf

Field	Data Type	Reference	Remarks
description	STRING 500		Specifies the description of the command.
arch_type	STRING 12		Specifies the architecture to exec

Field	Data Type	Reference	Remarks
			this on UNIX or PC. If empty, then all.
code	STRING 12 UNIQUE NOT_NULL S_KEY		Specifies the noneditable key for command.
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
exec_str	STRING 500		Specifies the string to execute on UNIX.
function_group	STRING 30		Specifies the function group for security.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
pcexec_str	STRING 500		Specifies the string to execute on pc.
sym	STRING 30 NOT_NULL		Specifies the name of command.

Reporting_Method Table

Reference table to denote how the contact with the customer occurred. Example: email, phone.

- **SQL Name**—repmeth
- **Object**—rptmeth

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_ Table::enum	Specifies the Deleted flag as follows: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Primary key of this table.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this

Field	Data Type	Reference	Remarks
			record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sym	nvarchar(60)		Identifies the symbolic value for this Reporting Method.

Req_Property Table

Property value pairs for a Request.

- **SQL Name**—cr_prp
- **Object**—cr_prp

Field	Data Type	Reference	Remarks
description	nvarchar(240)		Specifies the textual description of this property.
error_msg	STRING 240		Specifies the error message produced if validation fails.
id	INTEGER		Primary key of this table, it is a unique, numeric ID.
label	nvarchar(80)		Specifies the label value for this Request property.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
owning_cr	nvarchar(30)	Call_Req::persid	Persistent ID (SystemObjectName:id)
owning_macro	BOP_REF_STR NOT_NULL	Spell_Macro	Specifies the Spell_Macro for validation.
required	INTEGER		Identifies the Required flag, as follows: 0 —Not required 1 —Required
sample	nvarchar(240)		The sample value for this Request_Property.

Field	Data Type	Reference	Remarks
sequence	INTEGER		The sequence value for this Request property.
value_description	STRING 240		Text description of the value.
validation_rule	BOP_REF_STR NOT_NULL	Property_Validation_Rule	Identifies the valid value rule.
validation_type	BOP_REF_STR NOT_NULL	Property_Validation_Type	Identifies the type of validation rule.
value	nvarchar(240)		Identifies the value of the property.

Req_Property_Template Table

Templates used to specify request properties.

- **SQL Name**—cr_prptpl
- **Object**—cr_prptpl

Field	Data Type	Reference	Remarks
description	STRING 240		Specifies the textual description of this template.
code	STRING 12 UNIQUE NOT_NULL S_KEY		Specifies the noneditable handle for query.
del	INTEGER NOT_NULL	Active_Boolean_Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
label	STRING 80 NOT_NULL		Specifies the display text for property.
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
owning_area	STRING 30 NOT_NULL	Prob_Category::persid	Specifies the parent category.

Field	Data Type	Reference	Remarks
persid	STRING 30		Persistent ID (SystemObjectName:id)
required	INTEGER NOT_NULL		0 —Not required
sample	STRING 240		Specifies the help text.
sequence	INTEGER NOT_NULL		Specifies the display order.
validation_rule	BOP_REF_STR NOT_NULL	Property_Validation_ Rule	Identifies the valid value rule.

Response Table

Personalized response text used to simplify data entry when using the CA Service Desk Manager applications.

- **SQL Name**—response
- **Object**—response

Field	Data Type	Reference	Remarks
chg_flag	INTEGER S_KEY		
cr_flag	INTEGER S_KEY		
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
in_flag	INTEGER S_KEY		
iss_flag	INTEGER S_KEY		
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
persid	STRING 30		Persistent ID (SystemObjectName:id)
pr_flag	INTEGER S_KEY		

Field	Data Type	Reference	Remarks
response	STRING 1000		response text
response_owner	UUID S_KEY	ca_contact::uuid	response owner
sym	STRING 50 NOT_NULL S_KEY		symbol

Reverse_Boolean_Table Table

Reverse boolean lookup table.

- **SQL Name**—rbooltab
- **Object**—rev_bool

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL		Deleted flag 0 —Active 1 —Inactive/marked as deleted
enum	INTEGER NOT_NULL		Enumerated value for this entry - specifies ordering in lists and relative values
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
nx_desc	STRING 40		
sym	STRING 12 UNIQUE NOT_NULL S_KEY		

Rootcause Table

Reference table to denote the rootcause type used when resolving or closing a request, change order, or issue.

- **SQL Name**—rootcause
- **Object**—rc

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(240)		Provides a textual description of this root cause.
id	INTEGER		Primary key of this table.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sym	nvarchar(60)		Identifies the symbolic value for this Rootcause.

Rpt_Meth Table

Reporting methods used to display information within the CA Service Desk Manager applications.

- **SQL Name**—rptmth
- **Object**—rptm

Field	Data Type	Reference	Remarks
description	STRING 80		Specifies the textual description of this reporting method.
def_pg_len	STRING 80		Specifies the page length default.
default_out	STRING 80		Specifies the output default.

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
is_default	INTEGER		If set, this specifies the default reporting method.
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
script	STRING 1000		
sym	STRING 30 NOT_NULL		

sa_agent_availability Table

Program control table used by Support Automation.

SQL Name—sa_agent_availability

■ **Object**—sa_agent_availability

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
agentID	UUID	ca_contact	NOT_NULL
queueID	INTEGER	sa_queue	NOT_NULL
status	INTEGER		
availEpoch	LOCAL_TIME		
clientSessionID	INTEGER	sa_login_session	
matchEpoch	LOCAL_TIME		
groupID	INTEGER	sa_group	
incidentCount	INTEGER		

Field	Data Type	Reference	Remarks
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_agent_consult_history Table

Program control table used by Support Automation.

- **SQL Name**—sa_agent_consult_history
- **Object**—sa_agent_consult_history

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
userID	UUID	ca_contact	NOT_NULL
epoch	LOCAL_TIME		NOT_NULL
groupID	INTEGER	sa_group	
type	INTEGER		
targetID	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_agent_present_history Table

Program control table used by Support Automation.

- **SQL Name**—sa_agent_present_history
- **Object**—sa_agent_present_history

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
agentSessionID	INTEGER	sa_login_session	NOT_NULL
eventType	INTEGER		NOT_NULL
eventEpoch	LOCAL_TIME		NOT_NULL
agentUserID	UUID	ca_contact	
eventTime	STRING 50		
presentedItemType	INTEGER		
presentedItemID	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_agent_status_history Table

Program control table used by Support Automation.

- **SQL Name**—sa_agent_status_history
- **Object**—sa_agent_status_history

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
agentSessionID	INTEGER	sa_login_session	NOT_NULL
newStatus	INTEGER		NOT_NULL

Field	Data Type	Reference	Remarks
statusChangeEpoch	LOCAL_TIME		NOT_NULL
agentUserID	UUID	ca_contact	
statusChangeTime	STRING 50		
nextStatusChange Epoch	LOCAL_TIME		
nextStatusChange Time	STRING 50		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_alert_config_param Table

Program control table used by Support Automation.

SQL Name—sa_alert_config_param

■ **Object**—sa_alert_config_param

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
paramName	STRING 255		NOT_NULL
paramValue	INTEGER		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_art_tool_avail Table

Program control table used by Support Automation.

- **SQL Name**—sa_art_tool_avail
- **Object**—sa_art_tool_avail

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
roleID	INTEGER	sa_role	
availBits	STRING 30		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_bin_temp Table

Program control table used by Support Automation.

- **SQL Name**—sa_bin_temp
- **Object**—sa_bin_temp

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
data	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_branding Table

Program control table used by Support Automation.

- **SQL Name**—sa_branding
- **Object**—sa_branding

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
localization	INTEGER	sa_localization	NOT_NULL
stylesheetURL	STRING 512		
header	STRING 32768		
footer	STRING 32768		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_chat_preset Table

Program control table used by Support Automation.

- **SQL Name**—sa_chat_preset
- **Object**—sa_chat_preset

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
responseName	STRING 128		NOT_NULL
responseText	INTEGER		
responseTitle	STRING 128		
responseType	INTEGER	sa_chat_preset_type	NOT_NULL
categoryID	INTEGER	sa_chat_preset_category	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the

Field	Data Type	Reference	Remarks
			contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_chat_preset_agent_cat Table

Program control table used by Support Automation.

- **SQL Name**—sa_chat_preset_agent_cat
- **Object**—sa_chat_preset_agent_cat

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
userID	UUID	ca_contact	NOT_NULL
groupID	INTEGER	sa_chat_preset_category	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_chat_preset_cat_loc Table

Program control table used by Support Automation.

- **SQL Name**—sa_chat_preset_cat_loc
- **Object**—sa_chat_preset_cat_loc

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
groupID	INTEGER	sa_chat_preset_	NOT_NULL

Field	Data Type	Reference	Remarks
		category	
localizationID	INTEGER	sa_localization	NOT_NULL
name	STRING 256		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_chat_preset_category Table

Program control table used by Support Automation.

- **SQL Name**—sa_chat_preset_category
- **Object**—sa_chat_preset_category

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
groupName	STRING 128		
lastUpdateDate	LOCAL_TIME		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_chat_preset_localized Table

Program control table used by Support Automation.

- **SQL Name**—sa_chat_preset_localized
- **Object**—sa_chat_preset_localized

Field	Data Type	Reference	Remarks
id	INTEGER		KEY

Field	Data Type	Reference	Remarks
responseID	INTEGER	sa_chat_preset	NOT_NULL
localizationID	INTEGER	sa_localization	NOT_NULL
responseName	STRING 128		NOT_NULL
responseText	INTEGER		
responseTitle	STRING 128		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_chat_preset_type Table

Program control table used by Support Automation.

- **SQL Name**—sa_chat_preset_type
- **Object**—sa_chat_preset_type

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
enum	INTEGER		NOT_NULL
sym	STRING 20		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.

sa_comm_temp Table

Program control table used by Support Automation.

- **SQL Name**—sa_comm_temp
- **Object**—sa_comm_temp

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
data	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_cr_template Table

Program control table used by Support Automation.

- **SQL Name**—sa_cr_template
- **Object**—sa_cr_template

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tpl	STRING 30	Cr_Template	NOT_NULL
is_deafult	INTEGER		NOT_NULL
isactive	INTEGER		NOT_NULL
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_custom_category Table

Program control table used by Support Automation.

- **SQL Name**—sa_custom_category
- **Object**—sa_custom_category

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
categoryName	STRING 100		
isActive	INTEGER		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_data_routing_server Table

Program control table used by Support Automation.

- **SQL Name**—sa_data_routing_server
- **Object**—sa_data_routing_server

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
label	STRING 100		NOT_NULL
host	STRING 100		NOT_NULL
port	INTEGER		NOT_NULL
cssURL	STRING 150		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_datapool_channel Table

Program control table used by Support Automation.

- **SQL Name**—sa_datapool_channel
- **Object**—sa_datapool_channel

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
name	STRING 250		NOT_NULL
persistent	INTEGER		NOT_NULL
channelID	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_datapool_channel_user Table

Program control table used by Support Automation.

- **SQL Name**—sa_datapool_channel_user
- **Object**—sa_datapool_channel_user

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
channelID	INTEGER	sa_datapool_channel	NOT_NULL
sessionID	INTEGER	sa_login_session	NOT_NULL
snoop	INTEGER		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_default_credential Table

Program control table used bySupport Automation.

- **SQL Name**—sa_default_credential
- **Object**—sa_default_credential

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
Domain	STRING 255		
Login	STRING 255		NOT_NULL
Pwd	STRING 255		NOT_NULL
label	STRING 100		
active	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_direct_session Table

Program control table used bySupport Automation.

- **SQL Name**—sa_direct_session
- **Object**—sa_direct_session

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
code	STRING 100		NOT_NULL
groupID	INTEGER	sa_group	
expired	LOCAL_TIME		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_direct_session_page Table

Program control table used bySupport Automation.

- **SQL Name**—sa_direct_session_page
- **Object**—sa_direct_session_page

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
stage	INTEGER		NOT_NULL
epoch	LOCAL_TIME		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_direct_session_preset Table

Program control table used bySupport Automation.

- **SQL Name**—sa_direct_session_preset
- **Object**—sa_direct_session_preset

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
responseID	INTEGER	sa_chat_preset	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_disclaimer Table

Program control table used bySupport Automation.

- **SQL Name**—sa_disclaimer
- **Object**—sa_disclaimer

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
disclaimerName	STRING 30		NOT_NULL
disclaimerText	INTEGER		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_disclaimer_accept_log Table

Program control table used bySupport Automation.

- **SQL Name**—sa_disclaimer_accept_log
- **Object**—sa_disclaimer_accept_log

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
selfServeSessionID	INTEGER	sa_self_serve_session	NOT_NULL
scriptID	INTEGER	sa_script	NOT_NULL
disclaimerID	INTEGER	sa_disclaimer	NOT_NULL
accepted	INTEGER		NOT_NULL
epoch	LOCAL_TIME		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_disclaimer_history Table

Program control table used bySupport Automation.

- **SQL Name**—sa_disclaimer_history
- **Object**—sa_disclaimer_history

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
sessionID	INTEGER	sa_login_session	NOT_NULL
disclaimerID	INTEGER	sa_disclaimer	NOT_NULL
response	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_disclaimer_localized Table

Program control table used bySupport Automation.

- **SQL Name**—sa_disclaimer_localized
- **Object**—sa_disclaimer_localized

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
disclaimerID	INTEGER	sa_disclaimer	NOT_NULL
localizationID	INTEGER	sa_localization	NOT_NULL
disclaimerText	INTEGER		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_display_template_loc Table

Program control table used bySupport Automation.

- **SQL Name**—sa_display_template_loc
- **Object**—sa_display_template_loc

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
localizationID	INTEGER	sa_localization	NOT_NULL
eventType	INTEGER	sa_event_type	NOT_NULL
displayTemplate	STRING 510		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_division_login_script Table

Program control table used bySupport Automation.

- **SQL Name**—sa_division_login_script
- **Object**—sa_division_login_script

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
scriptText	INTEGER		
scriptName	STRING 128		
scriptDescription	STRING 32768		
scriptLanguage	STRING 24		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_division_role_join Table

Program control table used bySupport Automation.

- **SQL Name**—sa_division_role_join
- **Object**—sa_division_role_join

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
roleID	INTEGER	sa_role	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_division_tool_join Table

Program control table used bySupport Automation.

- **SQL Name**—sa_division_tool_join
- **Object**—sa_division_tool_join

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
toolID	INTEGER	sa_tool	NOT_NULL
enabled	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_event_history Table

Program control table used bySupport Automation.

- **SQL Name**—sa_event_history
- **Object**—sa_event_history

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
eventEpoch	LOCAL_TIME		NOT_NULL
eventType	ITNEGER	sa_event_type	NOT_NULL
sd_obj_type	STRING 10		
sd_obj_id	INTEGER		
cr_rel	STRING 30	Call_Req	
iss_rel	STRING 30	Issue	
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_event_history_param Table

Program control table used bySupport Automation.

- **SQL Name**—sa_event_history_param
- **Object**—sa_event_history_param

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
eventID	INTEGER	sa_event_history	NOT_NULL
paramID	INTEGER	sa_event_type_param	NOT_NULL
paramValue	STRING 4000		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when

Field	Data Type	Reference	Remarks
			this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_event_type Table

Program control table used bySupport Automation.

- **SQL Name**—sa_event_type
- **Object**—sa_event_type

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
displayTemplate	STRING 255		
eventDescription	STRING 50		
localizationID	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_event_type_param Table

Program control table used bySupport Automation.

- **SQL Name**—sa_event_type_param
- **Object**—sa_event_type_param

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
paramName	STRING 255		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_field Table

Program control table used bySupport Automation.

- **SQL Name**—sa_notif
- **Object**—sa_notif

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
fieldType	INTEGER	sa_field_type	NOT_NULL
fieldName	STRING 50		NOT_NULL
fieldOrder	INTEGER		NOT_NULL
mandatory	INTEGER		NOT_NULL
active	INTEGER		NOT_NULL
displayName	STRING 150		
guestMandatory	INTEGER		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_field_type Table

Program control table used bySupport Automation.

- **SQL Name**—sa_field_type
- **Object**—sa_field_type

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
fieldType	INTEGER		NOT_NULL

Field	Data Type	Reference	Remarks
fieldTypeDescription	STRING 255		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_flow_control_rule Table

Program control table used bySupport Automation.

- **SQL Name**—sa_flow_control_rule
- **Object**—sa_flow_control_rule

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
pageName	STRING 100		NOT_NULL
state	STRING 100		NOT_NULL
directedURL	STRING 500		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_function_arg Table

Program control table used bySupport Automation.

- **SQL Name**—sa_function_arg
- **Object**—sa_function_arg

Field	Data Type	Reference	Remarks
id	INTEGER		KEY

Field	Data Type	Reference	Remarks
functionID	INTEGER	sa_lib_function	NOT_NULL
arg_name	STRING 75		NOT_NULL
description	STRING 255		
index_value	INTEGER		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_group Table

Program control table used by Support Automation.

- **SQL Name**—sa_group
- **Object**—sa_group

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
groupName	STRING100		
startEpoch	LOCAL_TIME		
endEpoch	LOCAL_TIME		
isCurrent	INTEGER		
ownerSessionID	INTEGER	sa_login_session	
status	INTEGER		
escalationDate	LOCAL_TIME		
creatorUserID	UUID	ca_contact	
originalGroupID	INTEGER	sa_group	
categoryID	INTEGER	sa_custom_ category	
groupType	INTEGER		
sd_obj_type	STRING 10		

Field	Data Type	Reference	Remarks
sd_obj_id	INTEGER		
cr_rel	STRING 30	Call_Req	
iss_rel	STRING 30	Issue_Category	
user_route_rel	INTEGER	sa_user_route	
isscat_rel	STRING 30	Issue_Category	
pcat_rel	STRING 30	Prob_Category	
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_group_current_user Table

Program control table used by Support Automation.

- **SQL Name**—sa_group_current_user
- **Object**—sa_group_current_user

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
groupID	INTEGER	sa_group	NOT_NULL
sessionID	INTEGER	sa_login_session	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_group_event_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_group_event_join
- **Object**—sa_group_event_join

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
groupID	INTEGER	sa_group	NOT_NULL
eventID	INTEGER	sa_event_history	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_group_history Table

Program control table used by Support Automation.

- **SQL Name**—sa_group_history
- **Object**—sa_group_history

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
groupID	INTEGER	sa_group	NOT_NULL
startEpoch	LOCAL_TIME		NOT_NULL
endEpoch	LOCAL_TIME		NOT_NULL
sessionID	INTEGER	sa_login_session	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_group_tool_invocation Table

Program control table used by Support Automation.

- **SQL Name**—sa_group_tool_invocation
- **Object**—sa_group_tool_invocation

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
groupID	INTEGER	sa_group	NOT_NULL
toolID	INTEGER	sa_tool	NOT_NULL
toolInstanceID	INTEGER	sa_tool_instance	NOT_NULL
toolStartEpoch	LOCAL_TIME		NOT_NULL
toolStartTime	STRING 50		
toolInstanceLog ID	INTEGER	sa_tool_instance_log	
extraData	STRING 100		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_guest_agent_code Table

Program control table used by Support Automation.

- **SQL Name**—sa_guest_agent_code
- **Object**—sa_guest_agent_code

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
agentCode	STRING 5		NOT_NULL
groupID	INTEGER	sa_group	
createdEpoch	LOCAL_TIME		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.

Field	Data Type	Reference	Remarks
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_guest_profile Table

Program control table used by Support Automation.

- **SQL Name**—sa_guest_profile
- **Object**—sa_guest_profile

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
sessionID	INTEGER	sa_login_session	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_guest_user_field Table

Program control table used by Support Automation.

- **SQL Name**—sa_guest_user_field
- **Object**—sa_guest_user_field

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
fieldID	INTEGER	sa_field	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_hour_operation_mode Table

Program control table used by Support Automation.

- **SQL Name**—sa_hour_operation_mode
- **Object**—sa_hour_operation_mode

Field	Data Type	Reference	Remarks
id	INTEGER		NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
sym	STRING 20		NOT_NULL
enum	INTEGER		NOT_NULL

sa_iss_template Table

Program control table used by Support Automation.

- **SQL Name**—sa_iss_template
- **Object**—sa_iss_template

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tpl	STRING 30	Iss_Template	NOT_NULL
is_default	STRING 50		NOT_NULL
isActive	INTEGER		NOT_NULL
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_keyword Table

Program control table used by Support Automation.

- **SQL Name**—sa_keyword
- **Object**—sa_keyword

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
keyname	STRING 100		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_keyword_queue_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_keyword_queue_join
- **Object**—sa_keyword_queue_join

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
keywordID	INTEGER	sa_keyword	NOT_NULL
queueID	INTEGER	sa_queue	NOT_NULL
weight	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_large_data_record Table

Program control table used by Support Automation.

- **SQL Name**—sa_large_data_record
- **Object**—sa_large_data_record

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
recordID	INTEGER		NOT_NULL
recordOrder	INTEGER		NOT_NULL
originalTableName	STRING 100		
data	STRING 32768		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_lib_function Table

Program control table used by Support Automation.

- **SQL Name**—sa_lib_function
- **Object**—sa_lib_function

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
functionName	INTEGER		NOT_NULL
libFunction	INTEGER		NOT_NULL
funcDesc	STRING 1024		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_localization Table

Program control table used by Support Automation.

- **SQL Name**—sa_localization
- **Object**—sa_localization

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
localizationID	INTEGER		UNIQUE NOT_NULL
enabled	INTEGER		
name	STRING 100		
is_default	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_login_session Table

Program control table used by Support Automation.

- **SQL Name**—sa_login_session
- **Object**—sa_login_session

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca-contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
userID	UUID	ca_contact	
startEpoch	LOCAL_TIME		

Field	Data Type	Reference	Remarks
endEpoch	LOCAL_TIME		
waitTime	INTEGER		
supportLength	INTEGER		
CanDownloadScript Applets	INTEGER		
CanDownloadDlls	INTEGER		
CanRunAppletCom ms	INTEGER		
CanDownloadExes	INTEGER		
jvm	STRING 150		
NoPrompt	INTEGER		
ClientIsEXE	INTEGER		
Timezone	INTEGER		
availableTime	LOCAL_TIME		
unavailableTime	LOCAL_TIME		
browser	STRING 150		
DirectSessionCode	STRING 100		
Question	STRING 1024		
initialQueueID	INTEGER	sa_queue	
QueuedEpoch	LOCAL_TIME		
QueuedTime	STRING 50		
OnHoldEpoch	LOCAL_TIME		
OnHoldTime	STRING 50		
HandledEpoch	LOCAL_TIME		
HandledTime	STRING 50		
GroupID	INTEGER	sa_group	
AbandonFlag	INTEGER		
IsCurrent	INTEGER		
SelfServe	INTEGER		
localizationID	INTEGER	sa_localization	

Field	Data Type	Reference	Remarks
profileOverride	INTEGER		
AccessibilityExtEnabled	INTEGER		
IsWebClient	INTEGER		
CategoryID	INTEGER	sa_custom_category	
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_milepost Table

Program control table used by Support Automation.

- **SQL Name**—sa_milepost
- **Object**—sa_milepost

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
sessionID	INTEGER	sa_login_session	NOT_NULL
milepost	INTEGER		
epoch	LOCAL_TIME		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_milepost_history Table

Program control table used by Support Automation.

- **SQL Name**—sa_milepost_history
- **Object**—sa_milepost_history

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
sessionID	INTEGER	sa_login_session	NOT_NULL
milepost	INTEGER		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_named_user_license Table

Program control table used by Support Automation.

- **SQL Name**—sa_named_user_license
- **Object**—sa_named_user_license

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
userID	UUID	ca_contact	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_notif Table

Program control table used by Support Automation.

- **SQL Name**—sa_notif
- **Object**—sa_notif

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
notif_type	INTEGER		Specifies one of the following notification types: 1 —Queue Entry Notification - end user joins Assistance Session Queue 2 —Queue Entry Notification - Assistance Session is transferred to an Assistance Session Queue 3 —reserved 4 —Invite End User to Assistance Session - Incident 5 —Invite End User to Assistance Session - Issue 6 —Session Ended Notification
queue_id	INTEGER	sa_queue	REQUIRED
queued_user_id	INTEGER	sa_queued_user	
queued_group_id	INTEGER	sa_queued_group	
end_user_uuid	UUID	cnt	Specifies the UUID of the end user.
analyst_uuid	UUID	cnt	Specifies the UUID of the analyst.
sd_obj_type	STRING 5		Defines if the assistance session is integrated with iss, cr, or in.
sd_obj_id	INTEGER		Defines the cr/iss related record.
cr_persid_rel	STRING 30	Call_Req	Specifies the persid of the cr.
iss_persid_rel	STRING 30	Issue	Specifies the persid of the iss.
analyst_message	nvarchar(1024)		Specifies the text of the message sent by the analyst.
session_url	Long nvarchar		Specifies the URL of the

Field	Data Type	Reference	Remarks
			assistance session.
msg_title	nvarchar(255)		Specifies the title of the notification.
msg_body	Long nvarchar		Specifies the description of the notification.
survey_id	INTEGER		Specifies the ID of the survey.
survey_persid_rel	STRING 30		
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_patch_history Table

Program control table used by Support Automation.

- **SQL Name**—sa_patch_history
- **Object**—sa_patch_history

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
patch_name	STRING 100		NOT_NULL
release_base	STRING 50		NOT_NULL
build_version	STRING 50		
epochq	LOCAL_TIME		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

SA_Policy Table

Policy information for dealing with automated creation and access of CA Service Desk Manager components.

- **SQL Name**—sapolicy
- **Object**—sapolicy

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
persid	STRING 30		
del	INTEGER		NOT_NULL
sym	STRING 60		NOT_NULL
code	STRING 20		UNIQUE NOT_NULL S_KEY
description	STRING 300		
owning_policy	INTEGER	SA_Policy	
ticket_tmpl_fac	STRING 20		
ticket_tmpl_id	INTEGER		
ticket_tmpl_name	STRING 40		
is_default	INTEGER		
ret_usr_1	STRING 500		
ret_app_1	STRING 500		
dup_action	INTEGER		
dup_interval	DURATION		
is_internal	INTEGER		

Field	Data Type	Reference	Remarks
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.

sa_portal_component Table

Program control table used by Support Automation.

- **SQL Name**—sa_portal_component
- **Object**—sa_portal_component

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
name	STRING 50		NOT_NULL
URL	STRING 255		NOT_NULL
beforeLogin	INTEGER		
afterLogin	INTEGER		
beforeProbDef	INTEGER		
afterProbDef	INTEGER		
displayColumn	INTEGER		
displayIndex	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

SA_Prob_Type Table

Problem type definitions used with automated creation policies within CA Service Desk Manager applications.

- **SQL Name**—saprobtyp
- **Object**—saprobtyp

Field	Data Type	Reference	Remarks
description	STRING 300		Specifies the textual description.
code	STRING 20 UNIQUE NOT_NULL S_KEY		Specifies the unique code name.
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
dup_action	INTEGER		Specifies the enum for action to handle ticket duplication.
dup_interval	DURATION		Indicates the time range for searching duplicate tickets.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
is_default	INTEGER		Specifies the one and only one for all policies.
is_internal	INTEGER	Active_Boolean_ Table::enum	Specifies that the default problem types cannot be deleted.
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
owning_policy	INTEGER	SA_Policy::id	Specifies the owner of this problem type.
persid	STRING 30		Persistent ID (SystemObjectName:id)
ret_app_1	STRING 500		Specifies the text passed back to program for ticket creation.
ret_usr_1	STRING 500		Specifies the text passed back to human for ticket creation.

Field	Data Type	Reference	Remarks
sym	STRING 40 NOT_NULL		Specifies the symbolic name of problem type.
ticket_tmpl_fac	STRING 20		Specifies the factory of the ticket template.
ticket_tmpl_id	INTEGER		Specifies the id of the ticket template.
ticket_tmpl_name	STRING 40		Specifies the name of the ticket template

sa_property Table

Program control table used by Support Automation.

- **SQL Name**—sa_property
- **Object**—sa_property

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
propertyName	STRING 30		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_queue Table

Program control table used by Support Automation.

- **SQL Name**—sa_queue
- **Object**—sa_queue

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
queueName	STRING 100		NOT_NULL
isDefault	INTEGER		NOT_NULL

Field	Data Type	Reference	Remarks
isActive	INTEGER		NOT_NULL
enableAutoMatching	INTEGER		NOT_NULL
enableAutoEscalation	INTEGER		NOT_NULL
escalationTimeout	INTEGER		
escalationTargetQueue	INTEGER	sa_queue	
customerDisplayName	STRING 100		NOT_NULL
onDeckPriority	INTEGER		
categoryID	INTEGER	sa_custom_category	
responseID	INTEGER	sa_chat_preset	
isscat_rel	STRING 30	Issue_Category	
pcat_rel	STRING 30	Prob_Category	
cr_template	STRING 30	Call_Req	
iss_template	STRING 30	Issue	
workshift	STRING 30	Bop_Workshift	
is_special	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_queue_hour_setting Table

Program control table used by Support Automation.

- **SQL Name**—sa_queue_hour_setting
- **Object**—sa_queue_hour_setting

Field	Data Type	Reference	Remarks
id	INTEGER		KEY

Field	Data Type	Reference	Remarks
queueID	INTEGER	sa_queue	NOT_NULL
url	STRING 2048		
isExternal	INTEGER		
useHours	INTEGER	sa_hour_operati on_mode	
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TI ME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_queue_localized Table

Program control table used by Support Automation.

- **SQL Name**—sa_queue_localized
- **Object**—sa_queue_localized

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
queueID	INTEGER	sa_queue	NOT_NULL
localizationID	INTEGER	sa_localization	NOT_NULL
customerDisplayName	STRING 100		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_queue_summary_field Table

Program control table used by Support Automation.

- **SQL Name**—sa_queue_summary_field
- **Object**—sa_queue_summary_field

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
fieldID	INTEGER	sa_field	NOT_NULL
fieldOrder	INTEGER		NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_queue_tool_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_queue_tool_join
- **Object**—sa_queue_tool_join

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
queueID	INTEGER	sa_queue	NOT_NULL
toolID	INTEGER	sa_tool	NOT_NULL
displayOrder	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_queue_transfer_target Table

Program control table used by Support Automation.

- **SQL Name**—sa_queue_transfer_target
- **Object**—sa_queue_transfer_target

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
roleID	INTEGER	sa_role	NOT_NULL
queueID	INTEGER	sa_queue	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_queued_group Table

Program control table used by Support Automation.

- **SQL Name**—sa_queued_group
- **Object**—sa_queued_group

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
queueID	INTEGER	sa_queue	NOT_NULL
groupID	INTEGER	sa_group	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_queued_user Table

Program control table used by Support Automation.

- **SQL Name**—sa_queued_user
- **Object**—sa_queued_user

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
queueID	INTEGER	sa_queue	NOT_NULL
sessionID	INTEGER	sa_login_session	NOT_NULL
entryEpoch	LOCAL_TIME		
status	INTEGER		
user_route_rel	INTEGER	sa_user_route	
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_rejoin_code_mapping Table

Program control table used by Support Automation.

- **SQL Name**—sa_rejoin_code_mapping
- **Object**—sa_rejoin_code_mapping

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
rejoinCode	STRING 10		
rejoinString	STRING 100		
creationDate	LOCAL_TIME		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_role Table

Program control table used by Support Automation.

- **SQL Name**—sa_role
- **Object**—sa_role

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
roleName	STRING 100		
isAgent	INTEGER		
defaultSecurityGroup	INTEGER		
joinSession	INTEGER		
allowSecLevelChange	INTEGER		
isActive	INTEGER		NOT_NULL
onDeck	INTEGER		NOT_NULL
allow_script_id	INTEGER		
sa_client_launch_mode	INTEGER		
description	STRING 1024		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_role_queue_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_role_queue_join
- **Object**—sa_role_queue_join

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
roleID	INTEGER	sa_role	NOT_NULL
queueID	INTEGER	sa_queue	NOT_NULL
isDefault	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_role_tool_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_role_tool_join
- **Object**—sa_role_tool_join

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
roleID	INTEGER	sa_role	NOT_NULL
toolID	INTEGER	sa_tool	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_role_tool_non_art_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_role_tool_non_art_join
- **Object**—sa_role_tool_non_art_join

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
roleID	INTEGER	sa_role	NOT_NULL REF
toolID	INTEGER	sa_tool_non_art	NOT_NULL REF
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.

sa_rule_conduit_rule Table

Program control table used by Support Automation.

- **SQL Name**—sa_rule_conduit_rule
- **Object**—sa_rule_conduit_rule

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
functionName	STRING 100		NOT_NULL
className	STRING 100		
methodName	STRING 100		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_script Table

Program control table used by Support Automation.

- **SQL Name**—sa_script
- **Object**—sa_script

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
scriptText	INTEGER		
scriptName	STRING 128		
scriptDescription	STRING 2000		
isLocked	INTEGER		
version	INTEGER		
GUID	STRING 255		
credLogin	STRING 50		
credPswd	STRING 255		
credDomain	STRING 50		
impersonate	INTEGER		
credentialsType	INTEGER		
disclaimer	INTEGER	sa_disclaimer	
surveyID	INTEGER	sa_survey	
percentShown	INTEGER		
loginRequired	INTEGER		
restrictFunctions	INTEGER		
scriptTimeout	INTEGER		
wsEnabled	INTEGER		
groupID	INTEGER	sa_script_group	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_script_acquired_data Table

Program control table used by Support Automation.

- **SQL Name**—sa_script_acquired_data
- **Object**—sa_script_acquired_data

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
sessionID	INTEGER	sa_login_session	NOT_NULL
scriptID	INTEGER	sa_script	NOT_NULL
scriptInstanceID	INTEGER	sa_script_execution_log	NOT_NULL
epoch	LOCAL_TIME		NOT_NULL
acquiredData	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_script_exec_log_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_script_exec_log_join
- **Object**—sa_script_exec_log_join

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
scriptInstanceID	INTEGER	sa_script_execution_log	NOT_NULL

Field	Data Type	Reference	Remarks
eventID	INTEGER	sa_event_history	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_script_exec_status Table

Program control table used by Support Automation.

- **SQL Name**—sa_script_exec_status
- **Object**—sa_script_exec_status

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
eventID	INTEGER	sa_event_history	NOT_NULL
scriptID	INTEGER	sa_script	NOT_NULL
executedStatus	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_script_execution_log Table

Program control table used by Support Automation.

- **SQL Name**—sa_script_execution_log
- **Object**—sa_script_execution_log

Field	Data Type	Reference	Remarks
id	INTEGER		KEY

Field	Data Type	Reference	Remarks
scriptID	INTEGER	sa_script	NOT_NULL
selfServeSessionID	INTEGER	sa_self_serve_session	NOT_NULL
sessionID	INTEGER	sa_login_session	NOT_NULL
executedEpoch	LOCAL_TIME		NOT_NULL
surveyShown	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_script_function_lib Table

Program control table used by Support Automation.

- **SQL Name**—sa_script_function_lib
- **Object**—sa_script_function_lib

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
scriptID	INTEGER	sa_script	NOT_NULL
libID	INTEGER	sa_scriptlib	NOT_NULL
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_script_group Table

Program control table used by Support Automation.

- **SQL Name**—sa_script_group
- **Object**—sa_script_group

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
groupName	STRING 128		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_script_role_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_script_role_join
- **Object**—sa_script_role_join

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
scriptID	INTEGER	sa_script	NOT_NULL
roleID	INTEGER	sa_role	NOT_NULL
autorun	INTEGER		
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_script_security_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_script_security_join
- **Object**—sa_script_security_join

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
scriptID	INTEGER	sa_script	NOT_NULL
functionID	INTEGER	sa_security_tool_ function	NOT_NULL
last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record.
last_mod_dt	DATE		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_script_user_field Table

Program control table used by Support Automation.

- **SQL Name**—sa_script_user_field
- **Object**—sa_script_user_field

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
fieldID	INTEGER	sa_field	NOT_NULL
scriptID	INTEGER	sa_script	NOT_NULL
isProfileField	INTEGER		NOT_NULL
tenant	UUID	ca_tenant	

sa_scriptlib Table

Program control table used by Support Automation.

- **SQL Name**—sa_scriptlib
- **Object**—sa_scriptlib

Field	Data Type	Reference	Remarks
id	INTEGER		NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
libName	STRING 128		NOT_NULL
libLang	INTEGER	sa_scriptlib_language	NOT_NULL
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.
active	INTEGER		NOT_NULL
version	INTEGER		NOT_NULL
islocked	INTEGER		
description	STRING 1024		

sa_scriptlib_language Table

Program control table used by Support Automation.

- **SQL Name**—sa_scriptlib_language
- **Object**—sa_scriptlib_language

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
sym	STRING 30		NOT_NULL

Field	Data Type	Reference	Remarks
enum	INTEGER		NOT_NULL

sa_sd_user_map Table

Program control table used by Support Automation.

- **SQL Name**—sa_sd_user_map
- **Object**—sa_sd_user_map

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
SDUUID	UUID		NOT_NULL
tenant	UUID	ca_tenant	

sa_sdconfig Table

Program control table used by Support Automation.

- **SQL Name**—sa_sdconfig
- **Object**—sa_sdconfig

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
propertyKey	STRING 50		NOT_NULL
propertyValue	STRING 512		

sa_sdgroup_map Table

Program control table used by Support Automation.

- **SQL Name**—sa_sdgroup_map
- **Object**—sa_sdgroup_map

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
groupID	INTEGER	sa_group	NOT_NULL
SDTicketID	STRING 50		NOT_NULL
SDRefNum	STRING 50		NOT_NULL
tenant	UUID	ca_tenant	

sa_sdsession_ticket_map Table

Program control table used by Support Automation.

- **SQL Name**—sa_sdsession_ticket_map
- **Object**—sa_sdsession_ticket_map

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
sessionID	INTEGER	sa_login_session	NOT_NULL
SDTicketID	STRING 50		NOT_NULL
SDRefNum	STRING 50		NOT_NULL
tenant	UUID	ca_tenant	

sa_security_group Table

Program control table used by Support Automation.

- **SQL Name**—sa_security_group
- **Object**—sa_security_group

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	
groupName	STRING 50		NOT_NULL
description	STRING 512		
rank	INTEGER		
localizationID	INTEGER		

sa_security_group_dir Table

Program control table used by Support Automation policies.

- **SQL Name**—sa_security_group_dir
- **Object**—sa_security_group_dir

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
groupID	INTEGER	sa_security_group	NOT_NULL
directory	STRING 150		

Field	Data Type	Reference	Remarks
tenant	UUID	ca_tenant	

sa_security_group_function Table

Program control table used by Support Automation policies.

- **SQL Name**—sa_security_group_function
- **Object**—sa_security_group_function

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
groupID	INTEGER	sa_security_group	NOT_NULL
functionID	INTEGER	sa_security_tool_function	NOT_NULL
value	INTEGER		NOT_NULL
tenant	UUID	ca_tenant	

sa_security_group_loc Table

Program control table used by Support Automation.

- **SQL Name**—sa_security_group_loc
- **Object**—sa_security_group_loc

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
groupID	INTEGER	sa_security_group	NOT_NULL
localizationID	INTEGER	sa_localization	NOT_NULL
groupName	STRING 50		
description	STRING 512		
tenant	UUID	ca_tenant	

sa_security_grp_role_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_security_grp_role_join
- **Object**—sa_security_grp_role_join

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
roleID	INTEGER	sa_role	NOT_NULL
groupID	INTEGER	sa_security_group	NOT_NULL
isDefault	INTEGER		NOT_NULL
tenant	UUID	ca_tenant	

sa_security_login_function Table

Program control table used by Support Automation.

- **SQL Name**—sa_security_login_function
- **Object**—sa_security_login_function

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
sessionID	INTEGER	sa_login_session	NOT_NULL
functionID	INTEGER	sa_security_tool_function	NOT_NULL
value	INTEGER		NOT_NULL
localizationID	INTEGER		
tenant	UUID	ca_tenant	

sa_security_request_order Table

Program control table used by Support Automation.

- **SQL Name**—sa_security_request_order
- **Object**—sa_security_request_order

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
toolID	INTEGER	sa_tool	NOT_NULL
functionID	INTEGER	sa_security_tool_function	NOT_NULL

Field	Data Type	Reference	Remarks
orderbit	INTEGER		NOT_NULL
tenant	UUID	ca_tenant	

sa_security_text_localized Table

Program control table used by Support Automation.

- **SQL Name**—sa_security_text_localized
- **Object**—sa_security_text_localized

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
TextID	INTEGER		NOT_NULL
localizationID	INTEGER	sa_localization	NOT_NULL
TextValue	STRING 100		NOT_NULL

sa_security_tool_function Table

Program control table used by Support Automation.

- **SQL Name**—sa_security_tool_function
- **Object**—sa_security_tool_function

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
toolID	INTEGER	sa_tool	NOT_NULL

Field	Data Type	Reference	Remarks
functionName	STRING 50		
canPrompt	INTEGER		
localizationID	INTEGER	sa_localization	

sa_security_tool_localized Table

Program control table used by Support Automation.

- **SQL Name**—sa_security_tool_localized
- **Object**—sa_security_tool_localized

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
functionID	INTEGER	sa_security_tool_function	NOT_NULL
localizationID	INTEGER	sa_localization	NOT_NULL
functionName	STRING 100		
tenant	UUID	ca_tenant	

sa_security_user_directory Table

Program control table used by Support Automation.

- **SQL Name**—sa_security_user_directory
- **Object**—sa_security_user_directory

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.

Field	Data Type	Reference	Remarks
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
sessionID	INTEGER	sa_login_session	NOT_NULL
directory	STRING 150		NOT_NULL
tenant	UUID	ca_tenant	

sa_self_serve_event_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_self_serve_event_join
- **Object**—sa_self_serve_event_join

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
selfServeSessionID	INTEGER	sa_self_serve_session	NOT_NULL
eventID	INTEGER	sa_event_history	NOT_NULL
tenant	UUID	ca_tenant	

sa_self_serve_keyword Table

Program control table used by Support Automation.

- **SQL Name**—sa_self_serve_keyword
- **Object**—sa_self_serve_keyword

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY

Field	Data Type	Reference	Remarks
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
selfServeSessionID	INTEGER	sa_self_serve_session	NOT_NULL
keyword	STRING 255		NOT_NULL
tenant	UUID	ca_tenant	

sa_self_serve_login_field Table

Program control table used by Support Automation.

- **SQL Name**—sa_self_serve_login_field
- **Object**—sa_self_serve_login_field

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
selfServeSessionID	INTEGER	sa_self_serve_session	NOT_NULL
fieldID	INTEGER	sa_field	NOT_NULL
value	STRING 500		
tenant	UUID	ca_tenant	

sa_session_event_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_session_event_join
- **Object**—sa_session_event_join

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
sessionID	INTEGER	sa_login_session	NOT_NULL
eventID	INTEGER	sa_event_history	NOT_NULL
tenant	UUID	ca_tenant	

sa_session_login_field Table

Program control table used by Support Automation.

- **SQL Name**—sa_self_serve_login_field
- **Object**—sa_self_serve_login_field

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
sessionID	INTEGER	sa_login_session	NOT_NULL
fieldID	INTEGER	sa_field	NOT_NULL
value	STRING 500		
tenant	UUID	ca_tenant	

sa_session_security_info Table

Program control table used by Support Automation.

- **SQL Name**—sa_session_security_info
- **Object**—sa_session_security_info

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
sessionID	INTEGER	sa_login_session	NOT_NULL
folderAccessBit	INTEGER		
securityLevelID	INTEGER	sa_security_group	
hasCustom	INTEGER		
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_sound Table

Program control table used by Support Automation.

- **SQL Name**—sa_sound
- **Object**—sa_sound

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
soundName	STRING 255		
tenant	UUID	ca_tenant	

sa_static_cont_script_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_static_cont_script_join
- **Object**—sa_static_cont_script_join

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
scriptID	INTEGER	sa_script	NOT_NULL
itemID	INTEGER	sa_static_content	NOT_NULL
tenant	UUID	ca_tenant	

sa_static_content Table

Program control table used by Support Automation.

- **SQL Name**—sa_static_content
- **Object**—sa_static_content

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	
GUID	STRING 255		
itemName	STRING 255		
itemDesc	STRING 255		
itemMimeType	STRING 50		

Field	Data Type	Reference	Remarks
version	INTEGER		
isLocked	INTEGER		
itemContents	INTEGER		

sa_sup_desk_hour_config Table

Program control table used by Support Automation.

- **SQL Name**—sa_sup_desk_hour_config
- **Object**—sa_sup_desk_hour_config

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
label	STRING 100		NOT_NULL
description	STRING 1024		
active	INTEGER		NOT_NULL
workshift	STRING 30	Bop_Workshift	
usehours	INTEGER	sa_hour_operat ion_mode	NOT_NULL
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_survey Table

Program control table used by Support Automation.

- **SQL Name**—sa_survey
- **Object**—sa_survey

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY

Field	Data Type	Reference	Remarks
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	
surveyName	STRING 32		NOT_NULL
question	STRING 512		NOT_NULL
responseType	INTEGER		NOT_NULL
isDeleted	INTEGER		

sa_survey_localized Table

Program control table used by Support Automation.

- **SQL Name**—sa_survey_localizedg
- **Object**—sa_survey_localizedg

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
surveyID	INTEGER	sa_survey	NOT_NULL
localizationID	INTEGER	sa_localization	NOT_NULL
question	STRING 512		NOT_NULL
tenant	UUID	ca_tenant	

sa_survey_result Table

Program control table used by Support Automation.

- **SQL Name**—sa_sa_survey_result
- **Object**—sa_sa_survey_result

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
surveyID	INTEGER	sa_survey	NOT_NULL
selfServeSessionID	INTEGER	sa_self_serve_session	NOT_NULL
scriptID	INTEGER	a_script	NOT_NULL
response	INTEGER		
completion	INTEGER		NOT_NULL
SurveyComment	STRING 512		
surveyEpoch	LOCAL_TIME		
tenant	UUID	ca_tenant	

sa_system_message Table

Program control table used by Support Automation.

- **SQL Name**—sa_system_message
- **Object**—sa_system_message

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
messageTag	STRING 100		NOT_NULL
tenant	UUID	ca_tenant	
localizationID	INTEGER	sa_localization	NOT_NULL
messageText	STRING 1024		

sa_system_property Table

Program control table used by Support Automation.

- **SQL Name**—sa_system_property
- **Object**—sa_system_property

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	
propertyKey	STRING 300		NOT_NULL
propertyValue	STRING 32768		
propertyDescription	STRING 32768		
isGlobal	INTEGER		
obsolete	INTEGER		

sa_tenant_localization Table

Program control table used by Support Automation.

- **SQL Name**—sa_tenant_localization
- **Object**—sa_tenant_localization

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
toolInstanceID	INTEGER	sa_tool_instance_log	NOT_NULL
eventID	INTEGER	sa_event_history	NOT_NULL
tenant	UUID	ca_tenant	

sa_tool Table

Program control table used by Support Automation.

- **SQL Name**—sa_tool
- **Object**—sa_tool

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
toolName	STRING 100		
URL	STRING 255		
suggestion	INTEGER		

Field	Data Type	Reference	Remarks
imageName	STRING 255		
displayURL	STRING 255		
width	INTEGER		
height	INTEGER		
toolType	INTEGER		
useViewport	INTEGER		
agentDefault	INTEGER		
isAdmin	INTEGER		
isSpecial	INTEGER		
localizationID	INTEGER		

sa_tool_inst_log_evt_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_tool_inst_log_evt_join
- **Object**—sa_tool_inst_log_evt_join

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
toolInstanceID	INTEGER	sa_tool_instanc e_log	NOT_NULL
eventID	INTEGER	sa_event_histor y	NOT_NULL
tenant	UUID	ca_tenant	

sa_tool_instance Table

Program control table used by Support Automation.

- **SQL Name**—sa_tool_instance
- **Object**—sa_tool_instance

Field	Data Type	Reference	Remarks
groupID	INTEGER	sa_group	NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
toolInstanceID	INTEGER		NOT_NULL
id	INTEGER	sa_group	UNIQUE NOT_NULL KEY
toolID	INTEGER	sa_tool	
toolInstanceLogID	INTEGER	sa_tool_instance_log	
lastUpdated	LOCAL_TIME		
writeLockID	INTEGER		
tenant	UUID	ca_tenant	

sa_tool_instance_log Table

Program control table used by Support Automation.

- **SQL Name**—sa_tool_instance_log
- **Object**—sa_tool_instance_log

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
groupID	INTEGER	sa_group	

Field	Data Type	Reference	Remarks
toolID	INTEGER	sa_tool	
startEpoch	LOCAL_TIME		
endEpoch	LOCAL_TIME		
tenant	UUID	ca_tenant	

sa_tool_log Table

Program control table used by Support Automation.

- **SQL Name**—sa_tool_log
- **Object**—sa_tool_log

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
toolID	INTEGER	sa_tool	NOT_NULL
logStart	LOCAL_TIME		
logEnd	LOCAL_TIME		
toolData	INTEGER		

sa_tool_log_message Table

Program control table used by Support Automation.

- **SQL Name**—sa_tool_log_message
- **Object**—sa_tool_log_message

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.

Field	Data Type	Reference	Remarks
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
toolID	INTEGER	sa_tool	NOT_NULL
logStart	STRING 300		NOT_NULL

sa_tool_module Table

Program control table used by Support Automation.

- **SQL Name**—sa_sa_tool_module
- **Object**—sa_sa_tool_module

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
toolID	INTEGER	sa_tool	NOT_NULL
seqID	INTEGER		NOT_NULL
moduleLocation	STRING 512		
agentModuleName	STRING 255		NOT_NULL
customerModuleNa me	STRING 255		NOT_NULL
delayLoading	INTEGER		

sa_tool_name_localized Table

Program control table used by Support Automation.

- **SQL Name**—sa_tool_name_localized
- **Object**—sa_tool_name_localized

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	
toolID	INTEGER	sa_tool	NOT_NULL
localizationID	INTEGER	sa_localization	NOT_NULL
name	STRING 200		

sa_tool_non_art Table

Program control table used by Support Automation.

- **SQL Name**—sa_tool_non_art
- **Object**—sa_tool_non_art

Field	Data Type	Reference	Remarks
id	INTEGER		KEY
sym	STRING 100		
art_pos	INTEGER		
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.

sa_tool_property Table

Program control table used by Support Automation.

- **SQL Name**—sa_sa_tool_property
- **Object**—sa_sa_tool_property

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	
toolID	INTEGER	sa_tool	NOT_NULL
propertyID	INTEGER	sa_property	NOT_NULL
valuee	STRING 100		

sa_tool_start_message Table

Program control table used by Support Automation.

- **SQL Name**—sa_tool_start_message
- **Object**—sa_tool_start_message

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	
toolID	INTEGER	sa_tool	NOT_NULL
showMessage	INTEGER		NOT_NULL
toolStartMessage	STRING 200		

sa_tool_version Table

Program control table used by Support Automation.

- **SQL Name**—sa_tool_version
- **Object**—sa_tool_version

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
localizationID	INTEGER	sa_localization	NOT_NULL
moduleName	STRING 100		NOT_NULL
moduleVersion	STRING 30		

sa_triage_script Table

Program control table used by Support Automation.

- **SQL Name**—sa_triage_script
- **Object**—sa_triage_script

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
queueID	INTEGER	sa_queue	NOT_NULL
scriptID	INTEGER	sa_script	NOT_NULL
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_user_alert_config Table

Program control table used by Support Automation.

- **SQL Name**—sa_sa_user_alert_config
- **Object**—sa_sa_user_alert_config

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
userID	UUID	ca_contact	NOT_NULL
AlertType	INTEGER		NOT_NULL
AlertTrigger	INTEGER		NOT_NULL
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_user_route Table

Program control table used by Support Automation.

- **SQL Name**—sa_user_route
- **Object**—sa_user_route

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
userID	UUID	ca_contact	
queue_id	INTEGER	sa_queue	
login_session_id	INTEGER	sa_login_session	
launch_type	INTEGER		

Field	Data Type	Reference	Remarks
sd_obj_type	INTEGER		
sd_obj_id	STRING 10		
cr	STRING 30	Call_Req	
iss	STRING 30	Issue	
user_description	STRING 4000		
sdm_web_addrs	STRING 255		
isscat_rel	STRING 30	Issue_Category	
pcat_rel	STRING 30	Prob_Category	
priority	INTEGER	Priority	NOT_NULL
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_user_route_prop Table

Program control table used by Support Automation.

- **SQL Name**—sa_user_route_prop
- **Object**—sa_user_route_prop

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
login_session_id	INTEGER	sa_login_session	NOT_NULL
self_serve_session_id	INTEGER	sa_self_serve_session	
user_route	INTEGER	sa_user_route	
sequence	INTEGER		NOT_NULL
description	STRING 1024		
label	STRING 256		NOT_NULL
value	STRING 128		

Field	Data Type	Reference	Remarks
required	INTEGER		
sample	STRING 128		
validation_rule	INTEGER	Property_Valida tion_Rule	
validation_type	INTEGER	Property_Valida tion_Type	
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.
persid	STRING 30		

sa_userdrserver_join Table

Program control table used by Support Automation.

- **SQL Name**—sa_userdrserver_join
- **Object**—sa_userdrserver_join

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
userID	UUID	ca_contact	NOT_NULL
drServerID	INTEGER	sa_data_routin g_server	NOT_NULL
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_version Table

Program control table used by Support Automation.

- **SQL Name**—sa_version
- **Object**—sa_version

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
DBVersion	STRING 100		

sa_virtual_session Table

Program control table used by Support Automation.

- **SQL Name**—sa_virtual_session
- **Object**—sa_virtual_session

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
queueID	INTEGER	sa_queue	
userID	UUID	ca_contact	
sessionID	INTEGER	sa_login_session	
queuedEpoch	LOCAL_TIME		
handledEpoch	LOCAL_TIME		
endEpoch	LOCAL_TIME		
waitTime	INTEGER		

Field	Data Type	Reference	Remarks
handledTime	INTEGER		
abandonFlag	INTEGER		
firstFlag	INTEGER		
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

sa_wait_component Table

Program control table used by Support Automation.

- **SQL Name**—sa_wait_component
- **Object**—sa_wait_component

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
tenant	UUID	ca_tenant	Specifies the UUID of the tenant.
queueID	INTEGER	sa_queue	
waitURL	STRING 300		
isExternal	INTEGER		
pagetype	INTEGER	sa_wait_component_type	

sa_wait_component_type Table

Program control table used by Support Automation.

- **SQL Name**—sa_wait_component_type
- **Object**—sa_wait_component_type

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Specifies the timestamp of when this record was last modified.
enum	INTEGER		
sym	STRING 50		
is_optional	INTEGER		

Sequence_Control Table

Used to determine what to use for a prefix and suffix when generating call request numbers. Users may not create new records or delete records in this table.

- **SQL Name**—seqctl
- **Object**—seq

Field	Data Type	Reference	Remarks
description	STRING 240		Textual description
code	STRING 12 UNIQUE NOT_NULL S_KEY		noneditable key for record
del	INTEGER NOT_NULL	Active_Boolean_Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.

Field	Data Type	Reference	Remarks
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
prefix	STRING 5		Indicates the prefix to sequence number.
suffix	STRING 5		Indicates the suffix to sequence number.
sym	STRING 30 NOT_NULL		

Server_Aliases Table

Contain server alias names that are valid for various server-client zones.

- **SQL Name**—`svr_aliases`
- **Object**—`svr_aliases`

Field	Data Type	Reference	Remarks
alias_name	STRING 30 NOT_NULL		Alias name
del	INTEGER NOT_NULL	Active_Boolean_Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
host_addr	STRING 30		Translated Host Address
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
zone_id	INTEGER NOT_NULL	Server_Zones::id	Zone name

Server_Zones Table

Contain regional server zone names.

- **SQL Name**—svr_zones
- **Object**—svr_zones

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
is_default	INTEGER	Boolean_Table:: enum	1 default zone
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
zone_name	STRING 30 NOT_NULL		Zone name

Service_Contract Table

Used to track relationships between orgs, ticket attr's and svc types. Used for SLA management.

- **SQL Name**—svc_contract
- **Object**—svc_contract

Field	Data Type	Reference	Remarks
active	INTEGER	Active_Boolean_ Table::enum	Specifies the status of the contract, as follows: 0 —Inactive 1 —Active
contract_num	nvarchar(50)		Identifies the Contract ID.
del	INTEGER	Active_Boolean_ Table::enum	Specifies the Deleted flag, as follows: 0 —Active

Field	Data Type	Reference	Remarks
			1 —Inactive/marked as deleted
dflt_chgcat_st	nvarchar(30)	Service_Desc::code	Defines the default service type for the change category.
dflt_cnt_st	nvarchar(30)	Service_Desc::code	Defines the default service type for the end user.
dflt_isscat_st	nvarchar(30)	Service_Desc::code	Defines the default service type for the issue category.
dflt_nr_st	nvarchar(30)	Service_Desc::code	Defines the default service type for the asset.
dflt_pcat_st	nvarchar(30)	Service_Desc::code	Defines the default service type for the request area.
dflt_pri_st	nvarchar(30)	Service_Desc::code	Defines the default service type for the priority.
expiration	INTEGER		Specifies the Contract expiration date.
id	INTEGER		Primary key of this table.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
nx_desc	nvarchar(240)		Specifies descriptive information.
org_svc_type	nvarchar(30)	Service_Desc::code	Defines the service type for the organization.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
svc_advocate	byte(16)	ca_contact::uuid	Identifies the customer advocate for the organizations assigned to the contract.
svc_owner	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table, this is the service desk person responsible for contract.
sym	nvarchar(80)		Specifies the symbolic name of the contract level.

Service_Desc Table

This table contains the Call Request Service Types that are not related to service level agreements in Problem Manager. These may be used to associate the types of service call requests to receive, and are can be defined by the user. Examples include: Platinum, Gold, Silver, or Bronze.

- **SQL Name**—srv_desc
- **Object**—sdsc

Field	Data Type	Reference	Remarks
code	nvarchar(30)		Specifies the primary key of this table.
del	INTEGER	Active_Boolean_Table::enum	Specifies the status of the Deleted flag as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(500)		Provides the text description of service.
id	INTEGER		Specifies the primary key of this table.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp for when this record was last modified.
owning_contract	INTEGER	Service_Contract::id	Specifies the unique (to the table) numeric ID.
persid	nvarchar(30)		Identifies the Persistent ID: (SystemObjectName:id)
rank	INTEGER		Identifies the ranking status of the service type to determine level of priority.
schedule	nvarchar(30)	Bop_Workshift::persid	Foreign key to the peristent_id field of the bpwshft table, this is the Schedule.
sym	nvarchar(30)		Identifies the name of the service type.
violation_cost	INTEGER		Specifies the monetary cost for violation.

session_log Table

Session log.

- **SQL Name**—session_log
- **Object**—session_log

Field	Data Type	Reference	Remarks
contact	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table, this is the User.
id	INTEGER		Primary key of this table
login_time	INTEGER		Indicates the time of when the session began.
logout_time	INTEGER		Indicates the time of when the session ended.
policy	INTEGER	SA_Policy::id	Specifies the session policy.
session_id	INTEGER		Displays the ID if the status is okay.
session_type	INTEGER	session_type::id	Specifies the unique (to the table) numeric ID.
status	INTEGER		Identifies the Login status: 0 —Okay

session_type Table

Session type (Web client, Java client, and so on).

- **SQL Name**—session_type
- **Object**—session_type

Field	Data Type	Reference	Remarks
description	nvarchar(500)		Identifies the description of the session type.
id	INTEGER		Primary key of this table.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
persid	nvarchar(30)		Persistent ID (SystemObjectName:id)
sym	nvarchar(30)		Identifies the name of the Session type.

Severity Table

List of severity definitions used by CA Service Desk Manager applications.

- **SQL Name**—sevrty
- **Object**—sev

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Identifies the Deleted flag as follows: 0 —Active 1 —Inactive/marked as deleted
enum	INTEGER		Primary key of this table.
id	INTEGER		Unique (to the table) numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
nx_desc	nvarchar(40)		Describes the severity.
sym	nvarchar(12)		Identifies the symbolic name for this severity.

Show_Obj Table

Program control table used by Knowledge Management.

- **SQL Name**—SHOW_OBJ
- **Object**—SHOW_OBJ

Field	Data Type	Reference	Remarks
EXPIRE_DATE	LOCAL_TIME		
ID	INTEGER KEY		Unique (to the table) Numeric ID

Field	Data Type	Reference	Remarks
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
OBJ_PERSID	STRING 255		Persistent ID (SystemObjectName:id)
PWD	STRING 255		

Skeletons Table

Program control table used by CA Service Desk Manager Knowledge Management.

- **SQL Name**—KD
- **Object**—Skeletons

Field	Data Type	Reference	Remarks
Active_state	INTEGER		
Active_state_date	LOCAL_TIME		
assignee_ID	UUID	ca_contact::uuid	
author_ID	UUID	ca_contact::uuid	
bu_result	REAL		
created_via	INTEGER		
creation_date	LOCAL_TIME		Indicates the timestamp when this record was created.
current_action_ID	INTEGER	ci_actions::id	
custom1	STRING 50		
custom2	STRING 50		
custom3	STRING 50		
custom4	STRING 255		
custom5	STRING 255		
custom_num1	REAL		
custom_num2	REAL		
doc_template_ID	INTEGER	ci_doc_templates::id	
doc_type_ID	INTEGER	ci_doc_types::id	

Field	Data Type	Reference	Remarks
doc_version	STRING 50		
expiration_date	LOCAL_TIME		
expire_notification_se nt	INTEGER		
ext_doc_ID	INTEGER		
flg_cnt	INTEGER		Number of open flags in the KD.
fullwords	STRING 32768		
hits	INTEGER		
ID	INTEGER KEY		Identifies the unique (to the table) numeric ID.
indexed	INTEGER		
inherit_permission	INTEGER		
initiator	STRING 100		
initiator_ID	UUID	ca_contact::uuid	
KD_permission_index _ID	INTEGER	o_indexes::id	
last_accepted_date	LOCAL_TIME		
last_hit_date	INTEGER (DATE)		Specifies the last hit date created.
last_mod_dt	LOCAL_TIME		Indicates the timestamp when this record was last modified.
last_vote_date	INTEGER (DATE)		Specifies the last vote date presented in the Knowledge Report Card interface.
locked_by_ID	UUID	ca_contact::uuid	
modify_date	LOCAL_TIME		
notes	STRING 32768		
owner_ID	UUID	ca_contact::uuid	
parent_cr	STRING 30	call_req::persid	
parent_iss	STRING 30	issue persistent_id	
primary_index	INTEGER	o_indexes::id	
priority_ID	INTEGER	ci_properties::id	
PROBLEM	STRING 32768		

Field	Data Type	Reference	Remarks
published_date	LOCAL_TIME		
read_pgroup	INTEGER	p_groups::id	
resolution	STRING 32768		
resolution_length	INTEGER		
resolution_short	STRING 255		
review_date	LOCAL_TIME		
rework_ver	INTEGER (1/0)		0 —Specifies all available knowledge document version records. 1 —Specifies a rework version record.
sd_accepted_hits	INTEGER		
sd_asset_ID	UUID	ca_owned_resource::uuid	
sd_impact_ID	INTEGER	impact::enum	
sd_priority_ID	INTEGER	priority::enum	
sd_problem	STRING		Problem persid
sd_product_ID	INTEGER	Product::id	
sd_rootcause_ID	INTEGER	rootcause::id	
sd_severity_ID	INTEGER	severity::enum	
sd_urgency_ID	INTEGER	urgency::enum	
shortwords	STRING 32768		
skip_auto_policies	INTEGER (4) (1/0)		Boolean (1/0) field to indicate if the automated policies should skip a knowledge document.
status_ID	INTEGER	ci_statuses::id	
subject_expert_ID	UUID	ca_contact::uuid	
summary	STRING 255		
ticket_avoided	INTEGER		Specifies the counter field to update in the Customer/Employee interface when the user accepts a document as a solution to a request/incident/problem during the

Field	Data Type	Reference	Remarks
			self-service process.
title	STRING 255		
user_def_ID	STRING 40		
user_slv_cnt	INTEGER		
vote_count	INTEGER		
avg_rating	FLOAT		
faq_sym	INTEGER		
ver_comment	STRING 1000		Comment logged when the rework (new) version was created
ver_count	INTEGER		Specifies the version ID for the number of versions created (1, 2, 3, 4...).
ver_cross_ref_ID	INTEGER		Specifies a cross-reference between the published document record and the new version record.
wf_template	INTEGER	ci_wf_templates::id	
word_count_total	INTEGER		
wordcount	INTEGER		
wordcounts	STRING 32768		
wordorders	STRING 32768		
wordplace	STRING 32768		
wordspans	STRING 32768		
write_pgroup	INTEGER	p_groups::id	

SLA_Contract_Map Table

Maps a service type to a reference object; used by Service_Contract objects.

- **SQL Name**—sdsc_map
- **Object**—sdsc_map

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
map_contract	INTEGER NOT_NULL	Service_Contract::id	
map_persid	STRING 60		
map_sdsc	STRING 30	Service_Desc::code	
persid	STRING 30		Persistent ID (SystemObjectName:id)

SLA_Template Table

Service Level Agreement Templates for Call and Change. Not related to service level agreements in problem manager. Links Service Descriptions with Events.

- **SQL Name**—slatpl
- **Object**—slatpl

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL	Active_Boolean_Table::enum	Deleted flag 0 —Active 1 —Inactive/marked as deleted
elapsed	DURATION NOT_NULL		Specifies the elapsed time to delay event.
event	STRING 30	Events::persid	Specifies the event.
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID

Field	Data Type	Reference	Remarks
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified
object_type	STRING 30		Specifies the object type for this SLA (cr, chg).
persid	STRING 30		Persistent ID (SystemObjectName:id)
service_type	STRING 30 NOT_NULL	Service_Desc::code	
sym	STRING 30 NOT_NULL S_KEY		Specifies the name of the SLA.

Spell_Macro Table

This table stores proprietary Spell macros and macro fragments .

- **SQL Name**—splmac
- **Object**—macro

Field	Data Type	Reference	Remarks
description	STRING 80		Identifies the text description.
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Specifies the Deleted flag status, such as: 0 —Active 1 —Inactive/marked as deleted
fragment	STRING 4000		
id	INTEGER UNIQUE NOT_NULL KEY		Identifies the Numeric ID that is unique to the table.
last_mod_dt	LOCAL_TIME		Indicates the timestamp for when this record was last modified.
lock_object	INTEGER NOT_NULL		Specifies the boolean of the object.
msg_html	STRING 32768		Identifies the message used to keep the html template.

Field	Data Type	Reference	Remarks
ob_type	STRING 30 NOT_NULL		
persid	STRING 30		Identifies the Persistent ID: (SystemObjectName:id)
sym	STRING 30 NOT_NULL UNIQUE NOT_NULL		
type	STRING 30 NOT_NULL	Spell_Macro_Type ::persid	
usr_integer1	INTEGER		
usr_integer2	INTEGER		
usr_integer3	INTEGER		
usr_string2	STRING 250		
usr_string3	STRING 125		
usr_string4	STRING 25		

Spell_Macro_Type Table

Stores type information for proprietary Spell macros and macro fragments .

- **SQL Name**—splmactp
- **Object**—macro_type

Field	Data Type	Reference	Remarks
description	STRING 200		Textual description
arg_list	STRING 80		
code	STRING 30 UNIQUE NOT_NULL NOT_NULL		
del	INTEGER NOT_NULL	Active_Boolean_ Table::enum	Deleted flag 0 —Active

Field	Data Type	Reference	Remarks
			1 —Inactive/marked as deleted
display_name	STRING 30		form name to display
execute_script	STRING 800		
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
lock_object_flag	INTEGER		
persid	STRING 30		Persistent ID (SystemObjectName:id)
sym	STRING 30 NOT_NULL		
tech_desc	STRING 300		
validate_script	STRING 400		

SQL_Script Table

Stores SQL scripts used by the CA Service Desk Manager applications.

- **SQL Name**—sql_tab

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL		Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
sql_desc	STRING 240		user title for script
sql_name	STRING 30 S_KEY		user name for script
sql_script	STRING 500		actual script

Survey Table

Customer Survey.

- **SQL Name**—survey
- **Object**—survey

Field	Data Type	Reference	Remarks
comment_label	nvarchar(80)		Specifies the comment label value for this Survey.
conclude_text	nvarchar(400)		Indicates the text to display after the survey is completed.
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(400)		Specifies the textual description for this survey.
id	INTEGER		Specifies the primary key of this table.
include_comment	INTEGER		Specifies the Include Comment flag, as follows: 0 —No comment allowed
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
nx_comment	nvarchar(200)		Identifies the comment value for this Survey.
object_id	INTEGER		Identifies the ID of the object for this survey.
object_type	nvarchar(10)		Identifies the object type for this survey, for example, CR, CHG, and so on.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sym	nvarchar(12)		Identifies the symbolic name of this survey.

Survey_Answer Table

Customer Survey Answer.

- **SQL Name**—survey_answer
- **Object**—svy_ans

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Primary key of this table.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
own_srvy_question	INTEGER	Survey_Question ::id	Unique (to the table) numeric ID.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
selected	INTEGER		Identifies the selected value for this Survey_Answer.
sequence	INTEGER		Specifies the display order of the survey answers.
txt	nvarchar(400)		Specifies the question text.

Survey_Answer_Template Table

Customer Survey Answer Template.

- **SQL Name**—survey_atpl
- **Object**—svy_atpl

Field	Data Type	Reference	Remarks
atbl_id	INTEGER		Identifies the unique (to the table) numeric ID.
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active

Field	Data Type	Reference	Remarks
			1 —Inactive/marked as deleted
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
own_srvy_question	INTEGER	Survey_Question_Template::id	Unique (to the table) numeric ID.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sequence	INTEGER		Specifies the display order of the survey answers.
txt	nvarchar(400)		Identifies the answer text.

Survey_Question Table

Customer Survey Question.

- **SQL Name**—survey_question
- **Object**—svy_ques

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Primary key of this table.
include_qcomment	INTEGER		Specifies the Include Question Comment flag, as follows: 1 —Include comment box for this question
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
mult_resp_flag	INTEGER		Specifies the Multiple Response flag, as follows: 0 —Choose 1 response (radio) 1 —Choose "N" (check boxes)

Field	Data Type	Reference	Remarks
owning_survey	INTEGER	Survey_id	Specifies the unique (to the table) numeric ID.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
qcomment_label	nvarchar(80)		Specifies the label for the comment.
resp_required	INTEGER		Specifies the Required Response flag, as follows: 1 —Respondents must answer the question
response	INTEGER		Specifies the sequence number of the response.
sequence	INTEGER		Specifies the display order.
txt	nvarchar (400)		Identifies the question text.

Survey_Question_Template Table

Customer Survey Question Template.

- **SQL Name**—survey_qtpl
- **Object**—svy_qtpl

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Primary key of this table.
include_qcomment	INTEGER		Specifies the Include Question Comment flag, as follows: 1 —Include comment box for this question
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
mult_resp_flag	INTEGER		Specifies the Multiple Response flag, as follows: 0 —Choose 1 response (radio) 1 —Choose "N" (check boxes)

Field	Data Type	Reference	Remarks
owning_survey	INTEGER	Survey_Template::id	Specifies the unique (to the table) numeric ID.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
qcomment_label	nvarchar(80)		Specifies the label for the comment.
resp_required	INTEGER		Specifies the Required Response flag, as follows: 1 —Respondents must answer the question
sequence	INTEGER		Specifies the display order of the survey questions.
txt	nvarchar(400)		Identifies the question text.

Survey_Stats Table

This table contains customer survey statistics.

- **SQL Name**—survey_statistics
- **Object**—svystat

Field	Data Type	Reference	Remarks
cyc_counter	INTEGER		Identifies the cycle counter to be compared against the cycle (described in the next field).
cycle	INTEGER		Identifies the submission cycle.
del	INTEGER	Active_Boolean_Table::enum	Specifies the status of the Deleted flag, as follows: 0 —Active 1 —Inactive/marked deleted)
eval_counter	INTEGER		Identifies the number of times called to evaluate for notification submission.
id	INTEGER		Primary key of this table.
persid	nvarchar(30)		Specifies the Persistent ID: (SystemObjectName:id).

Field	Data Type	Reference	Remarks
sub_counter	INTEGER		Identifies the number of times notification submission was approved.
tplid	INTEGER	Survey_Template::id	Identifies the unique (to the table) numeric ID.

Survey_Template Table

Customer Survey Template.

- **SQL Name**—survey_tpl
- **Object**—svy_tpl

Field	Data Type	Reference	Remarks
comment_label	nvarchar(80)		Identifies the comment label value for this Survey_Template.
conclude_text	nvarchar(400)		Specifies the text to display after the survey has been completed.
cycle_counter	INTEGER		Indicates to keep a running count for Submit Cycle.
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(400)		Indicates the textual description for this template.
id	INTEGER		Primary key of this table.
include_comment	INTEGER		Specifies the Include Question Comment flag, as follows: 0 —No comment allowed
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
submit_cycle	INTEGER		Indicates to send the survey every 'nth' time.

Field	Data Type	Reference	Remarks
sym	nvarchar(12)		Identifies the symbolic name of the survey template.
tracking_flag	INTEGER		Specifies the flag to track responses.

Survey_Tracking Table

Table used to tack status of managed surveys.

- **SQL Name**—survey_tracking
- **Object**—svytrk

Field	Data Type	Reference	Remarks
cntid	byte(16)	ca_contact::uuid	Primary key of this table.
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Primary key of this table, this is a unique numeric ID.
notif_dt	INTEGER		Specifies the time of the last notification.
object_id	INTEGER		Identifies the ID of the object for this survey.
object_type	nvarchar(10)		Indicates the object type for this survey, such as, CR, CHG, and so on.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
recv_dt	INTEGER		Identifies the time the completed survey was received.
status	INTEGER		Identifies the Status flag, as follows: 1 —Survey submitted
tplid	INTEGER	Survey_Template ::id	Unique (to the table) numeric ID.

Table_Name Table

Table name list used by CA Service Desk Manager applications.

- **SQL Name**—tn

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL		Deleted flag 0 —Active 1 —Inactive/marked as deleted
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
tn_desc	STRING 240		description or table
tn_dflt	STRING 30		default external name
tn_name	STRING 30		user name for table
tn_sys	STRING 30 S_KEY		system name

target_tgttpls_srvtypes Table

Links the Target Template to Service Types.

- **SQL Name**— target_tgttpls_srvtypes
- **Object**—tgt_tgttpls_srvtypes

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY Unique (to the table) Numeric ID.
del	INTEGER		NOT_NULL Deleted flag: 0 —Active 1 —Inactive/marked as deleted

last_mod_dt	LOCAL_TIME		Indicates the timestamp when this record was last modified.
last_mod_by	UUID	ca_contact	UUID of the contact who last modified this record.
tenant	UUID	ca_tenant	UUID REF to the ca_tenant table.
tgt_time_tpl	INTEGER	target_time_tpl	NOT_NULL. The Service Target Template that is linked to a Service Type.
sdsc	STRING 30	Service_Desc	NOT_NULL. The Service Type to which the template is linked.
target_duration	DURATION		NOT_NULL. The amount of time in which this target is reached.
set_actual	INTEGER	Boolean_Table	A flag that determines whether the Set Actual Service Target Action is available on the ticket.
reset_actual	INTEGER	Boolean_Table	A flag that determines whether the Reset Actual Service Target Action is available on the ticket.
cost	STRING 255		Text information to appear on the ticket.
work_shift	STRING 30	Bop_Workshift	The workshift used in time calculations.

target_time Table

Represents a Service Target that is attached to a ticket.

- **SQL Name**— target_time
- **Object**—tgt_time

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY Unique (to the table) Numeric ID.
del	INTEGER		NOT_NULL Deleted flag: 0 —Active 1 —Inactive/marked as deleted
sym	STRING 60		NOT_NULL Identifies the symbolic value for this target.
last_mod_dt	LOCAL_TIME		Indicates the timestamp when this

			record was last modified.
last_mod_by	UUID	ca_contact	UUID of the contact who last modified this record.
tenant	UUID	ca_tenant	UUID REF to the ca_tenant table.
target_duration	DURATION		NOT_NULL. The amount of time in which this target is reached.
condition	STRING 30	Macro	Identifies the condition to be detected in determining that this target has been reached.
condition_outcome	INTEGER	Boolean_Table	Specifies the required outcome of the evaluation of the condition.
service_type	STRING 30	Service_Desc	NOT_NULL. The Service Type to which this target belongs.
object_type	STRING 30		NOT_NULL Ticket type that this target is attached.
object_id	INTEGER	S_KEY	NOT_NULL id of the ticket that this target is attached.
set_actual	INTEGER	Boolean_Table	A flag that determines whether the Set Actual Service Target Action is available on the ticket.
reset_actual	INTEGER	Boolean_Table	A flag that determines whether the Reset Actual Service Target Action is available on the ticket.
lock_target	INTEGER	Boolean_Table	Prevents Service Target recalculations for tickets that transition to and from the Hold status.
cost	STRING 255		Text information to appear on the ticket.
target_time	LOCAL_TIME		Deadline for the Service Target.
actual_time	LOCAL_TIME		The time that the target completed.
time_left	DURATION		Number of remaining minutes.
_mapped_cr	STRING 30	Call_Req	Pointer to the Request, Incident, or Problem that uses this Service Target.
_mapped_chg	INTEGER	Change_ Request	Pointer to the Change Order that uses this Service Target.
_mapped_iss	STRING 30	Issue	Pointer to the Incident that uses this Service Target.

target_tpl	INTEGER	target_tpl	Identifies the target template for this target.
work_shift	STRING 30	Bop_Workshift	Identifies the workshift to use for calculating the target.

target_time_tpl Table

Contains the Service Target template defaults to link to a Service Type.

- **SQL Name**— target_time_tpl
- **Object**—tgt_time_tpl

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY Unique to the table Numeric ID.
del	INTEGER		NOT_NULL Deleted flag: 0 —Active 1 —Inactive/marked as deleted
sym	STRING 60		NOT_NULL Identifies the symbolic value for this target.
last_mod_dt	LOCAL_TIME		Indicates the timestamp when this record was last modified.
last_mod_by	UUID	ca_contact	UUID of the contact who last modified this record.
tenant	UUID	ca_tenant	UUID REF to the ca_tenant table.
target_duration	DURATION		NOT_NULL. The amount of time in which this target is reached.
condition	STRING 30	Macro	Identifies the condition to use to determine whether the target was met.
condition_outcome	INTEGER	Boolean_Table	Specifies the required outcome of the evaluation of the condition.
object_type	STRING 30		NOT_NULL. Identifies the valid ticket type for this template.
set_actual	INTEGER	Boolean_Table	A flag that determines whether the Set Actual Service Target Action is available on the ticket.
reset_actual	INTEGER	Boolean_Table	A flag that determines whether the Reset Actual Service Target Action is available on

			the ticket.
cost	STRING 255		Indicates the text information to appear on the ticket.
work_shift	STRING 30	Bop_Workshift	Indicates the workshift used for time calculations.

Task_Status Table

Workflow task states. Possible states include: Wait, pending, approve, reject, and so on.

- **SQL Name**—tskstat
- **Object**—tskstat

Field	Data Type	Reference	Remarks
allow_ accumulate	INTEGER		Identifies the Allow Accumulate flag, as follows: 0 —Do not accumulate 1 —Accumulate
allow_task _update	INTEGER		Specifies the Allow Task Update flag, as follows: 0 —Cannot update 1 —Can update
code	nvarchar(12)		Primary key of this table.
del	INTEGER	Active_Boolean_ Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(500)		Provides a text description of the status.
do_next_task	INTEGER		Sets the Do Next Task flag, as follows: 0 —No 1 —Yes
hold	INTEGER		Sets the Hold flag, as follows: 0 —Start events 1 —Stop events
id	INTEGER		Specifies the unique (to the table) numeric ID.

Field	Data Type	Reference	Remarks
is_internal	INTEGER		Specifies the Internal flag, as follows: 0 —No 1 —Yes (do not display in most status selections).
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp of when this record was last modified.
no_update_msg	nvarchar(500)		Sets the No Update Message flag to No.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sym	nvarchar(30)		Identifies the Task Status name.
task_complete	INTEGER		Sets the Task Complete, as follows: 0 —No 1 —Yes

Task_Type Table

This table contains the list of task types used in the workflow used by CA Service Desk Manager, not those used by CA Workflow.

- **SQL Name**—tskty
- **Object**—tskty

Field	Data Type	Reference	Remarks
code	nvarchar(12)		Primary key of this table.
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(500)		Identifies the text description of the task.
id	INTEGER		Identifies the numeric ID, which is unique to the table.

Field	Data Type	Reference	Remarks
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp for when this record was last modified.
persid	nvarchar(30)		Identifies the Persistent ID: (SystemObjectName:id).
sym	nvarchar(30)		Identifies the name of task.

Timespan Table

List of defined time-span elements used by applications to calculate hours-of-operation time calculations.

- **SQL Name**—tspan
- **Object**—tspan

Field	Data Type	Reference	Remarks
code	STRING 10 UNIQUE NOT_NULL		
end_day	STRING 5		
end_hour	STRING 5		
end_minute	STRING 5		
end_month	STRING 5		
end_year	STRING 5		
id	INTEGER UNIQUE KEY		Unique (to the table) Numeric ID
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
nx_desc	STRING 240		
start_day	STRING 5		
start_hour	STRING 5		
start_minute	STRING 5		

Field	Data Type	Reference	Remarks
start_month	STRING 5		
start_year	STRING 5		
sym	STRING 30 UNIQUE NOT_NULL		
trigger_day	STRING 5		
trigger_hour	STRING 5		
trigger_minute	STRING 5		
trigger_month	STRING 5		
trigger_year	STRING 5		

Timezone Table

This table contains the Timezones used in CA Service Desk Manager applications.

- **SQL Name**—tz
- **Object**—tz

Field	Data Type	Reference	Remarks
code	nvarchar(12)		Primary key of this table.
del	INTEGER	Active_Boolean_ Table:: enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(500)		Identifies the text description of the timezone.
dst_delta	INTEGER		Specifies the delta seconds for daylight saving time.
end_abs_date	LOCAL_TIME		Identifies the <i>absolute</i> start date.
end_day	INTEGER		Represents the end day of the week, such as 0-6.
end_mon	INTEGER		Represents the ending month, such as 0-11 for the month of the year.
end_pos	INTEGER		Represents the ending position, such as 0 for "First" or 1 for "Last".

Field	Data Type	Reference	Remarks
gmt_delta	INTEGER		Represents the delta seconds from GMT.
id	INTEGER		Identifies the numeric ID, which is unique to the table.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Identifies the timestamp for when this record was last modified.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
start_abs_date	INTEGER		Identifies the <i>absolute</i> start date.
start_day	INTEGER		Represents the Start day used to calculate DST, for example, 0-6 day of the week.
start_mon	INTEGER		Represents the starting month for the timezone, such as 0-11 for the month of the year.
start_pos	INTEGER		Represents the starting position, such as 0 for "First" or 1 for "Last".
sym	nvarchar(30)		Specifies the name of the service type.

Transition_Points Table

Lists the transitions of interest to the Notification System. E.g. Incident_report creation, or reassignment, TT creation TT closure and so on.

- **SQL Name**—notttrn

Field	Data Type	Reference	Remarks
del	INTEGER NOT_NULL		Deleted flag 0 —Active 1 —Inactive/marked as deleted
enum	INTEGER NOT_NULL		Enumerated value for this entry - specifies ordering in lists and relative values
id	INTEGER UNIQUE		Unique (to the table) Numeric ID

Field	Data Type	Reference	Remarks
	NOT_NULL KEY		
nx_desc	STRING 40		longer description of event
sym	STRING 30 UNIQUE NOT_NULL S_KEY		transition event symbol
tp_use_pri	INTEGER		flag indicating whether priority is meaningfull

Transition_Types Table

Transition types and their corresponding status transitions control when employees using self-service can close or reopen incidents or requests.

- **SQL Name**—transition_type
- **Object**—transition_type

Label	Field	Description
id	INTEGER	Unique key
sym	STRING 80 nn	
ss_flag	INTEGER nn	Specifies whether the status transition appears in the Employee Self-Service interface.
ss_button_text	STRING 80	Displays text on the button that performs the status transition.
ss_header_text	STRING 128	Used as the form header when the employee is prompted for comments after selecting a status transition button.
description	STRING 1000	Provides a description of the record.
del	INTEGER nn	Deleted flag: 0 —Active 1 —Inactive/marked as deleted
last_mod_dt	LOCAL_TIME	Indicates the timestamp of when this record was last modified.
last_mod_by	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.

True_False_Table Table

Contains localized True or False strings that display on the UI.

- **SQL Name**— True_False_Table
- **Object**—true_false

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY Unique to the table Numeric ID.
del	INTEGER		NOT_NULL Deleted flag: 0 —Active 1 —Inactive/marked as deleted
enum	INTEGER		NOT_NULL Enumerated value for this entry 0 —False 1 —True
sym	STRING 60		UNIQUE NOT_NULL S_KEY Identifies the symbolic value for this target
desc	STRING 40		Describes the enum

Type_Of_Contact Table

Reference table to denote the type of issue. examples: complaint, complement and so on.

- **SQL Name**—toc
- **Object**—typecnt

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
id	INTEGER		Primary key of this table, this is the unique numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Species the timestamp of when this record was last modified.

Field	Data Type	Reference	Remarks
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sym	nvarchar(60)		The symbolic value for this Type_Of_Contact.

Urgency Table

List of urgency codes/descriptions used in CA Service Desk Manager applications.

- **SQL Name**—urgncy
- **Object**—urg

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
enum	INTEGER		Primary key of this table.
id	INTEGER		Identifies the unique (to the table) numeric ID.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
nx_desc	nvarchar(40)		Provides the description of the urgency level.
sym	nvarchar(12)		Identifies the symbolic name of this urgency.
value	INTEGER		Indicates the numeric representation of this urgency.

User_Query Table

User scoreboard queries.

- **SQL Name**—usq
- **Object**—usq

Field	Data Type	Reference	Remarks
expanded	INTEGER		
factory	STRING 30		
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
label	STRING 80 NOT_NULL		
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
obj_persid	STRING 60		Persistent ID (SystemObjectName:id)
parent	INTEGER	usq::id	
persid	STRING 30		Persistent ID (SystemObjectName:id)
query	STRING 30	Cr_Stored_Queries::code	
query_set	INTEGER		
query_type	INTEGER		
sequence	INTEGER NOT_NULL		

usp_acctyp_role Table

Links between Activity Types and Roles.

- **SQL Name**—usp_acctyp_role
- **Object**—acctyp_role

Field	Data Type	Reference	Remarks
access_type	INTEGER	Access_Type_v2::id	Foreign key to access type id in Access_Type_v2.
id	INTEGER		Specifies the unique (to the table) numeric ID.
is_default	INTEGER		Specifies if this is the default role for this access type. 1 = default
role_obj	INTEGER	usp_role::id	Foreign key to the role_id field of the usp_role table.

usp_attr_control Table

A dependent_control object specifies the attribute name and locked or required value that activates dependent control.

- **SQL Name**—usp_attr_control
- **Object**—att_control

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
control	control	INTEGER REF	usp_dependent_control	
attrname	attrname	STRING 64		Identifies attribute name.
locked	locked	INTEGER		Identifies locked attribute.
required	required	INTEGER		Identifies required attribute.
last_mod_dt	last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	UUID REF	ca_contact	Specifies the UUID of the contact who last modified this record.
del		INTEGER	nn	Deleted flag 0 —Active 1 —Inactive/marked as deleted
tenant		UUID REF	ca_tenant	

usp_auto_close Table

The auto close object controls the automatic closure of a ticket (request, incident, problem, change order, issue). The usp_auto_close table lists the automatic closure settings. For each ticket type, you can define the number of business hours before the closure takes place. By definition, zero hours means that automatic closure is not implemented for the ticket type.

In an untenanted system only one active row is allowed in this table.

In a tenanted system, each tenant can have its own row and only one row is permitted. In addition, one active Public row is permitted for tenants that do not have a tenanted row. If a tenant does not have its own row of auto-close settings, and there is not an active Public row, the automatic closure feature is disabled for that tenant.

- **SQL Name**—usp_auto_close
- **Object**—auto_close

Label	Field	Description
id	INTEGER	Unique key
sym	STRING 80	
cr_ach	INTEGER	
in_ach	INTEGER	
pr_ach	INTEGER	
chg_ach	INTEGER	
iss_ach	INTEGER	
description	STRING 255	
last_mod_dt	LOCAL_TIME	

Label	Field	Description
last_mod_by	UUID REF	ca_tenant
del	INTEGER	nn
tenant	UUID REF	ca_tenant

usp_caextwf_instances Table

Associates CA IT PAM process instances that launched from the CA Service Desk Manager interface. Includes the CA Service Desk Manager entity to which the instance belongs.

- **SQL Name**—usp_caextwf_instances
- **Object**—caextwf_inst

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
inactive	INTEGER		NOT_NULL
instance_id	STRING 255		CA IT PAM instance ID
object_per sid	STRING 60		The persistent id of the CA Service Desk Manager entity from which a CA IT PAM process instance was launched.
procname	STRING 32768		The CA IT PAM process definition name and reference path.
starttime	LOCAL_TIME		Indicates CA IT PAM workflow start time.
endtime	LOCAL_TIME		Indicates CA IT PAM workflow end time.

usp_caextwf_start_forms Table

Stores CA Service Desk Manager objects with the launchable CA IT PAM process definitions. The Start Request Form indicates the process that runs on the CA IT PAM server, but CA Service Desk Manager stores the process information.

- **SQL Name**—usp_caextwf_start_forms
- **Object**—caextwf_sfrm

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
object_per sid	STRING	60	UNIQUE NOT_NULL KEY The CA Service Desk Manager object that provides the CA IT PAM process definition information for launching a new process instance.
caextwf_fo rm	STRING	255	CA IT PAM Process Definition name.
caextwf_p ath	STRING	32768	The CA IT PAM reference path where this Process Definition is stored in the CA IT PAM library.

usp_contact Table

This table provides extensions to the ca_contact table that are used only by CA Service Desk Manager products.

- **SQL Name**—usp_contact
- **Object**—cnt

Field	Data Type	Reference	Remarks
c_acctyp_id	INTEGER	Access_ Type::id	Identifies the unique (to the table) numeric ID.
c_available	INTEGER		Displays as a check box to indicate that the analyst is available.
c_cm_id1	INTEGER	Contact_	Foreign key to the id field of the

Field	Data Type	Reference	Remarks
		Method ::id	ct_mth table, this identifies the low priority of the contact method.
c_cm_id2	INTEGER	Contact_ Method::id	Foreign key to the id field of the ct_mth table, this identifies the next level of low priority for the contact method.
c_cm_id3	INTEGER	Contact_ Method::id	Foreign key to the id field of the ct_mth table, this identifies the standard level of priority for the contact method.
c_cm_id4	INTEGER	Contact_ Method::id	Foreign key to the id field of the ct_mth table, this identifies the high level of priority for the contact method.
c_domain	INTEGER	Domain :id	Foreign key to the id field of the dmn table, this is the Data Partition.
c_email_ service	nvarchar 30		(Not used by CA Service Desk Manager) Identifies the pointer to the access type email service (such as, PROFS, and so on).
c_nx_ref_1	byte(16)		Foreign key to the contact_uid field of the ca_contact table, this is a user-defined field.
c_nx_ref_2	byte(16)		Foreign key to the contact_uid field of the ca_contact table, this is a user-defined field.
c_nx_ref_3	byte(16)		Foreign key to the contact_uid field of the ca_contact table, this is a user-defined field.
c_nx_ string1	nvarchar (40)		Identifies the emergency Workshift 4 Smag fields.
c_nx_ string2	nvarchar (40)		Allows for a user-defined string field.
c_nx_ string3	nvarchar (40)		Allows for a user-defined string field.
c_nx_ string4	nvarchar (40)		Allows for a user-defined string field.
c_nx_ string5	nvarchar (40)		Allows for a user-defined string field.

Field	Data Type	Reference	Remarks
c_nx_string6	nvarchar (40)		Allows for a user-defined string field.
c_parent	byte(16)		(Not used in CA Service Desk Manager) Foreign key to the contact_uuid field of the ca_contact table.
c_schedule	nvarchar 30	Bop_Workshift::persid	Foreign key to the persistent_id field of the bpwshft table, this is the Analyst's workshift for Auto Assignment.
c_service_type	nvarchar 30	Service_Desc::code	Foreign key to the code field of the srv_desc table, this identifies the Classic Service Type.
c_timezone	nvarchar (12)	Timezone::code	Foreign key to the code field of the tz table, this defines the Timezone.
c_val_req	INTEGER		Specifies a Force validation of the userid.
c_vendor	byte(16)	ca_company::company_uuid	Foreign key to the id field of the ca_company table, this represents the Vendor.
c_ws_id1	nvarchar 30	Bop_Workshift::persid	Foreign key to the persistent_id field of the bpwshft table, this represents a workshift ID.
c_ws_id2	nvarchar 30	Bop_Workshift::persid	Foreign key to the persistent_id field of the bpwshft table, this represents a workshift ID.
c_ws_id3	nvarchar 30	Bop_Workshift::persid	Foreign key to the persistent_id field of the bpwshft table, this represents a workshift ID.
c_ws_id4	nvarchar 30	Bop_Workshift::persid	Foreign key to the persistent_id field of the bpwshft table, this represents a workshift ID.
contact_uuid	byte(16)		Primary key of this table.
global_queue_id	INTEGER	Global_Queue_Names::id	Specifies the pointer to the global queue.
ldap_dn	nvarchar (512)		Identifies the ldap dn value for this usp_contact.

usp_contact_handling Table

The usp_contact_handling table associates contacts with a special handling classification.

Attribute	Data Type	SREL References	Flags
contact	UUID	ca_contact	NOT_NULL
id	INTEGER		UNIQUE NOT_NULL KEY
special_handling	INTEGER	usp_special_handling	NOT NULL
tenant	UUID	ca_tenant	

usp_email_type Table

The usp_email_type table lists the email types that are available for the Email Type drop-down list (email_type) in the usp_mailbox table.

Field	Data Type	Description
id	INTEGER UNIQUE KEY	Specifies the primary key of this table.
code	STRING 30 UNIQUE S_KEY	Specifies the code value for the email type.
del	INTEGER	
incoming	INTEGER	Specifies whether the email type is incoming or outgoing.
sym	STRING 60	Specifies the symbolic value for the email type.

The following values are the defaults for the usp_email_type table:

id	code	incoming	sym
100	NONE	1	NONE
200	IMAP	1	IMAP
300	POP3	1	POP3
400	SMTP	0	SMTP

usp_export_list_format Table

The usp_export_list_format table lists the file format that is used to export list results outside of CA Service Desk Manager.

- **SQL Name**—usp_export_list_format
- **Object**—usp_exlist_format

Label	Field	Description
id	INTEGER	Unique (to the table) Numeric ID.
file_extention	STRING	Specifies the active file format to export search list results. Excel (.xls) is currently supported.
mime_type	STRING	Specifies the internet media type.
xslt_name	STRING	Specifies the XSL file name on the server.
sym	STRING	Specifies the export file format.
delete_flag	INTEGER	Delete indicator.

usp_functional_access Table

Defines allowable functional access areas.

- **SQL Name**—usp_functional_access
- **Object**—func_access

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
code	STRING 30	UNIQUE S_KEY	A string value that represents the functional access area. This value matches what is currently in the FUNCTION_GROUP field in object definition in Majic.
type	INTEGER	usp_functional_access_type	

Field	Data Type	Reference	Remarks
sym	STRING 60	S_KEY	A synonym or localized friendly name
description	STRING 1000		A reference (SREL) to the usp_functional_access_type table that allows for categorization of the functional access.

usp_functional_access_level Table

Defines the access permissions for a functional access area. This table is a static table and cannot be updated by the user.

- **SQL Name**—usp_functional_access_level
- **Object**—func_access_level

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
access_level	INTEGER		Integer value that represents the level of the access.
type	INTEGER	usp_functional_access_type	Reference to a usp_functional_access_type record. This value signifies the type this level belongs to.
sym	STRING 60		A localized friendly name for the access type.
description	STRING 1000		

usp_functional_access_role Table

Maps the many-to-many relationship between the usp_functional_access table and the usp_role table. This table also defines the access level such as None, View, and Modify.

- **SQL Name**—usp_functional_access_role
- **Object**—func_access_role

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
access_level	INTEGER	usp_functional_access_level	Reference to a usp_functional_access_level record that describes the access level for the relationship
func_access	STRING 30	usp_functional_access	Reference to a usp_functional_access record.
role	INTEGER	usp_role	Reference to a usp_role record
description	STRING 1000		

usp_functional_access_type Table

Categorizes the functional areas into types such as Object and Process. This table is a static table that the user cannot update.

- **SQL Name**—usp_functional_access_type
- **Object**—func_access_type

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
sym	STRING 60		A localized friendly name for the access type.
default_access	INTEGER	usp_functional_access_level	Reference to a usp_functional_access_level record. This is the default access for

Field	Data Type	Reference	Remarks
			new or missing usp_functional_access_role records.
description	STRING 1000		

usp_ical_alarm Table

- **SQL Name**—usp_ical_alarm
- **Object**—ical_alarm

Field	Data Type	Reference	Remarks
id	INTEGER		Unique key
del	INTEGER		
alarm_value	STRING 120		
sym	STRING 60		
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID REF	ca_contact	

usp_ical_event_template Table

- **SQL Name**—usp_ical_event_template
- **Object**—ical_event_template

Field	Data Type	Reference	
id	INTEGER		Unique key
del	INTEGER		NOT_NULL
obj_type	STRING 30		NOT_NULL
code	STRING 60		NOT_NULL
sym	STRING 60		NOT_NULL
start_date	STRING 30		NOT_NULL
end_date	STRING 30		

Field	Data Type	Reference
alarm	INTEGER	usp_ical_alarm
categories	STRING 128	
summary	STRING 240	
description	STRING 4000	
url	STRING 4000	
extra_entries	STRING 4000	
last_mod_dt	LOCAL_TIME	
last_mod_by	UUID	ca_contact

usp_kpi Table

Contains KPIs of Stored Query type, SQL type, and System type.

- **SQL Name**—usp_kpi
- **Object**—kc

Field	Data Type	Reference	Remarks
name	string		Defines the name of the KPI.
type	integer		Indicates where the KPI data is retrieved from, such as the crsq database table, BPVirtdb, or daemons in the BOP system.
status	integer		Indicates the on/off state of the KPI.
process_type	integer		Indicates the daemon process where the KPI data resides.
metric_type	integer		Indicates the type of metric the KPI produces (for example, count or sum).
stored_query_id	string		Provides a REF to the id attribute in the Crsq table. It is a SREL to REL_ATTR of object crsq, and contains the value of the code of a row in the crsq object.
user_context	string		Provides a UUID REF to the

Field	Data Type	Reference	Remarks
			ca_contact table.
sql_query	string		Defines a SQL query.
description	string		Describes the measurement goal for the KPI.
refresh_time	integer		The time interval at which the KPI data is updated.
sys_name	string		The internal KPI name for sys type KPIs.
curr_kpi_time_stamp	integer		The last collection time of this KPI.
version_number	integer		Indicate the version of this KPI.
tenant	string		Provides a UUID REF to the ca_tenant table.
last_mod_by	string		Specifies the foreign key of the ca_contact table (UUID).
last_mod_dt	integer		Specifies the date and time of last update (integer value in UNIX ticks).

usp_kpi_data Table

Contains the KPI data periodically retrieved from system daemons by the kpi_daemon. Provides raw data for web reporting.

- **SQL Name**—usp_kpi_data
- **Object**—kcd

Field	Data Type	Reference	Remarks
id	integer		Specifies the id of the record.
kpi_id	integer		Provides a REF to the id in the KPI.
kpi_time_stamp	integer		Indicates the time when a new KPI record is inserted into this table.
metric_type	integer		Indicates the type of metric the KPI produces (count, sum, max, or duration).

Field	Data Type	Reference	Remarks
kpi_value	integer		Indicates the value of the metric produced by the KPI. The value matches the metric_type (count, sum, max, or duration).
duration_max	integer		Specifies the maximum value of duration for KPIs of duration metric_type. The time unit is millisecond.
duration_sum	integer		Specifies the total duration for KPIs of duration metric_type. The time unit is seconds.
duration_count	integer		Indicates the amount of duration data that has been collected in a period of time.
duration_average	integer		Indicates the average duration in a period of time for KPIs with duration metric_type. The time unit is milliseconds.
execute_time	integer		Indicates the total time for retrieving the KPI data, from the time the request is sent to time the result is received. The time unit is milliseconds.
version_number	integer		Indicate the version of this KPI.

usp_kpi_ticket_data Table

This table contains data retrieved from CA Service Desk Manager tickets. The data can be used for reporting on ticket performance, such as how long a ticket was in each state.

- **SQL Name**—usp_kpi_ticket_data
- **Object**—ktd

Note: This table can collect data for custom fields when you manually add the UI_INFO flag to the custom fields in a majic file. For example, you can use the following attributes:

```
priority SREL pri REQUIRED { ON_NEW SET 0 ;
UI_INFO "KPI" ; };
urgency SREL urg { UI_INFO "KPI" ; };
```

Field	Data Type	Reference	Remarks
id	integer		Specifies the id of the record.
end_time	integer		Indicates the time when a ticket attribute is changed. It can also be used as a unique id for identifying a ticket object in which one or more attributes are changed.
prev_time	integer		Indicates the time stamp of the last change to this ticket object.
obj_name	string		Indicates ticket objects in majic files (cr, chg, iss,in and pr). Identifies a ticket in which an attribute is changed.
obj_id	integer		Indicates the id of a ticket object in which an attribute is changed.
obj_type	string		Contains type names for call request, such as Problem, Incident, or Request.
field_name	string		Indicates an attribute name in the ticket object in majic files of which the value is changed. They are assignee, priority, customer, etc.
field_value	string		Indicates the attribute value before current value. If it is a SREL, use a common name.
next_value	string		Indicates the attribute value after

Field	Data Type	Reference	Remarks
			current value. If it is a SREL, use a common name.
operation	string		There are three kinds of operations: insert, delete and update. Insert or delete creates a usp_kpi_ticket_data record without setting the attribute fields.
attr_obj	string		The name of the object table the SREL links to.
attr_from_id	integer		The previous attr_obj id.
attr_from_uuid	uuid		The previous attr_obj uuid.
attr_to_id	integer		The next attr_obj id.
attr_to_uuid	uuid		The next attr_obj uuid.
user_context	uuid		Whenever the attribute of a ticket object has been changed, the user_context field needs to be filled. It is an SREL to cnt.
ktd_duration	integer		Indicates the calculated time duration between two changes. Note: The calculated duration is based on a change to values in a ticket in real time, not in business hours.

usp_lrel_asset_chgnr Table

Relates CIs to Change Orders. For example, the Configuration Items tab on a Change Order Detail page uses this relational data.

- **SQL Name**—usp_lrel_asset_chgnr
- **Object**—lrel_asset_chgnr

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
chg	INTEGER	Change_Request	
nr	UUID		ca_owned_resource
last_mod_dt	LOCAL_TIME		

Field	Data Type	Reference	Remarks
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_asset_issnr Table

Relates CIs to Issues. For example, the Configuration Items tab on an Issue Detail page uses this relational data.

- **SQL Name**—usp_lrel_asset_issnr
- **Object**—lrel_asset_issnr

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
iss	STRING 30	issue	
nr	UUID	ca_owned_resource	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact contact_uuid	
tenant	UUID		

usp_lrel_att_cntlist_macro_ntf Table

Relates contacts to notification-type macros.

- **SQL Name**— usp_lrel_att_cntlist_macro_ntf
- **Object**— usp_lrel_att_cntlist_macro_ntf

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
macro	STRING 30	Spell_Macro	
cnt	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	

Field	Data Type	Reference	Remarks
tenant	UUID	ca_tenant	

usp_lrel_att_ctplist_macro_ntf Table

Relates contact types to notification-type macros.

- **SQL Name**—usp_lrel_att_ctplist_macro_ntf
- **Object**— lrel_att_ctplist_macro_ntf

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
macro	STRING 30	Spell_Macro	
ctp	INTEGER	ca_contact_type	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_att_ntflist_macro_ntf Table

Relates object contacts to notification-type macros.

- **SQL Name**—usp_lrel_att_ntflist_macro_ntf
- **Object**—usp_lrel_att_ntflist_macro_ntf

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
macro	STRING 30	Spell_Macro	
ntfl	INTEGER	Notify_Object_Attr	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_attachments_changes Table

Relates attachments to change orders.

- **SQL Name**—usp_lrel_attachments_changes
- **Object**—lrel_attachments_changes

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
chg	INTEGER	Change_Request	
attmnt	INTEGER	Attachment	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_attachments_issues Table

Relates attachments to issues.

- **SQL Name**—usp_lrel_attachments_issues
- **Object**—lrel_attachments_issues

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
iss	STRING 30	Issue	
attmnt	INTEGER	Attachment	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_attachments_requests Table

Relates attachments to requests, problems, or incidents.

- **SQL Name**—usp_lrel_attachments_requests
- **Object**—lrel_attachments_requests

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
cr	STRING 30	Call_Req	
attmnt	INTEGER	Attachment	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_aty_events Table

Relates events to activity notifications. For example, the Events tab of the Activity Notification Detail page uses this relational data.

- **SQL Name**—usp_lrel_aty_events
- **Object**—lrel_aty_events

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
aty	STRING 12	Act_Type	
evt	STRING 30	Events	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_bm_reps_assets Table

Relates CIs to a NSM repository.

- **SQL Name**—usp_lrel_bm_reps_assets
- **Object**—lrel_bm_reps_assets

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
nr	UUID	ca_owned_resource	
bmrep	INTEGER	Business_Management_Repository	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_bm_reps_bmhiers Table

Relates CI relationships to a NSM repository.

- **SQL Name**—usp_lrel_bm_reps_bmhiers
- **Object**—lrel_bm_reps_bmhiers

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
bmhier	INTEGER	Business_Management	
bmrep	INTEGER	Business_Management_Repository	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_cenv_cntref Table

Relates CIs to contacts. For example, the Environment tab on a Contact page uses this relational data.

- **SQL Name**—usp_lrel_cenv_cntref
- **Object**—lrel_cenv_cntref

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
cnt	UUID	ca_contact	
nr	UUID	ca_owned_resource	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_dist_cntlist_mgs_ntf Table

Relates contact lists to managed surveys.

- **SQL Name**—usp_lrel_dist_cntlist_mgs_ntf
- **Object**—lrel_dist_cntlist_mgs_ntf

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
cnt	UUID	ca_contact	
mgs	INTEGER	Managed_Survey	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_dist_ctplist_mgs_ntf Table

Relates contact types to managed surveys.

- **SQL Name**—usp_lrel_dist_ctplist_mgs_ntf
- **Object**—lrel_dist_ctplist_mgs_ntf

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
ctp	INTEGER	ca_contact_type	
mgs	INTEGER	Managed_Survey	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_dist_ntflist_mgs_ntf Table

Relates notifications to managed surveys.

- **SQL Name**—usp_lrel_dist_ntflist_mgs_ntf
- **Object**—lrel_dist_ntflist_mgs_ntfTable

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
ntfl	INTEGER	Notify_Object_Attr	
mgs	INTEGER	Managed_Survey	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_false_action_act_f Table

Relates macros to events. Identifies the macros to execute upon a false evaluation of the event condition.

- **SQL Name**—usp_lrel_false_action_act_f
- **Object**—lrel_false_action_act_f

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
evt	STRING 30	Events	
macro	STRING 30	Spell_Macro	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	

usp_lrel_false_bhv_false Table

Relates macros to workflow task behaviors. Identifies the macros to execute upon a false evaluation of a behavior condition.

- **SQL Name**—usp_lrel_false_bhv_false
- **Object**—lrel_false_bhv_false

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
bhvtpl	INTEGER	Behavior_Template	
macro	STRING 30	Spell_Macro	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_kwrds_crsolref Table

Relates key words to request solutions.

- **SQL Name**—usp_lrel_kwrds_crsolref
- **Object**—lrel_kwrds_crsolref

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
crsol	STRING 30	Call_Solution	
kwrds	INTEGER	Knowledge_Keywords	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_notify_list_cntchgntf Table

Relates contacts to change orders and supports the Stakeholders Notify List.

- **SQL Name**—usp_lrel_notify_list_cntchgntf
- **Object**—lrel_notify_list_cntchgntf

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
chg	INTEGER	Change_Request	
cnt	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_notify_list_cntissntf Table

Relates contacts to issues and supports the Stakeholders Notify List.

- **SQL Name**—usp_lrel_notify_list_cntissntf
- **Object**—lrel_notify_list_cntissntf

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
iss	STRING 30	Issue	
cnt	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_notify_list_cntntf Table

Relates contacts to requests and supports the Stakeholders Notify List.

- **SQL Name**—usp_lrel_notify_list_cntntf
- **Object**—lrel_notify_list_cntntf

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
cr	STRING 30	Call_Req	
cnt	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_ntfr_cntlist_att_ntfrlist Table

Relates contacts to a Notification Rule. For example, the Contacts tab on the Notification Rule Detail page uses this relational data.

- **SQL Name**—usp_lrel_ntfr_cntl_att_ntfrl
- **Object**—lrel_ntfr_cntlist_att_ntfrlist

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
ntfr	INTEGER	Notify_Rule	
cnt	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_ntfr_ctplist_att_ntfrlist Table

Relates contact types to a notification rule. For example, the Contact Types tab on the Notification Rule Detail page uses this relational data.

- **SQL Name**—lrel_ntfr_ctplist_att_ntfrl
- **Object**—lrel_ntfr_ctplist_att_ntfrlist

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
ntfr	INTEGER	Notify_Rule	
ctp	INTEGER	ca_contact_type	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_ntfr_macrolist_att_ntfrlist Table

Relates a macro to a notification rule. Because this table contains internal data, do not change this data.

- **SQL Name**—usp_lrel_ntfr_macrolist_att_ntfrlist
- **Object**—lrel_ntfr_macrolist_att_ntfrlist

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
ntfr	INTEGER	Notify_Rule	
macro	STRING 30	Spell_Macro	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_ntfr_ntflist_att_ntfrlist Table

Relates object contacts to notification rules. For example, the Object Contacts tab of a Notification Rule Detail page uses this relational data.

- **SQL Name**—usp_lrel_ntfr_ntflist_att_ntfrl
- **Object**—lrel_ntfr_ntflist_att_ntfrlist

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
ntfr	INTEGER	Notify_Rule	
ntfl	INTEGER	Object_Attr	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_oenv_orgref Table

Relates CIs to an organization. For example, the Environment tab of the Organization Detail page uses this relational data.

- **SQL Name**—usp_lrel_oenv_orgref
- **Object**—lrel_oenv_orgref

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
org	UUID	ca_organization	
nr	UUID	ca_owned_resource	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_status_codes_tsktypes Table

Relates change order status to workflow task types. For example, the Status Codes tab on a Workflow Task Type Detail page uses this relational data.

- **SQL Name**—usp_lrel_status_codes_tsktypes
- **Object**—lrel_status_codes_tsktypes

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
tskty	STRING 12	Task_Type	
tskstat	STRING 12	Task_Status	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_svc_grps_svc_chgcat Table

Relates service groups to a change category for auto-assignment.

- **SQL Name**—usp_lrel_svc_grps_svc_chgcat
- **Object**—lrel_svc_grps_svc_chgcat

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
chgcat	STRING 12	Change_Category	
cnt	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_svc_grps_svc_isscat Table

Relates service groups to an issue category for auto-assignment.

- **SQL Name**—usp_lrel_svc_grps_svc_isscat
- **Object**—lrel_svc_grps_svc_isscat

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
isscat	STRING 12	Issue_Category	
cnt	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_svc_grps_svc_pcat Table

Relates service groups to a request, problem, or incident area for auto-assignment.

- **SQL Name**—usp_lrel_svc_grps_svc_pcat
- **Object**—lrel_svc_grps_svc_pcat

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
pcat	STRING 30	Prob_Category	
cnt	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_svc_grps_svc_wftpl Table

Relates service groups to a classic workflow task template for auto-assignment.

- **SQL Name**—usp_lrel_svc_grps_svc_wftpl
- **Object**—lrel_svc_grps_svc_wftpl

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
wftpl	INTEGER	Workflow_Task_Template	
cnt	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_svc_locs_svc_chgcat Table

Relates service locations to a change category for auto-assignment.

- **SQL Name**—usp_lrel_svc_locs_svc_chgcat
- **Object**—lrel_svc_locs_svc_chgcat

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
chgcat	STRING 12	Change_Category	
loc	UUID	ca_location	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_svc_locs_svc_groups Table

Relates service groups and locations for auto-assignment.

- **SQL Name**—usp_lrel_svc_locs_svc_groups
- **Object**—lrel_svc_locs_svc_groups

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
cnt	UUID	ca_contact	
loc	UUID	ca_location	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_svc_locs_svc_isscat Table

Relates service locations to an issue category for auto-assignment.

- **SQL Name**—usp_lrel_svc_locs_svc_isscat
- **Object**—lrel_svc_locs_svc_isscat

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
isscat	STRING 12	Issue_Category	
loc	UUID	ca_location	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_svc_locs_svc_pcat Table

Relates service locations to a request, problem, or incident area for auto-assignment.

- **SQL Name**—usp_lrel_svc_locs_svc_pcat
- **Object**—lrel_svc_locs_svc_pcat

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
pcat	STRING 30	Prob_Category	
loc	UUID	ca_location	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_svc_schedules_chgcat_svc Table

Relates workshifts to change categories and supports service schedules for auto-assignment.

- **SQL Name**—usp_lrel_svc_sch_chgcat_svc
- **Object**—lrel_svc_schedules_chgcat_svc

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
chgcat	STRING 12	Change_Category	
wrkshft	STRING 30	Bop_Workshift	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_svc_schedules_isscat_svc Table

Relates workshifts to issue categories and supports service schedules for auto-assignment.

- **SQL Name**—usp_lrel_svc_sch_isscat_svc
- **Object**—lrel_svc_schedules_isscat_svc

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
isscat	STRING 12	Issue_Category	
wrkshft	STRING 30	Bop_Workshift	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_svc_schedules_pcat_svc Table

Relates workshifts to request, problem, or incident areas and supports service schedules for auto-assignment.

- **SQL Name**—usp_lrel_svc_sch_pcat_svc
- **Object**—lrel_svc_schedules_pcat_svc

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
pcat	STRING 30	Prob_Category	
wrkshft	STRING 30	Bop_Workshift	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_true_action_act_t Table

Relates macros to events. Identifies the macros to execute upon a true evaluation of the event condition.

- **SQL Name**—usp_lrel_true_action_act_t
- **Object**—lrel_true_action_act_t

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
evt	STRING 30	Events	
macro	STRING 30	Spell_Macro	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_lrel_true_bhv_true Table

Relates macros to workflow task behaviors. Identifies the macros to execute upon a true evaluation of a behavior condition.

- **SQL Name**—usp_lrel_true_bhv_true
- **Object**—lrel_true_bhv_true

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE KEY
bhvtpl	INTEGER	Behavior_Template	
macro	STRING 30	Spell_Macro	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_mailbox Table

A mailbox object represents a connection to a mail server for a single inbox. The usp_mailbox table lists the filter, policy, and actions that must occur for an inbox.

Label	Field	Data Type	Reference	Description
	id	INTEGER UNIQUE KEY		Specifies the primary key of this table.
	last_mod_dt	LOCAL_TIME		Specifies the time stamp of when this record was last modified.
	last_mod_by	UUID REF	ca_contact	Specifies the UUID of the contact who last modified this record.
Active	del	INTEGER NOT_NULL		Specifies if the mailbox is active. Inactive mailboxes are not polled.
Check Interval	check_interval	INTEGER		Specifies the number of seconds to wait between checks of the mailbox. 30 seconds is the default.
Name	name	STRING 60		Names the mailbox

Label	Field	Data Type	Reference	Description
		UNIQUE S_KEY		connection
Allow Anonymous	allow_anonymous	INTEGER		Allows messages to create or update tickets with sender addresses not attached to a known Contact.
Email Type	email_type	STRING 10		Specifies the email type: NONE, IMAP, or POP3. If NONE is selected, the mailbox is not polled.
Hostname	host_name	STRING 128		Specifies the host name or IP address of the mail server.
Port Override	host_port	INTEGER		Specifies a port number to override the default for Email Type. The default is 110 for POP3 and 143 for IMAP.
Userid	userid	STRING 64		Specifies the userid to log in to the mail server.
Password	password	STRING 64		Specifies the password for userid.
Security Level	security_lvl	INTEGER		Specifies a security level for encoding of login information: ■ 0—Clear Text ■ 1—APOP (POP3 only) ■ 2—NTLM ■ 3—MD5
Attachment Repository	attmnt_repository	STRING 60	Document_Repository	Specifies the repository for attachments. The repository must be local to pdm_maileater_nxd. If not specified, the mailbox is not polled.
Attach Entire Email	attach_email	INTEGER		Attaches the entire email to a ticket. This option overrides the default value of splitting out attachments.
Force Attachment Splitout	split_out_attachment	INTEGER		Forces attachment split out if attach Entire Email is set. The entire message and

Label	Field	Data Type	Reference	Description
				individual attachments are all attached to the ticket.
Save Unknown Emails	save_unknown_emails	INTEGER		Saves emails that are not able to be processed in NX_ROOT/site/unknown_mails.
Description	description	STRING 1000		Describes the mailbox.
Email Address/Hour	email_address_per_hour	INTEGER		Specifies the maximum number of emails per email address per hour. You can specify the following values: ■ -1—No limit (default) ■ 0—No emails allowed. ■ 1 or more—Maximum number of emails allowed.
Log Violation	log_policy_violation	INTEGER	usp_mailbox_violation_log_type	Controls logging of policy violations to the standard log. You can specify the following values: ■ Do not log ■ First violation only (default) ■ All violations
Inclusion List	inclusion_list	STRING 32768		Specifies email addresses or domains that are allowed to process emails—only emails matching the list are allowed. You can specify multiple addresses or domains by delimiting them with a space character or new line.
Exclusion Lists	exclusion_list	STRING 32768		Specifies email addresses or domains that are not allowed to process emails. You can specify multiple addresses or domains by delimiting them with a space character or new line.

Label	Field	Data Type	Reference	Description
	tenant	UUID	ca_tenant	Specifies the tenant.

usp_mailbox_artifact_type Table

The usp_mailbox_artifact_type table lists the artifacts types referenced by the filter_min_artifact_type field in the usp_mailbox_rule table.

Field	Data Type	Description
id	INTEGER UNIQUE KEY	Specifies the REL_ATTR value of the table.
sym	STRING 60	Specifies the symbolic value for the artifact type.

The following values are the defaults for the usp_mailbox_artifact_type table:

id	sym	prefix
1	Protected	A
2	Secure	B

usp_mailbox_rule Table

The usp_mailbox_rule table lists the filter, the rule, and any action, any replies, or both that must occur when the filter matches.

Label	Field	Data Type	Reference	Description
	id	INTEGER UNIQUE KEY		Specifies the primary key of this table.
	last_mod_by	UUID REF	ca_contact	Specifies the UUID of the contact who last modified this record.
	last_mod_dt	LOCAL_TIME		Specifies the time stamp of when this record was last modified.

Label	Field	Data Type	Reference	Description
Sequence	sequence	INTEGER		Specifies the sequence number of the rule. Rules are processed in sequence number order.
Mailbox	mailbox	INTEGER	usp_mailbox	Specifies the mailbox that this rule belongs to.
Active	del	INTEGER NOT_NULL		Specifies that the rule is active. A rule is not processed if it is inactive. Rules can be deleted, the active flags let you disable rules temporarily.
Description	description	STRING 1000		Describes the rule.
Filter	filter_type	INTEGER	usp_mb_rule_filter_type	Specifies the field to check against the Filter String.
Filter String	filter_string	STRING 255		Specifies a regular expression string to match. You can use the placeholder "{object_id}" to identify the object ID that the Text API can use with the Action Object field to identify the ticket.
Ignore Case	filter_ignore_case	INTEGER		Specifies case-insensitive pattern matching for Filter String.
Action	action_operation	INTEGER	usp_mb_rule_action_type	Specifies the action to perform if the filter matches.
Action Object	action_object	STRING 30	usp_ticket_type	Specifies the type of ticket object to use for the action.
Write to Stdlog	action_write_to_log	INTEGER		Writes the entire email text to the standard log (STDLOG) if the filter matches.
Log Entry Prefix	action_log_prefix	STRING 30		Specifies a prefix for log entries. Lets you match rules to logs.
Add Subject Line	action_subject_handling	INTEGER	usp_mb_rule_subject_handling	Adds a subject line to the message body before processing as follows:

Label	Field	Data Type	Reference	Description
				append, prepend, or null (do not add subject).
TextAPI Defaults	text_api_defaults	STRING 1000		Specifies additional default commands for the Text API when the filter matches. Combines with the contents of the [EMAIL_DEFAULTS] section of the text_api.cfg file.
TextAPI Ignore Incoming	text_api_ignore_incoming	STRING 1000		Specifies additional Ignore Details for the Text API when the filter matches. Combines with the contents of the [EMAIL_IGNORE_INCOMING] section of the text_api.cfg file.
Reply	reply_method	INTEGER	Contact_Method	Specifies the notification method to use for automatic replies. If not set, no reply is created.
Reply Subject	reply_subject	STRING 200		Specifies a subject line to use for automatic replies.
Reply Success Text	reply_success_text	STRING 10000		Specifies the message body in plain text for the automatic response that is sent when the message is processed successfully.
Reply Success HTML	reply_success_html	STRING 10000		Specifies the message body in HTML for the automatic response that is sent when the message is processed successfully.
Reply Failure Text	reply_failure_text	STRING 10000		Specifies the message body in plain text for the automatic response that is sent when a failure occurs processing the message.
Reply Failure HTML	reply_failure_html	STRING 10000		Specifies the message body in HTML for the automatic response that is sent when a failure occurs processing the message.

usp_mailbox_violation_log_type Table

The usp_mailbox_violation_log_type table lists the violation log types referenced by the Log Violation drop-down list (log_policy_violation) in the usp_mailbox table.

Field	Description
id	Specifies the REL_ATTR value of the table.
sym	Specifies the symbolic value for the violation log type.

The following values are the defaults for the usp_mailbox_violation_log_type table:

id	sym
1	First violation only
2	All violations
3	Do not log

usp_mb_rule_action_type Table

The usp_mb_rule_action_type table lists the types of filters in the usp_mailbox_rule table.

Field	Data Type	Description
del	INTEGER	
id	INTEGER	Specifies the REL_ATTR value of the table.
sym	STRING 60	Specifies the symbolic value for the action type.

The following values are the defaults for the usp_mb_rule_action_type table:

id	sym
1	Ignore Email
2	Ignore Email and Reply

id	sym
3	Update Object
4	Create/Update Object

usp_mb_rule_filter_type Table

The usp_mb_rule_filter_type table lists the types of filters in the usp_mailbox_rule table.

Field	Data Type	Description
del	INTEGER	
id	INTEGER UNIQUE KEY	Specifies the REL_ATTR value of the table.
sym	STRING 60	Specifies the symbolic value for the filter type.

The following values are the defaults for the usp_mb_rule_filter_type table:

id	sym
1	Subject contains
2	Body contains
3	(Reserved for future use)
4	From Address contains

usp_mb_rule_subject_handling Table

The usp_mb_rule_subject_handling table lists how subjects are handled (prepend or append subjects) in the usp_mailbox_rule table.

Field	Data Type	Description
del	INTEGER	
id	INTEGER UNIQUE KEY	Specifies the REL_ATTR value of the table.
sym	STRING 60	Specifies the symbolic value for the subject handling type.

The following values are the defaults for the usp_mb_rule_subject_handling table:

id	sym
1	Prepend
2	Append

usp_menu_bar Table

Contains the information on the menu bars used in the Role Based UI.

- **SQL Name**—usp_menu_bar
- **Object**—menu_bar

Column	Type	Remarks
id	INTEGER	
name	STRING (80)	Name of the role.
code	STRING 30	Code
del	INTEGER	Active_Boolean_Table::enum
description	STRING (255)	Description
html_name	STRING (40)	Name of the HTML file containing the menu bar

usp_menu_tree Table

Each record is a node in a menu tree used in the Role Based UI.

- **SQL Name**—usp_menu_tree
- **Object**—menu_tree

Field	Data Type	Reference	Remarks
id	INTEGER		
caption	STRING (50)		Caption displayed for the menu tree node
description	STRING (255)		Description
has_children	INTEGER		0 indicates that this is a leaf node on the

Field	Data Type	Reference	Remarks
			menu tree. 1 indicates that this node has child nodes.
parent_id	INTEGER		The id of the parent menu_tree node if this is a child node.
mt_resource	INTEGER	usp_menu_tree_res::id	The id of the usp_menu_tree_res that contains the resource for this node. Empty if this node is a label node only.
tree_name	INTEGER	usp_menu_tree_name::id	The id of the usp_menu_tree_name record for this menu_tree.
internal	INTEGER	Boolean_ Table::enum	Indicates if this menu tree is delivered out-of-box. If so, the menu tree is not customizable. User created menu trees are customizable.

usp_menu_tree_name Table

Contains the information on the named menu trees used in the Role Based UI.

- **SQL Name**—usp_menu_tree_name
- **Object**—menu_tree_name

Field	Data Type	Reference	Remarks
id	INTEGER		
name	STRING (80)		Name of the menu tree
code	STRING 30		Code
del	INTEGER	Active_ Boolean_ Table::enum	
description	STRING (255)		Description
internal	INTEGER	Boolean_ Table::enum	Indicates if this menu tree is delivered out-of-box. If so, the menu tree is not customizable. User created menu trees are customizable.

usp_menu_tree_res Table

Contains the information on the menu tree resources used by menu trees in the Role Based UI.

- **SQL Name**—usp_menu_tree_res
- **Object**—menu_tree_res

Field	Data Type	Reference	Remarks
id	INTEGER		
name	STRING (50)		Name of the menu tree resource
del	INTEGER	Active_ Boolean_ Table::enum	
description	STRING (255)		Description
mtr_resource	STRING (255)		The URL that displayed the web page
mtr_type	INTEGER		Internal flag used by CA Service Desk development. User created usp_menu_tree_res records will have mtr_type = 0.

usp_notification_phrase Table

The usp_notification_phrase table lists common phrases that notification message templates can use.

- **SQL Name**—usp_notification_phrase
- **Object**—notification_phrase

Field	Data Type	References	Description
id	INTEGER UNIQUE KEY		Specifies the primary key of this table.
del	INTEGER REF		
last_mod_dt	LOCAL_TIME		Specifies the time stamp of when this record was last modified.
last_mod_by	UUID REF	ca_contact	Specifies the UUID of the contact who last modified this record.
code	STRING UNIQUE S_KEY		Specifies the code name for the

Field	Data Type	References	Description
			notification phrase that identifies the specific phrase when referenced in other text.
sym	STRING		Specifies the display name for the notification phrase.
description	STRING		Describes the notification phrase.
phrase	STRING		Specifies the phrase text to use for notification.

usp_organization Table

This table provides extensions to the ca_organization table that are used only by CA Service Desk Manager products.

- **SQL Name**—usp_organization
- **Object**—org

Field	Data Type	Reference	Remarks
iorg_assigned_svr	INTEGER		Deprecated.
iorg_service_type	nvarchar(30)	Service_Desc::code	Foreign key to the code field of the srv_desc table, this is the Classic Service Type.
last_mod	INTEGER		Indicates the timestamp of when this record was last modified.
organization_uuid	byte(16)		Primary key. Unique identifier.
owning_contract	INTEGER	Service_Contract::id	Identifies the unique (to the table) numeric ID.

usp_outage_reason Table

The usp_outage_reason table associates an outage reason with a special handling classification.

- **SQL Name**—usp_outage_reason
- **Object**—None

Attribute	Data Type	SREL References	Flags
del	INTEGER		NOT_NULL
description	STRING 4000		
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
sym	STRING 60		NOT NULL
tenant	UUID	ca_tenant	

usp_outage_type Table

The usp_outage_type table associates outage types with a special handling classification.

- **SQL Name**—usp_outage_type
- **Object**—outage_type

Attribute	Data Type	SREL References	Flags
del	INTEGER		NOT_NULL
description	STRING 4000		
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
sym	STRING 60		NOT NULL
tenant	UUID	ca_tenant	

usp_owned_resource Table

Holds information about the owned resource.

- **SQL Name**—usp_owned_resource
- **Object**—usp_owned_resource

Attribute	DB Field	Data Type	SREL References	Flags
argis_id	nr_argis_id	STRING		
assoc_projex	assoc_projex	BREL	projex.id	
audit_userid	audit_userid	LOCAL SREL	cnt	
assoc_in	assoc_in	QREL	cr	
assoc_pr	assoc_pr	QREL	cr	
bm_rep	nr_bm_rep	INTEGER	busrep id	
bm_label	nr_bmlabel	STRING		
bm_macro_smag	bm_macro_smag	LOCAL STRING 0		
bm_status	nr_bms	INTEGER	busstat status_no	
expiration_date	nr_exp_dt	LOCAL_TIME		
financial_num	nr_financial_id	STRING		
nsm_id	nsm_id	STRING 40		
contact_1	nr_nx_ref_1	UUID	ca_contact uuid	
contact_2	nr_nx_ref_2	UUID	ca_contact uuid	
contact_3	nr_nx_ref_3	UUID	ca_contact uuid	
linked_id_osp_owned_resource	linked_id_osp_owned_resource	UUID		
smag_1	nr_nx_string1	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
smag_2	nr_nx_string2	STRING		
smag_3	nr_nx_string3	STRING		
smag_4	nr_nx_string4	STRING		
smag_5	nr_nx_string5	STRING		
smag_6	nr_nx_string6	STRING		
priority	nr_pr_id	INTEGER	pri enum	
name_type	nr_prim_skt_id	INTEGER		
service_type	nr_service_type	STRING	srv_desc code	
sla	nr_sla_id	INTEGER		
warranty_end	nr_wrty_end_dt	LOCAL_TIME		
warranty_start	nr_wrty_st_dt	LOCAL_TIME		
id	owned_resource_uuid	UUID		

USP_Preferences Table

Holds information about the CA Service Desk Manager and Knowledge Management application preferences.

- **SQL Name**—usp_preferences
- **Object**—usp_preferences

Field	Data Type	Reference	Remarks
ANALYST_ID	UUID	ca_contact::uuid	
ARC_DOCS_TO_DISPLAY	INTEGER		
ASSIGNEE	INTEGER		
AUTHOR	INTEGER		
BU_RESULT	INTEGER		
CLASSIC_RESULTSET_CONTEXT	INTEGER		Specifies the Classic resultset context menu activation.

Field	Data Type	Reference	Remarks
CREATED_VIA	INTEGER		
CREATION_DATE	INTEGER		Indicates the timestamp indicating when this record was created.
CURRENT_ACTION	INTEGER		
CUSTOM1	INTEGER		
CUSTOM2	INTEGER		
CUSTOM3	INTEGER		
CUSTOM4	INTEGER		
CUSTOM5	INTEGER		
CUSTOM_NUM1	INTEGER		
CUSTOM_NUM2	INTEGER		
DOC_ID	INTEGER		
DOC_TEMPLATE	INTEGER		
DOC_TYPE	INTEGER		
DOC_VERSION	INTEGER		
EXPIRATION_DATE	INTEGER		
GLOBALSD_ ACTIVE_ZONE	INTEGER		Specifies the status of the Global Service Desk Active Zone log reader: 0x01 —Reduce popups 0x02 —Close log reader
HITS	INTEGER		
ID	INTEGER NOT_NULL KEY		Specifies the numeric ID that is unique to this table.
INBOX_COUNTER	INTEGER		
INITIATOR	INTEGER		
ITEM	INTEGER		
KT_REPORT_ CARD_PAST_DAYS	INTEGER		Indicates the Knowledge report card past_days status. This is a user-defined preference.
KT_REPORT_ CARD_SCREEN_ DEFAULT	INTEGER		Indicates the Knowledge report card screen default. this is a user-defined preference.
LAST_ACCEPTED_DATE	INTEGER		

Field	Data Type	Reference	Remarks
LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp for when this record was last modified.
MODIFY_DATE	INTEGER		
ONE_B_DOC_VIEW_MODE	INTEGER		
ONE_B_DOCS_TO_DISPLAY	INTEGER		
ONE_B_HIDE_DETAILS	INTEGER		
ONE_B_MATCH_TYPE	INTEGER		
ONE_B_SEARCH_FIELDS	INTEGER		
ONE_B_SEARCH_ORDER	STRING 255		
ONE_B_SEARCH_TYPE	INTEGER		
ONE_B_WORD_PARTS	INTEGER		
OWNER	INTEGER		
PRIMARY_INDEX	INTEGER		
PRIORITY	INTEGER		
PRODUCT	INTEGER		
PUBLISHED_DATE	INTEGER		
REVIEW_DATE	INTEGER		
SD_ACCEPTED_HITS	INTEGER		
SD_IMPACT	INTEGER		
SD_PRIORITY	INTEGER		
SD_ROOTCAUSE	INTEGER		
SD_SEARCH_FIELDS_CR	INTEGER		Specifies the CA Service Desk Manager and Knowledge Management search fields for requests.
SD_SEARCH_FIELDS_ISS	INTEGER		Specifies the CA Service Desk Manager and Knowledge Management search fields for issues.
SD_SEVERITY	INTEGER		

Field	Data Type	Reference	Remarks
SD_URGENCY	INTEGER		
START_DATE	INTEGER		
STATUS	INTEGER		
SUBJECT_EXPERT	INTEGER		
USER_DEF_ID	INTEGER		
WEB_LAST_LOGIN	LOCAL_TIME		Indicates the time of the last web login.
WEB_POPUP1_ HEIGHT	INTEGER		Specifies the maximum height for pop-up1.
WEB_POPUP1_ WIDTH	INTEGER		Specifies the maximum width for the Web pop-up1.
WEB_POPUP2_ HEIGHT	INTEGER		Specifies the medium Web pop-up2 height.
WEB_POPUP2_ WIDTH	INTEGER		Specifies the Medium Web pop-up2 width.
WEB_POPUP3_ HEIGHT	INTEGER		Specifies the Small Web pop-up3 height.
WEB_POPUP3_ WIDTH	INTEGER		Specifies the Small Web pop-up3 width.
WEB_POPUP4_ HEIGHT	INTEGER		Specifies the extra Small Web pop-up height.
WEB_POPUP4_ WIDTH	INTEGER		Specifies the extra Small Web pop-up4 width.
WEB_PREFERENCES	INTEGER		Indicates Web Preferences Flags.
WEB_SUPPRESS_TOUR	INTEGER		Specifies the Web suppressor tour flag: 1 —Do not Suppress 2 —Suppress tour page
WEB_TOOLBAR_TAB	INTEGER		Indicates the initial toolbar tab.
WF_TEMPLATE	INTEGER		

usp_pri_cal Table

Stores priority calculation data.

- **SQL Name**—usp_pri_cal
- **Object**—None

Field	Data Type	Reference	Remarks
id	INTEGER		UNIQUE NOT_NULL KEY
name	STRING 80		NOT_NULL UNIQUE NOT_NULL S_KEY
description	STRING 1024		
del	INTEGER		NOT_NULL
in_flag	INTEGER	Boolean_Table	
pr_flag	INTEGER	Boolean_Table	
imp_def	INTEGER	Impact	
urg_def	INTEGER	Urgency	
ci_imp	INTEGER	Boolean_Table	
cat_urg	INTEGER	Boolean_Table	
bk_window	INTEGER		
cnt_vip	INTEGER		
pri_5_4	INTEGER	Priority	
pri_5_3	INTEGER	Priority	
pri_5_2	INTEGER	Priority	
pri_5_1	INTEGER	Priority	
pri_5_0	INTEGER	Priority	
pri_4_4	INTEGER	Priority	
pri_4_3	INTEGER	Priority	
pri_4_2	INTEGER	Priority	
pri_4_1	INTEGER	Priority	
pri_4_0	INTEGER	Priority	
pri_3_4	INTEGER	Priority	
pri_3_3	INTEGER	Priority	
pri_3_2	INTEGER	Priority	

Field	Data Type	Reference	Remarks
pri_3_1	INTEGER	Priority	
pri_3_0	INTEGER	Priority	
pri_2_4	INTEGER	Priority	
pri_2_3	INTEGER	Priority	
pri_2_2	INTEGER	Priority	
pri_2_1	INTEGER	Priority	
pri_2_0	INTEGER	Priority	
pri_1_4	INTEGER	Priority	
pri_1_3	INTEGER	Priority	
pri_1_2	INTEGER	Priority	
pri_1_1	INTEGER	Priority	
pri_1_0	INTEGER	Priority	
pri_0_4	INTEGER	Priority	
pri_0_3	INTEGER	Priority	
pri_0_2	INTEGER	Priority	
pri_0_1	INTEGER	Priority	
pri_0_0	INTEGER	Priority	
cap_reason	INTEGER	Boolean_Table	
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_properties Table

Provides a list of property/value pairs for CA Service Desk Manager and Knowledge Management applications.

- **SQL Name**—usp_properties
- **Object**—usp_properties

The maximum number of characters (HTML or pure text) allowed in the document's resolution field is 32768 bytes by default. The system Administrator can set this limit based on the type of data being stored. The limit can be set from the Administration tab, Knowledge, Documents, Document Settings.

There is also a built-in limit of 32768 bytes for the document's pure text that will be indexed. If the resolution of a document is larger than the set limit, only the first 32768 bytes of the document will be indexed and the rest will be ignored.

Field	Data Type	Reference	Remarks
ID	INTEGER NOT_NULL KEY		Unique (to the table) Numeric ID.
auto_policies_last	Date		Displays the <i>last</i> date and time when automated policies were run on the server; stored in seconds, in UNIX time format.
auto_policies_next_interval	Number		Identifies the number of days between automated calculation batches.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
notify_days_bef_doc_exp	Number		Defines the number of days before the document expires and a notification is sent.
property_default	STRING 32768		Identifies the property default.
property_description	STRING 255		Identifies the property description.
property_name	STRING 100 S_KEY		Identifies the property name.
property_type	STRING 100		Identifies the property type.
property_value	STRING 32768		Identifies the property value.
suggest_knowledge_for_issue_cats	INTEGER		Flag that determines whether or not to suggest knowledge to customers. 1 —Suggest knowledge by default

Field	Data Type	Reference	Remarks
			for all issue categories.
			0 —Do not suggest knowledge.

usp_resolution_code Table

The usp_resolution_code table details the categorization of the incident/request resolution.

- **SQL Name**—usp_resolution_code
- **Object**—resocode

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
persid	STRING 30		Persistent ID
del	INTEGER NOT NULL	Active_Boolean_ Table::enum	Deleted flag 0 —active 1 —inactive/marked as deleted
sym	STRING 128 UNIQUE NOT_NULL S_KEY		
last_mod_dt	LOCAL_TIME		Timestamp of when this record was last modified.
last_mod_by	UUID REF	ca_contact	Specifies the UUID of the contact who last modified this record.
description	STRING 240		Textual description of the root cause.
tenant	UUID REF	ca_tenant	

usp_resolution_method Table

The usp_resolution_method table details how the incident was resolved or how the service was restored.

- **SQL Name**—usp_resolution_method
- **Object**—resomethod

Field	Data Type	Reference	Remarks
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
persid	STRING 30		Persistent ID
del	INTEGER NOT NULL	Active_Boolean_ Table::enum	Deleted flag 0 —active 1 —inactive/marked as deleted
sym	STRING 128 UNIQUE NOT_NULL S_KEY		
last_mod_dt	LOCAL_TIME		Timestamp of when this record was last modified.
last_mod_by	UUID REF	ca_contact	Specifies the UUID of the contact who last modified this record.
description	STRING 240		Textual description of the root cause.
tenant	UUID REF	ca_tenant	

usp_role Table

Contains the information on the Roles.

- **SQL Name**—usp_role
- **Object**—role

Column	Type	Remarks
id	INTEGER	
admin	INTEGER	Admin Function Access
call_mgr	INTEGER	Requests Function Access
change_mgr	INTEGER	Change Orders Function Access

Column	Type	Remarks
code	STRING 30	Code
data_partition	SREL dmn	
default_flag	INTEGER	Default
description	STRING (1024)	Description
form_group	SREL fmgrp	
grant_level	SREL acc_lvls	
help_view	SREL help_set	
initial_form	STRING (256)	Initial Form
interface_type	INTEGER	Interface Type
inventory	INTEGER	Inventory Function Access
issue_mgr	INTEGER	Issues Function Access
kcat	INTEGER	
kd	INTEGER	
kd_query_description	STRING (255)	
kd_query_id	SREL crsq	
kt_admin	INTEGER	Knowledge System Administrator
kt_analyst	INTEGER	Knowledge Analyst
kt_customer	INTEGER	Knowledge Customer
kt_engineer	INTEGER	Knowledge Engineer
kt_manager	INTEGER	Knowledge Manager
kt_type	INTEGER	kt type
name	STRING (80)	Role Name
notify	INTEGER	Notify Function Access
override_cnt_datapart	INTEGER	Override Contact Data Partition
pref_doc	INTEGER	Preferred Document
reference	INTEGER	Reference Function Access
sd_admin	INTEGER	CA Service Desk Manager System Administrator
sd_analyst	INTEGER	CA Service Desk Manager Analyst
sd_customer	INTEGER	CA Service Desk Manager Customer
sd_employee	INTEGER	CA Service Desk Manager Employee

Column	Type	Remarks
security	INTEGER	Security Function Access
single_tenant	SREL tenant	
tenant	SREL tenant	
tenant_access	INTEGER	Tenant Access
tenant_group	SREL tenant_group	
tn_admin	INTEGER	
update_global	INTEGER	Update Global
view_internal	INTEGER	View Internal

usp_role_go_form Table

Links between Roles and Go Form type Web Forms.

- **SQL Name**—usp_role_go_form
- **Object**—role_go_form

Field	Data Type	Reference	Remarks
id	INTEGER		Specifies the unique (to the table) numeric ID.
is_default	INTEGER		Indicates if this is the default Go Form for the role.
role_obj	INTEGER	usp_role::id	Foreign key to the role_id field of the usp_role table.
web_form_obj	INTEGER	usp_web_form::id	Foreign key to the web form id field of the usp_web_form table.
menu_bar_obj	INTEGER	usp_menu_bar:: id	Foreign key to the menu bar id field of the usp_menu_bar table.

usp_role_tab Table

Links between Roles and their Tabs.

- **SQL Name**—usp_role_tab
- **Object**—role_tab

Field	Data Type	Reference	Remarks
id	INTEGER		Specifies the unique (to the table) numeric ID.
sequence	INTEGER		Used to order the role's tabs in the web interface.
role_obj	INTEGER	usp_role::id	Foreign key to the role_id field of the usp_role table.
tab_obj	INTEGER	usp_tab::id	Foreign key to the tab id field of the usp_tab table.

usp_role_web_form Table

Links between Roles and Report type Web Forms.

- **SQL Name**—usp_role_web_form
- **Object**—role_web_form

Field	Data Type	Reference	Remarks
id	INTEGER		Specifies the unique (to the table) numeric ID.
role_obj	INTEGER	usp_role::id	Foreign key to the role_id field of the usp_role table.
web_form_obj	INTEGER	usp_web_form::id	Foreign key to the web form id field of the usp_web_form table.

usp_special_handling Table

The usp_special_handling table defines the characteristics of each special handling classification.

Attribute	Data Type	SREL References	Flags
alert_icon_url	STRING 1000		
alert_text	STRING 60		
autodisplay_notes	INTEGER		
del	INTEGER		NOT_NULL
description	STRING 4000		
escalate_urgency	INTEGER		
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
sym	STRING 60		NOT_NULL
tenant	UUID	ca_tenant	

usp_symptom_code Table

The usp_symptom_code table associates codes with a special handling classification.

Attribute	Data Type	SREL References	Flags
del	INTEGER		NOT_NULL
description	STRING 4000		
id	INTEGER		UNIQUE NOT_NULL KEY
last_mod_by	UUID	ca_contact	
last_mod_dt	LOCAL_TIME		
sym	STRING 60		NOT NULL
tenant	UUID	ca_tenant	

usp_tab Table

Information on Tabs used in the Role Based UI.

- **SQL Name**—usp_tab
- **Object**—tab

Field	Data Type	Reference	Remarks
id	INTEGER		Specifies the unique (to the table) numeric ID.
name	STRING (80)		Tab Name
display_name	STRING (80)		Text displayed on tab
code	STRING 30		Code
del	INTEGER	Active_ Boolean_ Table::enum	
description	STRING (255)		Description
menu_bar_obj	INTEGER	usp_menu_bar::id	Foreign key to the menu bar id field of the usp_menu_bar table.
web_form_obj	INTEGER	web_form::id	Foreign key to the web form id field of the usp_web_form table.

usp_ticket_type Table

The usp_ticket_type table lists the ticket types referenced by Action Object drop-down list (action_object) in the usp_mailbox_rule table.

Field	Data Type	Description
id	INTEGER UNIQUE KEY	Specifies the primary key of this table.
allow_mailbox	INTEGER	
code	STRING 30 UNIQUE S_KEY	Specifies the REL_ATTR value of the table, and the distinct keyword for each ticket type that is recognized by some components

Field	Data Type	Description
del	INTEGER	
sym	STRING 60	Specifies the symbolic value for the ticket type.
ticket_object	STRING 30	Specifies the Majic object for the ticket (cr, chg, or iss).
ticket_object_type	STRING 1	Specifies the Call_Request_Type field (R, I or P) for the cr object.

The following values are the defaults for the usp_ticket_type table:

id	code	sym	ticket_obj	ticket_obj_type
100	REQUEST	Request	cr	R
200	INCIDENT	Incident	cr	I
300	PROBLEM	Problem	cr	P
400	CHANGE	Change	chg	
500	ISSUE	Issue	iss	

usp_web_form Table

Information on Web Forms used in the Role Based UI.

- **SQL Name**—usp_web_form
- **Object**—web_form

Field	Data Type	Reference	Remarks
id	INTEGER		Specifies the unique (to the table) numeric ID.
name	STRING (80)		Tab Name
code	STRING 30		Code
del	INTEGER	Active_Boolean_Table::enum	
description	STRING (255)		Description

Field	Data Type	Reference	Remarks
wf_resource	STRING (1024)		The URL to display the HTML form, Report, Go button resource or third party form.
wf_type	INTEGER		The type of the web form: 0 —HTML 1 — Report 2 —Go Resource 3 —Other
dflt_for_obj	STRING 30		For Go Resource type web forms only. Indicates that this Go Resource will override the role's default when displaying objects of this type (such as "Request", "Issue", "Change Order"). Only one Go Resource can be assigned a dflt_for_obj for each type.

usp_window Table

Contains information on the blackout and maintenance window.

- **SQL Name**—usp_window
- **Object**—window

Column	Type	Remarks
id	INTEGER	UNIQUE NOT_NULL KEY
sym	INTEGER	UNIQUE Name of window
window_type	INTEGER	REQUIRED References usp_window_type and specifies blackout or maintenance.
start_date	LOCAL_TIME	REQUIRED Start date of first recurrence
end_date	LOCAL_TIME	REQUIRED End date of first recurrence
final_end_date	LOCAL_TIME	REQUIRED End date of last recurrence

Column	Type	Remarks
timezone	STRING 30	Timezone
icon	STRING 100	URL to icon
recurs	INTEGER	Specifies the following: ■ 0—None ■ 1—Daily ■ 2—Weekly ■ 3—Monthly ■ 4—Annually
recurrence_interval	INTEGER	Days, weeks, months, or years
sunday	INTEGER	Restricts daily or weekly recurrence
monday	INTEGER	Restricts daily or weekly recurrence
tuesday	INTEGER	Restricts daily or weekly recurrence
wednesday	INTEGER	Restricts daily or weekly recurrence
thursday	INTEGER	Restricts daily or weekly recurrence
friday	INTEGER	Restricts daily or weekly recurrence
saturday	INTEGER	Restricts daily or weekly recurrence
occurrence	INTEGER	Restricts monthly or yearly recurrence ■ 1—First ■ 2—Second ■ 3—Third ■ 4—Fourth ■ 5—Last
description	STRING 400	Text of window
legend	STRING 100	Legend on the Change Calendar
color	STRING 100	Web color of text
bgcolor	STRING 100	Web background color
style	STRING 100	Text style (italic, bold or normal)
last_mod_dt	LOCAL_TIME	Indicates the timestamp of when this record was last modified.
last_mod_by	UUID	Specifies the UUID of the contact who last modified this record.
del	INTEGER	

Column	Type	Remarks
tenant	UUID	References the ca_tenant table.

The significance of recurrence_interval, occurrence, and the weekday attributes (sunday, monday, and so on) depend on the value of recurs:

1 (daily)

Specifies the days on which the event recurs.

If the recurrence_interval is greater than one, the weekday attributes are ignored, and the event recurs at the interval you specified. Occurrence is ignored.

2 (weekly)

Specifies the number of weeks between recurrences, and the weekday attributes specify the days within the week the window recurs. Occurrence is ignored.

3 (monthly)

Specifies the number of months between occurrences.

If the occurrence is zero, the recurrence is always on the day of the month of the start_date. If the occurrence is non-zero, it specifies that recurrence occurs in the first, second, third, fourth, or last week of the month on the weekday of the start_date (which will be the only non-zero weekday attribute).

4 (yearly)

Specifies the number of years between occurrences.

If the occurrence is zero, the recurrence is always on the date of the start_date. If the occurrence is non-zero, it specifies that recurrence occurs in the first, second, third, fourth, or last week of the month on the weekday of the start_date (which will be the only non-zero weekday attribute).

usp_window_type Table

Contains information on blackout and maintenance windows.

- **SQL Name**—usp_window_type
- **Object**—window_type

Column	Type	Remarks
id	INTEGER	UNIQUE NOT_NULL KEY

Column	Type	Remarks
del	INTEGER	NOT_NULL
sym	STRING 60	NOT_NULL S_KEY
description	STRING 100	
last_mod_by	UUID	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME	Indicates the timestamp of when this record was last modified.

Workflow_Task Table

Contains information about CA Workflow tasks.

- **SQL Name**—wf
- **Object**—wf

Field	Data Type	Reference	Remarks
actual_ duration	INTEGER		Identifies the time spent on the task by the user.
asset	byte(16)	ca_owned_ resource::uuid	Foreign key to the id field of the ca_owned_resource table, this is the Asset.
assignee	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table, this is the Assignee.
comments	STRING		Save comments for the Task.
completion_ _date	INTEGER		Specifies the date of the task.
cost	INTEGER		Identifies the cost value for this Workflow task.
creator	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table, this identifies the person who created the Workflow task.
date_ created	INTEGER		Identifies the date and time of when the record was created.

Field	Data Type	Reference	Remarks
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
description	nvarchar(1000)		Contains the Workflow task notes.
done_by	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table, this identifies who created the Workflow task.
est_comp_date	INTEGER		Identifies the estimated completion date value for this Workflow task.
est_cost	INTEGER		Identifies the estimated cost value for this Workflow task.
est_duration	INTEGER		Specifies the estimated duration value for this Workflow task.
group_id	byte(16)		Foreign key to the contact_uuid field of the ca_contact table, this is the Group.
group_task	INTEGER		Sets the flag for group_task, as follows: 0 —No 1 —Yes
id	INTEGER		Primary key of this table.
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
object_id	INTEGER	chg id	Identifies the id of the object to which this Workflow task belongs.
object_type	nvarchar(30)		Identifies the short name of the object to which this Workflow task belongs.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sequence	INTEGER		Specifies the sequence value for this Workflow task.
start_date	INTEGER		Identifies the date that the status changed to pending.

Field	Data Type	Reference	Remarks
status	nvarchar(12)	Task_Status::code	Indicates the non-editable key for the status.
support_lev	nvarchar(30)	Service_Desc::code	Foreign key to the code field of the srv_desc table, this is the Classic Service Type.
support_level	nvarchar(30)		Deprecated.
task	nvarchar(12)	Task_Type::code	Foreign key to the code field of the tskty table, this is the Task template.
wf_template	INTEGER	Workflow_Task_Template::id	Foreign key to the id field of the wftpl table, this is the Workflow Task Template.

Workflow_Task_Template Table

Stores workflow information for CA Workflow tasks.

- **SQL Name**—wftpl
- **Object**—wftpl

Field	Data Type	Reference	Remarks
assignee	byte(16)	ca_contact::uuid	Foreign key to the contact_uuid field of the ca_contact table, this is the Assignee.
auto_assign	INTEGER		Indicates the flag that enables Auto Assignment.
del	INTEGER	Active_Boolean_Table::enum	Specifies the Deleted flag, as follows: 0 —Active 1 —Inactive/marked as deleted
deleteable	INTEGER		Specifies the Deleteable flag, as follows: 0 —No 1 —Yes
description	nvarchar(240)		Specifies the textual description.
est_cost	INTEGER		Specifies the estimated cost value for this Workflow_Task_Template.
est_duration	INTEGER		Specifies the estimated duration value for this Workflow_Task_Template.

Field	Data Type	Reference	Remarks
group_id	byte(16)		Foreign key to the contact_uuid field of the ca_contact table, this is the Group.
id	INTEGER		Primary key of this table
last_mod_by	byte(16)	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	INTEGER		Indicates the timestamp of when this record was last modified.
object_attrname	nvarchar(30)		Specifies that this template belongs to the attribute name in the object.
object_attrval	INTEGER		Specifies the object attribute value which drives the template attribute value.
object_type	nvarchar(30)		Identifies the short name of the object.
persid	nvarchar(30)		Persistent ID (SystemObjectName:id).
sequence	INTEGER		Identifies the sequence value for this Workflow_Task_Template.
service_type	nvarchar(30)	Service_Desc::code	Foreign key to the code field of the srv_desc table, this is the Classic Service Type.
task	nvarchar(12)	Task_Type::code	Foreign key to the code field of the tscky table, this is the Task template.

wspcol Table

There are one to three rows in this table for every column created or updated by WSP. The columns table_name+column_name+status form a unique key. See also comments in wsp.maj.

- **SQL Name**—wspcol
- **Object**—wspcol

Field	Data Type	Reference	Remarks
description	STRING 300		Description
addl_info	STRING 500		Triggers, QREL stuff, and so on.
column_name	STRING 40 NOT_NULL		Column Majic name
dbms_name	STRING 40		DBMS schema name

Field	Data Type	Reference	Remarks
display_name	STRING 80		Human-readable name
id	INTEGER UNIQUE NOT_NULL KEY		Unique (to the table) Numeric ID
is_cluster	INTEGER		1 = DBMS cluster index
is_descending	INTEGER		1 = DBMS descending index
is_indexed	INTEGER		1 = DBMS-indexed column
is_local	INTEGER		1 = local column
is_not_null	INTEGER		1 = column cannot be null
is_order_by	INTEGER		1 = DBMS order by index
is_required	INTEGER		1 = column required
is_skey	INTEGER		1 = column is secondary key
is_unique	INTEGER		1 = DBMS unique index
is_write_new	INTEGER		1 = read-only after creation
is_wsp	INTEGER		1 = table created by WSP
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
on_ci_set	STRING 80		Value to set on update
on_new_default	STRING 80		Default value of attribute
persid	STRING 30		Persistent ID (SystemObjectName:id)
schema_name	STRING 40		USD schema name
status	INTEGER NOT_NULL		Modification status
string_len	INTEGER		String len
table_name	STRING 40 NOT_NULL		Table Majic name
type	INTEGER		Column type
xrel_table	STRING 80		Operand of SRELBRELQREL

wsptbl Table

There are one to three rows in this table for every table created or updated by WSP. The columns table+name+status form a unique key. See also comments in wsp.maj for interpretation of integer codes.

- **SQL Name**—wsptbl
- **Object**—wsptbl

Field	Data Type	Reference	Remarks
description	STRING 300		Identifies the description of the table.
common_name	STRING 40		Specifies the name for the identification column.
dbms_name	STRING 40		Specifies the DBMS schema name.
display_group	STRING 40		Identifies the Grouping to display.
display_name	STRING 80		Specifies the user-readable name.
function_group	STRING 40		Identifies the Security function group.
id	INTEGER UNIQUE NOT_NULL KEY		Specifies the numeric ID, which is also unique to the table.
is_local	INTEGER		Identifies whether the table is local (1 = local table).
is_wsp	INTEGER		Identifies whether the table is created by WSP (1 = table created by WSP).
last_mod_by	UUID	ca_contact::uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	LOCAL_TIME		Identifies the timestamp for when this record was last modified.
methods	STRING 500		Identifies Spell methods.
persid	STRING 30		Identifies the Persistent ID: (SystemObjectName:id)
rel_attr	STRING 40		Specifies the Foreign key column.

Field	Data Type	Reference	Remarks
schema_name	STRING 40		Specifies the USD schema name.
sort_by	STRING 150		Specifies the Default sort sequence.
status	INTEGER NOT_NULL		Identifies the Modification status.
table_name	STRING 40 NOT_NULL		Specifies the Table Majic name.
triggers	STRING 500		Identifies any Triggers for the table.

Chapter 2: Objects and Attributes

This chapter lists the objects and attributes that define CA Service Desk Manager. The system uses objects and attributes to build notification text, scoreboard queries, and data partition constraints. The *FACTORY Optional* statement that accompanies each object, defines access to the object, including its relation attribute, a common name, the security group that can access it, the type of lists produced, and how those lists can be sorted. If omitted, the object is treated according to default specifications.

Note: When an object is documented as a containing a *LOCAL DB Field*, the attribute maps to a local variable instead of a database column. Objects that are documented as a *BREL Data Type*, refer to a backward single relationship (SREL). For more information about default specifications and detailed lists of the attributes of each object, see the chapter "Object Definition Syntax."

acc_lvls Object

The object details are as follows:

Associated Table: Access_Levels

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: security

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
enum	enum	INTEGER		UNIQUE REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
description	nx_desc	STRING		
persistent_id	persid	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

acctyp_role Object

The object details are as follows:

Associated Table: usp_acctyp_role

Factories: default

REL_ATTR: id

Common Name:

Function Group: Security

Attributes	Data Type	Related Object	Flags
id	INTEGER		
access_type	SREL	acctyp	
role_obj	SREL	role	
is_default	INTEGER		
last_mod_dt	DATE		

acctyp Object

The object details are as follows:

Associated Table: Access_Type_v2

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: security

Attribute	DB Field	Data Type	SREL References	Flags
access_level	access_level	INTEGER	acc_lvls enum	REQUIRED
default_flag	default_flag	INTEGER		
delete_flag	del	INTEGER	actbool enum	REQUIRED
description	description	STRING		
external_auth	external_auth	INTEGER		REQUIRED
grant_level	grant_level	INTEGER	acc_lvls enum	REQUIRED
id	id	INTEGER		UNIQUE

Attribute	DB Field	Data Type	SREL References	Flags
REQUIRED KEY				
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
ldap_access_group	ldap_access_group	STRING	ldap_group_id	
pin_field	pin_field	STRING		
roles	roles	LIST		
sym	sym	STRING		REQUIRED S_KEY
user_auth	User_auth	INTEGER		REQUIRED
view_internal	view_internal	INTEGER		REQUIRED
wsp	wsp	INTEGER		
cmdlind_role	cmdline_role	INTEGER	role id	
reporting_role	reporting_role	INTEGER	role id	
web_service_role	web_service_role	INTEGER	role id	

act_type_assoc Object

The object details are as follows:

Associated Table: Act_Type_Assoc

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
act_type	act_type	STRING	act_type code	
code	code	STRING		UNIQUE REQUIRED S_KEY
description	description	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY

Attribute	DB Field	Data Type	SREL References	Flags
internal	int1_rsrved	INTEGER		
int2_rsrved	int2_rsrved	INTEGER		
int3_rsrved	int3_rsrved	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
log_me_f	log_me_f	INTEGER		
ob_type	ob_type	STRING		
ob_type_attr	ob_type_attr	STRING		
persistent_id	persid	STRING		
str1_rsrved	str1_rsrved	STRING		
str2_rsrved	str2_rsrved	STRING		
str3_rsrved	str3_rsrved	STRING		
sym	sym	STRING		REQUIRED

actbool Object

The object details are as follows:

Associated Table: Active_Boolean_Table

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER		REQUIRED
description	description	STRING		
enum	enum	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
sym	sym	STRING		S_KEY

actrbool Object

The object details are as follows:

Associated Table: Active_Reverse_Boolean_Table

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER		REQUIRED
description	description	STRING		
enum	enum	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
sym	sym	STRING		S_KEY

ADMIN_TREE Object

The object details are as follows:

Associated Table: admin_tree

Factories: default

REL_ATTR: id

Common Name: CAPTION

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
CAPTION	CAPTION	STRING		
DESCRIPTION	DESCRIPTION	STRING		
HAS_CHILDREN	HAS_CHILDREN	INTEGER		
id	ID	INTEGER		KEY

Attribute	DB Field	Data Type	SREL References	Flags
KT_ADMIN	KT_ADMIN	INTEGER		
KT_KS_CAPTION	KT_KS_CAPTION	STRING		
KT_KS_FLAG	KT_KS_FLAG	INTEGER		
KT_MANAGER	KT_MANAGER	INTEGER		
last_mod_dt	last_mod_dt	LOCAL_TIME		
PARENT_ID	PARENT_ID	SREL		
RESOURCE	RESOURCE	STRING		
SD_ADMIN	SD_ADMIN	INTEGER		

alg Object

The object details are as follows:

Associated Table: Act_Log

Factories: default

REL_ATTR: persistent_id

Common Name: description

Function Group: call_mgr

Attribute	DB Field	Data Type	SREL References	Flags
action_desc	action_desc	STRING		
analyst	analyst	UUID	ca_contact uuid	
call_req_id	call_req_id	STRING	call_req persid	
description	description	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
internal	internal	INTEGER		
session	knowledge_session	STRING		
k_tool	knowledge_tool	STRING		
last_mod_dt	last_mod_dt	LOCAL_TIME		

Attribute	DB Field	Data Type	SREL References	Flags
persistent_id	persid	STRING		
system_time	system_time	LOCAL_TIME		
time_spent	time_spent	DURATION		
time_stamp	time_stamp	LOCAL_TIME		
type	type	STRING	act_type code	

am_asset_map Object

The object details are as follows:

Associated Table: Am_Asset_Map

Factories: default

REL_ATTR: persistent_id

Common Name: dmuuid

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
dmuuid	am_dmuuid	STRING		
domain_id	am_domain_id	INTEGER		
server	am_server	STRING		
type	am_type	INTEGER		
unit_domain_id	am_unit_domain_id	INTEGER		
unit_id	am_unit_id	INTEGER		
id	id	INTEGER		UNIQUE REQUIRED KEY
int1_rsrvd	int1_rsrvd	INTEGER		
int2_rsrvd	int2_rsrvd	INTEGER		
ob_persid	ob_persid	STRING		
ob_type	ob_type	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
persistent_id	persid	STRING		
str1_rsrvd	str1_rsrvd	STRING		
str2_rsrvd	str2_rsrvd	STRING		
schema_ver	version	INTEGER		REQUIRED

arcpur_rule Object

The object details are as follows:

Associated Table: Archive_Purge_Rule

Factories: default

REL_ATTR: persistent_id

Common Name: name

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
add_query	add_query	STRING		
arc_file_name	arc_file_name	STRING		
conf_obj_name	conf_obj_name	STRING		
days_inactive	days_inactive	INTEGER		REQUIRED
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
name	name	STRING		REQUIRED UNIQUE REQUIRED S_KEY
oper_type	oper_type	INTEGER		REQUIRED
persistent_id	persid	STRING		
reoccur_interv	reoccur_interv	DURATION		

Attribute	DB Field	Data Type	SREL References	Flags
sched	sched	STRING	bpwshft persid	

atev Object

The object details are as follows:

Associated Table: Attached_Events

Factories: default

REL_ATTR: persistent_id

Common Name: user_smag

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
cancel_time	cancel_time	LOCAL_TIME		
event_tmpl	event_tmpl	STRING	evt persid	REQUIRED S_KEY
fire_time	fire_time	LOCAL_TIME		
first_fire_time	first_fire_time	LOCAL_TIME		
group_name	group_name	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
num_fire	num_fire	INTEGER		
obj_id	obj_id	STRING		REQUIRED
owning_ast	owning_ast	INTEGER	attached_sla id	
persistent_id	persid	STRING		
start_time	start_time	LOCAL_TIME		
status_flag	status_flag	INTEGER		
user_smag	user_smag	STRING		
wait_time	wait_time	DURATION		

atomic_cond Object

The object details are as follows:

Associated Table: Atomic_Condition

Factories: default

REL_ATTR: id

Common Name: description

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
cond_code	cond_code	STRING		
connector	connector	INTEGER		REQUIRED
delete_flag	del	INTEGER	actbool enum	REQUIRED
description	description	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
l_paran	l_paran	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
lval	lval	STRING	atyp_asc code	REQUIRED
operator	operator	INTEGER		REQUIRED
owning_macro	owning_macro	STRING	splmac persid	
persistent_id	persid	STRING		
r_paran	r_paran	INTEGER		REQUIRED
rval	rval	STRING		
rval_assoc	rval_assoc	STRING	atyp_asc code	
sequence	sequence	INTEGER		REQUIRED

attached_sla Object

The object details are as follows:

Associated Table: Attached_SLA

Factories: default, ttv_slas

REL_ATTR: id

Common Name: ticket_type

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
_mapped_chg	_mapped_chg	INTEGER	chg id	
_mapped_cr	_mapped_cr	STRING	call_req persid	
_mapped_iss	_mapped_iss	STRING	issue persistent_id	
_mapped_iss_wf	_mapped_iss_wf	INTEGER	isswf id	
_mapped_wf	_mapped_wf	INTEGER	wf id	
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_ttv_upd	last_ttv_upd	LOCAL_TIME		
map_sdsc	map_sdsc	STRING	srv_desc code	REQUIRED
persistent_id	persid	STRING		
sla_viol_status	sla_viol_status	INTEGER		
ticket_id	ticket_id	INTEGER		REQUIRED S_KEY
ticket_type	ticket_type	STRING		REQUIRED
time_to_violation	time_to_violation	LOCAL_TIME		
ttv_event	ttv_event	STRING	att_evt persid	

attmnt Object

The object details are as follows:

Associated Table: Attachment

Factories: default

REL_ATTR: id

Common Name: created_dt

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
attmnt_name	attmnt_name	STRING		
attmnt_uuid	attmnt_uuid	UUID		
created_by	created_by	UUID	ca_contact uuid	
created_dt	created_dt	LOCAL_TIME		
delete_flag	del	INTEGER	actbool enum	REQUIRED
description	description	STRING		
exec_cmd	exec_cmd	STRING	rem_ref code	
file_date	file_date	LOCAL_TIME		
file_name	file_name	STRING		
file_size	file_size	INTEGER		
file_type	file_type	STRING		
folder_id	folder_id	INTEGER	attmnt_folder id	
folder_path_ids	folder_path_ids	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
inherit_permission_id	inherit_permission_id	INTEGER		
KDS_ATTACHED	KDS_ATTACHED	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact uuid	Specifies the UUID of the contact who last modified this record.
last_mod_dt	last_mod_dt	LOCAL_TIME		Indicates the timestamp of when

Attribute	DB Field	Data Type	SREL References	Flags
				this record was last modified.
link_only	link_only	INTEGER	bool_tab enum	
link_type	link_type	STRING 255		
orig_file_name	orig_file_name	STRING		
persistent_id	persid	STRING		
pgroup_type	pgroup_type	INTEGER		Indicates if the P Groups is based on Roles or Groups: 1 —Groups (Default) 2 —Roles
read_pgroup	read_pgroup	INTEGER	P_GROUPS id	
rel_file_path	rel_file_path	STRING		
repository	repository	SREL	doc_rep persid	
sec_uuid	sec_uuid	UUID		
status	status	STRING		
tenant	tenant	UUID	ca_tenant	Specifies the UUID of the tenant.
write_pgroup	write_pgroup	INTEGER	P_GROUPS id	
zip_flag	zip_flag	INTEGER		

attmnt_folder Object

The object details are as follows:

Associated Table: attmnt_folder

Factories: default

REL_ATTR: id

Common Name: folder_name

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
folder_name	folder_name	STRING		
folder_path_ids	folder_path_ids	STRING		
folder_type	folder_type	INTEGER		
has_children	has_children	INTEGER		
id	id	INTEGER		REQUIRED KEY
inherit_permission_id	inherit_permission_id	INTEGER	attmnt_folder id	
last_mod_date	last_mod_date	LOCAL_TIME		
parent_id	parent_id	SREL	attmnt_folder id	
read_pgroup	read_pgroup	INTEGER	P_GROUPS id	
repository	repository	SREL	doc_rep persid	
write_pgroup	write_pgroup	INTEGER	P_GROUPS id	

attr_control Object

The object details are as follows:

Associated Tables: dependent_control and usp_attr_control

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	Data Type	SREL References	Flags
control		SREL dependent_control	Dependent control
attrname	STRING		Name of controlled attribute
locked	INTEGER		1 = attribute is read-only
required	INTEGER		1= attribute is required
delete_flag	INTEGER	SREL actbool	Required; on new

Attribute	Data Type	SREL References	Flags
			default: 0
last_mod_by		SREL cnt	On new default user; on CI set user
last_mod_dt	DATE		On CI set now

auto_close Object

The object details are as follows:

Associated Table: usp_auto_close

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Tenant: optional

Attribute	DB Field	Data Type	SREL References	Flags
sys	symbol	STRING		Required
cr_ach	request	INTEGER		Required On new default: 0
in_ach	incident	INTEGER		Required On new default: 0
pr_ach	problem	INTEGER		Required On new default: 0
chg_ach	change order	INTEGER		Required On new default: 0
iss_ach	issue	INTEGER		Required On new default: 0
delete_flag		INTEGER	actbool	On CI set now
description	description	STRING		
last_mod_dt		DATE		On CI set now
last_mod_by		DATE	cnt	■ On CI set user ■ On new

Attribute	DB Field	Data Type	SREL References	Flags
default user				

aty Object

The object details are as follows:

Associated Table: Act_Type

Factories: default, chgaty, craty, issaty, mgsaty

REL_ATTR: code

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
chg_default_survey	chg_default_survey	INTEGER	survey_tpl id	
chg_notify_info	chg_notify_info	STRING	splmac persid	
chg_send_survey	chg_send_survey	INTEGER		
chg_survey_method	chg_survey_method	INTEGER	ct_mth id	
chg_survey_msgbody	chg_survey_msgbody	STRING		
chg_survey_msgtitle	chg_survey_msgtitl	STRING		
code	code	STRING		UNIQUE REQUIRED S_KEY
cr_default_survey	cr_default_survey	INTEGER	survey_tpl id	
cr_notify_info	cr_notify_info	STRING	splmac persid	
cr_send_survey	cr_send_survey	INTEGER		
cr_survey_method	cr_survey_method	INTEGER	ct_mth id	
cr_survey_msgbody	cr_survey_msgbody	STRING		
cr_survey_msgtitle	cr_survey_msgtitle	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
description	description	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
cr_flag	flag1	INTEGER	bool_tab enum	
chg_flag	flag2	INTEGER	bool_tab enum	
iss_flag	flag3	INTEGER	bool_tab enum	
mgs_flag	flag4	INTEGER	bool_tab enum	
kd_flag	flag5	INTEGER	bool_tab enum	
id	id	INTEGER		UNIQUE REQUIRED KEY
internal	internal	INTEGER		
iss_default_survey	iss_default_survey	INTEGER	survey_tpl id	
iss_notify_info	iss_notify_info	STRING	splmac persid	
iss_send_survey	iss_send_survey	INTEGER		
iss_survey_method	iss_survey_method	INTEGER	ct_mth id	
iss_survey_msgbody	iss_survey_msgbody	STRING		
iss_survey_msgtitle	iss_survey_msgtitl	STRING		
kd_notify_info	kd_notify_info	STRING	splmac persid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
mgs_notify_info	mgs_notify_info	STRING	splmac persid	
notify_msg_ack	notify_ack	STRING		
persistent_id	persid	STRING		
sym	sym	STRING		REQUIRED S_KEY

audlog Object

The object details are as follows:

Associated Table: Audit_Log

Factories: default

REL_ATTR: code

Common Name: audobj_persid

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
analyst	analyst	UUID	ca_contact uuid	
attr_after_val	attr_after_val	STRING		
attr_before_val	attr_before_val	STRING		
attr_name	attr_name	STRING		
aud_opr	aud_opr	INTEGER		
audobj_name	audobj_name	STRING		
audobj_persid	audobj_persid	STRING		
audobj_trkid	audobj_trkid	STRING		
audobj_uniqueid	audobj_uniqueid	STRING		
change_date	change_date	LOCAL_TIME		
id	id	INTEGER		UNIQUE REQUIRED KEY
int1_rsrved	int1_rsrved	INTEGER		
int2_rsrved	int2_rsrved	INTEGER		
persistent_id	persid	STRING		
str1_rsrved	str1_rsrved	STRING		

bhvtpl Object

The object details are as follows:

Associated Table: Behavior_Template

Factories: default

REL_ATTR: id

Common Name: description

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
context_attrname	context_attrname	STRING		
context_attrval	context_attrval	INTEGER		
context_type	context_type	STRING		REQUIRED
delete_flag	del	INTEGER	actbool enum	REQUIRED
description	description	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
modified_date	last_mod_dt	LOCAL_TIME		
macro_condition	macro_condition	STRING	splmac persid	
object_id	object_id	INTEGER		REQUIRED
object_type	object_type	STRING		REQUIRED
persistent_id	persid	STRING		
transition_errmsg	transition_errmsg	STRING		
transition_test	transition_test	STRING	splmac persid	

bmcls Object

The object details are as follows:

Associated Table: Business_Management_Class

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
description	nx_desc	STRING		
persistent_id	persid	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

bmhier Object

The object details are as follows:

Associated Table: Business_Management

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
bm_rep	bm_rep	INTEGER	busrep id	
cost	cost	INTEGER		
child	hier_child	UUID	ca_owned_resource	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
			uuid	
parent	hier_parent	UUID	ca_owned_resource uuid	
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
description	nx_desc	STRING		
persistent_id	persid	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

bmrep Object

The object details are as follows:

Associated Table: Business_Management_Repository

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
hostname	hostname	STRING		UNIQUE REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
description	nx_desc	STRING		
password	password	STRING		
persistent_id	persid	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
sym	sym	STRING		UNIQUE REQUIRED S_KEY
userid	userid	STRING		

bms Object

The object details are as follows:

Associated Table: Business_Management_Status

Factories: default

REL_ATTR: status_no

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
description	nx_desc	STRING		
persistent_id	persid	STRING		
status_no	status_no	INTEGER		UNIQUE REQUIRED S_KEY
sym	sym	STRING		UNIQUE REQUIRED S_KEY

BU_TRANS Object

The object details are as follows:

Associated Table: BU_TRANS

Factories: default

REL_ATTR: id

Common Name:

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Document Hit Date	BU_DATE	LOCAL_TIME		
Processed by Bubble Up Flag	BU_PROCESSED	INTEGER		
Document Rating	BU_RATING	REAL		
Document ID	DOC_ID	INTEGER	SKELETONS id	
No Rating Flag	HIT_NO_VOTE	INTEGER		
Hit Origin	HIT_ORIGIN	INTEGER		
id	ID	INTEGER		REQUIRED KEY
Category Id	INDEX_ID	INTEGER	O_INDEXES id	
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Contact ID	USER_ID	UUID	ca_contact uuid	

ca_cmpny Object

The object details are as follows:

Associated Table: ca_company

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
alias	alias	STRING		
authentication_pass word	authentication_pass word	STRING		
authentication_user_name	authentication_user_name	STRING		
bbs	bbs	STRING		
Company Name	company_name	STRING		
company_type	company_type	INTEGER	ca_company_type id	
id	company_uuid	UUID		UNIQUE REQUIRED KEY
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
description	description	STRING		
exclude_registration	exclude_registration	integer		
delete_flag	inactive	integer	actbool enum	
last_update_date	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
location_uuid	location_uuid	UUID	ca_location location_uuid	
month_fiscal_year_ends	month_fiscal_year_ends	integer		
parent_company_uui	parent_company_uui	UUID	ca_company	

Attribute	DB Field	Data Type	SREL References	Flags
d	d		company_uuid	
primary_contact_uuid	primary_contact_uuid	UUID	ca_contact uuid	
version_number	version_number	integer		
web_address	web_address	STRING		

caextwf_inst Object

The object details are as follows:

Associated Table: usp_caextwf_instances

Factories: default

REL_ATTR: id

Common Name: procname

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag		actbool.enum		REQUIRED
instance_id	instance_id	STRING(255)		
object_persid	object_persid	STRING(60)		
procname	procname	STRING(32768)		
starttime	starttime	DATE		
endtime	endtime	DATE		

caextwf_sfrm Object

The object details are as follows:

Associated Table: usp_caextwf_start_forms

Factories: default

REL_ATTR: id

Common Name: procname

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
object_persid	object_persid	STRING(60)		
caextwf_form	caextwf_form	STRING(255)		
caextwf_path	caextwf_path	STRING(32768)		
procname		STRING(0)		

chg Object

The object details are as follows:

Associated Table: Change_Request

Factories: default

REL_ATTR: id

Common Name: chg_ref_num

Function Group: change_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
actions	actions	STRING		
active	active_flag	INTEGER	bool_tab enum	REQUIRED
active_prev	LOCAL	SREL	bool.enum	
actual_comp_date	actual_comp_date	LOCAL_TIME		
cost	actual_cost	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
actual_total_time	actual_total_time	DURATION		
affected_contact	affected_contact	UUID	ca_contact uuid	REQUIRED
assignee	assignee	UUID		
assignee_prev	LOCAL	SREL	agt.id	
backout_plan	backout_plan	STRING		
business_case	business_case	STRING 4000		
call_back_date	call_back_date	LOCAL_TIME		
call_back_flag	call_back_flag	INTEGER		
category	category	STRING	chgcate code	
category_prev	LOCAL	SREL	chgcate.code	
cawf_procid	cawf_procid	STRING		
chg_ref_num	chg_ref_num	STRING		UNIQUE REQUIRED S_KEY
close_date	close_date	LOCAL_TIME		
closure_code	closure_code	SREL		
created_via	created_via	INTEGER	interface id	
effort	effort	STRING 4000		
est_comp_date	est_comp_date	LOCAL_TIME		
est_cost	est_cost	INTEGER		
est_total_time	est_total_time	DURATION		
requested_by		SREL	cnt.id	

Attribute	DB Field	Data Type	SREL References	Flags
external_system_ticket		STRING (4000)		
orig_user_dept		SREL	dept.id	
orig_user_organization		SREL	org.id	
orig_user_admin_org		SREL	org.id	
orig_user_cost_center		SREL	cost_cntr.id	
flag1	flag1	INTEGER		
flag2	flag2	INTEGER		
flag3	flag3	INTEGER		
flag4	flag4	INTEGER		
flag5	flag5	INTEGER		
flag6	flag6	INTEGER		
group	group_id	UUID		
group_prev	LOCAL	SREL	grp.id	
id	id	INTEGER		UNIQUE REQUIRED KEY
impact	impact	INTEGER	impact enum	
impact_prev	LOCAL	SREL	imp.enum	
justification	justification	STRING 4000		Business Justification
last_mod_by	last_mod_by	UUID	ca_contact uuid	
modified_date	last_mod_dt	LOCAL_TIME		
log_agent	log_agent	UUID	ca_contact uuid	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
macro_predicted_violation	macro_predict_viol	INTEGER		
need_by	need_by	LOCAL_TIME		
open_date	open_date	LOCAL_TIME		
organization	organization	UUID	ca_organization uuid	
orig_user_admin_org		SREL	org	
orig_user_cost_center		SREL	cost_cntr	
orig_user_dept		SREL	dept	
orig_user_organization		SREL	org	
parent	parent	INTEGER	chg id	
persistent_id	persid	STRING		
person_contacting	person_contacting	INTEGER	perscon id	
predicted_sla_violation	predicted_sla_viol	INTEGER		
priority	priority	INTEGER	pri enum	REQUIRED
priority_prev	LOCAL	SREL	pri.enum	
product	product	INTEGER	product id	
reporting_method	reporting_method	INTEGER	repmeth id	
requestor	requestor	UUID	ca_contact uuid	REQUIRED
resolve_date	resolve_date	LOCAL_TIME		
risk	risk	SREL	risk_level	
rootcause	rootcause	INTEGER	rootcause id	

Attribute	DB Field	Data Type	SREL References	Flags
sched_start_date	sched_start_date	LOCAL_TIME		
sched_end_date	sched_end_date	LOCAL_TIME		
sched_duration	sched_duration	LOCAL_TIME		
service_date	service_date	LOCAL_TIME		
service_num	service_num	STRING		
sla_violation	sla_violation	INTEGER		
start_date	start_date	LOCAL_TIME		
status	status	STRING	chgstat code	
status_prev	LOCAL	SREL	chgstat.code	
string1	string1	STRING		
string2	string2	STRING		
string3	string3	STRING		
string4	string4	STRING		
string5	string5	STRING		
string6	string6	STRING		
submittedSurvey		BREL	risk_svy	
summary	summary	STRING		
support_lev	support_lev	STRING	srv_desc code	
template_name	template_name	STRING	chg_template template_name	
type_of_contact	type_of_contact	INTEGER	toc id	

Attribute	DB Field	Data Type	SREL References	Flags
user1	user1	STRING		
user2	user2	STRING		
user3	user3	STRING		
cab	Cab	UUID		
closure_code	Closure_code	INTEGER	Closure_code.id	
cab_approval	Cab_approval	INTEGER	Boolean.id	
target_times	target_times	BREL	tgt_time_mapped_ chg	
target_start_last	target_start_last	DATE		
target_hold_last	target_hold_last	DATE		
target_hold_count	target_hold_count	INTEGER		
target_resolved_last	target_resolved_last	DATE		
target_resolved_count	target_resolved_count	INTEGER		
target_closed_last	target_closed_last	DATE		
target_closed_count	target_closed_count	INTEGER		
close_date_prev	close_date_prev	LOCAL DATE		
resolve_date_prev	resolve_date_prev	LOCAL DATE		
target_hold_count_prev	target_hold_count_prev	LOCAL INTEGER		
target_resolved_count_prev	target_resolved_count_prev	LOCAL INTEGER		
target_closed_count_prev	target_closed_count_prev	LOCAL INTEGER		

chg_tpl Object

The object details are as follows:

Associated Table: Change_Template

Factories: default

REL_ATTR: template_name

Common Name: template_name

Function Group: change_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
quick_tmpl_type	quick_tmpl_type	INTEGER	quick_tpl_types enum	REQUIRED
template	template	INTEGER	chg id	
template_class	template_classes	STRING		
template_name	template_name	STRING		UNIQUE REQUIRED S_KEY

chg_trans Object

The object details are as follows:

Associated Tables: chg_trans

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
status	status	STRING	crs	Specifies the current ticket status.
new_status	new status	STRING	crs	Specifies the new ticket status.
is default		INTEGER		Default transition that appears when the Status field is empty. On new default: 0
must_comment		INTEGER		Comment required when using a transition. On new default: 0
delete_flag	del		actbool	Required. On new default: 0
condition			macro	Site condition macro to approve transition.
condition_error		STRING		Error message for site condition.
description		STRING		Description of this transition.
last_mod_by			cnt	On new default user; on CI set user
last_mod_dt		DATE		On CI set user now

chgalg Object

The object details are as follows:

Associated Table: Change_Act_Log

Factories: default

REL_ATTR: id

Common Name: description

Function Group: change_mgr

Attribute	DB Field	Data Type	SREL References	Flags
Description	description	STRING		
action_desc	action_desc	STRING		
analyst	analyst	UUID	ca_contact uuid	
change_id	change_id	INTEGER	chg id	
id	id	INTEGER		UNIQUE REQUIRED KEY
internal	internal	INTEGER		
knowledge_session	knowledge_session	STRING		
knowledge_tool	knowledge_tool	STRING		
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
system_time	system_time	LOCAL_TIME		
time_spent	time_spent	DURATION		
time_stamp	time_stamp	LOCAL_TIME		
type	type	STRING	act_type code	

chgcatt Object

The object details are as follows:

Associated Table: Change_Category

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
assignee	assignee	UUID		
auto_assign	auto_assign	INTEGER		
cab	cab	UUID		
cawf_defid	cawf_defid	STRING		
children_ok	children_ok	INTEGER		REQUIRED
code	code	STRING		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
group	group_id	UUID		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
modified_date	last_mod_dt	LOCAL_TIME		
organization	organization	UUID	ca_organization uuid	
owning_contract	owning_contract	INTEGER	svc_contract id	
persistent_id	persid	STRING		
risk_survey	risk_survey	SREL	risk_svy_tpl	
schedule	schedule	INTEGER		
ss_sym		STRING		
ss_include		INTEGER	bool	REQUIRED On new default: 0
service_type	service_type	STRING	srv_desc code	

Attribute	DB Field	Data Type	SREL References	Flags
survey	survey	INTEGER	survey_tpl id	
sym	sym	STRING 1000		REQUIRED S_KEY

chgcnf chg Object

The object details are as follows:

Associated Table: usp_conflict_chg

Factories: default

REL_ATTR: code

Common Name: last_mod_dt

Function Group: chg_mgr

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE KEY
last_mod_by	last_mod_by	UUID	ca_contact	User who last updated this.
last_mod_dt	last_mod_dt	LOCAL_TIME		timestamp of last update to this record.
change	change	INTEGER	chg	Pointer to change order involved in conflict.
conflict_change	conflict_change	INTEGER	chg	Pointer to change order involved in conflict.
is_cause	is_cause	INTEGER		Change in change column caused conflict.

chgcnf Object

The object details are as follows:

Associated Table: usp_conflict, usp_conflict_status, usp_conflict_type, usp_conflict_chg

Factories: default

REL_ATTR: id

Common Name: id

Function Group: change_mgr

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	delete_flag	INTEGER	actbool enum	0 —Active 1 —Inactive
comments	comments	STRING		Reference to comment information.
conflict_begin	conflict_begin	LOCAL_TIME		Start of time period of the conflict.
source_change	source_change	INTEGER	chg	Pointer to change order involved in conflict.
conflict_change	conflict_change	INTEGER	chg	Pointer to change order involved in conflict.
conflict_ci	conflict_ci	UUID	ca_owned_resource	Pointer to Configuration Item involved in conflict.
conflict_end	conflict_end	LOCAL_TIME		End of time period of the conflict.
conflict_status	conflict_status	STRING	chgcnf_status	Pointer to usp_conflict_status that indicates the status of this conflict. For example: Resolved, Unresolved, Researching.
conflict_type	conflict_type	STRING	chgcnf_type	Pointer to usp_conflict_type that classifies the type of conflict represented by this record. For example:

Attribute	DB Field	Data Type	SREL References	Flags
				Schedule Collision.
creation_dt	creation_dt	LOCAL_TIME		Date conflict was last detected.
id	id	INTEGER		UNIQUE KEY
is_resolved	is_resolved	INTEGER		Flag that indicates whether this conflict should be considered resolved. The entry in usp_conflict_status pointed to by conflict_status has an is_resolved flag that is reflected in this column.
last_mod_dt	last_mod_dt	LOCAL_TIME		Last modified timestamp
last_mod_by	last_mod_by	UUID	ca_contact	Last modified by
persistent_id	persid	STRING		Persistent ID.
suppress_log		INTEGER		LOCAL
tenant	tenant	UUID	ca_contact	Reference to Tenant information.

chgcnf status Object

The object details are as follows:

Associated Table: usp_conflict_status

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
code	code	STRING		
delete_flag	delete_flag	INTEGER		Logical database delete status.
description	description	STRING		Textual description of the meaning of the status.
id	id	INTEGER		UNIQUE KEY
is_resolved	is_resolved	INTEGER		Used in stored queries to distinguish Resolved and Unresolved conflicts.
last_mod_by	last_mod_by	UUID	ca_contact	User who last updated this
last_mod_dt	last_mod_dt	LOCAL_TIME		Indicates the timestamp of last update to this record.
sym	sym	STRING		Text value displayed to the user.

chgcnf type Object

The object details are as follows:

Associated Table: usp_conflict_type

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
code	code	STRING	actbool	
delete_flag	delete_flag	INTEGER		Logical database delete status.
description	description	STRING		Textual description of the meaning of the status.
icon	icon	STRING		
id	id	INTEGER		UNIQUE KEY
last_mod_by	last_mod_by	UUID	ca_contact	User who last updated this
last_mod_dt	last_mod_dt	LOCAL_TIME		Indicates the timestamp of last update to this record.
sym	sym	STRING		Text value displayed to the user.

chgstat Object

The object details are as follows:

Associated Table: Change_Status

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
active	active	INTEGER		
code	code	STRING		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
hold	hold	INTEGER		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
modified_date	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
resolved	resolved	INTEGER		
sym	sym	STRING		REQUIRED

CI_ACTIONS Object

The object details are as follows:

Associated Table: CI_ACTIONS

Factories: default

REL_ATTR: id

Common Name: ACTION_TITLE

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Task Order	ACTION_ORDER	INTEGER		
Task Title	ACTION_TITLE	STRING		
Contact ID	ANALYST_ID	UUID	ca_contact uuid	
Group ID	GROUP_ID	UUID	ca_contact uuid	
id	ID	INTEGER		REQUIRED KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Predefined	PREDEFINED	INTEGER		
Current Status ID	STATUS_CURRENT_ID	INTEGER	CI_STATUSES id	
Unpublish Task	UNPUBLISH	INTEGER		
Unretire Task	UNRETIRE	INTEGER		
Workflow Template ID	WF_TEMPLATE_ID	INTEGER	CI_WF_TEMPLATES id	

CI_ACTIONS_ALTERNATE Object

The object details are as follows:

Associated Table: CI_ACTIONS_ALTERNATE

Factories: default

REL_ATTR: id

Common Name:

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Task ID	ACTION_ID	INTEGER	CI_ACTIONS id	
Contact ID	CONTACT_ID	UUID	ca_contact uuid	
Contact Type	CONTACT_TYPE	INTEGER		
id	ID	INTEGER		REQUIRED KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		

CI_BOOKMARKS Object

The object details are as follows:

Associated Table: CI_BOOKMARKS

Factories: default

REL_ATTR: id

Common Name: BOOKMARK_TITLE

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Bookmark Title	BOOKMARK_TITLE	STRING		
Document ID	DOCUMENT_ID	INTEGER	SKELETONS id	
id	ID	INTEGER		REQUIRED KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Contact ID	USER_ID	UUID	ca_contact uuid	

CI_DOC_LINKS Object

The object details are as follows:

Associated Table: CI_DOC_LINKS

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
DOC_ID1	DOC_ID1	INTEGER	SKELETONS id	
DOC_ID2	DOC_ID2	INTEGER	SKELETONS id	
SUPPRESS_OEV ENTS	SUPPRESS_OEV ENTS	INTEGER		
parent_child	parent_child	INTEGER		
id	ID	INTEGER		REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
last_mod_by	last_mod_by	UUID	ca_contact	Specifies the UUID of the contact who last modified this record.
tenant	tenant	UUID	ca_tenant	Specifies the UUID of the tenant.

CI_DOC_TEMPLATES Object

The object details are as follows:

Associated Table: CI_DOC_TEMPLATES

Factories: default

REL_ATTR: id

Common Name: TEMPLATE_NAME

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY
Default Template Flag	IS_DEFAULT	INTEGER		
Predefined Flag	IS_PREDEFINED	INTEGER		
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Template HTML	PAGE_HTML	STRING		
Template Name	TEMPLATE_NAME	STRING		

CI_DOC_TYPES Object

The object details are as follows:

Associated Table: CI_DOC_TYPES

Factories: default

REL_ATTR: id

Common Name: DOC_TYPE_TXT

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Document Type	DOC_TYPE_TXT	STRING		
id	ID	INTEGER		KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		

CI_PRIORITIES Object

The object details are as follows:

Associated Table: CI_PRIORITIES

Factories: default

REL_ATTR: id

Common Name: PRIORITY

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Workflow Priority	PRIORITY	STRING		

CI_STATUSES Object

The object details are as follows:

Associated Table: CI_STATUSES

Factories: default

REL_ATTR: id

Common Name: STATUS

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Predefined Flag	PREDEFINED	INTEGER		
Status Name	STATUS	STRING		
Status Description	STATUS_DESCRIPTION	STRING		
Status Order	STATUS_ORDER	INTEGER		

CI_WF_TEMPLATES Object

The object details are as follows:

Associated Table: CI_WF_TEMPLATES

Factories: default

REL_ATTR: id

Common Name: WF_NAME

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		KEY
Default Flag	IS_DEFAULT	INTEGER		
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Workflow Template Description	WF_DESCRIPTION	STRING		
Workflow Template Name	WF_NAME	STRING		

closure_code Object

The object contains the following:

Associated Table: usp_closure_code

Factories: default

REL_ATTR: id

Common Name: sym

Attribute	Data Type	SREL References	Flags
id	Integer		Unique
producer_id	String 20		
persistent_id	String 60		
delete_flag	SREL	actbool.enum	Standard active indicator Required

Attribute	Data Type	SREL References	Flags
sym	String 40		Required
code	String 40		Required
last_mod_by	SREL	cnt.id	
last_mod_date	DATE		
description	String 40		
tenant	SREL		

cmth Object

The object details are as follows:

Associated Table: Contact_Method

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
cm_template	cm_template	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		DATE ON_CI {NOW}
description	nx_desc	STRING (40)		
producer_id		LOCAL STRING (20)		
persistent_id	persid	STRING (30)		
supports_smtp	supports_smtp	SREL	bool.enum	
sym	sym	STRING		UNIQUE REQUIRED S_KEY

Attribute	DB Field	Data Type	SREL References	Flags
write_file	write_file	INTEGER		

cnote Object

The object details are as follows:

Associated Table: Note_Board

Factories: default

REL_ATTR: persistent_id

Common Name: text

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
active	active_flag	INTEGER	bool_tab enum	REQUIRED
close_date	close_date	LOCAL_TIME		
cnote_type	cnote_type	INTEGER		
control_group	control_group	UUID		
del	del	INTEGER		
id	id	INTEGER		UNIQUE REQUIRED KEY
internal	internal	INTEGER		
location	loc_id	UUID	ca_location location_uuid	
organization	organization	UUID	ca_organization uuid	
persistent_id	persid	STRING		
posted_by	posted_by	UUID	ca_contact uuid	
posted_date	posted_date	LOCAL_TIME		
text	text	STRING		

cnt Object

The object details are as follows:

Associated Table: ca_contact, usp_contact

Factories: default, agt, cst, grp

REL_ATTR: id

Common Name: combo_name

Function Group: inventory

ca_contact Table

Attribute	DB Field	Data Type	SREL References	Flags
admin_org	admin_organizational_uuid	UUID	ca_organization uuid	
alias	alias	STRING		
alt_phone	alt_phone_number	STRING		
cnthandling_list		BREL	contact_handling	
contact_num	alternate_identifier	STRING		
notes	comment	STRING		
company	company_uuid	UUID	ca_company company_uuid	
type	contact_type	integer	ca_contact_type id	
id	contact_uuid	UUID		UNIQUE REQUIRED KEY
billing_code	cost_center	INTEGER	ca_resource_cost_center id	
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
dept	department	INTEGER	ca_resource_department id	
email_address	email_address	STRING		
exclude_registration	exclude_registration	integer		

Attribute	DB Field	Data Type	SREL References	Flags
fax_phone	fax_number	STRING		
first_name	first_name	STRING		
floor_location	floor_location	STRING		
delete_flag	inactive	integer	actbool enum	
job_function	job_function	integer		
position	job_title	integer	ca_job_title id	
last_name	last_name	STRING		
last_mod	last_update_date	LOCAL_TIME		
last_mod_by	last_update_user	STRING		
location	location_uuid	UUID	ca_location location_uuid	
mail_stop	mail_stop	STRING		
middle_name	middle_name	STRING		
mobile_phone	mobile_phone_ number	STRING		
organization	organization_uuid	UUID	ca_organization uuid	
pemail_address	pager_email_ address	STRING		
beeper_phone	pager_number	STRING		
phone_number	pri_phone_ number	STRING		
roles	roles	LIST		
room_location	room_location	STRING		
supervisor_ contact_uuid	supervisor_ contact_uuid	UUID	ca_contact uuid	
userid	userid	STRING		
version_number	version_number	integer		

cnt_role Object

The object details are as follows:

Associated Table: usp_cnt_role

Factories: default

REL_ATTR: id

Common Name:

Function Group: Security

Attributes	Data Type	Related Object	Flags
id	INTEGER		UNIQUE
contact	SREL	cnt	
role_obj	SREL	role	
is_default	INTEGER		
last_mod_dt	DATE		

cost_cntr Object

The object details are as follows:

Associated Table: ca_resource_cost_center

Factories: default

REL_ATTR: id

Common Name: name

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
exclude_registration	exclude_registration	integer		

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
name	name	STRING		
version_number	version_number	integer		

country Object

The object details are as follows:

Associated Table: ca_country

Factories: default

REL_ATTR: id

Common Name: name

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
description	description	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
name	name	STRING		
version_number	version_number	integer		

cr Object

The object details are as follows:

Associated Table: Call_Req

Factories: default

REL_ATTR: persistent_id

Common Name: ref_num

Function Group: call_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
active	active_flag	INTEGER	bool_tab enum	REQUIRED
active_prev	LOCAL	SREL	bool.enum	
affected_resource	affected_rc	UUID	ca_owned_resource uuid	
assignee	assignee	UUID		
assignee_prev	LOCAL	SREL	agt.id	
call_back_date	call_back_date	LOCAL_TIME		
call_back_flag	call_back_flag	INTEGER		
category	category	STRING	prob_ctg persid	
category_prev	LOCAL	SREL	pcat.persistent_id	
caused_by_chg	caused_by_chg	SREL	chg.id	
change	change	INTEGER	chg id	
charge_back_id	charge_back_id	STRING		
close_date	close_date	LOCAL_TIME		
cr_ticket	cr_ticket	INTEGER		
created_via	created_via	INTEGER	interface id	
customer	customer	UUID	ca_contact uuid	REQUIRED
event_token	event_token	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
external_system_ticket		STRING (4000)		
extern_ref	extern_ref	STRING		
group	group_id	UUID		
group_prev	LOCAL	SREL	grp.id	
id	id	INTEGER		UNIQUE REQUIRED KEY
impact	impact	INTEGER	impact enum	
impact_prev	LOCAL	SREL	imp.enum	
incident_priority	incident_priority	INTEGER		
incorrectly_assigned		SREL	actbool	
last_act_id	last_act_id	STRING		
last_mod_dt	last_mod_dt	LOCAL_TIME		
log_agent	log_agent	UUID	ca_contact uuid	REQUIRED
macro_predicted_violation	macro_predict_viol	INTEGER		
major_incident		SREL	actbool	
open_date	open_date	LOCAL_TIME	org	
orig_user_admin_org		SREL	org	
orig_user_cost_center		SREL	cost_cntr	
orig_user_dept		SREL	dept	
orig_user_organization		SREL	org	
outage_detail_what		STRING (4000)		
outage_detail_who		STRING (4000)		
outage_detail_why		STRING (4000)		

Attribute	DB Field	Data Type	SREL References	Flags
outage_end_time	outage_end_time	LOCAL_TIME		
outage_reason		SREL	outage_reason	
outage_start_time	outage_start_time	LOCAL_TIME		
outage_type		SREL	outage_type	
parent	parent	STRING	call_req persid	
pct_service_restored		INTEGER		
persistent_id	persid	STRING		
predicted_sla_violation	predicted_sla_viol	INTEGER		
priority	priority	INTEGER	pri enum	REQUIRED
priority_prev	LOCAL	SREL	pri.enum	
problem	problem	STRING		
ref_num	ref_num	STRING		UNIQUE REQUIRED S_KEY
remote_control_used		SREL	actbool	
requested_by		SREL	cnt	
resolvable_at_lower		SREL	actbool	
resolve_date	resolve_date	LOCAL_TIME		
return_to_service		SREL	actbool	
rootcause	rootcause	INTEGER	rootcause id	
extern_token	sched_token	STRING		
severity	severity	INTEGER	sevrty enum	
severity_prev	LOCAL	SREL	sev.enum	
sla_violation	sla_violation	INTEGER		
base_template	solution	STRING	call_req persid	
status	status	STRING	cr_stat code	
status_prev	LOCAL	SREL	crs.code	
string1	string1	STRING		
string2	string2	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
string3	string3	STRING		
string4	string4	STRING		
string5	string5	STRING		
string6	string6	STRING		
children		QREL	cr	
sla_events		QREL	tev	
attached_slas		BREL	attached_sla._map ped_cr	
add_sla_persids	add_sla_persids	STRING		
site_sla_attrs	site_sla_attrs	STRING		
audit_userid	audit_userid	SREL	cnt.id	
fldchange_log	fldchange_log	STRING		
affected_service	affected_service	SREL	nr	
init_urg		LOCAL INTEGER		
init_imp		LOCAL INTEGER		
cap_reason		LOCAL STRING		
auto_urg		LOCAL INTEGER		
auto_imp		LOCAL INTEGER		
man_urg		LOCAL INTEGER		
man_imp		LOCAL INTEGER		
summary	summary	STRING		
support_lev	support_lev	STRING	srv_desc code	
symptom_code		SREL	symptom_code	
template_name	template_name	STRING	cr_template template_name	
time_spent_sum	time_spent_sum	DURATION		
type	type	STRING	crt code	

Attribute	DB Field	Data Type	SREL References	Flags
urgency	urgency	INTEGER	urgncy enum	
urgency_prev	LOCAL	SREL	urg.enum	
target_times	target_times	BREL	tgt_time_mapped_ cr	
target_start_last	target_start_last	DATE		
target_hold_last	target_hold_last	DATE		
target_hold_count	target_hold_coun t	INTEGER		
target_resolved_la st	target_resolved_l ast	DATE		
target_resolved_co unt	target_resolved_ count	INTEGER		
target_closed_last	target_closed_las t	DATE		
target_closed_coun t	target_closed_co unt	INTEGER		
close_date_prev	close_date_prev	LOCAL DATE		
resolve_date_prev	resolve_date_pre v	LOCAL DATE		
target_hold_count _prev	target_hold_coun t_prev	INTEGER		
target_resolved_co unt_prev	target_resolved_ count _prev	LOCAL INTEGER		
target_closed_coun t_prev	target_closed_co unt_prev	LOCAL INTEGER	tgt_time_mapped_i ss	

cr_prp Object

The object details are as follows:

Associated Table: Req_Property

Factories: default

REL_ATTR: id

Common Name: label

Function Group: call_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	nvarchar (240)		
error_msg	error_msg	STRING		
id	id	INTEGER		Primary key of this table.
label	label	nvarchar (80)		REQUIRED
last_mod_by	last_mod_by	byte(16)	ca_contact uuid	
last_mod_dt	last_mod_dt	INTEGER		
owning_cr	owning_cr	nvarchar 30	call_req persid	REQUIRED
owning_macro	owning_macro	BOP_REF_STR	macro	REQUIRED
persistent_id	persid	STRING		
required	required	INTEGER		REQUIRED
sample	sample	nvarchar (240)		
sequence	sequence	INTEGER		REQUIRED
value_description	value_description	STRING		
validation_rule	validation_rule	BOP_REF_STR	prpval_rule	REQUIRED
validation_type	validation_type	BOP_REF_STR	prpval_type	REQUIRED
value	value	nvarchar (240)		

cr_prptpl Object

The object details are as follows:

Associated Table: Req_Property_Template

Factories: default

REL_ATTR: id

Common Name: label

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
code	code	STRING		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
label	label	STRING		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
owning_area	owning_area	STRING	prob_ctg persid	REQUIRED
persistent_id	persid	STRING		
required	required	INTEGER		REQUIRED
sample	sample	STRING		
sequence	sequence	INTEGER		REQUIRED
validation_rule	validation_rule	BOP_REF_STR	prpval_rule	REQUIRED

cr_trans Object

The object details are as follows:

Associated Tables: cr_trans

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
status	status	STRING	crs	Specifies the current ticket status.
new_status	new status	STRING	crs	Specifies the new ticket status.
t_type		INTEGER	transition type	Specifies the transition type.
is default		INTEGER		Default transition that appears when the Status field is empty. On new default: 0
must_comment		INTEGER		Comment required when using a transition. On new default: 0
delete_flag	del		actbool	Required. On new default: 0
condition			macro	Site condition macro to approve transition.
condition_error		STRING		Error message for site condition.
description		STRING		Description of this transition.
last_mod_by			cnt	On new default user;

Attribute	DB Field	Data Type	SREL References	Flags
				on CI set user
last_mod_dt		DATE		On CI set user now

cr_tpl Object

The object details are as follows:

Associated Table: Cr_Template

Factories: default

REL_ATTR: template_name

Common Name: template_name

Function Group: call_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
quick_tmpl_type	quick_tmpl_type	INTEGER	quick_tpl_types enum	REQUIRED
template	template	STRING	call_req persid	
template_class	template_class	STRING		
template_name	template_name	STRING		UNIQUE REQUIRED S_KEY

crs Object

The object details are as follows:

Associated Table: Cr_Status

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
active	active	INTEGER		
code	code	STRING		UNIQUE REQUIRED S_KEY
cr_flag	cr_flag	INTEGER		
delete_flag	del	INTEGER	actbool enum	REQUIRED
hold	hold	INTEGER		
id	id	INTEGER		UNIQUE REQUIRED KEY
in_flag	in_flag	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
pr_flag	pr_flag	INTEGER		
resolved	resolved	INTEGER		
sym	sym	STRING		REQUIRED

crsol Object

The object details are as follows:

Associated Table: Call_Solution

Factories: default

REL_ATTR: persistent_id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
cr_count	cr_count	INTEGER		
cr_flag	cr_flag	INTEGER		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
in_flag	in_flag	INTEGER		
last_mod_dt	last_mod_dt	LOCAL_TIME		
desc	nx_desc	STRING		
persistent_id	persid	STRING		
pr_flag	pr_flag	INTEGER		
solution_approved	sapproved	INTEGER	bool_tab enum	
solution_name	sname	STRING		
solution	solution	STRING		
sym	sym	STRING		REQUIRED S_KEY
tcode	tcode	INTEGER		

crsq Object

The object details are as follows:

Associated Table: Cr_Stored_Queries

Factories: default, sqchg, sqcr, sqiss

REL_ATTR: code

Common Name: description

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
code	code	STRING		UNIQUE REQUIRED S_KEY
count_url	count_url	STRING		
where_clause	criteria	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
label	label	STRING		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
obj_type	obj_type	STRING		
persistent_id	persid	STRING		

crt Object

The object details are as follows:

Associated Table: Call_Req_Type

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
code	code	nvarchar (10)		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
display_name	display_name	nvarchar 30		
id	id	INTEGER		UNIQUE REQUIRED KEY
description	nx_desc	nvarchar 30		
persistent_id	persid	nvarchar 30		
sym	sym	nvarchar 30		REQUIRED

ctab Object

The object details are as follows:

Associated Table: Controlled_Table

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
desc	nx_desc	nvarchar (40)		
obj_name	obj_name	nvarchar 30		
persistent_id	persid	nvarchar 30		
sym	sym	nvarchar 30		UNIQUE REQUIRED S_KEY

ctimer Object

The object details are as follows:

Associated Table: Cr_Call_Timers

Factories: default

REL_ATTR: persistent_id

Common Name: color

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
beep	beep	INTEGER		
color	color	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
text	text	STRING		
threshold	threshold	DURATION		REQUIRED

ctp Object

The object details are as follows:

Associated Table: ca_contact_type

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
description	description	STRING		
exclude_registration	exclude_registration	integer		
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod_dt	last_update_date	LOCAL_TIME		
last_mod_by	last_update_user	STRING		
sym	name	STRING		
user_uuid	user_uuid	UUID	ca_contact uuid	

Attribute	DB Field	Data Type	SREL References	Flags
version_number	version_number	integer		
view_internal	view_internal	integer		

Dblocks Object

The object details are as follows:

Associated Table: Virtual internal table

Factories: default

REL_ATTR: id

Common Name: Id

Function Group: dblock

Attribute	DB Field	Data Type	SREL References	Flags
name		STRING 0		
table_name		STRING 0		
factory_name		SREL	prod_list.sym	
lock_hash		INTEGER		
lock_uuid		UUID		
lock_string		STRING 0		
lock_owner		STRING 0		
when_taken		DATE		
process		STRING 0		
request		INTEGER		
delete_flag		SREL	actbool.enum	

dcon Object

The object details are as follows:

Associated Table: Domain_Constraint

Factories: default

REL_ATTR: id

Common Name: constraint_majic

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
persistent_id	persid	STRING		REQUIRED
delete_flag	del	INTEGER	actbool enum	REQUIRED
alias	alias	INTEGER		
last_mod_dt	last_mod_dt	LOCAL_TIMESTAMP		
last_mod_by	last_mod_by	STRING	ca_contact uuid	REQUIRED
dom_id	dom_id	INTEGER	Domain id	REQUIRED
tbl_id	tbl_id	INTEGER	Controlled_Table id	REQUIRED
type	type	INTEGER	Domain_Constraint_Type	REQUIRED
error_msg	error_msg	STRING	enum	
constraint_majic	constraint_majic	STRING		
constraint_SQL	constraint_sql	STRING		

dcon_typ Object

The object details are as follows:

Associated Table: Domain_Constraint_Type

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
enum	enum	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
description	nx_desc	nvarchar (40)		
persistent_id	persid	nvarchar 30		
sym	sym	nvarchar (12)		UNIQUE REQUIRED S_KEY

dept Object

The object details are as follows:

Associated Table: ca_resource_department

Factories: default

REL_ATTR: id

Common Name: name

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
delete_time	delete_time	LOCAL_TIME		
exclude_registration	exclude_registration	integer		
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
name	name	STRING		
version_number	version_number	integer		

dlgsrvr Object

The object details are as follows:

Associated Table: Delegation_Server

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
anon_userid	anon_userid	STRING		
appl_addr	appl_addr	STRING		
default_assignee	default_assignee	UUID	ca_contact uuid	
default_userid	default_userid	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
metafile	metafile	STRING		
description	nx_desc	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
password	password	STRING		
server	server	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY
transport	transport	INTEGER		

dmn Object

The object details are as follows:

Associated Table: Domain

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod	last_mod_dt	LOCAL_TIME		
desc	nx_desc	STRING		
persistent_id	persid	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

doc_rep Object

The object details are as follows:

Associated Table: Document_Repository

Factories: default

REL_ATTR: persistent_id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
archive_path	archive_path	STRING		
archive_type	archive_type	INTEGER		
cgi_path	cgi_path	STRING		
default_rep	default_rep	INTEGER		
delete_flag	del	INTEGER	actbool enum	REQUIRED
file_limit_size	file_limit_size	INTEGER		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
prohibited_file_ext	prohibited_ext	STRING		
protocol	protocol	STRING		
repository_type	repository_type	INTEGER		
retrieve_path	retrieve_path	STRING		
server	server	STRING		
servlet_path	servlet_path	STRING		
sym	sym	STRING		REQUIRED S_KEY
upload_path	upload_path	STRING		

EBR_ACRONYMS Object

The object details are as follows:

Associated Table: EBR_ACRONYMS

Factories: default

REL_ATTR: id

Common Name: ACRONYM

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Acronym	ACRONYM	STRING		
id	ID	INTEGER		REQUIRED KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		

func_access Object

The object details are as follows:

Associated Table: usp_functional_access

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: security

Attribute	DB Field	Data Type	SREL References	Flags
code	code	STRING 30		REQUIRED UNIQUE
type	type	SREL	func_access_type.id	REQUIRED
sym	sym	STRING 60		REQUIRED
description	description	STRING 1000		
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	UUID	cnt.id	

Func_access_level Object

The object details are as follows:

Associated Table: usp_functional_access_level

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: security

Attribute	DB Field	Data Type	SREL References	Flags
access_level	access_level	INTEGER		REQUIRED
type	type	SREL	func_access_type.id	REQUIRED
sym	sym	STRING 60		REQUIRED
description	description	STRING 1000		
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	UUID	cnt.id	

Func_access_role Object

The object details are as follows:

Associated Table: usp_functional_access_role

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: security

Attribute	DB Field	Data Type	SREL References	Flags
access_level	access_level	SREL	func_access_level.id	
func_access	func_access	SREL	func_access.code	
role	role	SREL	role.id	
description	description	STRING 1000		
last_mod_dt	last_mod_dt	DATE		

last_mod_by	last_mod_by	UUID	cnt.id

func_access_type Object

The object details are as follows:

Associated Table: usp_functional_access_type

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: security

Attribute	DB Field	Data Type	SREL References	Flags
sym	sym	STRING 60		
default_access	default_access	SREL	func_access_level. id	
description	description	STRING 1000		
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	UUID	cnt.id	

EBR_FULLTEXT Object

The object details are as follows:

Associated Table: EBR_FULLTEXT

Factories: default

REL_ATTR: id

Common Name: FULL_WORD

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
DOC_TYPE	DOC_TYPE	INTEGER		
ENTITY_ID	ENTITY_ID	INTEGER		
FULL_WORD	FULL_WORD	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
FULL_WORD_REVERSE	FULL_WORD_REVERSE	STRING		
id	ID	INTEGER		REQUIRED KEY
PERMISSION_INDEX_ID	PERMISSION_INDEX_ID	INTEGER		
PRODUCT	PRODUCT	STRING		
SHORT_WORD	SHORT_WORD	STRING		
TABLE_ID	TABLE_ID	INTEGER		
WORD_COUNT	WORD_COUNT	INTEGER		
WORD_COUNT_PROBLEM	WORD_COUNT_PROBLEM	INTEGER		
WORD_COUNT_RESOLUTION	WORD_COUNT_RESOLUTION	INTEGER		
WORD_COUNT_SUMMARY	WORD_COUNT_SUMMARY	INTEGER		
WORD_COUNT_TITLE	WORD_COUNT_TITLE	INTEGER		
WORD_IDF	WORD_IDF	INTEGER		
WORD_ORDER	WORD_ORDER	INTEGER		
WORD_TYPE	WORD_TYPE	INTEGER		

EBR_FULLTEXT_ADM Object

The object details are as follows:

Associated Table: EBR_FULLTEXT_ADM

Factories: default

REL_ATTR: id

Common Name: FULL_WORD

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
DOC_TYPE	DOC_TYPE	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
ENTITY_ID	ENTITY_ID	INTEGER		
FULL_WORD	FULL_WORD	STRING		
FULL_WORD_REVERSE	FULL_WORD_REVERSE	STRING		
id	ID	INTEGER		REQUIRED KEY
PERMISSION_INDEX_ID	PERMISSION_INDEX_ID	INTEGER		
PRODUCT	PRODUCT	STRING		
SHORT_WORD	SHORT_WORD	STRING		
TABLE_ID	TABLE_ID	INTEGER		
WORD_COUNT	WORD_COUNT	INTEGER		
WORD_COUNT_PROBLEM	WORD_COUNT_PROBLEM	INTEGER		
WORD_COUNT_RESOLUTION	WORD_COUNT_RESOLUTION	INTEGER		
WORD_COUNT_SUMMARY	WORD_COUNT_SUMMARY	INTEGER		
WORD_COUNT_TITLE	WORD_COUNT_TITLE	INTEGER		
WORD_IDF	WORD_IDF	INTEGER		
WORD_ORDER	WORD_ORDER	INTEGER		
WORD_TYPE	WORD_TYPE	INTEGER		

EBR_FULLTEXT_SD Object

The object details are as follows:

Associated Table: EBR_FULLTEXT_SD

Factories: default

REL_ATTR: id

Common Name: FULL_WORD

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
DOC_TYPE	DOC_TYPE	INTEGER		
ENTITY_ID	ENTITY_ID	INTEGER		
FULL_WORD	FULL_WORD	STRING		
FULL_WORD_REVERSE	FULL_WORD_REVERSE	STRING		
id	ID	INTEGER		REQUIRED KEY
PERMISSION_INDEX_ID	PERMISSION_INDEX_ID	INTEGER		
PRODUCT	PRODUCT	STRING		
SHORT_WORD	SHORT_WORD	STRING		
TABLE_ID	TABLE_ID	INTEGER		
WORD_COUNT	WORD_COUNT	INTEGER		
WORD_COUNT_PROBLEM	WORD_COUNT_PROBLEM	INTEGER		
WORD_COUNT_RESOLUTION	WORD_COUNT_RESOLUTION	INTEGER		
WORD_COUNT_SUMMARY	WORD_COUNT_SUMMARY	INTEGER		
WORD_COUNT_TITLE	WORD_COUNT_TITLE	INTEGER		
WORD_IDF	WORD_IDF	INTEGER		
WORD_ORDER	WORD_ORDER	INTEGER		
WORD_TYPE	WORD_TYPE	INTEGER		

EBR_FULLTEXT_SD_ADM Object

The object details are as follows:

Associated Table: EBR_FULLTEXT_SD_ADM

Factories: default

REL_ATTR: id

Common Name: FULL_WORD

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
DOC_TYPE	DOC_TYPE	INTEGER		
ENTITY_ID	ENTITY_ID	INTEGER		
FULL_WORD	FULL_WORD	STRING		
FULL_WORD_REVERSE	FULL_WORD_REVERSE	STRING		
id	ID	INTEGER		REQUIRED KEY
PERMISSION_INDEX_ID	PERMISSION_INDEX_ID	INTEGER		
PRODUCT	PRODUCT	STRING		
SHORT_WORD	SHORT_WORD	STRING		
TABLE_ID	TABLE_ID	INTEGER		
WORD_COUNT	WORD_COUNT	INTEGER		
WORD_COUNT_PROBLEM	WORD_COUNT_PROBLEM	INTEGER		
WORD_COUNT_RESOLUTION	WORD_COUNT_RESOLUTION	INTEGER		
WORD_COUNT_SUMMARY	WORD_COUNT_SUMMARY	INTEGER		
WORD_COUNT_TITLE	WORD_COUNT_TITLE	INTEGER		
WORD_IDF	WORD_IDF	INTEGER		
WORD_ORDER	WORD_ORDER	INTEGER		
WORD_TYPE	WORD_TYPE	INTEGER		

EBR_INDEXING_QUEUE Object

The object details are as follows:

Associated Table: EBR_INDEXING_QUEUE

Factories: default

REL_ATTR: id

Common Name: OBJ_PERSID

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
ACTION	ACTION	INTEGER		
ACTION_DATE	ACTION_DATE	DATE		
id	ID	INTEGER		REQUIRED KEY
INDEXED	INDEXED	INTEGER		
OBJ_PERSID	OBJ_PERSID	STRING		
PRIORITY	PRIORITY	INTEGER		
TEXT	TEXT	STRING		

EBR_KEYWORDS Object

The object details are as follows:

Associated Table: EBR_KEYWORDS

Factories: default

REL_ATTR: id

Common Name: FULL_WORD

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
ENTITY_ID	ENTITY_ID	INTEGER		
EXT_TABLE_ID	EXT_TABLE_ID	INTEGER		
FULL_WORD	FULL_WORD	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY

EBR_LOG Object

The object details are as follows:

Associated Table: EBR_LOG

Factories: default

REL_ATTR: id

Common Name: SEARCH_TEXT

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
ASKED_DATE	ASKED_DATE	LOCAL_TIME		
BEST_IDS	BEST_IDS	STRING		
EXTERNAL_ID	EXTERNAL_ID	STRING		
FILTER_DATA	FILTER_DATA	STRING		
FUZZINESS	FUZZINESS	INTEGER		
id	ID	INTEGER		KEY
KEYWORDS	KEYWORDS	STRING		
MATCH_TYPE	MATCH_TYPE	INTEGER		
METHOD_PERFORMANCE	METHOD_PERFORMANCE	INTEGER		
METHOD_TYPE	METHOD_TYPE	INTEGER		
NUM_MATCHES	NUM_MATCHES	INTEGER		
ORDER_DIRECTION	ORDER_DIRECTION	INTEGER		
PRIMARY_ORDER	PRIMARY_ORDER	STRING		
ROWS_FOUND	ROWS_FOUND	INTEGER		
ROWS_TO_FETCH	ROWS_TO_FETCH	INTEGER		
SEARCH_IN	SEARCH_IN	INTEGER		
SEARCH_QUALITY	SEARCH_QUALITY	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
SEARCH_TEXT	SEARCH_TEXT	STRING		
SEARCH_TYPE	SEARCH_TYPE	INTEGER		
SECONDARY_ORDER	SECONDARY_ORDER	INTEGER		
SESSION_ID	SESSION_ID	INTEGER		
SQL_TEXT	SQL_TEXT	STRING		
TOP_MATCH_ID	TOP_MATCH_ID	INTEGER		
UNIQUE_WORD_COUNT	UNIQUE_WORD_COUNT	INTEGER		
USER_ID	USER_ID	STRING		
WORD_COUNT	WORD_COUNT	INTEGER		

EBR_METRICS Object

The object details are as follows:

Associated Table: EBR_METRICS

Factories: default

REL_ATTR: id

Common Name: METRIC

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Comments	COMMENTS	STRING		
id	ID	INTEGER		REQUIRED KEY
Metric	METRIC	STRING		
Weight	WEIGHT	REAL		

EBR_NOISE_WORDS Object

The object details are as follows:

Associated Table: EBR_NOISE_WORDS

Factories: default

REL_ATTR: id

Common Name: NOISE_WORD

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Noise Word	NOISE_WORD	STRING		

EBR_PATTERNS Object

The object details are as follows:

Associated Table: EBR_PATTERNS

Factories: default

REL_ATTR: id

Common Name: PATTERN_NAME

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY
PATTERN_DEFAULT	PATTERN_DEFAULT	STRING		
PATTERN_NAME	PATTERN_NAME	STRING		
PATTERN_VALUE	PATTERN_VALUE	STRING		
PATTERN_VALUE_AD M	PATTERN_VALUE_AD M	STRING		

EBR_PREFIXES Object

The object details are as follows:

Associated Table: EBR_PREFIXES

Factories: default

REL_ATTR: id

Common Name: PREFIX

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY
Prefix	PREFIX	STRING		

EBR_PROPERTIES Object

The object details are as follows:

Associated Table: EBR_PROPERTIES

Factories: default

REL_ATTR: id

Common Name: PROPERTY_NAME

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY
PROPERTY_ADMIN	PROPERTY_ADMIN	INTEGER		
PROPERTY_DEFAULT	PROPERTY_DEFAULT	STRING		
PROPERTY_NAME	PROPERTY_NAME	STRING		S_KEY
PROPERTY_TYPE	PROPERTY_TYPE	STRING		
PROPERTY_VALUE	PROPERTY_VALUE	STRING		
PROPERTY_VALUE_ADM	PROPERTY_VALUE_ADM	STRING		

EBR_SUBSTITITS Object

The object details are as follows:

Associated Table: EBR_SUBSTITITS

Factories: default

REL_ATTR: id

Common Name: SYMBOL1

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY
SYMBOL1	SYMBOL1	STRING		
SYMBOL2	SYMBOL2	STRING		

EBR_SUFFIXES Object

The object details are as follows:

Associated Table: EBR_SUFFIXES

Factories: default

REL_ATTR: id

Common Name: SUFFIX

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY
Suffix	SUFFIX	STRING		

EBR_SYNONYMS Object

The object details are as follows:

Associated Table: EBR_SYNONYMS

Factories: default

REL_ATTR: id

Common Name: KEYWORD1

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY
Keyword 1	KEYWORD1	STRING		
Keyword 2	KEYWORD2	STRING		
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		

EBR_SYNONYMS_ADM Object

The object details are as follows:

Associated Table: EBR_SYNONYMS_ADM

Factories: default

REL_ATTR: id

Common Name: KEYWORD1

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY
Keyword 1	KEYWORD1	STRING		
Keyword 2	KEYWORD2	STRING		
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		

ES_CONSTANTS Object

The object details are as follows:

Associated Table: ES_CONSTANTS

Factories: default

REL_ATTR: id

Common Name: NAME

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Comments	COMMENTS	STRING		
id	ID	INTEGER		REQUIRED KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Name	NAME	STRING		
Property ID	PROPERTYID	INTEGER		
Property Value	PROPVALUE	INTEGER		

ES_NODES Object

The object details are as follows:

Associated Table: ES_NODES

Factories: default

REL_ATTR: id

Common Name: NODE_SHORT_DESC

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
DISPLAYED_TEXT	DISPLAYED_TEXT	STRING		
id	ID	INTEGER		REQUIRED KEY
last_mod_dt	LAST_MOD_DT	LOCAL_TIME		
LINK_ID	LINK_ID	INTEGER	ES_NODES id	

Attribute	DB Field	Data Type	SREL References	Flags
NODE_ID	NODE_ID	INTEGER		
NODE_SHORT_DESC	NODE_SHORT_DESC	STRING		
NODE_TYPE	NODE_TYPE	INTEGER		
PARENT_NODE_ID	PARENT_NODE_ID	INTEGER		
QUERY_RESP_NUMBER	QUERY_RESP_NUMBER	INTEGER		
QUERY_RESP_TYPE	QUERY_RESP_TYPE	STRING		
RESPLINKID1	RESPLINKID1	INTEGER		
RESPLINKID2	RESPLINKID2	INTEGER		
RESPLINKID3	RESPLINKID3	INTEGER		
RESPLINKID4	RESPLINKID4	INTEGER		
RESPLINKID5	RESPLINKID5	INTEGER		
RESPLINKID6	RESPLINKID6	INTEGER		
RESPLINKID7	RESPLINKID7	INTEGER		
RESPONSE1	RESPONSE1	STRING		
RESPONSE2	RESPONSE2	STRING		
RESPONSE3	RESPONSE3	STRING		
RESPONSE4	RESPONSE4	STRING		
RESPONSE5	RESPONSE5	STRING		
RESPONSE6	RESPONSE6	STRING		
RESPONSE7	RESPONSE7	STRING		
ROOT_ID	ROOT_ID	INTEGER	ES_NODES id	
TREE_ID	TREE_ID	INTEGER	SKELETONS id	

ES_RESPONSES Object

The object details are as follows:

Associated Table: ES_RESPONSES

Factories: default

REL_ATTR: id

Common Name: RESPONSE_LINK_TEXT

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY
last_mod_dt	LAST_MOD_DT	LOCAL_TIME		
PARENT_NODE_ID	PARENT_NODE_ID	INTEGER	ES_NODES id	
RESPONSE_LINK_ID	RESPONSE_LINK_ID	INTEGER	ES_NODES id	
RESPONSE_LINK_ORDER	RESPONSE_LINK_ORDER	INTEGER		
RESPONSE_LINK_TEXT	RESPONSE_LINK_TEXT	STRING		

ES_SESSIONS Object

The object details are as follows:

Associated Table: ES_SESSIONS

Factories: default

REL_ATTR: id

Common Name: EXTERNAL_ID

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
COMMENT_TEXT	COMMENT_TEXT	STRING		
EVALUATION	EVALUATION	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
EXTERNAL_ID	EXTERNAL_ID	STRING		
id	ID	INTEGER		REQUIRED KEY
last_mod_dt	LAST_MOD_DT	LOCAL_TIME		
PATH_IDS	PATH_IDS	STRING		
PATH_QAS	PATH_QAS	STRING		
SESSION_ID	SESSION_ID	INTEGER		
TREE_ID	TREE_ID	INTEGER	ES_NODES id	

event_log Object

The object details are as follows:

Associated Table: event_log

Factories: default

REL_ATTR: id

Common Name: sd_obj_type

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
event	event	INTEGER	event_type id	
id	id	INTEGER		UNIQUE REQUIRED KEY
kd	kd_id	INTEGER	SKELETONS id	
log_time	log_time	LOCAL_TIME		
millitime	millitime	INTEGER		
numdata1	numdata1	INTEGER		
numdata2	numdata2	INTEGER		
sd_obj_id	sd_obj_id	INTEGER		
sd_obj_type	sd_obj_type	STRING		
session	session	INTEGER	session_log id	
textdata1	textdata1	STRING		
textdata2	textdata2	STRING		

event_type Object

The object details are as follows:

Associated Table: event_type

Factories: default

REL_ATTR: id

Common Name: description

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
code	code	STRING		UNIQUE REQUIRED S_KEY
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		

evt Object

The object details are as follows:

Associated Table: Events

Factories: default

REL_ATTR: persistent_id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
condition	condition	STRING	splmac persid	
delete_flag	del	INTEGER	actbool enum	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
delay_time	delay_time	DURATION		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
modulo_time	modulo_time	DURATION		REQUIRED
obj_type	obj_type	STRING		
on_done_flag	on_done_flag	INTEGER		REQUIRED
persistent_id	persid	STRING		
sym	sym	STRING		REQUIRED unique S_KEY
urgency	urgency	INTEGER		
user_settime	user_settime	INTEGER		REQUIRED
user_smag	user_smag	STRING		
violate_on_false	violate_on_false	INTEGER		
violate_on_true	violate_on_true	INTEGER		
work_shift	work_shift	STRING	bpwshft persid	

evtdly Object

The object details are as follows:

Associated Table: Event_Delay

Factories: default

REL_ATTR: persistent_id

Common Name: group_name

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
act_delay	act_delay	DURATION		
cancel_time	cancel_time	LOCAL_TIME		

Attribute	DB Field	Data Type	SREL References	Flags
create_time	create_time	LOCAL_TIME		
delay_type	delay_type	INTEGER	evtdlytp enum	
eff_delay	eff_delay	DURATION		
group_name	group_name	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
obj_id	obj_id	STRING		REQUIRED S_KEY
persistent_id	persid	STRING		
start_time	start_time	LOCAL_TIME		
start_userid	start_userid	UUID	ca_contact uuid	
status_flag	status_flag	INTEGER		
stop_time	stop_time	LOCAL_TIME		
stop_userid	stop_userid	UUID	ca_contact uuid	
support_lev	support_lev	STRING	srv_desc code	

evtdlytp Object

The object details are as follows:

Associated Table: Event_Delay_Type

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
enum	enum	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
description	nx_desc	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
sym	sym	STRING		UNIQUE REQUIRED S_KEY

ext_entity_map Object

The object details are as follows:

Associated Table: External_Entity_Map

Factories: default, sd_chg_map

REL_ATTR: persistent_id

Common Name: xschema_code

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
int1_rsrved	int1_rsrved	INTEGER		
int2_rsrved	int2_rsrved	INTEGER		
int3_rsrved	int3_rsrved	INTEGER		
int4_rsrved	int4_rsrved	INTEGER		
int5_rsrved	int5_rsrved	INTEGER		
int6_rsrved	int6_rsrved	INTEGER		
lstr1_rsrved	lstr1_rsrved	STRING		
lstr2_rsrved	lstr2_rsrved	STRING		
ob_persid	ob_persid	STRING		
ob_type	ob_type	STRING		
persistent_id	persid	STRING		
str1_rsrved	str1_rsrved	STRING		
str2_rsrved	str2_rsrved	STRING		
xentity_id	xentity_id	STRING		REQUIRED
xschema_code	xschema_code	STRING		REQUIRED
xschema_ver	xschema_ver	INTEGER		REQUIRED

fmgrp Object

The object details are as follows:

Associated Table: Form_Group

Factories: default, all_fmgrp

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
sym	sym	STRING		REQUIRED S_KEY

g_chg_ext Object

The object details are as follows:

Associated Table: Global_Change_Extension

Factories: default

REL_ATTR: id

Common Name: chg_ref_num

Function Group: change_mgr

Attribute	DB Field	Data Type	SREL References	Flags
active	active_flag	INTEGER	actrbool enum	REQUIRED
affected_contact	affected_contact	UUID	ca_contact uuid	REQUIRED
assignee	assignee	UUID	ca_contact uuid	
category	category	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
chg_ref_num	chg_ref_num	STRING		REQUIRED
close_date	close_date	LOCAL_TIME		
global_queue_id	global_queue_id	INTEGER	g_queue_names id	
group	group_id	UUID		
id	id	INTEGER		UNIQUE REQUIRED KEY
impact	impact	INTEGER	impact enum	
last_mod_dt	last_mod_dt	LOCAL_TIME		REQUIRED
open_date	open_date	LOCAL_TIME		REQUIRED
priority	priority	INTEGER	pri enum	REQUIRED
remote_id	remote_id	INTEGER		REQUIRED S_KEY
requestor	requestor	UUID	ca_contact uuid	REQUIRED
status	status	STRING	chgstat code	REQUIRED
summary	summary	STRING		

g_chg_queue Object

The object details are as follows:

Associated Table: Global_Change_Queue

Factories: default

REL_ATTR: id

Common Name: chg_ref_num

Function Group: change_mgr

Attribute	DB Field	Data Type	SREL References	Flags
active	active_flag	INTEGER	actrbool enum	REQUIRED
affected_contact	affected_contact	UUID		REQUIRED
assignee	assignee	UUID		
category	category	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
chg_ref_num	chg_ref_num	STRING		REQUIRED
close_date	close_date	LOCAL_TIME		
global_queue_id	global_queue_id	INTEGER	g_queue_names id	
group	group_id	UUID		
id	id	INTEGER		UNIQUE REQUIRED KEY
impact	impact	INTEGER	impact enum	
last_mod_dt	last_mod_dt	LOCAL_TIME		REQUIRED
open_date	open_date	LOCAL_TIME		REQUIRED
priority	priority	INTEGER	pri enum	REQUIRED
remote_id	remote_id	INTEGER		REQUIRED S_KEY
remote_sys_id	remote_sys_id	INTEGER	g_srvr remote_sys_id	REQUIRED S_KEY
requestor	requestor	UUID		REQUIRED
status	status	STRING	chgstat code	REQUIRED
summary	summary	STRING		

g_cnt Object

The object details are as follows:

Associated Table: Global_Contact

Factories: default

REL_ATTR: id

Common Name: combo_name

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
contact_num	contact_num	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
email_address	email_address	STRING		
first_name	first_name	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_name	last_name	STRING		
location	loc_id	UUID		
middle_name	middle_name	STRING		
organization	org_id	UUID		
pri_phone_number	pri_phone_number	STRING		
remote_id	remote_id	UUID		REQUIRED S_KEY
remote_sys_id	remote_sys_id	INTEGER	g_srvr remote_sys_id	REQUIRED S_KEY
userid	userid	STRING		

g_cr_ext Object

The object details are as follows:

Associated Table: Global_Request_Extension

Factories: default

REL_ATTR: id

Common Name: ref_num

Function Group: call_mgr

Attribute	DB Field	Data Type	SREL References	Flags
active	active_flag	INTEGER	actrbool enum	REQUIRED
assignee	assignee	UUID	ca_contact uuid	
category	category	STRING		
close_date	close_date	LOCAL_TIME		
customer	customer	UUID	ca_contact uuid	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
global_queue_id	global_queue_id	INTEGER	g_queue_names id	
group	group_id	UUID		
id	id	INTEGER		UNIQUE REQUIRED KEY
impact	impact	INTEGER	impact enum	
last_mod_dt	last_mod_dt	LOCAL_TIME		REQUIRED
open_date	open_date	LOCAL_TIME		REQUIRED
priority	priority	INTEGER	pri enum	REQUIRED
ref_num	ref_num	STRING		REQUIRED
remote_id	remote_id	INTEGER		REQUIRED S_KEY
status	status	STRING	cr_stat code	REQUIRED
summary	summary	STRING		
type	type	STRING	crt code	

g_cr_queue Object

The object details are as follows:

Associated Table: Global_Request_Queue

Factories: default

REL_ATTR: id

Common Name: ref_num

Function Group: call_mgr

Attribute	DB Field	Data Type	SREL References	Flags
active	active_flag	INTEGER	actrbool enum	REQUIRED
assignee	assignee	UUID		
category	category	STRING		
close_date	close_date	LOCAL_TIME		
customer	customer	UUID		REQUIRED
global_queue_id	global_queue_id	INTEGER	g_queue_names id	

Attribute	DB Field	Data Type	SREL References	Flags
group	group_id	UUID		
id	id	INTEGER		UNIQUE REQUIRED KEY
impact	impact	INTEGER	impact enum	
last_mod_dt	last_mod_dt	LOCAL_TIME		REQUIRED
open_date	open_date	LOCAL_TIME		REQUIRED
priority	priority	INTEGER	pri enum	REQUIRED
ref_num	ref_num	STRING		REQUIRED
remote_id	remote_id	INTEGER		REQUIRED S_KEY
remote_sys_id	remote_sys_id	INTEGER	g_svr remote_sys_id	REQUIRED S_KEY
status	status	STRING	cr_stat code	REQUIRED
summary	summary	STRING		
type	type	STRING	crt code	

g_iss_ext Object

The object details are as follows:

Associated Table: Global_Issue_Extension

Factories: default

REL_ATTR: id

Common Name: ref_num

Function Group: issue_mgr

Attribute	DB Field	Data Type	SREL References	Flags
active	active_flag	INTEGER	actrbool enum	REQUIRED
assignee	assignee	UUID	ca_contact uuid	
category	category	STRING		
close_date	close_date	LOCAL_TIME		
global_queue_id	global_queue_id	INTEGER	g_queue_names id	

Attribute	DB Field	Data Type	SREL References	Flags
group	group_id	UUID		
id	id	INTEGER		UNIQUE REQUIRED KEY
impact	impact	INTEGER	impact enum	
last_mod_dt	last_mod_dt	LOCAL_TIME		REQUIRED
open_date	open_date	LOCAL_TIME		REQUIRED
priority	priority	INTEGER	pri enum	REQUIRED
product	product	INTEGER	product id	
ref_num	ref_num	STRING		REQUIRED
remote_id	remote_id	INTEGER		REQUIRED S_KEY
requestor	requestor	UUID	ca_contact uuid	REQUIRED
status	status	STRING	issstat code	REQUIRED
summary	summary	STRING		

g_iss_queue Object

The object details are as follows:

Associated Table: Global_Issue_Queue

Factories: default

REL_ATTR: id

Common Name: ref_num

Function Group: issue_mgr

Attribute	DB Field	Data Type	SREL References	Flags
active	active_flag	INTEGER	actrbool enum	REQUIRED
assignee	assignee	UUID		
category	category	STRING		
close_date	close_date	LOCAL_TIME		
global_queue_id	global_queue_id	INTEGER	g_queue_names id	
group	group_id	UUID		
id	id	INTEGER		UNIQUE REQUIRED KEY

Attribute	DB Field	Data Type	SREL References	Flags
impact	impact	INTEGER	impact enum	
last_mod_dt	last_mod_dt	LOCAL_TIME		REQUIRED
open_date	open_date	LOCAL_TIME		REQUIRED
priority	priority	INTEGER	pri enum	REQUIRED
product	product	INTEGER		
ref_num	ref_num	STRING		REQUIRED
remote_id	remote_id	INTEGER		REQUIRED S_KEY
remote_sys_id	remote_sys_id	INTEGER	g_svr remote_sys_id	REQUIRED S_KEY
requestor	requestor	UUID		REQUIRED
status	status	STRING	issstat code	REQUIRED
summary	summary	STRING		

g_loc Object

The object details are as follows:

Associated Table: Global_Location

Factories: default

REL_ATTR: id

Common Name: name

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
del	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
loc_name	loc_name	STRING		
remote_id	remote_id	UUID		REQUIRED S_KEY
remote_sys_id	remote_sys_id	INTEGER	g_svr remote_sys_id	REQUIRED S_KEY

g_org Object

The object details are as follows:

Associated Table: Global_Organization

Factories: default

REL_ATTR: id

Common Name: name

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
name	org_name	STRING		
remote_id	remote_id	UUID		REQUIRED S_KEY
remote_sys_id	remote_sys_id	INTEGER	g_svr remote_sys_id	REQUIRED S_KEY

g_prod Object

The object details are as follows:

Associated Table: Global_Product

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
remote_id	remote_id	INTEGER		REQUIRED S_KEY
remote_sys_id	remote_sys_id	INTEGER	g_svr remote_sys_id	REQUIRED S_KEY
sym	sym	STRING		

g_qname Object

The object details are as follows:

Associated Table: Global_Queue_Names

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
sym	sym	STRING		UNIQUE REQUIRED

g_tblmap Object

The object details are as follows:

Associated Table: Global_Table_Map

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
map_definition	map_definition	STRING		REQUIRED
sym	sym	STRING		UNIQUE REQUIRED

g_tblrule Object

The object details are as follows:

Associated Table: Global_Table_Rule

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
addl_query	addl_query	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_sync_dt	last_sync_dt	LOCAL_TIME		
reoccur_interv	reoccur_interv	DURATION		
sched	sched	STRING	bpwshft persid	
sym	sym	STRING		UNIQUE REQUIRED S_KEY
table_map	table_map	INTEGER	g_tbl_map id	

g_srvrs Object

The object details are as follows:

Associated Table: Global_Servers

Factories: default

REL_ATTR: remote_sys_id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
chg_prefix	chg_prefix	STRING		
cr_prefix	cr_prefix	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
global_name	global_name	STRING		UNIQUE REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
is_master	is_master	INTEGER	bool_tab enum	
iss_prefix	iss_prefix	STRING		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
remote_sys_id	remote_sys_id	INTEGER		UNIQUE REQUIRED
slump_addr	slump_addr	STRING		
sym	sym	STRING		UNIQUE REQUIRED
web_protocol	web_protocol	STRING		
web_server	web_server	STRING		
web_server_port	web_server_port	STRING		
web_url	web_url	STRING		

gl_code Object

The object details are as follows:
Associated Table: ca_resource_gl_code
Factories: default
REL_ATTR: id
Common Name: name
Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
exclude_registration	exclude_registration	integer		
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
name	name	STRING		
version_number	version_number	integer		

grc Object

The object details are as follows:

Associated Table: ca_resource_class

Factories: default

REL_ATTR: id

Common Name: type

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
exclude_registration	exclude_registration	integer		
family	family_id	INTEGER	ca_resource_family id	
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
type	name	STRING		
parent_id	parent_id	SREL		
nsm_class	usp_nsm_class	INTEGER	buscls id	
version_number	version_number	integer		

grpmem Object

The object details are as follows:

Associated Table: Group_Member

Factories: default

REL_ATTR: persistent_id

Common Name:

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
group	group_id	UUID		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
manager_flag	manager_flag	INTEGER		
member	member	UUID	ca_contact uuid	REQUIRED
notify_flag	notify_flag	INTEGER		

hier Object

The object details are as follows:

Associated Table: Asset_Assignment

Factories: default

REL_ATTR: id

Common Name: license_num

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
child	hier_child	byte(16)	ca_owned_ resource uuid	REQUIRED S_KEY
license_num	hier_license_num	nvarchar(40)		
log_date	hier_log_date	INTEGER		REQUIRED
parent	hier_parent	byte(16)	ca_owned_ resource uuid	REQUIRED S_KEY

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	byte(16)	ca_contact uuid	
last_mod_dt	last_mod_dt	INTEGER		
persistent_id	persid	nvarchar(30)		

ical_alarm Object

Attribute	Data Type	Remarks
sym	STRING	Required
alarm_value	STRING	

ical_event_template Object

Attribute	Data Type	Remarks
code	STRING	Required
sym	INTEGER	Required
alarm	SREL ical_alarm	
start_date	STRING	
end_date	STRING	
obj_type	SREL actlog_prod_list	
categories	STRING	
summary	STRING	
description	STRING	
url	STRING	
extra_entries	STRING	

imp Object

The object details are as follows:

Associated Table: Impact

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
enum	enum	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
description	nx_desc	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY
value	value	INTEGER		

in Object

The object details are as follows:

Associated Table: Call_Req

Factories: default

REL_ATTR: persistent_id

Common Name: ref_num

Function Group: call_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
active	active_flag	INTEGER	bool_tab enum	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
active_prev	LOCAL	SREL	bool.enum	
affected_resource	affected_rc	UUID	ca_owned_resource uuid	
assignee	assignee	UUID		
assignee_prev	LOCAL	SREL	agt.id	
call_back_date	call_back_date	LOCAL_TIME		
call_back_flag	call_back_flag	INTEGER		
category	category	STRING	prob_ctg persid	
category_prev	LOCAL	SREL	pcat.persistent_id	
caused_by_chg	caused_by_chg	SREL	chg.id	
change	change	INTEGER	chg id	
charge_back_id	charge_back_id	STRING		
close_date	close_date	LOCAL_TIME		
cr_tticket	cr_tticket	INTEGER		
created_via	created_via	INTEGER	interface id	
customer	customer	UUID	ca_contact uuid	REQUIRED
event_token	event_token	STRING		
extern_ref	extern_ref	STRING		
group	group_id	UUID		
group_prev	LOCAL	SREL	grp.id	
id	id	INTEGER		UNIQUE REQUIRED KEY
impact	impact	INTEGER	impact enum	
impact_prev	LOCAL	SREL	imp.enum	
incident_priority	incident_priority	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
last_act_id	last_act_id	STRING		
last_mod_dt	last_mod_dt	LOCAL_TIME		
log_agent	log_agent	UUID	ca_contact uuid	REQUIRED
macro_ predicted_ violation	macro_predict_ viol	INTEGER		
open_date	open_date	LOCAL_TIME		
outage_end_ time	outage_end_ time	LOCAL_TIME		
outage_start_ time	outage_start_ time	LOCAL_TIME		
parent	parent	STRING	call_req persid	
persistent_id	persid	STRING		
predicted_sla_ violation	predicted_sla_ viol	INTEGER		
priority	priority	INTEGER	pri enum	REQUIRED
priority_prev	LOCAL	SREL	pri.enum	
problem	problem	STRING		
ref_num	ref_num	STRING		UNIQUE REQUIRED S_KEY
resolve_date	resolve_date	LOCAL_TIME		
rootcause	rootcause	INTEGER	rootcause id	
extern_token	sched_token	STRING		
severity	severity	INTEGER	sevrty enum	
severity_prev	LOCAL	SREL	sev.enum	
sla_violation	sla_violation	INTEGER		
base_template	solution	STRING	call_req persid	
status	status	STRING	cr_stat code	
status_prev	LOCAL	SREL	crs.code	
string1	string1	STRING		
string2	string2	STRING		
string3	string3	STRING		
string4	string4	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
string5	string5	STRING		
string6	string6	STRING		
summary	summary	STRING		
support_lev	support_lev	STRING	srv_desc code	
template_name	template_name	STRING	cr_template template_name	
time_spent_sum	time_spent_sum	DURATION		
type	type	STRING	crt code	
urgency	urgency	INTEGER	urgncy enum	
urgency_prev	LOCAL	SREL	urg.enum	

in_trans Object

The object details are as follows:

Associated Tables: in_trans

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
status	status	STRING	crs	Specifies the current ticket status.
new_status	new status	STRING	crs	Specifies the new ticket status.
is default		INTEGER		Default transition that appears when the Status field is empty. On new default: 0
must_comment		INTEGER		Comment required when using a transition.

Attribute	DB Field	Data Type	SREL References	Flags
				On new default: 0
delete_flag	del		actbool	Required. On new default: 0
condition			macro	Site condition macro to approve transition.
condition_error		STRING		Error message for site condition.
description		STRING		Description of this transition.
last_mod_by			cnt	On new default user; on CI set user
last_mod_dt		DATE		On CI set user now

INDEX_DOC_LINKS Object

The object details are as follows:

Associated Table: INDEX_DOC_LINKS

Factories: default

REL_ATTR: id

Common Name: RELATIONAL_ID

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Document ID	DOC_ID	INTEGER	SKELETONS id	
id	ID	INTEGER		REQUIRED KEY
Category ID	INDEX_ID	INTEGER	O_INDEXES id	
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		

Attribute	DB Field	Data Type	SREL References	Flags
Relational ID	RELATIONAL_ID	STRING		

intfc Object

The object details are as follows:

Associated Table: Interface

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
code	code	STRING		UNIQUE REQUIRED
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
desc	nx_desc	STRING		
persistent_id	persid	STRING		
sym	sym	STRING		UNIQUE REQUIRED

iss Object

The object details are as follows:

Associated Table: Issue

Factories: default

REL_ATTR: persistent_id

Common Name: ref_num

Function Group: issue_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
actions	actions	STRING		
active_flag	active_flag	INTEGER		REQUIRED
active_prev	LOCAL	SREL	bool.enum	
actual_comp_date	actual_comp_date	LOCAL_TIME		
actual_cost	actual_cost	INTEGER		
actual_total_time	actual_total_time	DURATION		
affected_contact	affected_contact	UUID	ca_contact uuid	
assignee	assignee	UUID		
assignee_prev	LOCAL	SREL	agt.id	
backout_plan	backout_plan	STRING		
call_back_date	call_back_date	LOCAL_TIME		
call_back_flag	call_back_flag	INTEGER		
category	category	STRING	isscat code	
category_prev	LOCAL	SREL	pcat.persistent_id	
cawf_procid	cawf_procid	STRING		
close_date	close_date	LOCAL_TIME		
created_via	created_via	INTEGER	interface id	
effort	effort	STRING		
est_comp_date	est_comp_date	LOCAL_TIME		
est_cost	est_cost	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
est_total_time	est_total_time	DURATION		
external_system_ticket		STRING		
flag1	flag1	INTEGER		
flag2	flag2	INTEGER		
flag3	flag3	INTEGER		
flag4	flag4	INTEGER		
flag5	flag5	INTEGER		
flag6	flag6	INTEGER		
group	group_id	UUID		
group_prev	LOCAL	SREL	grp.id	
id	id	INTEGER		UNIQUE REQUIRED KEY
impact	impact	INTEGER	impact enum	
impact_prev	LOCAL	SREL	imp.enum	
justification	justification	STRING		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
log_agent	log_agent	UUID	ca_contact uuid	REQUIRED
macro_predicted_violation	macro_predict_viol	INTEGER		
need_by	need_by	LOCAL_TIME		
open_date	open_date	LOCAL_TIME		
organization	organization	UUID	ca_organization uuid	
orig_user_admin_org		SREL	org	
orig_user_cost_center		SREL	cost_cntr	
orig_user_dept		SREL	dept	
orig_user_organization		SREL	org	

Attribute	DB Field	Data Type	SREL References	Flags
parent	parent	STRING	issue persistent_id	
persistent_id	persid	STRING		
person_contacting	person_contacting	INTEGER	perscon id	
predicted_sla_violation	predicted_sla_viol	INTEGER		
priority	priority	INTEGER	pri enum	REQUIRED
priority_prev	LOCAL	SREL	pri.enum	
product	product	INTEGER	product id	
ref_num	ref_num	STRING		UNIQUE REQUIRED S_KEY
reporting_method	reporting_method	INTEGER	repmeth id	
requestor	requestor	UUID	ca_contact uuid	REQUIRED
requested_by		UUID	ca_contact	
resolve_date	resolve_date	LOCAL_TIME		
rootcause	rootcause	INTEGER	rootcause id	
service_date	service_date	LOCAL_TIME		
service_num	service_num	STRING		
sla_violation	sla_violation	INTEGER		
start_date	start_date	LOCAL_TIME		
status	status	STRING	issstat code	
status_prev	LOCAL	SREL	crs.code	
string1	string1	STRING		
string2	string2	STRING		
string3	string3	STRING		
string4	string4	STRING		
string5	string5	STRING		
string6	string6	STRING		
summary	summary	STRING		
support_lev	support_lev	STRING	srv_desc code	
template_name	template_name	STRING	iss_template	

Attribute	DB Field	Data Type	SREL References	Flags
			template_name	
type_of_contact	type_of_contact	INTEGER	toc id	
user1	user1	STRING		
user2	user2	STRING		
user3	user3	STRING		
target_times	target_times			
target_start_last	target_start_last	DATE		
target_hold_last	target_hold_last	DATE		
target_hold_count	target_hold_count	INTEGER		
target_resolved_last	target_resolved_last	DATE		
target_resolved_count	target_resolved_count	INTEGER		
target_closed_last	target_closed_last	DATE		
target_closed_count	target_closed_count	INTEGER		
close_date_prev	close_date_prev	LOCAL DATE		
resolve_date_prev	resolve_date_prev	LOCAL DATE		
target_hold_count_prev	target_hold_count_prev	LOCAL INTEGER		
target_resolved_count_prev	target_resolved_count_prev	LOCAL INTEGER		
target_closed_count_prev	target_closed_count_prev	LOCAL INTEGER		

iss_prp Object

The object details are as follows:

Associated Table: Issue_Property

Factories: default

REL_ATTR: id

Common Name: label

Function Group: issue_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
error_msg	error_msg	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
label	label	STRING		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
owning_iss	owning_iss	STRING	issue persistent_id	REQUIRED
owning_macro	owning_macro	BOP_REF_STR	macro	REQUIRED
persistent_id	persid	STRING		
required	required	INTEGER	bool_tab enum	
sample	sample	STRING		
sequence	sequence	INTEGER		REQUIRED
value_description	value_description	STRING		
validation_rule	validation_rule	BOP_REF_STR	prpval_rule	REQUIRED
validation_type	validation_type	BOP_REF_STR	prpval_type	REQUIRED
value	value	STRING		

iss_tpl Object

The object details are as follows:

Associated Table: Iss_Template

Factories: default

REL_ATTR: template_name

Common Name: template_name

Function Group: issue_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
quick_tmpl_type	quick_tmpl_type	INTEGER	quick_tpl_types enum	REQUIRED
template	template	STRING	issue persistent_id	
template_class	template_class	STRING		
template_name	template_name	STRING		UNIQUE REQUIRED S_KEY

iss_trans Object

The object details are as follows:

Associated Tables: iss_trans

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
status	status	STRING	crs	Specifies the current ticket status.
new_status	new status	STRING	crs	Specifies the new ticket status.
is default		INTEGER		Default transition that appears when the Status field is empty. On new default: 0
must_comment		INTEGER		Comment required when using a transition. On new default: 0
delete_flag	del		actbool	Required. On new default: 0
condition			macro	Site condition macro to approve transition.
condition_error		STRING		Error message for site condition.
description		STRING		Description of this transition.
last_mod_by			cnt	On new default user; on CI set user
last_mod_dt		DATE		On CI set user now

iss_wf Object

The object details are as follows:

Associated Table: Issue_Workflow_Task

Factories: default

REL_ATTR: id

Common Name: description

Function Group: issue_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
actual_duration	actual_duration	DURATION		
asset	asset	UUID	ca_owned_resource uuid	
assignee	assignee	UUID	ca_contact uuid	
completion_date	completion_date	LOCAL_TIME		
cost	cost	INTEGER		
creator	creator	UUID	ca_contact uuid	
date_created	date_created	LOCAL_TIME		
del	del	INTEGER		REQUIRED
done_by	done_by	UUID	ca_contact uuid	
est_completion_date	est_comp_date	LOCAL_TIME		
est_cost	est_cost	INTEGER		
est_duration	est_duration	DURATION		
group	group_id	UUID		
group_task	group_task	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
object_id	object_id	STRING		REQUIRED
object_type	object_type	STRING		REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
persistent_id	persid	STRING		
sequence	sequence	INTEGER		REQUIRED
start_date	start_date	LOCAL_TIME		
status	status	STRING	tskstat code	
support_lev	support_lev	STRING	srv_desc code	
task	task	STRING	tskty code	REQUIRED
wf_template	wf_template	INTEGER	wftpl id	

issalg Object

The object details are as follows:

Associated Table: Issue_Act_Log

Factories: default

REL_ATTR: id

Common Name: description

Function Group: issue_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
action_desc	action_desc	STRING		
analyst	analyst	UUID	ca_contact uuid	
id	id	INTEGER		UNIQUE REQUIRED KEY
internal	internal	INTEGER		
issue_id	issue_id	STRING	issue persistent_id	
knowledge_session	knowledge_session	STRING		
knowledge_tool	knowledge_tool	STRING		
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
system_time	system_time	LOCAL_TIME		
time_spent	time_spent	DURATION		
time_stamp	time_stamp	LOCAL_TIME		
type	type	STRING	act_type code	

isscat Object

The object details are as follows:

Associated Table: Issue_Category

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
assignee	assignee	UUID		
auto_assign	auto_assign	INTEGER		
cawf_defid	cawf_defid	STRING		
children_ok	children_ok	INTEGER		REQUIRED
code	code	STRING		UNIQUE REQUIRED S_KEY
del	del	INTEGER		REQUIRED
group_id	group_id	UUID		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
organization	organization	UUID	ca_organization uuid	
owning_contract	owning_contract	INTEGER	svc_contract id	

Attribute	DB Field	Data Type	SREL References	Flags
persistent_id	persid	STRING		
ss_sym		STRING		
ss_include			bool	REQUIRED On new default: 0
schedule	schedule	INTEGER		
service_type	service_type	STRING	srv_desc code	
survey	survey	INTEGER	survey_tpl id	
sym	sym	STRING 1000		REQUIRED S_KEY

issstat Object

The object details are as follows:

Associated Table: Issue_Status

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
active	active	INTEGER		
code	code	STRING		UNIQUE REQUIRED S_KEY
del	del	INTEGER		REQUIRED
hold	hold	INTEGER		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
resolved	resolved	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
sym	sym	STRING		REQUIRED

job_func Object

The object details are as follows:

Associated Table: ca_job_function

Factories: default

REL_ATTR: id

Common Name: name

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
description	description	STRING		
exclude_registration	exclude_registration	integer		
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
name	name	STRING		
version_number	version_number	integer		

kc Object

The object details are as follows:

Associated Table: usp_kpi

Factories: default

REL_ATTR: id

Common Name: kpi_name

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
kpi_name	name	STRING		REQUIRED
sys_name	sys_name	STRING		
kpi_type	type	INTEGER		REQUIRED
delete_flag	status		actbool	REQUIRED
process_type	process_type	INTEGER		
stored_query_id	stored_query_id	STRING	crsq	
user_context	user_context	UUID	cnt	
sql_query	sql_query	STRING		
description	description	STRING		
refresh_time	refresh_time	INTEGER		REQUIRED
metric_type	metric_type	INTEGER		REQUIRED
curr_kpi_time_stamp	curr_kpi_time_stamp	INTEGER		
version_number	version_number	INTEGER		
tenant	tenant	STRING		
last_mod_by	last_mod_by	UUID	cnt	
last_mod_dt	last_mod_dt	DATE		

KCAT Object

The object details are as follows:

Associated Table: O_INDEXES

Factories: default

REL_ATTR: id

Common Name: CAPTION

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
DESCRIPTION	DESCRIPTION	STRING		
AUTHOR_ID	AUTHOR_ID	UUID	ca_contact uuid	
CAPTION	CAPTION	STRING		REQUIRED
DOC_TEMPLATE	DOC_TEMPLATE	INTEGER	CI_DOC_TEMPLATES id	
HAS_CHILDREN	HAS_CHILDREN	INTEGER		
HAS_DOCS	HAS_DOCS	INTEGER		
id	ID	INTEGER		KEY
KEYWORDS	KEYWORDS	STRING		
ON_COPY_PASTE	ON_COPY_PASTE	INTEGER		
ON_CUT_PASTE	ON_CUT_PASTE	INTEGER		
last_mod_dt	LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
last_mod_by	LAST_MOD_BY	SREL	cnt	Specifies the UUID of the contact who modified this record.
OWNER_ID	OWNER_ID	UUID	ca_contact uuid	
PARENT_ID	PARENT_ID	SREL	O_INDEXES id	
ALLOW_QA	ALLOW_QA	INTEGER		
PERMISSION_INDEX_ID	PERMISSION_INDEX_ID	INTEGER	O_INDEXES id	
READ_PGROUP	READ_PGROUP	INTEGER	P_GROUPS id	
persistent_id	persid	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
PGROUP TYPE	PGROUP_TYPE	INTEGER		Indicates if the P Groups is based on Roles or Groups: 1 —Groups (Default) 2 —Roles
producer_id	producer_id	STRING		
RELATIONAL_ID	RELATIONAL_ID	STRING		
SUBJECT_EXPERT_ID	SUBJECT_EXPERT_ID	UUID	ca_contact uuid	
WF_TEMPLATE	WF_TEMPLATE	SREL	CI_WF_TEMPLATES id	
WRITE_PGROUP	WRITE_PGROUP	INTEGER	P_GROUPS id	

kcd Object

The object details are as follows:

Associated Table: usp_kpi_data

Factories: default

REL_ATTR: id

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
kpi_id	kpi_id	INTEGER	kc	
kpi_time_stamp	kpi_time_stamp	DATE		
metric_type	type	INTEGER		REQUIRED
kpi_value	kpi_value	INTEGER		REQUIRED
duration_count	duration_count	INTEGER		
duration_sum	duration_sum	INTEGER		
duration_max	duration_max	INTEGER		
duration_average	duration_average	INTEGER		
execute_time	execute_time	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
version_number	version_number	INTEGER		

KD Object

The object details are as follows:

Associated Table: SKELETONS

Factories: default

REL_ATTR: id

Common Name: TITLE

Function Group: kd

Attribute	DB Field	Data Type	SREL References	Flags
AVG_RATING	AVG_RATING	DOUBLE		
Document State	ACTIVE_STATE	INTEGER		
Document State Date	ACTIVE_STATE_DATE	LOCAL_TIME		
Assignee ID	ASSIGNEE_ID	UUID	ca_contact uuid	
Author ID	AUTHOR_ID	UUID	ca_contact uuid	
FAQ Rating	BU_RESULT	REAL		
Created Via	CREATED_VIA	INTEGER		
Creation Date	CREATION_DATE	LOCAL_TIME		
Task ID	CURRENT_ACTION_ID	INTEGER	CI_ACTIONS id	
Custom 1	CUSTOM1	STRING		
Custom 2	CUSTOM2	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
Custom 3	CUSTOM3	STRING		
Custom 4	CUSTOM4	STRING		
Custom 5	CUSTOM5	STRING		
Custom Num 1	CUSTOM_NUM1	REAL		
Custom Num 2	CUSTOM_NUM2	REAL		
Document Template ID	DOC_TEMPLATE_ID	INTEGER	CI_DOC_TEMPLATES id	
Document Type ID	DOC_TYPE_ID	INTEGER	CI_DOC_TYPES id	
Document Version	DOC_VERSION	STRING		
Expiration Date	EXPIRATION_DATE	LOCAL_TIME		
EXPIRE_NOTIFICATION_SENT	EXPIRE_NOTIFICATION_SENT	INTEGER		
Decision Tree Root ID	EXT_DOC_ID	INTEGER		
ebr_search_text	ebr_search_text	STRING		
ebr_min_relevance	ebr_min_relevance	STRING		
ebr_fuzziness	ebr_fuzziness	STRING		
ebr_search_type	ebr_search_type	STRING		
ebr_match_type	ebr_match_type	STRING		
ebr_search_in	ebr_search_in	STRING		
ebr_primary_order	ebr_primary_order	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
ebr_secondary_order	ebr_secondary_order	STRING		
ebr_order_direction	ebr_order_direction	STRING		
ebr_custom_filter	ebr_custom_filter	STRING		
ebr_sd_persid	ebr_sd_persid	STRING		
ebr_filter_data	ebr_filter_data	STRING		
ebr_url_text	ebr_url_text	STRING		
ebr_ks_source	ebr_ks_source	STRING		
ebr_kcat_id	ebr_kcat_id	STRING		
ebr_ad_blc	ebr_ad_blc	STRING		
ebr_serial_num	ebr_serial_num	STRING		
ebr_relevance	ebr_relevance	STRING		
ebr_ks_teaser	ebr_ks_teaser	STRING		
ebr_ks_concepts	ebr_ks_concepts	STRING		
FLG_COUNT	FLG_COUNT	QREL		
FULLWORDS	FULLWORDS	STRING		
Hits	HITS	INTEGER		
id	ID	INTEGER		KEY
INDEXED	INDEXED	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
Inherit Permissions Flag	INHERIT_PERMISSION	INTEGER		
Initiator	INITIATOR	STRING		
Initiator ID	INITIATOR_ID	UUID	ca_contact uuid	
Inherit Permissions from Category ID	KD_PERMISSION_INDEX_ID	INTEGER	O_INDEXES id	
KS_TYPE	KS_TYPE	INTEGER		
Last Accepted Date	LAST_ACCEPTED_DATE	LOCAL_TIME		
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		Indicates the timestamp of when this record was last modified.
Locked By ID	LOCKED_BY_ID	UUID	ca_contact uuid	
Modify Date	MODIFY_DATE	LOCAL_TIME		
Notes	NOTES	STRING		
Owner ID	OWNER_ID	UUID	ca_contact uuid	
Parent Request	PARENT_CR	STRING	call_req persid	
Parent Issue	PARENT_ISS	STRING	issue persistent_id	
persistent_id	persid	STRING		
Primary Category	PRIMARY_INDEX	INTEGER	O_INDEXES id	
Workflow Priority ID	PRIORITY_ID	INTEGER	CI_PRIORITIES id	
Problem	PROBLEM	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
producer_id	producer_id	STRING		
Published Date	PUBLISHED_DATE	LOCAL_TIME		
READ_PGROU	READ_PGROU	INTEGER	P_GROUPS id	
PGROUP TYPE	PGROUP_TYPE	INTEGER		Indicates if the P Groups is based on Roles or Groups: 1—Groups (Default) 2—Roles
QA_STATUS	QA_STATUS	SREL	kt_qa_status.id	
Resolution Text	RESOLUTION	STRING		
Resolution Length	RESOLUTION_LENGTH	INTEGER		
Short Resolution	RESOLUTION_SHORT	STRING		
Review Date	REVIEW_DATE	LOCAL_TIME		
Solution Count	SD_ACCEPTED_HITS	INTEGER		
Asset ID	SD_ASSET_ID	UUID	ca_owned_resource uuid	
Impact ID	SD_IMPACT_ID	INTEGER	impact enum	
PRIMARY_KCAT_CHANGE_ONKCAT_DELETE	PRIMARY_KCAT_CHANGE_ONKCAT_DELETE	INTEGER		
Priority ID	SD_PRIORITY_ID	INTEGER	pri enum	
PROBLEM_SHORT	PROBLEM_SHORT	STRING 255		

Attribute	DB Field	Data Type	SREL References	Flags
Product ID	SD_PRODUCT_ID	INTEGER	product id	
RESOLUTION_ TEXT	RESOLUTION_ TEXT	STRING		
Root Cause ID	SD_ROOTCAUSE_ ID	INTEGER	rootcause id	
Severity ID	SD_SEVERITY_ID	INTEGER	sevrty enum	
Urgency ID	SD_URGENCY_ID	INTEGER	urgncy enum	
USER_SLV_CNT	USER_SLV_CNT	INTEGER		
SHORTWORDS	SHORTWORDS	STRING		
Start Date	START_DATE	LOCAL_TIME		
Status ID	STATUS_ID	INTEGER	CI_STATUSES id	
Subject Expert ID	SUBJECT_EXPERT_ID	UUID	ca_contact uuid	
SUBMIT_ KNOWLEDGE_ GUEST_USER_ NAME	SUBMIT_ KNOWLEDGE_ GUEST_USER_ NAME	STRING		
SUBMIT_ KNOWLEDGE_ GUEST_MAIL	SUBMIT_ KNOWLEDGE_ GUEST_MAIL	STRING		
Summary	SUMMARY	STRING		
ticket_avoided_cnt	ticket_avoided_cnt	INTEGER		
Title	TITLE	STRING		
User Defined ID	USER_DEF_ID	STRING		
Version Comment	VER_COMMENT	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
Version Count	VER_COUNT	INTEGER		
Version Cross Reference ID	VER_CROSS_REF_ID	INTEGER		
Workflow Template	WF_TEMPLATE	INTEGER	CI_WF_TEMPLATES id	
WORD_COUNT_TOTAL	WORD_COUNT_TOTAL	INTEGER		
WORDCOUNT	WORDCOUNT	INTEGER		
WORDCOUNTS	WORDCOUNTS	STRING		
WORDORDERS	WORDORDERS	STRING		
WORDPLACES	WORDPLACES	STRING		
WORDSPANS	WORDSPANS	STRING		
WRITE_PGROUP	WRITE_PGROUP	INTEGER	P_GROUPS id	

KD_APPROVAL_METHODS Object

The object details are as follows:

Name	Type	Description	
id	Long		
KD	Long	Knowledge Document's SREL	Tenant implying attribute
CI_WF_TEMPLATES	Long	SREL to CI_WF_TEMPLATES	Tenant implying attribute
KD_ACTION	String	On of: Forward, reject, publish, retire and unretire	
ACTION_ID	Long	SREL to ci_actions	
ASSIGNEE	UUID	User assigned the	

Name	Type	Description
		Knowledge Document

KD_ATTMT Object

The object details are as follows:

Associated Table: KD_ATTMT

Factories: default

REL_ATTR: id

Common Name:

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
ATTMNT_ID	ATTMNT_ID	INTEGER	attmnt id	
DOC_ID	DOC_ID	INTEGER	SKELETONS id	
id	ID	INTEGER		KEY
last_mod_dt	LAST_MOD_DT	LOCAL_TIME		

kdlinks Object

The object details are as follows:

Associated Table: kdlinks

Factories: default

REL_ATTR: persistent_id

Common Name: sd_obj_type

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Request Linked	cr	STRING	call_req persid	
id	ID	INTEGER		KEY
Issue Linked	iss	STRING	issue persistent_id	
Document	kd	INTEGER	SKELETONS id	

Attribute	DB Field	Data Type	SREL References	Flags
Analyst	last_mod_by	UUID	ca_contact uuid	
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Link Type	link_type	INTEGER		
Ticket ID	sd_obj_id	INTEGER		
Ticket Type	sd_obj_type	STRING		

KT_REPORT_CARD Object

The object details are as follows:

Associated Table: KT_REPORT_CARD

Factories: default

REL_ATTR: id

Common Name: SUBJECT_ID

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		KEY
SUBJECT_ID	SUBJECT_ID	nvarchar(40)		
PAST_DAYS	PAST_DAYS	INTEGER		
ORG_STATISTICS	ORG_STATISTICS	INTEGER		
DOCUMENTS_SUBMITTED	DOCUMENTS_SUBMITTED	INTEGER		
DOCUMENTS_PUBLISHED	DOCUMENTS_PUBLISHED	INTEGER		
TOTAL_HITS	TOTAL_HITS	INTEGER		
AVERAGE_EFFECTIVENESS_RATING	AVERAGE_EFFECTIVENESS_RATING	INTEGER		
TOTAL_SOLUTION_COUNT	TOTAL_SOLUTION_COUNT	INTEGER		
creation_user	creation_user	nvarchar(64)		
creation_date	creation_date	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
last_update_user	last_update_user	nvarchar(64)		
last_update_date	last_update_date	INTEGER		
TOTAL_VOTES	TOTAL_VOTES	INTEGER		
AVG_RATING	AVG_RATING	DOUBLE		
USER_SLV_CNT	USER_SLV_CNT	INTEGER		
LINKED_KNOWLEDGE_BY_OT HERS	LINKED_KNOWLEDGE_BY_OT HERS	INTEGER		
LINKED_KNOWLEGE_BY_ME	LINKED_KNOWLEGE_BY_ME	INTEGER		
CLOSED_TICKETS	CLOSED_TICKETS	INTEGER		
TICKETS_WITH_KNOWLEDGE	TICKETS_WITH_KNOWLEDGE	INTEGER		
TICKETS_HAD_SEARCH_ACTIVITIES	TICKETS_HAD_SEARCH_ACTIVITIES	INTEGER		
KNOWLEDGE_SUBMIT_FROM_TICKET	KNOWLEDGE_SUBMIT_FROM_TICKET	INTEGER		
TIME_TO_PUBLISH	TIME_TO_PUBLISH	INTEGER		
MY_COMMENTS	MY_COMMENTS	INTEGER		
DOCUMENTS_RETIRED	DOCUMENTS_RETIRED	INTEGER		
TIME_TO_FIX	TIME_TO_FIX	INTEGER		
FLAGS_FIXED	FLAGS_FIXED	INTEGER		
COMMENTS_ON_MY_DOCUMENTS	COMMENTS_ON_MY_DOCUMENTS	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
FIRST_CALL_RES_WITH_KNOW	FIRST_CALL_RES_WITH_KNOW	INTEGER		
FIRST_CALL_RES_WITHOUT_KNOW	FIRST_CALL_RES_WITHOUT_KNOW	INTEGER		
CONTRIBUTOR_UUID	CONTRIBUTOR_UUID	SREL	cnt	TENANCY_UNRESTRICTED
IS_SUPERVISOR	IS_SUPERVISOR	INTEGER		
SUPERVISOR_ID	SUPERVISOR_ID	SREL	cnt	TENANCY_UNRESTRICTED
MY_ORG_REF_ID	MY_ORG_REF_ID	SREL	KT_REPORT_CARD	
PAST_DAYS_TEXT	PAST_DAYS_TEXT	nvarchar(20)		Populates from the resource file.
LAST_MOD_DT_TEXT	LAST_MOD_DT_TEXT	nvarchar(20)		Specifies the KRC calculation date.
DOCUMENTS_PUBLISHED_PERCENT	DOCUMENTS_PUBLISHED_PERCENT	nvarchar(4)		
AVG_HITS	AVG_HITS	nvarchar(20)		
AVG_RATING_TEXT	AVG_RATING_TEXT	nvarchar(100)		
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	SREL	cnt	

ktd Object

The object details are as follows:
Associated Table: usp_kpi_ticket_data
Factories: default
REL_ATTR: id
Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
end_time	end_time	INTEGER		REQUIRED
prev_time	prev_time	INTEGER		
obj_name	obj_name	STRING		REQUIRED
obj_id	obj_id	INTEGER		REQUIRED
obj_type	obj_type	STRING		
field_name	field_name	STRING		
field_value	field_value	STRING		
next_value	next_value	STRING		
operation	operation	STRING		
attr_obj	attr_obj	STRING		
attr_from_id	attr_from_id	INTEGER		
attr_to_id	attr_to_id	INTEGER		
attr_from_uuid	attr_from_uuid	UUID		
attr_to_uuid	attr_to_uuid	UUID		
ktd_duration	duration	INTEGER		REQUIRED
user_context	user_context	UUID	cnt	

kwrđ Object

The object details are as follows:

Associated Table: Knowledge_Keywords

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
sym	sym	STRING		REQUIRED S_KEY

loc Object

The object details are as follows:

Associated Table: ca_location

Factories: default

REL_ATTR: id

Common Name: name

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
address1	address_1	STRING		
address2	address_2	STRING		
address3	address_3	STRING		
address4	address_4	STRING		
address5	address_5	STRING		
address6	address_6	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
city	city	STRING		
description	comment	STRING		
contact_address_flag	contact_address_flag	integer		
country	country	integer	ca_country id	
county	county	STRING		
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
exclude_registration	exclude_registration	integer		
fax_number	fax_number	STRING		
geo_coord_type	geo_coord_type	integer		
geo_coords	geo_coords	STRING		
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
name	location_name	STRING		
id	location_uuid	UUID		UNIQUE REQUIRED KEY
mail_address_1	mail_address_1	STRING		
mail_address_2	mail_address_2	STRING		
mail_address_3	mail_address_3	STRING		
mail_address_4	mail_address_4	STRING		
mail_address_5	mail_address_5	STRING		
mail_address_6	mail_address_6	STRING		
pri_phone_number	pri_phone_number	STRING		
primary_contact_uu id	primary_contact_uu id	UUID		
site	site_id	integer	ca_site id	
state	state	integer	ca_state_province id	

Attribute	DB Field	Data Type	SREL References	Flags
version_number	version_number	integer		
zip	zip	STRING		

LONG_TEXTS Object

The object details are as follows:

Associated Table: LONG_TEXTS

Factories: default

REL_ATTR: persistent_id

Common Name: REF_PERSID

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Chunk	ACTUAL_TEXT	STRING		
Cunk Order	CNT_ORDER	INTEGER		
id	ID	INTEGER		KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Document ID	REF_PERSID	STRING		

lr Object

The object details are as follows:

Associated Table: Notify_Log_Header

Factories: default

REL_ATTR: persistent_id

Common Name: msg_hdr

Function Group: notify

Attribute	DB Field	Data Type	SREL References	Flags
cmth_used	cmth_used	INTEGER	ct_mth id	
cntxt_obj	cntxt_obj	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod	last_mod	LOCAL_TIME		
nlh_ack_by	nlh_ack_by	LOCAL_TIME		
ack_time	nlh_ack_time	DURATION		
contact	nlh_c_addressee	UUID	ca_contact uuid	
nlh_c_alias	nlh_c_alias	UUID		
notify_method	nlh_cm_method	INTEGER	noturg enum	
email_address	nlh_email	STRING		
end_date	nlh_end	LOCAL_TIME		
msg_hdr	nlh_hdr	STRING		
msg_text	nlh_msg	STRING		
msg_html	nlh_msg_html	STRING		
pri_event	nlh_pri	INTEGER		
start_date	nlh_start	LOCAL_TIME		REQUIRED
status	nlh_status	INTEGER		
activity_notify	nlh_transition	INTEGER		
notify_type	nlh_type	INTEGER		
msg_ack	nlh_user_ack	STRING		

lrel_asset_chgnr Object

The object details are as follows:

Associated Table: usp_lrel_asset_chgnr

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
nr	nr	BREL	nr.id	LREL REQUIRED
chg	chg	BREL	chg.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_asset_issnr Object

The object details are as follows:

Associated Table: usp_lrel_asset_issnr

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
nr	nr	BREL	nr.id	LREL REQUIRED
iss	iss	BREL	iss.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_att_cntlist_macro_ntf Object

The object details are as follows:

Associated Table: usp_lrel_att_cntlist_macro_ntf

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
cnt	cnt	BREL	cnt.id	LREL REQUIRED
macro	macro	BREL	macro.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_att_ctplist_macro_ntf Object

The object details are as follows:

Associated Table: usp_lrel_att_ctplist_macro_ntf

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
ctp	ctp	BREL	ctp.id	LREL REQUIRED
macro	macro	BREL	macro.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_att_ntflist_macro_ntf Object

The object details are as follows:

Associated Table: usp_lrel_att_ntflist_macro_ntf

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
ntfl	ntfl	BREL	ntfl.id	LREL REQUIRED
macro	macro	BREL	macro.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_attachments_changes Object

The object details are as follows:

Associated Table: usp_lrel_attachments_changes

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
attmnt	attmnt	BREL	attmnt id	LREL
chg	chg	BREL	chg id	LREL
last_mod_by	last_mod_by	BREL	ca_contact contact_uuid	LREL
last_mod_dt	last_mod_dt	BREL	cnt.id	LREL

lrel_attachments_issues Object

The object details are as follows:

Associated Table: usp_lrel_attachments_issues

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
attmnt	attmnt	BREL	attmnt.id	LREL REQUIRED
iss	iss	BREL	iss.persistent_id	LREL REQUIRED
login_id		LOCAL STRING(0)		
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_attachments_requests Object

The object details are as follows:

Associated Table: usp_lrel_attachments_requests

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
attmnt	attmnt	BREL	attmnt.id	LREL REQUIRED
cr	cr	BREL	cr.persistent_id	LREL REQUIRED
login_id		LOCAL STRING(0)		
last_mod_dt	last_mod_dt	DATE		

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_aty_events Object

The object details are as follows:

Associated Table: usp_lrel_aty_events

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Remarks
aty	aty	BREL	aty.code	LREL REQUIRED
evt	evt	BREL	evt.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_bm_reps_assets Object

The object details are as follows:

Associated Table: usp_lrel_bm_reps_assets

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
bmrep	bmrep	BREL	bmrep.id	LREL REQUIRED
nr	nr	BREL	nr.id	LREL

Attribute	DB Field	Data Type	SREL References	Flags
				REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_bm_reps_bmhiers Object

The object details are as follows:

Associated Table: usp_lrel_bm_reps_bmhiers

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
bmrep	bmrep	BREL	bmrep.id	LREL REQUIRED
bmhier	bmhier	BREL	bmhier.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_cenv_cntref Object

The object details are as follows:

Associated Table: usp_lrel_cenv_cntref

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
nr	nr	BREL	nr.id	LREL

Attribute	DB Field	Data Type	SREL References	Flags
				REQUIRED
cnt	cnt	BREL	cnt.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_dist_cntlist_mgs_ntf Object

The object details are as follows:

Associated Table: usp_lrel_dist_cntlist_mgs_ntf

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
cnt	cnt	BREL	cnt.id	LREL REQUIRED
mgs	mgs	BREL	mgs.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_dist_ctplist_mgs_ntf Object

The object details are as follows:

Associated Table: usp_lrel_dist_cntlist_mgs_ntf

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
ctp	ctp	BREL	ctp.id	LREL RED REQUI
mgs	mgs	BREL	mgs.id	LREL RED REQUI
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	

lrel_dist_ntflist_mgs_ntf Object

The object details are as follows:

Associated Table: usp_lrel_dist_ntflist_mgs_ntf

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
ntfl	ntfl	BREL	ntfl.id	LREL REQUIRED
mgs	mgs	BREL	mgs.id	LREL

Attribute	DB Field	Data Type	SREL References	Flags
				REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	

lrel_false_action_act_f Object

The object details are as follows:

Associated Table: usp_lrel_false_action_act_f

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
macro	macro	BREL	macro.persistent_id	LREL REQUIRED
evt	evt	BREL	evt.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_false_bhv_false Object

The object details are as follows:

Associated Table: lrel_false_bhv_false

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
macro	macro	BREL	macro.persistent_id	LREL REQUIRED
bhvtpl	bhvtpl	BREL	bhvtpl.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_kwrds_crsolref Object

The object details are as follows:

Associated Table: usp_lrel_kwrds_crsolref

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
kwrđ	kwrđ	BREL	kwrđ.id	LREL REQUIRED
crsol	crsol	BREL	crsol.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_notify_list_cntchgntf Object

The object details are as follows:

Associated Table: usp_lrel_notify_list_cntchgntf

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
cnt	cnt	BREL	cnt.id	LREL REQUIRED
chg	chg	BREL	chg.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_notify_list_cntissntf Object

The object details are as follows:

Associated Table: usp_lrel_notify_list_cntissntf

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
cnt	cnt	BREL	cnt.id	LREL REQUIRED
iss	iss	BREL	iss.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_notify_list_cntntf Object

The object details are as follows:

Associated Table: usp_lrel_notify_list_cntntf

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
cnt	cnt	BREL	cnt.id	LREL REQUIRED
cr	cr	BREL	cr.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_ntfr_cntlist_att_ntfrlist Object

The object details are as follows:

Associated Table: usp_lrel_ntfr_cntlist_att_ntfrlist

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
cnt	cnt	BREL	cnt.id	LREL REQUIRED
ntfr	ntfr	BREL	ntfr.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_ntfr_ctplist_att_ntfrlist Object

The object details are as follows:

Associated Table: usp_lrel_ntfr_ctplist_att_ntfrlist

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
ctp	ctp	BREL	ctp.id	LREL REQUIRED
ntfr	ntfr	BREL	ntfr.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_ntfr_macrolist_att_ntfrlist Object

The object details are as follows:

Associated Table: usp_lrel_ntfr_macrolist_att_ntfrlist

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
macro	macro	BREL	macro.persistent_id	LREL REQUIRED
ntfr	ntfr	BREL	ntfr.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_ntfr_ntflist_att_ntfrlist Object

The object details are as follows:

Associated Table: usp_lrel_ntfr_ntflist_att_ntfrlist

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
macro	macro	BREL	macro.persistent_id	LREL REQUIRED
ntfl	ntfl	BREL	ntfl.id	LREL REQUIRED
ntfr	ntfr	BREL	ntfr.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_oenv_orgref Object

The object details are as follows:

Associated Table: usp_lrel_oenv_orgref

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
nr	nr	BREL	nr.id	LREL REQUIRED
org	org	BREL	org.id	LREL REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_status_codes_tsktypes Object

The object details are as follows:

Associated Table: usp_lrel_status_codes_tsktypes

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
tskstat	tskstat	BREL	tskstat.code	LREL REQUIRED
tskty	tskty	BREL	tskty.code	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_svc_grps_svc_chgcat Object

The object details are as follows:

Associated Table: usp_lrel_svc_grps_svc_chgcat

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
cnt	cnt	BREL	cnt.id	LREL REQUIRED
chgcat	chgcat	BREL	chgcat.code	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_svc_grps_svc_isscat Object

The object details are as follows:

Associated Table: usp_lrel_svc_grps_svc_isscat

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
cnt	cnt	BREL	cnt.id	LREL REQUIRED
isscat	isscat	BREL	isscat.code	LREL REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_svc_grps_svc_pcat Object

The object details are as follows:

Associated Table: usp_lrel_svc_grps_svc_pcat

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
cnt	cnt	BREL	cnt.id	LREL REQUIRED
pcat	pcat	BREL	pcat.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_svc_grps_svc_wftpl Object

The object details are as follows:

Associated Table: usp_lrel_svc_grps_svc_wftpl

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
cnt	cnt	BREL	cnt.id	LREL REQUIRED
wftpl	wftpl	BREL	wftpl.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_svc_locs_svc_chgcat Object

The object details are as follows:

Associated Table: usp_lrel_svc_locs_svc_chgcat

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
loc	loc	BREL	loc.id	LREL REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
chgcatt	chgcatt	BREL	chgcatt.code	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_svc_locs_svc_groups Object

The object details are as follows:

Associated Table: usp_lrel_svc_locs_svc_groups

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
loc	loc	BREL	loc.id	LREL REQUIRED
cnt	cnt	BREL	cnt.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_svc_locs_svc_isscat Object

The object details are as follows:

Associated Table: usp_lrel_svc_locs_svc_isscat

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
loc	loc	BREL	loc.id	LREL REQUIRED
isscat	isscat	BREL	isscat.code	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_svc_locs_svc_pcat Object

The object details are as follows:

Associated Table: usp_lrel_svc_locs_svc_pcat

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
loc	loc	BREL	loc.id	LREL REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
pcat	pcat	BREL	pcat.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_svc_schedules_chgcat_svc Object

The object details are as follows:

Associated Table: usp_lrel_svc_schedules_chgcat_svc

Factories: default

REL_ATTR: id

Common Name:

Function Group: security

Attribute	DB Field	Data Type	SREL References	Flags
wrkshft	wrkshft	BREL	wrkshft.persistent_id	LREL REQUIRED
chgcat	chgcat	BREL	chgcat.code	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_svc_schedules_isscat_svc Object

The object details are as follows:

Associated Table: usp_lrel_svc_schedules_isscat_svc

Factories: default

REL_ATTR: id

Common Name:

Function Group: security

Attribute	DB Field	Data Type	SREL References	Flags
isscat	isscat	BREL	isscat code	LREL
wrkshft	wrkshft	BREL	wrkshft.persistent_id	LREL REQUIRED
isscat	isscat	BREL	isscat.code	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_svc_schedules_pcat_svc Object

The object details are as follows:

Associated Table: usp_lrel_svc_schedules_pcat_svc

Factories: default

REL_ATTR: id

Common Name:

Function Group: security

Attribute	DB Field	Data Type	SREL References	Flags
wrkshft	wrkshft	BREL	wrkshft.persistent_id	LREL REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
pcat	pcat	BREL	pcat.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_true_action_act_t Object

The object details are as follows:

Associated Table: usp_lrel_true_action_act_t

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
macro	macro	BREL	macro.persistent_id	LREL REQUIRED
evt	evt	BREL	evt.persistent_id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

lrel_true_bhv_true Object

The object details are as follows:

Associated Table: usp_lrel_true_bhv_true

Factories: default

REL_ATTR: id

Common Name:

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
macro	macro	BREL	macro.persistent_id	LREL REQUIRED
bhvtpl	bhvtpl	BREL	bhvtpl.id	LREL REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	BREL	cnt.id	LREL

macro Object

The object details are as follows:

Associated Table: Spell_Macro

Factories: default

REL_ATTR: persistent_id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
usr_string1	fragment	STRING		
id	id	INTEGER		UNIQUE

Attribute	DB Field	Data Type	SREL References	Flags
				REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
lock_object	lock_object	INTEGER		REQUIRED
msg_html	msg_html	STRING		
ob_type	ob_type	STRING		REQUIRED
persistent_id	persid	STRING		
sym	sym	STRING		REQUIRED UNIQUE
type	type	STRING	splmactp persid	REQUIRED
usr_integer1	usr_integer1	INTEGER		
usr_integer2	usr_integer2	INTEGER		
usr_integer3	usr_integer3	INTEGER		
usr_string2	usr_string2	STRING		
usr_string3	usr_string3	STRING		
usr_string4	usr_string4	STRING		

macro_type Object

The object details are as follows:

Associated Table: Spell_Macro_Type

Factories: default, edit_macros

REL_ATTR: code, persistent_id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
arg_list	arg_list	STRING		
code	code	STRING		UNIQUE REQUIRED
delete_flag	del	INTEGER	actbool enum	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
display_name	display_name	STRING		
execute_script	execute_script	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
lock_object_flag	lock_object_flag	INTEGER		
persistent_id	persid	STRING		
sym	sym	STRING		REQUIRED
tech_desc	tech_desc	STRING		
validate_script	validate_script	STRING		

menu_bar Object

The object details are as follows:

Associated Table: usp_menu_bar

Factories: default

REL_ATTR: id

Common Name: name

Function Group: Security

Attribute Name	Data Type	Relationship Object	Flags
id	INTEGER		UNIQUE
name	STRING		REQUIRED
code	STRING		UNIQUE; REQUIRED
delete_flag	SREL	actbool	REQUIRED
description	STRING		
htmlpl_name	STRING		
last_mod_by	SREL	cnt	
last_mod_dt	DATE		

menu_tree Object

The object details are as follows:

Associated Table: usp_menu_tree

Factories: default

REL_ATTR: id

Common Name: caption

Function Group: Security

Attributes	Data Type	Related Object	Flags
id	INTEGER		UNIQUE
caption	STRING		REQUIRED
description	STRING		
has_children	INTEGER		
parent_id	INTEGER		
resource	SREL	menu_tree_res	
tree_name	SREL	menu_tree_name	
last_mod_dt	DATE		
last_mod_by	SREL	cnt	

menu_tree_name Object

The object details are as follows:

Associated Table: usp_menu_tree_name

Factories: default

REL_ATTR: id

Common Name: name

Function Group: Security

Attributes	Data Type	Related Object	Flags
id	INTEGER		UNIQUE
name	STRING		REQUIRED
code	STRING		UNIQUE;

Attributes	Data Type	Related Object	Flags
			REQUIRED
delete_flag	SREL	actbool	REQUIRED
description	STRING		
internal	SREL	bool	REQUIRED
last_mod_dt	DATE		
last_mod_by	SREL	cnt	

menu_tree_res Object

The object details are as follows:

Associated Table: usp_menu_tree_res

Factories: default

REL_ATTR: id

Common Name: name

Function Group: Security

Attributes	Data Type	Related Object	Flags
id	INTEGER		UNIQUE
name	STRING		REQUIRED
delete_flag	SREL	actbool	REQUIRED
description	STRING		
resource	STRING		
type	INTEGER		
last_mod_dt	DATE		
last_mod_by	SREL	cnt	

mfrmod Object

The object details are as follows:

Associated Table: ca_model_def

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
abbreviation	abbreviation	STRING		
resource_class	class_id	INTEGER	ca_resource_class id	
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
current_as_of_date	current_as_of_date	integer		
delete_time	delete_time	LOCAL_TIME		
exclude_registration	exclude_registration	integer		
family_id	family_id	INTEGER		
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
manufacturer	manufacturer_uuid	UUID	ca_company company_uuid	
id	model_uuid	UUID		UNIQUE REQUIRED KEY
sym	name	STRING		
operating_system	operating_system	integer		
preferred_seller_uuid	preferred_seller_uuid	UUID		
version_number	version_number	integer		

Attribute	DB Field	Data Type	SREL References	Flags
model_name	description	STRING		

mgs Object

The object details are as follows:

Associated Table: Managed_Survey

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
open_date	create_date	LOCAL_TIME		
active	del	INTEGER	bool_tab enum	REQUIRED
close_date	end_date	LOCAL_TIME		
group	group_id	UUID		
id	id	INTEGER		UNIQUE REQUIRED KEY
initial_method	initial_method	INTEGER	ct_mth id	
initial_msgbody	initial_msgbody	STRING		
initial_msgtitle	initial_msgtitle	STRING		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
assignee	owner	UUID	ca_contact uuid	
persistent_id	persid	STRING		
reminder_method	reminder_method	INTEGER	ct_mth id	
reminder_msgbody	reminder_msgbody	STRING		
reminder_msgtitle	reminder_msgtitle	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
start_dt	start_date	LOCAL_TIME		
status	status	STRING	mgsstat code	
sym	sym	STRING		UNIQUE REQUIRED S_KEY
tplid	tplid	INTEGER	survey_tpl id	

mgsalg Object

The object details are as follows:

Associated Table: Mgs_Act_Log

Factories: default

REL_ATTR: id

Common Name: description

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
action_desc	action_desc	STRING		
analyst	analyst	UUID	ca_contact uuid	
id	id	INTEGER		UNIQUE REQUIRED KEY
internal	internal	INTEGER		
last_mod_dt	last_mod_dt	LOCAL_TIME		
mgs_id	mgs_id	INTEGER	managed_survey id	
persistent_id	persid	STRING		
system_time	system_time	LOCAL_TIME		
time_spent	time_spent	DURATION		
time_stamp	time_stamp	LOCAL_TIME		

Attribute	DB Field	Data Type	SREL References	Flags
type	type	STRING	act_type code	

mgsstat Object

The object details are as follows:

Associated Table: Mgs_Status

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
active	active	INTEGER		
code	code	STRING		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
hold	hold	INTEGER		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
modified_date	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
sym	sym	STRING		REQUIRED

Notification Object

The object details are as follows:

Associated Table: Notification

Factories: default

REL_ATTR: id

Common Name: ALT_EMAIL

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Email Address	ALT_EMAIL	STRING		
Contact ID	ANALYST_ID	UUID	ca_contact uuid	
Document ID	DOC_ID	INTEGER		
id	ID	INTEGER		REQUIRED KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
KT Notification Level	NTF_LEVEL	INTEGER		

notque Object

The object details are as follows:

Associated Table: Queued_Notify

Factories: default

REL_ATTR: persistent_id

Common Name: msg_title

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
cmth_override	cmth_override	INTEGER		
context_persid	context_persid	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY

Attribute	DB Field	Data Type	SREL References	Flags
internal	internal	INTEGER		
msg_ack	msg_ack	STRING		
msg_body	msg_body	STRING		
msg_body_html	msg_body_html	STRING		
msg_title	msg_title	STRING		
notify_level	notify_level	INTEGER		
persistent_id	persid	STRING		
transition_pt	transition_pt	INTEGER		

noturg Object

The object details are as follows:

Associated Table: Notification_Urgency

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
enum	enum	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
description	nx_desc	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

nr Object

The object details are as follows:

Associated Table: ca_owned_resource, usp_owned_resource

Factories: default

REL_ATTR: id

Common Name: name

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
backup_services_contact_uuid		SREL	cnt	Specifies the name of the contact responsible for backup services.
billing_contact_uuid		SREL	cnt	Specifies the name of the contact responsible for billing.
disaster_recovery_contact_uuid		SREL	cnt	Specifies the name of the contact responsible for disaster recovery services.
id	id	UUID		
network_contact_uuid		SREL	cnt	Specifies the name of the contact responsible for network operations.
producer_id	producer_id	LOCAL STRING 30		
persistent_id	persid	LOCAL STRING 60		
chgnr	chgnr	LREL	chg asset	
issnr	issnr	LREL	iss asset	
cntref	cntref	LREL	cnt:PDM cenv	
orgref	orgref	LREL	org:PDM oenv	

Attribute	DB Field	Data Type	SREL References	Flags
acquire_date	acquire_date	LOCAL_TIME		
asset_source_uuid	asset_source_uuid	UUID		
loc_cabinet	cabinet_location	STRING		
company_bought_for_uuid	company_bought_for_or_uuid	UUID	ca_company_company_uuid	
expense_code	cost_center	INTEGER	ca_resource_cost_center id	
creation_date	creation_date	LOCAL_TIME		
creation_system	creation_system	STRING		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
department	department	INTEGER	ca_resource_department id	
exclude_registration	exclude_registration	INTEGER		
expense_code	expense_code	SREL	cost_cntr	
loc_floor	floor_location	STRING		
gl_code	gl_code	integer		
support_contact1_uid		SREL	cnt	Specifies the name of the first contact responsible for support services.
support_contact2_uid		SREL	cnt	Specifies the name of the second contact responsible for support services.
support_contact3_uid		SREL	cnt	Specifies the name of the third contact responsible for support services.
system_name	host_name	STRING		
delete_flag	inactive	integer	actbool enum	
install_date	installation_date	LOCAL_TIME		
alarm_id	ip_address	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
last_mod	last_update_date	LOCAL_TIME		
last_mod_by	last_update_user	STRING		
license_number	license_ information	STRING		
license_uuid	license_uuid	UUID		
location	location_uuid	UUID	ca_location location_uuid	
mac_address	mac_address	STRING 64		
dns_name	dns_name	STRING 100		
repair_org	maintenance_ org_uuid	UUID	ca_organization uuid	
vendor_repair	maintenance_ vendor_uuid	UUID	ca_company company_uuid	
manufacturer	manufacturer_ uuid	UUID	ca_company company_uuid	
model	model_uuid	UUID	ca_model_def model_uuid	
product_version	product_version	STRING 16		
operating_system	operating_system	INTEGER		
org_bought_for_ uuid	org_bought_for_ uuid	UUID	ca_organization uuid	
id	own_resource_ uuid	UUID		UNIQUE REQUIRED KEY
product_version	product_version	STRING		
purchase_order_id	purchase_order_id	STRING		
requisition_id	requisition_id	STRING		
resource_alias	resource_alias	STRING		
class	resource_class	INTEGER	ca_resource_ class id	
resource_contact	resource_contact_ uuid	UUID	ca_contact uuid	
description	resource_ description	STRING		
ufam	ufam	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
is_selected	is_selected	LOCAL INTEGER		
family	resource_family	INTEGER	ca_resource_ family id	
name	resource_name	STRING		
resource_owner_ uuid	resource_owner_ uuid	UUID	ca_contact uuid	
asset_count	resource_quantity	INTEGER		
status	resource_status	INTEGER	ca_resource_ status id	
asset_num	resource_tag	STRING		
child_hier	child_hier	BREL	hier.parent	
parent_hier	parent_hier	BREL	hier.child	
asset_log	asset_log	BREL	nr_com.asset_ id	
assoc_cr	assoc_cr	QREL	cr	
all_creq	all_creq	BREL	cr.affected_ resource	
all_open_creq	all_open_creq	QREL	cr	
bm_child_hier	bm_child_hier	QREL	bmhier	
bm_parent_hier	bm_parent_hier	QREL	bmhier	
assoc_reqs	assoc_reqs	QREL	cr	
service_org	responsible_org_ uuid	UUID	ca_organization uuid	
vendor_restore	responsible_ vendor_uuid	UUID	ca_company company_uuid	
loc_room	room_location	STRING		
serial_number	serial_number	STRING		
loc_shelf	shelf_location	STRING		
loc_slot	slot_location	STRING		
status_date	status_date	LOCAL_TIME		
supplier	supply_vendor_ uuid	UUID	ca_company company_uuid	
version_number	version_number	INTEGER		

nr_com Object

The object details are as follows:

Associated Table: NR_Comment

Factories: default

REL_ATTR: id

Common Name: writer_name

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
attr_name	attr_name	STRING		
log	com_comment	STRING		
log_date	com_dt	LOCAL_TIME		REQUIRED
asset_id	com_par_id	UUID	ca_owned_resource uuid	REQUIRED S_KEY
writer_name	com_userid	STRING		REQUIRED S_KEY
id	id	INTEGER		UNIQUE REQUIRED KEY
new_value	new_value	STRING		
old_value	old_value	STRING		
writer_id	writer_id	UUID		

nrf Object

The object details are as follows:

Associated Table: ca_resource_family

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
producer_id	producer_id	LOCAL STRING 20		
persistent_id	persid	LOCAL STRING 60		
description	description	STRING		
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
exclude_registration	exclude_registration	INTEGER		
delete_flag	inactive	SREL	actbool enum	REQUIRED
include_reconciliation	include_reconciliation	INTEGER		
last_update_date	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
sym	name	STRING 255		
extension_name	table_extension_name	STRING		
version_number	version_number	INTEGER		
physical_table_name	physical_table_name	STRING 30		

ntfl Object

The object details are as follows:

Associated Table: Notify_Object_Attr

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
producer_id	producer_id	LOCAL STRING 20		
persistent_id	persid	STRING 30	persid	
mgs_ntf	mgs_ntf	LREL	mgs dist_ntflist	
delete_flag	del	INTEGER	actbool enum	REQUIRED
sym	sym	STRING 60		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact uuid	
modified_date	last_mod_dt	LOCAL_TIME		
description	description	STRING 240		
object_attr	object_attr	STRING		
object_type	object_type	STRING		
macro_ntf	macro_ntf	LREL	att_ntflist	
att_ntfrlist	att_ntfrlist	LREL	ntfr_ntflist	

ntfm Object

The object details are as follows:

Attribute	Data Type	SREL References	Flags
id	INTEGER		UNIQUE REQUIRED KEY
producer_id	LOCAL STRING 20		

Attribute	Data Type	SREL References	Flags
persistent_id	STRING 30		
delete_flag	SREL	actbool	REQUIRED
sym	STRING 128		REQUIRED
notify_flag	INTEGER		
notify_level	SREL	noturg	
notify_msg_title	STRING 80		REQUIRED
notify_msg_body	STRING 4000		
notify_msg_body_html	STRING 32768		
notify_msg_body_html_real	LOCAL STRING 0		
obj_type	SREL	ntfm_prod_list.sym	REQUIRED
last_mod_dt			
last_mod_by	SREL	cnt	
tenant	SREL	tenant.id	

ntfr Object

The object details are as follows:

Attribute	Data Type	SREL References	Flags
id	INTEGER		UNIQUE REQUIRED KEY
producer_id	LOCAL STRING 20		
persistent_id	STRING 30		
delete_flag	SREL	actbool	REQUIRED
sym	STRING 128		REQUIRED
description	STRING 500		
condition	SREL	macro.persistent_id	
obj_type	SREL	ntfr_prod_list	REQUIRED
last_mod_dt	DATE		
last_mod_by	SREL	cnt	

Attribute	Data Type	SREL References	Flags
default_rule	INTEGER		
cr_notify_info	SREL	ntfm.persistent_id	
chg_notify_info	SREL	ntfm.persistent_id	
iss_notify_info	SREL	ntfm.persistent_id	
mgs_notify_info	SREL	ntfm.persistent_id	
kd_notify_info	SREL	ntfm.persistent_id	
kd_comment_notify_info	SREL	ntfm.persistent_id	
krc_notify_info	SREL	ntfm.persistent_id	
sa_notify_info	SREL	ntfm.persistent_id	
cnt_notify_info	SREL	ntfm.persistent_id	
ci_notify_info	SREL	ntfm.persistent_id	
ntfr_ntflist	LREL	ntfl att_ntflist	
ntfr_cntlist	LREL	cnt:PDM att_ntflist	
ntfr_ctplist	LREL	ctp:PDM att_ntflist	
ntfr_macrolist	LREL	marco att_ntflist	
tenant	SREL	tenant.id	

O_COMMENTS Object

The object details are as follows:

Associated Table: O_COMMENTS

Factories: default

REL_ATTR: id

Common Name: COMMENT_TEXT

Function Group: kd

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		KEY
producer_id	producer_id	LOCAL STRING(20)		

Attribute	DB Field	Data Type	SREL References	Flags
persistent_id	persistent_id	LOCAL STRING(60)		
DOC_ID	DOC_ID	SREL	KD	TENANCY_ UNRESTRICTED
SUPPRESS_ OEVENTS	SUPPRESS_ OEVENTS	INTEGER		
VER_COUNT	VER_COUNT	INTEGER		
USER_NAME	USER_NAME	STRING 50		
USER_ID	USER_ID	SREL	cnt	
COMMENT_ TEXT	COMMENT_ TEXT	STRING 255		REQUIRED
COMMENT_ TIMESTAMP	COMMENT_ TIMESTAMP	DATE		
EMAIL_ ADDRESS	EMAIL_ ADDRESS	STRING 75		
TICKET		LOCAL STRING		
FLG_TYPE	FLG_TYPE	SREL	KT_FLG_ TYPE	
ASSIGNEE	ASSIGNEE	SREL	cnt	
DEADLINE_ DATE	DEADLINE_ DATE	DATE		
CLOSE_DATE	CLOSE_DATE	DATE		
FLG_STATUS	FLAG_STATUS	SREL	KT_FLG_ STATUS	
CLOSE_DESC	CLOSE_DESC	STRING 2000		
FLG_CODE	FLG_CODE	STRING 50		
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	SREL	cnt	
tenant	tenant	UUID	ca_tenant	

O_EVENTS Object

The object details are as follows:

Associated Table: O_EVENTS

Factories: default

REL_ATTR: id

Common Name: EVENT_NAME

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Change details	ACTION	STRING		
Document ID	ENTITY_ID	INTEGER	SKELETONS id	
Change Type	EVENT_NAME	STRING		
Date and Time	EVENT_TIMESTAMP	LOCAL_TIME		
id	ID	INTEGER		KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
For future use	VER_COUNT	INTEGER		
Change Type Enum	WF_ACTION_ID	INTEGER		
User ID	WF_USER_ID	UUID	ca_contact uuid	

opsys Object

The object details are as follows:

Associated Table: ca_resource_operating_system

Factories: default

REL_ATTR: id

Common Name: name

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
exclude_registration	exclude_registration	integer		
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
name	name	STRING		
version_number	version_number	integer		

options Object

The object details are as follows:

Associated Table: Options

Factories: default

REL_ATTR: persistent_id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
action	action	INTEGER		
action_status	action_status	STRING		
app_name	app_name	STRING		
default_value	default_value	STRING		
deinstall_script	deinstall_script	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
error_msg	error_msg	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
install_script	install_script	STRING		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
option_name	option_name	STRING		
persistent_id	persid	STRING		
readme	readme	STRING		
sequence	sequence	INTEGER		
sym	sym	STRING		REQUIRED
validation	validation	STRING		
value	value	STRING		
value_active	value_active	INTEGER		

org Object

The object details are as follows:

Associated Table: Internal_Organization

Factories: default

REL_ATTR: id

Common Name: name

Function Group: inventory

ca_organization Table

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
org_num	abbreviation	STRING		
alt_phone_cc	alt_phone_cc	integer		
alt_phone	alt_phone_number	STRING		
comment	comment	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
company	company_uuid	UUID	ca_company company_uuid	
contact	contact_uuid	UUID	ca_contact uuid	
billing_code	cost_center	integer	ca_resource_cost_c enter id	
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
email_addr	email_address	STRING		
exclude_registration	exclude_registration	integer		
fax_cc	fax_cc	integer		
fax_phone	fax_number	STRING		
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
location	location_uuid	UUID	ca_location location_uuid	
name	org_name	STRING		
id	organization_uuid	UUID		UNIQUE REQUIRED KEY
pemail_addr	pager_email_addresses	STRING		
parent_org_uuid	parent_org_uuid	UUID		
pri_phone_cc	pri_phone_cc	integer		
phone_number	pri_phone_number	STRING		
version_number	version_number	integer		

usp_organization Table

Attribute	DB Field	Data Type	SREL References	Flags
iorg_assigned_svr	iorg_assigned_svr	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
service_type	iorg_service_type	STRING	srv_desc code	
last_mod	last_mod	LOCAL_TIME		
id	organization_uuid	UUID		
owning_contract	owning_contract	INTEGER	svc_contract id	

outage_type Object

The object details are as follows:

Associated Table: usp_outage_type

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	Data Type	Reference	Flags
delete_flag	SREL actbool.enum	del	REQUIRED ON_NEW {0}
description	STRING (4000)		
id	INTEGER		UNIQUE
producer_id	LOCAL STRING (20)		
persistent_id	LOCAL STRING (60)		
last_mod_by	SREL	cnt.id	ON_NEW {USER} ON_CI {USER}
last_mod_dt	DATE		ON_CI {NOW}
sym	STRING (60)		

P_GROUPS Object

The object details are as follows:

Associated Table: P_GROUPS

Factories: default

REL_ATTR: id

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
GRP_LIST	GRP_LIST	STRING		
GRP_LIST_KEY	GRP_LIST_KEY	STRING		
GROUP_LIST_N	(local attr)	STRING		
TYPE	TYPE	INTEGER		Indicates if the P Groups is based on Roles or Groups: 1 —Groups (Default) 2 —Roles
id	ID	INTEGER		KEY
contained_groups	contained_groups	BREL	usp_group_pgroup	
contained_roles	contained_roles	BREL	usp_role_pgroup	
last_mod_dt	last_mod_dt	DATE		Indicates the timestamp of when this record was last modified.
last_mod_by	last_mod_by	UUID	cnt	Specifies the UUID of the contact who last modified this record
producer_id	producer_id	STRING		
persistent_id	persid	STRING		

pcat Object

The object details are as follows:

Associated Table: Prob_Category

Factories: default

REL_ATTR: persistent_id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
producer_id		STRING 20		
persistent_id	persid	STRING 30		
delete_flag		SREL	actbool.enum	REQUIRED
sym	sym	STRING 1000		REQUIRED S_KEY
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_mod_by		SREL	cnt.id	
description	description	STRING 500		
organization		SREL	org.id	
assignee	assignee	SREL	agt.id	
group	group_id	UUID	group.id	

Attribute	DB Field	Data Type	SREL References	Flags
properties		BREL	cr_prptpl.owning_ar e	
survey		SREL	svy_tpl.id	
auto_assign	auto_assign	INTEGER		
service_type		SREL	sdsc.code	
category_urgency		SREL	urg.enum	
owning_contract		SREL	svc_contract.id	
cr_flag	cr_flag	INTEGER		
in_flag	in_flag	INTEGER		
pr_flag	pr_flag	INTEGER		
suggest_knowledge	suggest_knowledge	INTEGER		
assignable_ci_attr	assignable_ci_attr	STRING 60		
service_grps		BREL	lrel_svc_grps_svc_p cat.pcat	
service_locs		BREL	lrel_svc_locs_svc_pc at.pcat	
service_schedules		BREL	lrel_svc_schedules_ pcat_svc.pcat	
ss_include		SREL	bool.enum	REQUIRED On new default: 0
ss_sym	ss_sym	STRING 128		
flow_flag	flow_flag	INTEGER		

pcat_loc Object

The object details are as follows:

Associated Table: Pcat_Loc

Factories: default

REL_ATTR: persistent_id

Common Name: lpid

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
lattr	l_attr	STRING		
lpid	l_persid	STRING		
lseq	l_sql	INTEGER		
rattr	r_attr	STRING		
rpid	r_persid	STRING		
rseq	r_sql	INTEGER		

perscnt Object

The object details are as follows:

Associated Table: Person_Contacting

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

position Object

The object details are as follows:

Associated Table: ca_job_title

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
exclude_registration	exclude_registration	integer		
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod_dt	last_update_date	LOCAL_TIME		
last_mod_by	last_update_user	STRING		
sym	name	STRING		
version_number	version_number	integer		

pr Object

The object details are as follows:

Associated Table: Call_Req

Factories: default

REL_ATTR: persistent_id

Common Name: ref_num

Function Group: call_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
active	active_flag	INTEGER	bool_tab enum	REQUIRED
active_prev	LOCAL	SREL	bool.enum	
affected_resource	affected_rc	UUID	ca_owned_resource uuid	
assignee	assignee	UUID	agt.id	
assignee_prev	LOCAL	SREL	pcat.persistent_id	
call_back_date	call_back_date	LOCAL_TIME		
call_back_flag	call_back_flag	INTEGER		
category	category	STRING	prob_ctg persid	
category_prev	LOCAL	SREL		
caused_by_chg	caused_by_chg	SREL	chg.id	
change	change	INTEGER	chg id	
charge_back_id	charge_back_id	STRING		
close_date	close_date	LOCAL_TIME		
cr_ticket	cr_ticket	INTEGER		
created_via	created_via	INTEGER	interface id	
customer	customer	UUID	ca_contact uuid	REQUIRED
event_token	event_token	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
extern_ref	extern_ref	STRING		
group	group_id	UUID		
group_prev	LOCAL	SREL	grp.id	
id	id	INTEGER		UNIQUE REQUIRED KEY
impact	impact	INTEGER	impact enum	
impact_prev	LOCAL	SREL	imp.enum	
incident_priority	incident_priority	INTEGER		
last_act_id	last_act_id	STRING		
last_mod_dt	last_mod_dt	LOCAL_TIME		
log_agent	log_agent	UUID	ca_contact uuid	REQUIRED
macro_predicted_violation	macro_predict_viol	INTEGER		
open_date	open_date	LOCAL_TIME		
outage_end_time	outage_end_time	LOCAL_TIME		
outage_start_time	outage_start_time	LOCAL_TIME		
parent	parent	STRING	call_req persid	
persistent_id	persid	STRING		
predicted_sla_violation	predicted_sla_viol	INTEGER		
priority	priority	INTEGER	pri enum	REQUIRED
priority_prev	LOCAL	SREL	pri.enum	
problem	problem	STRING		
ref_num	ref_num	STRING		UNIQUE REQUIRED S_KEY
resolve_date	resolve_date	LOCAL_TIME		
rootcause	rootcause	INTEGER	rootcause id	

Attribute	DB Field	Data Type	SREL References	Flags
extern_token	sched_token	STRING		
severity	severity	INTEGER	sevrty enum	
severity_prev	LOCAL	SREL	sev.enum	
sla_violation	sla_violation	INTEGER		
base_template	solution	STRING	call_req persid	
status	status	STRING	cr_stat code	
status_prev	LOCAL	SREL	crs.code	
string1	string1	STRING		
string2	string2	STRING		
string3	string3	STRING		
string4	string4	STRING		
string5	string5	STRING		
string6	string6	STRING		
summary	summary	STRING		
support_lev	support_lev	STRING	srv_desc code	
template_name	template_name	STRING	cr_template template_name	
time_spent_sum	time_spent_sum	DURATION		
type	type	STRING	crt code	
urgency	urgency	INTEGER	urgncy enum	
urgency_prev	LOCAL	SREL	urg.enum	

pri Object

The object details are as follows:

Associated Table: Priority

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
enum	enum	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
description	nx_desc	STRING		
service_type	service_type	STRING	srv_desc code	
sym	sym	STRING		UNIQUE REQUIRED S_KEY

pr_trans Object

The object details are as follows:

Associated Tables: pr_trans

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
status	status	STRING	crs	Specifies the current ticket status.

Attribute	DB Field	Data Type	SREL References	Flags
new_status	new status	STRING	crs	Specifies the new ticket status.
is default		INTEGER		Default transition that appears when the Status field is empty. On new default: 0
must_comment		INTEGER		Comment required when using a transition. On new default: 0
delete_flag	del		actbool	Required. On new default: 0
condition			macro	Site condition macro to approve transition.
condition_error		STRING		Error message for site condition.
description		STRING		Description of this transition.
last_mod_by			cnt	On new default user; on CI set user
last_mod_dt		DATE		On CI set user now

prod Object

The object details are as follows:

Associated Table: Product

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

prp Object

The object details are as follows:

Associated Table: Property

Factories: default

REL_ATTR: id

Common Name: value

Function Group: change_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
error_msg	error_msg	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY

Attribute	DB Field	Data Type	SREL References	Flags
label	label	STRING		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
object_id	object_id	INTEGER	chg id	REQUIRED
object_type	object_type	STRING		REQUIRED
owning_macro	owning_macro	BOP_REF_ST R	macro	REQUIRED
persistent_id	persid	STRING		
property	property	INTEGER	prptpl id	
required	required	INTEGER	bool_tab enum	
sample	sample	STRING		
sequence	sequence	INTEGER		REQUIRED
value_description	value_description	STRING		
validation_rule	validation_rule	BOP_REF_ST R	prpval_rule	REQUIRED
validation_type	validation_type	BOP_REF_ST R	prpval_type	REQUIRED
value	value	STRING		

prptpl Object

The object details are as follows:

Associated Table: Property_Template

Factories: default

REL_ATTR: id

Common Name: label

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
code	code	STRING		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
label	label	STRING		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact uuid	
modified_date	last_mod_dt	LOCAL_TIME		
object_attrname	object_attrname	STRING		REQUIRED
object_attrval	object_attrval	INTEGER		
object_type	object_type	STRING		REQUIRED
persistent_id	persid	STRING		
required	required	INTEGER		REQUIRED
sample	sample	STRING		
sequence	sequence	INTEGER		REQUIRED
validation_rule	validation_rule	BOP_REF_ST R	prpval_rule	REQUIRED

quick_tpl_types Object

The object details are as follows:

Associated Table: Quick_Template_Types

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
enum	enum	INTEGER		UNIQUE REQUIRED
id	id	INTEGER		UNIQUE REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
				KEY
description	nx_desc	STRING		
persistent_id	persid	STRING		
sym	sym	STRING		

rc Object

The object details are as follows:

Associated Table: Rootcause

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

resocode Object

This object is a reference object to denote the resolution code of the request or incident.

The object details are as follows:

Associated Table: usp_resolution_code

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	Data Type	Reference	Flags
delete_flag	SREL	actbool.enum	REQUIRED ON_NEW {0}
description	STRING		
id	INTEGER		UNIQUE
persistent_id	STRING		
last_mod_by	SREL	cnt	ON_NEW {USER} ON_CI {USER}
last_mod_dt	DATE		ON_CI {NOW}
sym	STRING		REQUIRED

resomethod Object

This object is a reference object to denote the resolution method of the request or incident.

The object details are as follows:

Associated Table: usp_resolution_method

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	Data Type	Reference	Flags
delete_flag	SREL	actbool.enum	REQUIRED ON_NEW {0}
description	STRING		
id	INTEGER		UNIQUE
persistent_id	STRING		
last_mod_by	SREL	cnt	ON_NEW {USER} ON_CI {USER}
last_mod_dt	DATE		ON_CI {NOW}
sym	STRING		REQUIRED

response Object

The object details are as follows:

Associated Table: Response

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
chg_flag	chg_flag	INTEGER		S_KEY
cr_flag	cr_flag	INTEGER		S_KEY

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
in_flag	in_flag	INTEGER		S_KEY
iss_flag	iss_flag	INTEGER		S_KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
pr_flag	pr_flag	INTEGER		S_KEY
response	response	STRING		
response_owner	response_owner	UUID	ca_contact uuid	S_KEY
sym	sym	STRING		REQUIRED S_KEY

rev_bool Object

The object details are as follows:

Associated Table: Reverse_Boolean_Table

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER		REQUIRED
enum	enum	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
desc	nx_desc	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

risk_level Object

The object details are as follows:

Rel Attr: value

Function Group: reference

Common Name: sym

Associated Table: usp_risk_level

Index Key: enum, sym

Factories: risk_level

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
delete_flag	del	INTEGER		
sym	sym	STRING 60		UNIQUE NOT_NULL S_KEY
value	enum	INTEGER		
description	desc	STRING 40		
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	

risk_range Object

The object details are as follows:

Rel Attr: id

Function Group: admin

Associated Table: usp_risk_range

Factories: risk_range

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE KEY
persistent_id	persid	BOP_REF_STR		Persistent id
delete_flag	del	INTEGER		Active: 0 Inactive: 1
risk_lvl	risk_lvl	INTEGER	risk_level	Reference to Risk Level
max_val	max_val	INTEGER		Maximum value of Risk Level
min_val	min_val	INTEGER		Minimum value of Risk Level
owning_survey	owning_survey	INTEGER	risk_svy_tpl	Reference to owning Risk Survey Template
last_mod_dt		LOCAL_TIME		Last modified by
last_mod_by		UUID	ca_contact	Reference to Contact information
tenant		UUID	ca_tenant	Reference to Tenant information

risk_svy Object

The object details are as follows:

Rel Attr: id

Common Name: description

Function Group: admin

Associated Table: usp_risk_svy

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE KEY
persistent_id	persid	STRING 30		
delete_flag	del	SREL		REQUIRED
description	description	STRING 400		
sym	sym	STRING 60		REQUIRED
include_comment	include_comment	INTEGER		REQUIRED
comment_label	comment_label	STRING 80		
comment	comment	STRING 200		
chg_id	chg_id	SREL	chg	
survey_template	survey_template	SREL		
total_weightage	total_weightage	INTEGER		
last_mod_dt	last_mod_dt	DATE		Last modified by
last_mod_by	last_mod_by	SREL	cnt.id	
questions		QREL	risk_svy_question	

risk_svy_answer Object

The object details are as follows:

Rel Attr: id

Common Name: text

Function Group: admin

Reference Table: usp_risk_svy_answer

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		
persistent_id	persid	STRING 30		
delete_flag	del	SREL	actbool.enum	
text	txt	STRING 400		
sequence	sequence	INTEGER		REQUIRED
weightage	weightage	INTEGER		
selected	selected	INTEGER		
owning_survey_question	owning_survey_question	SREL	risk_svy_question.id	REQUIRED
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	
tenant		UUID	ca_tenant	

risk_svy_atpl Object

The object details are as follows:

Rel Attr: id

Common Name: text

Function Group: admin

Reference Table: usp_risk_svy_atpl

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE KEY
persistent_id	persid	BOP_REF_STR		Persistent id
delete_flag	del	SREL	act_bool.enum	
txt	txt	STRING 400		Answer Text
sequence	sequence	INTEGER		Display order
weightage	weightage	INTEGER		Weightage of answer
owning_survey_question	owning_survey_question	INTEGER	risk_svy_qtpl	Reference to owning Risk Survey question template
last_mod_dt	last_mod_dt	LOCAL_TIME		Last modified by
last_mod_by	last_mod_by	UUID	ca_contact	
tenant		UUID	ca_tenant	Reference to Tenant information

risk_svy_question Object

The object details are as follows:

Rel Attr: id

Common Name: text

Function Group: admin

Reference Table: usp_risk_svy_question

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		
persistent_id	persid			
delete_flag	del	SREL	actbool.enum	
text	txt	STRING 400		
sequence	sequence	INTEGER		REQUIRED
include_ qcomment	include_ qcomment	INTEGER		
qcomment_ label	qcomment_ label	STRING 80		
qcomment	qcomment	STRING 2000		
mult_resp_flag	mult_resp_flag	INTEGER		
owning_ survey	owning_ survey	SREL	risk_svy.id	REQUIRED
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	
answers		QREL	risk_svy_answer	
tenant		UUID	ca_tenant	

risk_svy_qtpl Object

The object details are as follows:

Rel Attr: id

Common Name: text

Function Group: admin

Reference Table: usp_risk_svy_qtpl

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE KEY
persistent_id	persid	BOP_REF_STR		Persistent id
delete_flag	del	SREL	actbool.enum	
text	txt	STRING 400		Question Text
sequence	sequence	INTEGER		Display order
include_qcomment	include_qcomment	INTEGER		Set to 1 to include comment box for this question.
qcomment_label	qcomment_label	STRING 80		Label for Comment field
mult_resp_flag	mult_resp_flag	INTEGER		0: Choose 1 response (radio) 1: Choose "n" (checkboxes)
owning_survey	owning_survey	INTEGER	risk_svy_tpl	Reference to owning Risk Survey template
last_mod_dt	last_mod_dt	LOCAL_TIME		Last modified by

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	UUID	ca_contact	Reference to Contact information
tenant		UUID	ca_tenant	Reference to Tenant information

risk_svy_tpl Object

The object details are as follows:

Rel Attr: id

Common Name: sym

Function Group: admin

Reference Table: usp_risk_svy_tpl

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
persistent_id	persid	BOP_REF_STR		
delete_flag	del	SREL	actbool.enum	
description	description	STRING 400		
sym	sym	STRING 60		UNIQUE S_KEY
include_comment	include_comment	INTEGER		
comment_label	comment_label	STRING 80		
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	

Attribute	DB Field	Data Type	SREL References	Flags
question_ templates		QREL	risk_svy_qtpl	
assocCategories		BREL	risk_survey	
assocRiskRanges		QREL	risk_range	
tenant		UUID	ca_tenant	

role Object

The object details are as follows:

Associated Table: usp_role

Factories: default

REL_ATTR: id

Common Name: name

Function Group: Security

Attributes	Data Type	Related Object	Flags
id	INTEGER		UNIQUE
producer_id	LOCAL STRING 20		
persistent_id	LOCAL STRING 60		
name	STRING		REQUIRED
code	STRING		REQUIRED; UNIQUE
delete_flag	SREL	actbool	REQUIRED
default_flag	INTEGER		
description	STRING		
interface_type	INTEGER		
pref_doc	INTEGER		REQUIRED
form_group	SREL	fmgrp	
help_view	SREL	help_set	

Attributes	Data Type	Related Object	Flags
initial_form	STRING		REQUIRED
grant_level	SREL	acc_lvls	REQUIRED
view_internal	INTEGER		
data_partition	SREL	dmn	
override_cnt_datapart	INTEGER		REQUIRED
update_global	INTEGER		
tenant_access	INTEGER		
single_tenant	SREL	tenant	
tenant_group	SREL	tenant_group	
call_mgr	INTEGER		
change_mgr	INTEGER		
issue_mgr	INTEGER		
inventory	INTEGER		
references	INTEGER		
notify	INTEGER		
admin	INTEGER		
security	INTEGER		
sd_admin	INTEGER		
sd_analyst	INTEGER		
sd_employee	INTEGER		
sd_customer	INTEGER		
kt_admin	INTEGER		
kt_manager	INTEGER		
kt_engineer	INTEGER		
kt_analyst	INTEGER		
kt_customer	INTEGER		
tn_admin	INTEGER		
kt_type	INTEGER		
kd	INTEGER		
kcat	INTEGER		
kd_query_id	SREL	crsq	

Attributes	Data Type	Related Object	Flags
kd_query_description	STRING 255		
wsp	INTEGER		
wsp_editForm	INTEGER		
wsp_publishForm	INTEGER		
wsp_updPreview	INTEGER		
wsp_modifySchema	INTEGER		
wsp_publishSchema	INTEGER		
Tabs	BREL	role_tab	
web_forms	BREL	role_web_form	
go_forms	BREL	role_go_form	
last_mod_dt	DATE		
last_mod_by	SREL	cnt	

role_web_form Object

The object details are as follows:

Associated Table: usp_role_web_form

Factories: default

REL_ATTR: id

Common Name:

Function Group: Reference

Attributes	Data Type	Related Object	Flags
id	INTEGER		UNIQUE
role_obj	SREL	role	
web_form_obj	SREL	web_form	
last_mod_dt	DATE		

role_go_form Object

The object details are as follows:

Associated Table: usp_role_go_form

Factories: default

REL_ATTR: id

Common Name:

Function Group: Security

Attributes	Data Type	Related Object	Flags
id	INTEGER		UNIQUE
role_obj	SREL	role	
web_form_obj	SREL	web_form	
menu_bar_obj	SREL	menu_bar	
is_default	INTEGER		
last_mod_dt	DATE		

role_tab Object

The object details are as follows:

Associated Table: usp_role_tab

Factories: default

REL_ATTR: id

Common Name:

Function Group: Security

Attributes	Data Type	Related Object	Flags
id	INTEGER		UNIQUE
sequence	INTEGER		
role_obj	SREL	role	
tab_obj	SREL	tab	
last_mod_dt	DATE		

rptm Object

The object details are as follows:

Associated Table: Rpt_Meth

Factories: default

REL_ATTR: persistent_id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
default_page_length	def_pg_len	STRING		
default_out	default_out	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
is_default	is_default	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
script	script	STRING		
sym	sym	STRING		REQUIRED

rptmeth Object

The object details are as follows:

Associated Table: Reporting_Method

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

rpf Object

The object details are as follows:

Associated Table: Remote_Ref

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
arch_type	arch_type	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
code	code	STRING		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
exec_str	exec_str	STRING		
function_group	function_group	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
pcexec_str	pcexec_str	STRING		
sym	sym	STRING		REQUIRED

rss Object

The object details are as follows:

Associated Table: ca_resource_status

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		

Attribute	DB Field	Data Type	SREL References	Flags
exclude_registration	exclude_registration	integer		
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_update_date	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
sym	name	STRING		
version_number	version_number	integer		

sapolicy Object

The object details are as follows:

Associated Table: SA_Policy

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
attachment	access_atmnt	INTEGER		
data_query	access_data	INTEGER		
knowledge_op	access_knowledg e	INTEGER		
object_insertion	access_object_in s	INTEGER		
object_update	access_object_up d	INTEGER		
ticket_insertion	access_ticket_ins	INTEGER		
allow_impersonate	allow_impersonat e	INTEGER	actbool enum	REQUIRED
code	code	STRING		UNIQUE

Attribute	DB Field	Data Type	SREL References	Flags
				REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
ext_appl	ext_appl	INTEGER		
id	id	INTEGER		UNIQUE REQUIRED KEY
is_default	is_default	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
proxy_contact	proxy_contact	UUID	ca_contact uuid	
public_key	pub_key	STRING		
state	state	INTEGER		
sym	sym	STRING		REQUIRED

saprobtyp Object

The object details are as follows:

Associated Table: SA_Prob_Type

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
code	code	STRING		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
action	dup_action	INTEGER		
search_interval	dup_interval	DURATION		

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
is_default	is_default	INTEGER		
is_internal	is_internal	INTEGER	actbool enum	
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
owning_policy	owning_policy	INTEGER	sapolicy id	
persistent_id	persid	STRING		
program_output	ret_app_1	STRING		
user_output	ret_usr_1	STRING		
sym	sym	STRING		REQUIRED
template_factory	ticket_tmpl_fac	STRING		
template_id	ticket_tmpl_id	INTEGER		
template_sym	ticket_tmpl_name	STRING		

sa_agent_availability Object

The object details are as follows:

Associated Table: sa_agent_availability

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
agentID	agentID	SREL	cnt	REQUIRED
queueID	queueID	SREL	sa_queue	REQUIRED
status	status	INTEGER		
availEpoch	availEpoch	LOCAL_TIME		
clientSessionID	clientSessionID	SREL	sa_login_ session	

Attribute	DB Field	Data Type	SREL References	Flags
matchEpoch	matchEpoch	LOCAL_TIME		
groupID	groupID	INTEGER	ca_contact	NOT_NULL
incidentCount	incidentCount	INTEGER		
last_mod_by	last_mod_by	UUID	cnt	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_agent_consult_history Object

The object details are as follows:

Associated Table: sa_agent_consult_history

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		
userID	userID	SREL	cnt	REQUIRED
epoch	epoch	LOCAL_TIME		REQUIRED
groupID	groupID	SREL	sa_group	
type	type	INTEGER		
targetID	targetID	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_agent_present_history Object

The object details are as follows:

Associated Table: sa_agent_present_history

Factories: default

REL_ATTR: id

Common Name: eventTime

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		
agentSessionID	agentSessionID			REQUIRED
eventType	eventType	INTEGER		REQUIRED
eventEpoch	eventEpoch	LOCAL_TIME		REQUIRED
agentUserID	agentUserID	SREL	cnt	
eventTime	eventTime	STRING 50		
presentedItem Type	presentedItem Type	INTEGER		
presentedItemID	presentedItemID	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_agent_status_history Object

The object details are as follows:

Associated Table: sa_agent_status_history

Factories: default

REL_ATTR: id

Common Name: statusChangeTime

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
agentSessionID	agentSessionID	SREL	sa_login_session	REQUIRED
newStatus	newStatus	INTEGER		REQUIRED
statusChange Epoch	statusChange Epoch	LOCAL_TIME		REQUIRED
statusChange Time	statusChange Time	STRING 50		
nextStatus ChangeEpoch	nextStatus ChangeEpoch	LOCAL_TIME		
nextStatus ChangeTime	nextStatus ChangeTime	STRING 50		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_alert_config_param Object

The object details are as follows:

Associated Table: sa_alert_config_param

Factories: default

REL_ATTR: id

Common Name: paramName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		
paramName	paramName	STRING 255		REQUIRED
paramValue	paramValue	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_art_tool_avail Object

The object details are as follows:

Associated Table: sa_art_tool_avail

Factories: default

REL_ATTR: id

Common Name: availBits

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
roleID	roleID	SREL	sa_role	
availBits	availBits	STRING 30		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_bin_temp Object

The object details are as follows:

Associated Table: sa_bin_temp

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		
data	data	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_branding Object

The object details are as follows:

Associated Table: sa_branding

Factories: default

REL_ATTR: id

Common Name: stylesheetURL

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
localizationID	localizationID	SREL	sa_localization	REQUIRED
stylesheetURL	stylesheetURL	STRING 512		
header	header	STRING 32768		
footer	footer	STRING 32768		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_chat_preset Object

The object details are as follows:

Associated Table: sa_chat_preset

Factories: default

REL_ATTR: id

Common Name: responseName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
responseName	responseName	STRING 128		NOT_NULL
responseText	responseText	INTEGER		
responseTitle	responseTitle	STRING 128		

Attribute	DB Field	Data Type	SREL References	Flags
responseType	responseType	INTEGER	sa_chat_preset_type	
categoryID	categoryID	INTEGER	sa_chat_preset_category	NOT_NULL
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_chat_preset_agent_cat Object

The object details are as follows:

Associated Table: sa_chat_preset_agent_cat

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		
userID	userID	SREL	cnt	REQUIRED
groupID	groupID	SREL	sa_group	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_chat_preset_cat_loc Object

The object details are as follows:

Associated Table: sa_chat_preset_cat_loc

Factories: default

REL_ATTR: id

Common Name: name

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupID	groupID	SREL	sa_chat_preset_cat egory	REQUIRED
localizationID	localizationID	SREL	sa_localization	REQUIRED
targetID	targetID	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenantq	UUID	ca_tenant	

sa_chat_preset_category Object

The object details are as follows:

Associated Table: sa_chat_preset_category

Factories: default

REL_ATTR: id

Common Name: groupName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		
userID	userID	SREL	cnt	REQUIRED
groupName	groupName	STRING 128		
lastUpdateDate	lastUpdateDate	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_chat_preset_localized Object

The object details are as follows:

Associated Table: sa_chat_preset_localized

Factories: default

REL_ATTR: id

Common Name: responseName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
responseID	responseID	SREL	sa_chat_preset	REQUIRED
localizationID	localizationID	SREL	sa_localization	REQUIRED
responseName	responseName	STRING		
responseText	responseText	INTEGER		
responseTitle	responseTitle	STRING		
responseLocal	responseLocal	LOCAL STRING		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_chat_preset_type Object

The object details are as follows:

Associated Table: sa_chat_preset_type

Factories: default

REL_ATTR: enum

Common Name: sym

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		
enum	enum	INTEGER		NOT_NULL
sym	sym	STRING 20		NOT_NULL
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_comm_temp Object

The object details are as follows:

Associated Table: sa_comm_temp

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
data	data	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_cr_template Object

The object details are as follows:

Associated Table: sa_cr_template

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
tpl	tpl	SREL	Cr_Template	REQUIRED
is_default	is_default	SREL	bool.enum	
isActive	isActive	SREL	actrbool.enum	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_custom_category Object

The object details are as follows:

Associated Table: sa_custom_category

Factories: default

REL_ATTR: id

Common Name: categoryName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
categoryName	categoryName	STRING 100		REQUIRED
isActive	isActive	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_data_routing_server Object

The object details are as follows:

Associated Table: sa_data_routing_server

Factories: default

REL_ATTR: id

Common Name: label

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
label	label	STRING 100		REQUIRED
host	host	STRING 100		REQUIRED
port	port	INTEGER		REQUIRED
cssURL	cssURL	STRING 150		
enabled	enabled	SREL	actrbool.enum	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_datapool_channel Object

The object details are as follows:

Associated Table: sa_datapool_channel

Factories: default

REL_ATTR: channelID

Common Name: name

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
name	name	STRING 250		
persistent	persistent	INTEGER		REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
channelID	channelID	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_datapool_channel_user Object

The object details are as follows:

Associated Table: sa_datapool_channel_user

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
channelID	channelID	SREL	sa_datapool_channel	REQUIRED
sessionID	sessionID	SREL	sa_login_session	REQUIRED
snoop	snoop	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_debug_log Object

The object details are as follows:

Associated Table: sa_debug_log

Factories: default

REL_ATTR: id

Common Name: debugMessage

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL

Attribute	DB Field	Data Type	SREL References	Flags
				KEY
epoch	epoch	LOCAL_TIME		
debugLevel	debugLevel	INTEGER		
debugMessage	debugMessage	STRING 2048		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_default_credential Object

The object details are as follows:

Associated Table: sa_default_credential

Factories: default

REL_ATTR: id

Common Name: label

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
label	label	STRING 100		
Domain	Domain	STRING 255		
Login	Login	STRING 255		REQUIRED
Pwd	Pwd	STRING 255		REQUIRED
PwdPlain	PwdPlain	LOCAL STRING		REQUIRED
PwdConf	PwdConf	LOCAL STRING		REQUIRED
active	active	SREL	actrbool.enum	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_direct_session Object

The object details are as follows:

Associated Table: sa_direct_session

Factories: default

REL_ATTR: id

Common Name: code

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
code	code	STRING 100		REQUIRED
groupID	groupID	SREL	sa_group	
expired	expired	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_direct_session_page Object

The object details are as follows:

Associated Table: sa_direct_session_page

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
stage	stage	INTEGER		REQUIRED
epoch	epoch	LOCAL_TIME		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_direct_session_preset Object

The object details are as follows:

Associated Table: sa_direct_session_preset

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
responseID	responseID	SREL	sa_chat_preset	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_disclaimer Object

The object details are as follows:

Associated Table: sa_disclaimer

Factories: default

REL_ATTR: id

Common Name: disclaimerName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
disclaimerName	disclaimerName	STRING 30		REQUIRED
disclaimerText	disclaimerText	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_disclaimer_accept_log Object

The object details are as follows:

Associated Table: sa_disclaimer_accept_log

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
selfServe SessionID	selfServe SessionID	SREL	sa_self_serve_session	REQUIRED
scriptID	scriptID	SREL	sa_script	REQUIRED
disclaimerID	disclaimerID	INTEGER		REQUIRED
accepted	accepted	INTEGER		REQUIRED
epoch	epoch	LOCAL_TIME		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_disclaimer_history Object

The object details are as follows:

Associated Table: sa_disclaimer_history

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	REQUIRED
disclaimerID	disclaimerID	SREL	sa_disclaimer	REQUIRED
response	response	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_disclaimer_localized Object

The object details are as follows:

Associated Table: sa_disclaimer_localized

Factories: default

REL_ATTR: id

Common Name: textLocal

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
disclaimerID	disclaimerID	SREL	sa_disclaimer	REQUIRED
localizationID	localizationID	SREL	sa_localization	REQUIRED
disclaimerText	disclaimerText	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_display_template_loc Object

The object details are as follows:

Associated Table: sa_display_template_loc

Factories: default

REL_ATTR: id

Common Name: displayTemplate

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL

Attribute	DB Field	Data Type	SREL References	Flags
				KEY
localizationID	localizationID	SREL	sa_localization	REQUIRED
eventType	eventType	SREL	sa_event_type	REQUIRED
displayTemplate	displayTemplate	STRING 510		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_division_login_script Object

The object details are as follows:

Associated Table: sa_division_login_script

Factories: default

REL_ATTR: id

Common Name: scriptName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
scriptText	scriptText	INTEGER		
scriptName	scriptName	STRING 128		
scriptDescription	scriptDescription	STRING 32768		
scriptLanguage	scriptLanguage	STRING 24		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_division_role_join Object

The object details are as follows:

Associated Table: sa_division_role_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
roleID	roleID	SREL	sa_role	REQUIRED
sessionID	sessionID	SREL	sa_login_session	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_division_tool_join Object

The object details are as follows:

Associated Table: sa_division_tool_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
toolID	toolID	SREL	sa_tool	REQUIRED
enabled	enabled	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_event_history Object

The object details are as follows:

Associated Table: sa_event_history

Factories: default

REL_ATTR: id

Common Name: sd_obj_type

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
eventEpoch	eventEpoch	LOCAL_TIME		REQUIRED
eventType	eventType	SREL	sa_event_type	REQUIRED
sd_obj_type	sd_obj_type	STRING 10		
sd_obj_id	sd_obj_id	INTEGER		
cr_rel	cr_rel	SREL	Call_Req	
iss_rel	iss_rel	SREL	Issue	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_event_history_param Object

The object details are as follows:

Associated Table: sa_event_history_param

Factories: default

REL_ATTR: id

Common Name: paramValue

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
eventID	eventID	SREL	sa_event_history	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
paramID	paramID	SREL	sa_event_type_param	REQUIRED
paramValue	paramValue	STRING 4000		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_event_type Object

The object details are as follows:

Associated Table: sa_event_type

Factories: default

REL_ATTR: id

Common Name: paramName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
displayTemplate	displayTemplate	STRING 255		
eventDescription	eventDescription	STRING 50		
localizationID	localizationID	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_event_type_param Object

The object details are as follows:

Associated Table: sa_event_type_param

Factories: default

REL_ATTR: id

Common Name: paramName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
paramName	paramName	STRING 255		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_field Object

The object details are as follows:

Associated Table: sa_field

Factories: default

REL_ATTR: id

Common Name: fieldName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
fieldType	fieldType	SREL	sa_field_type	REQUIRED
fieldName	fieldName	STRING 50		REQUIRED
fieldOrder	fieldOrder	INTEGER		REQUIRED
mandatory	mandatory	INTEGER		
active	active	SREL	actrbool.enum	
displayName	displayName	STRING 150		
guestMandatory	guestMandatory	SREL	bool.enum	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_field_type Object

The object details are as follows:

Associated Table: sa_field_type

Factories: default

REL_ATTR: fieldType

Common Name: fieldTypeDescription

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
fieldType	fieldType	INTEGER		REQUIRED
fieldType Description	fieldType Description	STRING 255		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_flow_control_rule Object

The object details are as follows:

Associated Table: sa_flow_control_rule

Factories: default

REL_ATTR: id

Common Name: pageName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY

Attribute	DB Field	Data Type	SREL References	Flags
pageName	pageName	STRING 100		REQUIRED
state	state	STRING 100		REQUIRED
directedURL	directedURL	STRING 500		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_function_arg Object

The object details are as follows:

Associated Table: sa_function_arg

Factories: default

REL_ATTR: id

Common Name: arg_name

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
functionID	functionID	SREL	sa_lib_function	REQUIRED
arg_name	arg_name	STRING 75		REQUIRED
description	description	STRING 255		
index_value	index_value	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_group Object

The object details are as follows:

Associated Table: sa_group

Factories: default

REL_ATTR: id

Common Name: groupName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupName	groupName	STRING 100		
startEpoch	startEpoch	LOCAL_TIME		
endEpoch	endEpoch	LOCAL_TIME		
isCurrent	isCurrent	INTEGER		
owner SessionID	owner SessionID	SREL	sa_login_session	
status	status	INTEGER		
escalation Date	escalation Date	LOCAL_TIME		
creatorUser ID	creatorUser ID	SREL	cnt	
originalGroup ID	originalGroup ID	SREL	sa_group	
categoryID	categoryID	SREL	sa_custom_category	
groupType	groupType	INTEGER		
sd_obj_type	sd_obj_type	STRING 10		
sd_obj_id	sd_obj_id	INTEGER		
cr_rel	cr_rel	SREL	cr.persistent_id	
iss_rel	iss_rel	SREL	iss.persistent_id	
user_route_rel	user_route_rel	SREL	sa_user_route.id	
isscat_rel	isscat_rel	SREL	isscat.code	
pcat_rel	pcat_rel	SREL	pcat.persistent_id	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_group_current_user Object

The object details are as follows:

Associated Table: sa_group_current_user

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupID	groupID	SREL	sa_group	REQUIRED
sessionID	sessionID	SREL	sa_login_session	REQUIRED
directedURL	directedURL	STRING 500		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_group_event_join Object

The object details are as follows:

Associated Table: sa_group_event_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupID	groupID	SREL	sa_group	REQUIRED
eventID	eventID	SREL	sa_event_history	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_group_history Object

The object details are as follows:

Associated Table: sa_group_history

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupID	groupID	SREL	sa_group	REQUIRED
startEpoch	startEpoch	LOCAL_TIME		REQUIRED
endEpoch	endEpoch	LOCAL_TIME		REQUIRED
sessionID	sessionID	SREL	sa_login_session	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_group_tool_invocation Object

The object details are as follows:

Associated Table: sa_group_tool_invocation

Factories: default

REL_ATTR: id

Common Name: toolStartTime

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupID	groupID	SREL	sa_group	REQUIRED
toolID	toolID	SREL	sa_tool	REQUIRED
toolInstanceID	toolInstanceID	SREL	sa_tool_instance	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
toolStartEpoch	toolStartEpoch	LOCAL_TIME		REQUIRED
toolStartTime	toolStartTime	STRING 50		
toolInstance LogID	toolInstance LogID	SREL	sa_tool_ instance_log	
extraData	extraData	STRING 100		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_guest_agent_code Object

The object details are as follows:

Associated Table: sa_guest_agent_code

Factories: default

REL_ATTR: id

Common Name: agentCode

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
agentCode	agentCode	STRING 5		REQUIRED
groupID	groupID	SREL	sa_group	
createdEpoch	createdEpoch	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_guest_profile Object

The object details are as follows:

Associated Table: sa_guest_profile

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_guest_user_field Object

The object details are as follows:

Associated Table: sa_guest_user_field

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
fieldID	fieldID	SREL	sa_field	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_hour_operation_mode Object

The object details are as follows:

Associated Table: sa_hour_operation_mode

Factories: default

REL_ATTR: enum

Common Name: sym

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sym	sym	STRING 20		REQUIRED
enum	enum	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_iss_template Object

The object details are as follows:

Associated Table: sa_iss_template

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
tpl	tpl	SREL	Iss_Template	REQUIRED
is_default	is_default	SREL	bool.enum	
isActive	isActive	SREL	actrbool.enum	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_keyword Object

The object details are as follows:

Associated Table: sa_keyword

Factories: default

REL_ATTR: id

Common Name: keyname

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
keyname	keyname	STRING 100		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_keyword_queue_join Object

The object details are as follows:

Associated Table: sa_keyword_queue_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
keywordID	keywordID	SREL	sa_keyword	REQUIRED
queueID	queueID	SREL	sa_queue	REQUIRED
weight	weight	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_large_data_record Object

The object details are as follows:

Associated Table: sa_large_data_record

Factories: default

REL_ATTR: recordID

Common Name: originalTableName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
recordID	recordID	INTEGER		REQUIRED
recordOrder	recordOrder	INTEGER		REQUIRED
originalTableName	originalTableName			
data	data	STRING 32768		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_lib_function Object

The object details are as follows:

Associated Table: sa_lib_function

Factories: default

REL_ATTR: id

Common Name: functionName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
libID	libID	SREL	sa_scriptlib	REQUIRED
functionName	functionName	STRING 128		REQUIRED
libFunction	libFunction	INTEGER		REQUIRED
funcDesc	funcDesc	STRING 1024		

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_localization Object

The object details are as follows:

Associated Table: sa_localization

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
localizationID	localizationID	SREL	sa_localization	REQUIRED
enabled	enabled	SREL	bool.enum	
name	name	STRING 100		
is_default	is_default	SREL	bool.enum	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_login_session Object

The object details are as follows:

Associated Table: sa_login_session

Factories: default

REL_ATTR: id

Common Name: jvm

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE

Attribute	DB Field	Data Type	SREL References	Flags
				NOT_NULL KEY
userID	userID	SREL	cnt	
startEpoch	startEpoch	LOCAL_TIME		
endEpoch	endEpoch	LOCAL_TIME		
waitTime	waitTime	INTEGER		
supportLength	supportLength	INTEGER		
CanDownload ScriptApplets	CanDownload ScriptApplets	INTEGER		
CanDownloadDlls	CanDownloadDlls	INTEGER		
CanRunApplet Comms	CanRunApplet Comms	INTEGER		
CanDownloadExecs	CanDownloadExecs	INTEGER		
jvm	jvm	STRING 150		
NoPrompt	NoPrompt	INTEGER		
ClientIsEXE	ClientIsEXE	INTEGER		
Timezone	Timezone	INTEGER		
availableTime	availableTime	LOCAL_TIME		
unavailableTime	unavailableTime	LOCAL_TIME		
browser	browser	STRING 150		
DirectSessionCode	DirectSessionCode	STRING 100		
Question	Question	STRING 1024		
initialQueueID	initialQueueID	SREL	sa_queue	
QueuedEpoch	QueuedEpoch	LOCAL_TIME		
QueuedTime	QueuedTime	STRING 50		
OnHoldEpoch	OnHoldEpoch	LOCAL_TIME		
OnHoldTime	OnHoldTime	STRING 50		
HandledEpoch	HandledEpoch	LOCAL_TIME		
HandledTime	HandledTime	STRING 50		
GroupID	GroupID	SREL	sa_group	
AbandonFlag	AbandonFlag	INTEGER		
IsCurrent	IsCurrent	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
SelfServe	SelfServe	INTEGER		
localizationID	localizationID	SREL	sa_localization	
profileOverride	profileOverride	INTEGER		
Accessibility ExtEnabled	Accessibility ExtEnabled	INTEGER		
IsWebClient	IsWebClient	INTEGER		
CategoryID	CategoryID	SREL	sa_custom_ category	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_milepost Object

The object details are as follows:

Associated Table: sa_milepost

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	REQUIRED
milepost	milepost	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_milepost_history Object

The object details are as follows:

Associated Table: sa_milepost_history

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	REQUIRED
milepost	milepost	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_named_user_license Object

The object details are as follows:

Associated Table: sa_named_user_license

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
userID	userID	SREL	cnt	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_patch_history Object

The object details are as follows:

Associated Table: sa_patch_history

Factories: default

REL_ATTR: id

Common Name: patch_name

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
patch_name	patch_name	STRING 100		REQUIRED
release_base	release_base	STRING 50		REQUIRED
build_version	build_version	STRING 50		
epoch	epoch	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_portal_component Object

The object details are as follows:

Associated Table: sa_portal_component

Factories: default

REL_ATTR: id

Common Name: name

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
name	name	STRING 50		REQUIRED
URL	URL	STRING 255		REQUIRED
beforeLogin	beforeLogin	INTEGER		
afterLogin	afterLogin	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
beforeProbDef	beforeProbDef	INTEGER		
afterProbDef	afterProbDef	INTEGER		
displayColumn	displayColumn	INTEGER		
displayIndex	displayIndex	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_property Object

The object details are as follows:

Associated Table: sa_property

Factories: default

REL_ATTR: id

Common Name: propertyName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
propertyName	propertyName	STRING 30		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_queue Object

The object details are as follows:

Associated Table: sa_queue

Factories: default

REL_ATTR: id

Common Name: queueName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL

Attribute	DB Field	Data Type	SREL References	Flags
				KEY
queueName	queueName	STRING 100		REQUIRED
isDefault	isDefault	SREL	bool.enum	
isActive	isActive	SREL	actrbool.enum	
enableAuto Matching	enableAuto Matching	INTEGER		
enableAuto Escalation	enableAuto Escalation	INTEGER		
escalation Timeout	escalation Timeout	INTEGER		
escalation TargetQueue	escalation TargetQueue	SREL	sa_queue	
customer DisplayName	customer DisplayName	STRING 100		REQUIRED
onDeck Priority	onDeck Priority	INTEGER		
categoryID	categoryID	SREL	sa_custom_category	
responseID	responseID	SREL	sa_chat_preset	
isscat_rel	isscat_rel	SREL	isscat.code	
pcat_rel	pcat_rel	SREL	pcat.persistent_id	
cr_template	cr_template	SREL	cr.persistent_id	
iss_template	iss_template	SREL	iss.persistent_id	
workshift	workshift	SREL	wrkshft.persistent_id	
is_special	is_special	SREL	bool.enum	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_queue_hour_setting Object

The object details are as follows:

Associated Table: sa_queue_hour_setting

Factories: default

REL_ATTR: id

Common Name: url

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
queueID	queueID	SREL	sa_queue	REQUIRED
url	url	STRING 2048		
isExternal	isExternal	INTEGER		
useHours	useHours	SREL	sa_hour_ operation_mode	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_queue_localized Object

The object details are as follows:

Associated Table: sa_queue_localized

Factories: default

REL_ATTR: id

Common Name: customerDisplayName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
queueID	queueID	SREL	sa_queue	REQUIRED
localizationID	localizationID	SREL	sa_localization	REQUIRED
customer	customer	STRING 100		

Attribute	DB Field	Data Type	SREL References	Flags
DisplayName	DisplayName			
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_queue_summary_field Object

The object details are as follows:

Associated Table: sa_queue_summary_field

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
fieldID	fieldID	SREL	sa_field	REQUIRED
fieldOrder	fieldOrder	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_queue_tool_join Object

The object details are as follows:

Associated Table: sa_queue_tool_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
queueID	queueID	SREL	sa_queue	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
toolID	toolID	SREL	sa_tool	
displayOrder	displayOrder	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_queue_transfer_target Object

The object details are as follows:

Associated Table: sa_queue_transfer_target

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
roleID	roleID	SREL	sa_role	REQUIRED
queueID	queueID	SREL	sa_queue	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_queued_group Object

The object details are as follows:

Associated Table: sa_queued_group

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY

Attribute	DB Field	Data Type	SREL References	Flags
queueID	queueID	SREL	sa_queue	REQUIRED
groupID	groupID	SREL	sa_group	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_queued_user

The object details are as follows:

Associated Table: sa_queued_user

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
queueID	queueID	SREL	sa_queue	REQUIRED
sessionID	sessionID	SREL	sa_login_session	REQUIRED
entryEpoch	entryEpoch	LOCAL_TIME		
status	status	INTEGER		
user_route_rel	user_route_rel	SREL	sa_user_route	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_rejoin_code_mapping Object

The object details are as follows:

Associated Table: sa_rejoin_code_mapping

Factories: default

REL_ATTR: id

Common Name: rejoinCode

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
rejoinCode	rejoinCode	STRING 10		
rejoinString	rejoinString	STRING 100		
creationDate	creationDate	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_role Object

The object details are as follows:

Associated Table: sa_role

Factories: default

REL_ATTR: id

Common Name: roleName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
roleName	roleName	STRING 100		
isAgent	isAgent	INTEGER		
default SecurityGroup	default SecurityGroup	SREL	sa_security_group	

Attribute	DB Field	Data Type	SREL References	Flags
joinSession	joinSession	INTEGER		
allowSecLevel Change	allowSecLevel Change	INTEGER		
isActive	isActive	SREL	actrbool.enum	
onDeck	onDeck	INTEGER		
allow_script_ide	allow_script_ide	INTEGER		
sa_client_ launch_node	sa_client_ launch_node	INTEGER		
description	description	STRING 1024		
queues	queues	BREL	sa_role_queue_join	
target_queues	target_queues	BREL	sa_queue_transfer _target	
security_grps	security_grps	BREL	sa_security_grp_ role_join	
tools_non_art	tools_non_art	BREL	sa_role_tool_non_ art	
assigned_scripts	assigned_scripts	BREL	sa_script_role_join	
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	

sa_role_queue_join Object

The object details are as follows:

Associated Table: sa_role_queue_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
roleID	roleID	SREL	sa_role	REQUIRED
queueID	queueID	SREL	sa_queue	REQUIRED
isDefault	isDefault	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_role_tool_join Object

The object details are as follows:

Associated Table: sa_role_tool_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
roleID	roleID	SREL	sa_role	REQUIRED
toolID	toolID	SREL	sa_tool	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_role_tool_non_art_join Object

The object details are as follows:

Associated Table: sa_role_tool_non_art_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
roleID	roleID	SREL	sa_role	REQUIRED
toolID	toolID	SREL	sa_tool_non_art	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_rule_conduit_rule Object

The object details are as follows:

Associated Table: sa_rule_conduit_rule

Factories: default

REL_ATTR: id

Common Name: functionName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
functionName	functionName	STRING 100		REQUIRED
className	className	STRING 100		
methodName	methodName	STRING 100		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_script Object

The object details are as follows:

Associated Table: sa_script

Factories: default

REL_ATTR: id

Common Name: scriptName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY

Attribute	DB Field	Data Type	SREL References	Flags
scriptText	scriptText	INTEGER		
scriptName	scriptName	STRING 128		
script Description	script Description	STRING 2000		
isLocked	isLocked	INTEGER		
version	version	INTEGER		
GUID	GUID	STRING 255		
credLogin	credLogin	STRING 50		
credPswd	credPswd	STRING 255		
credPswdPlain	credPswdPlain	LOCAL STRING		
credDomain	credDomain	STRING 50		
impersonate	impersonate	INTEGER		
credentials Type	credentials Type	INTEGER		
disclaimer	disclaimer	SREL	sa_disclaimer	
surveyID	surveyID	SREL	sa_survey	
percentShown	percentShown	INTEGER		
loginRequired	loginRequired	INTEGER		
restrict Functions	restrict Functions	INTEGER		
scriptTimeout	scriptTimeout	INTEGER		
wsEnabled	wsEnabled	INTEGER		
groupID	groupID	SREL	sa_script_group	REQUIRED
securityFunctions	securityFunctions	BREL	sa_script_ security_join	
assigned_roles	BREL	BREL	sa_script_role_join	
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	
tenant	tenant	UUID	ca_tenant	

sa_script_acquired_data Object

The object details are as follows:

Associated Table: sa_script_acquired_data

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	REQUIRED
scriptID	scriptID	SREL	sa_script	REQUIRED
scriptInstance ID	scriptInstance ID	SREL	sa_script_ execution_log	REQUIRED
epoch	epoch	LOCAL_TIME		REQUIRED
acquiredData	acquiredData	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_script_exec_log_join Object

The object details are as follows:

Associated Table: sa_role_tool_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
scriptInstanceID	scriptInstanceID	SREL	sa_script_ execution	REQUIRED
eventID	eventID	SREL	sa_event_ history	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_script_exec_status Object

The object details are as follows:

Associated Table: sa_script_exec_status

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
eventID	eventID	SREL	sa_event_history	REQUIRED
scriptID	scriptID	SREL	sa_script	REQUIRED
executedStatus	executedStatus	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_script_execution_log Object

The object details are as follows:

Associated Table: sa_script_execution_log

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
scriptID	scriptID	SREL	sa_script	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
selfServe SessionID	selfServe SessionID	SREL	sa_self_serve_ session	REQUIRED
sessionID	sessionID	SREL	sa_login_session	
executedEpoch	executedEpoch	LOCAL_TIME		REQUIRED
surveyShown	surveyShown	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_script_function_lib Object

The object details are as follows:

Associated Table: sa_script_function_lib

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
scriptID	scriptID	SREL	sa_script	REQUIRED
libID	libID	SREL	sa_scriptlib	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_script_group Object

The object details are as follows:

Associated Table: sa_script_group

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupName	groupName	STRING 128		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_script_role_join Object

The object details are as follows:

Associated Table: sa_script_role_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
scriptID	scriptID	SREL	sa_script	REQUIRED
roleID	roleID	SREL	sa_role	REQUIRED
autorun	autorun	SREL	bool.enum	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_script_security_join Object

The object details are as follows:

Associated Table: sa_script_security_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
scriptID	scriptID	SREL	sa_script	REQUIRED
functionID	functionID	SREL	sa_security_ tool_function	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_script_user_field Object

The object details are as follows:

Associated Table: sa_script_user_field

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
fieldID	fieldID	SREL	sa_field	REQUIRED
scriptID	scriptID	SREL	sa_script	REQUIRED
isProfileField	isProfileField	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_scriptlib Object

The object details are as follows:

Associated Table: sa_scriptlib

Factories: default

REL_ATTR: id

Common Name: libName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
libName	libName	STRING 128		REQUIRED
libLang	libLang	SREL	sa_scriptlib_ language	REQUIRED
active	active	INTEGER		REQUIRED
GUID	GUID	STRING 255		
version	version	INTEGER		REQUIRED
isLocked	isLocked	INTEGER		
description	description	STRING 1024		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_scriptlib_language Object

The object details are as follows:

Associated Table: sa_scriptlib_language

Factories: default

REL_ATTR: enum

Common Name: sym

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
sym	sym	STRING 30		REQUIRED
enum	enum	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_sd_user_map Object

The object details are as follows:

Associated Table: sa_sd_user_map

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
SDUUID	SDUUID	UUID		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_sdconfig Object

The object details are as follows:

Associated Table: sa_sdconfig

Factories: default

REL_ATTR: id

Common Name: propertyKey

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
propertyKey	propertyKey	STRING 50		REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
propertyValue	propertyValue	STRING 512		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_sdgroup_map Object

The object details are as follows:

Associated Table: sa_sdgroup_map

Factories: default

REL_ATTR: id

Common Name: SDTicketID

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupID	groupID	SREL	sa_group	REQUIRED
SDTicketID	SDTicketIT	STRING 50		REQUIRED
SDRefNum	SDRefNum	STRING 50		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_sdsession_ticket_map Object

The object details are as follows:

Associated Table: sa_sdsession_ticket_map

Factories: default

REL_ATTR: id

Common Name: SDTicketID

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE

Attribute	DB Field	Data Type	SREL References	Flags
				NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	REQUIRED
SDTicketID	SDTicketID	STRING 50		REQUIRED
SDRefNum	SDRefNum	STRING 50		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_security_group Object

The object details are as follows:

Associated Table: sa_security_group

Factories: default

REL_ATTR: id

Common Name: groupName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupName	groupName	STRING 50		REQUIRED
description	description	STRING 512		
rank	rank	INTEGER		REQUIRED
localizationID	localizationID	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_security_group_dir Object

The object details are as follows:

Associated Table: sa_security_group_dir

Factories: default

REL_ATTR: id

Common Name: directory

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupID	groupID	SREL	sa_security_group	REQUIRED
directory	directory	STRING 150		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_security_group_function Object

The object details are as follows:

Associated Table: sa_security_group_function

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupID	groupID	SREL	sa_security_group	REQUIRED
functionID	functionID	SREL	sa_security_tool_function	REQUIRED
value	value	SREL	rev_bool.enum	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_security_group_loc Object

The object details are as follows:

Associated Table: sa_security_group_loc

Factories: default

REL_ATTR: id

Common Name: groupName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupID	groupID	SREL	sa_security_group	REQUIRED
localizationID	localizationID	SREL	sa_localization	REQUIRED
groupName	groupName	STRING 50		
description	description	STRING 512		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_security_grp_role_join Object

The object details are as follows:

Associated Table: sa_security_grp_role_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
roleID	roleID	SREL	sa_role	REQUIRED
groupID	groupID	SREL	sa_security_group	REQUIRED
isDefault	isDefault	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_security_login_function Object

The object details are as follows:

Associated Table: sa_security_login_function

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	REQUIRED
functionID	functionID	SREL	sa_security_ tool_function	REQUIRED
value	value	INTEGER		REQUIRED
localizationID	localizationID	SREL	sa_localization	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_security_request_order Object

The object details are as follows:

Associated Table: sa_security_request_order

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY

Attribute	DB Field	Data Type	SREL References	Flags
toolID	toolID	SREL	sa_tool	REQUIRED
functionID	functionID	SREL	sa_security_ tool_function	REQUIRED
orderbit	orderbit	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_security_text_localized Object

The object details are as follows:

Associated Table: sa_security_text_localized

Factories: default

REL_ATTR: id

Common Name: TextValue

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
TextID	textID	INTEGER		REQUIRED
localizationID	localizationID	SREL	sa_localization	REQUIRED
TextValue	TextValue	STRING 100		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_security_tool_function Object

The object details are as follows:

Associated Table: sa_security_tool_function

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
toolID	toolID	SREL	sa_tool	REQUIRED
functionName	functionName	STRING 50		
canPrompt	canPrompt	SREL	bool.enum	REQUIRED
localizationID	localizationID	SREL	sa_localization	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_security_tool_localized Object

The object details are as follows:

Associated Table: sa_security_tool_localized

Factories: default

REL_ATTR: id

Common Name: functionName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
functionID	functionID	SREL	sa_security_ tool_function	REQUIRED
localizationID	localizationID	SREL	sa_localization	
functionName	functionName	STRING 100		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_security_user_directory Object

The object details are as follows:

Associated Table: sa_security_user_directory

Factories: default

REL_ATTR: id

Common Name: directory

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	REQUIRED
directory	directory	STRING 150		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_self_serve_event_join Object

The object details are as follows:

Associated Table: sa_self_serve_event_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
selfServe SessionID	selfServe SessionID	SREL	sa_self_serve_ session	REQUIRED
eventID	eventID	SREL	sa_event_history	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_self_serve_keyword Object

The object details are as follows:

Associated Table: sa_self_serve_keyword

Factories: default

REL_ATTR: id

Common Name: keyword

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
selfServe SessionID	selfServe SessionID	SREL	sa_self_serve_ session	REQUIRED
keyword	keyword	STRING 255		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_self_serve_login_field Object

The object details are as follows:

Associated Table: sa_self_serve_login_field

Factories: default

REL_ATTR: id

Common Name: Value

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
selfServe SessionID	selfServe SessionID	SREL	sa_self_serve_ session	REQUIRED
fieldID	fieldID	SREL	sa_field	REQUIRED
value	value	STRING 500		
last_mod_by	last_mod_by	UUID	ca_contact	

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_self_serve_session Object

The object details are as follows:

Associated Table: sa_self_serve_session

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	
userID	userID	SREL	cnt	REQUIRED
queueID	queueID	SREL	sa_queue	
categoryID	categoryID	SREL	sa_custom_category	
createdEpoch	createdEpoch	LOCAL_TIME		
lastScript Epoch	lastScript Epoch	LOCAL_TIME		
scriptCount	scriptCount	INTEGER		REQUIRED
endEpoch	endEpoch	LOCAL_TIME		
Timezone	Timezone	INTEGER		
localizationID	localizationID	SREL	sa_localization	
associated SessionID	associated SessionID	SREL	sa_login_session	
isscat_rel	isscat_rel	SREL	isscat.code	
pcat_rel	pcat_rel	SREL	pcat.persistent_id	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_session_event_join Object

The object details are as follows:

Associated Table: sa_session_event_join

Factories: default

REL_ATTR: id

Common Name: Value

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	REQUIRED
eventID	eventID	SREL	sa_event_history	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_session_login_field Object

The object details are as follows:

Associated Table: sa_session_login_field

Factories: default

REL_ATTR: id

Common Name: value

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	REQUIRED
fieldID	fieldID	SREL	sa_field	REQUIRED
value	value	STRING 500		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

Attribute	DB Field	Data Type	SREL References	Flags
tenant	tenant	UUID	ca_tenant	

sa_session_security_info Object

The object details are as follows:

Associated Table: sa_session_security_info

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sessionID	sessionID	SREL	sa_login_session	REQUIRED
folderAccess Bit	folderAccess Bit	INTEGER		
securityLevel ID	securityLevel ID	SREL	sa_security_group	
hasCustom	hasCustom	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_sound Object

The object details are as follows:

Associated Table: sa_sound

Factories: default

REL_ATTR: id

Common Name: soundName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
soundName	soundName	STRING 255		

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_static_cont_script_join Object

The object details are as follows:

Associated Table: sa_static_cont_script_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
scriptID	scriptID	SREL	sa_script	REQUIRED
itemID	itemID	SREL	sa_static_content	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_static_content Object

The object details are as follows:

Associated Table: sa_static_content

Factories: default

REL_ATTR: id

Common Name: GUID

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
GUID	GUID	STRING 255		

Attribute	DB Field	Data Type	SREL References	Flags
itemName	itemName	STRING 255		
itemDesc	itemDesc	STRING 255		
itemMimeType	itemMimeType	STRING 50		
version	version	INTEGER		
isLocked	isLocked	INTEGER		
itemContents	itemContents	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_sup_desk_hour_config Object

The object details are as follows:

Associated Table: sa_sup_desk_hour_config

Factories: default

REL_ATTR: id

Common Name: label

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
label	label	STRING 100		
active	active	SREL	actrbool.enum	
useHours	useHours	SREL	sa_hour_operation_mode	
workshift	workshift	SREL	Bop_Workshift	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_survey Object

The object details are as follows:

Associated Table: sa_survey

Factories: default

REL_ATTR: id

Common Name: surveyName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
surveyName	surveyName	STRING 32		REQUIRED
question	question	STRING 512		REQUIRED
responseType	responseType	INTEGER		REQUIRED
isDeleted	isDeleted	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_survey_localized Object

The object details are as follows:

Associated Table: sa_survey_localized

Factories: default

REL_ATTR: id

Common Name: surveyName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
surveyID	surveyID	SREL	sa_survey	REQUIRED
localizationID	localizationID	SREL	sa_localization	REQUIRED
question	question	STRING 512		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_survey_result Object

The object details are as follows:

Associated Table: sa_survey_result

Factories: default

REL_ATTR: id

Common Name: SurveyComment

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
surveyID	surveyID	SREL	sa_survey	REQUIRED
selfServe SessionID	selfServe SessionID	SREL	sa_self_serve_ session	REQUIRED
scriptID	scriptID	SREL	sa_script	
response	response	INTEGER		
completion	completion	INTEGER		REQUIRED
SurveyComment	SurveyComment	STRING 512		
surveyEpoch	surveyEpoch	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_system_message Object

The object details are as follows:

Associated Table: sa_system_message

Factories: default

REL_ATTR: id

Common Name: messageTag

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
messageTag	messageTag	STRING 100		REQUIRED
localizationID	localizationID	SREL	sa_localization	REQUIRED
messageText	messageText	STRING 1024		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_system_property Object

The object details are as follows:

Associated Table: sa_system_property

Factories: default

REL_ATTR: id

Common Name: propertyKey

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
propertyKey	propertyKey	STRING 300		REQUIRED
propertyValue	propertyValue	STRING 32768		
property Description	property Description	STRING 32768		

Attribute	DB Field	Data Type	SREL References	Flags
isGlobal	isGloabl	SREL	bool.enum	
obsolete	obsolete	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_tenant_localization Object

The object details are as follows:

Associated Table: sa_tenant_localization

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
localizationID	localizationID	SREL	sa_localization	REQUIRED
enabled	enabled	SREL	bool.enum	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_tool Object

The object details are as follows:

Associated Table: sa_tool

Factories: default

REL_ATTR: id

Common Name: toolName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
toolName	toolName	STRING 100		
URL	URL	STRING 255		
suggestion	suggestion	INTEGER		
imageName	imageName	STRING 255		
displayURL	displayURL	STRING 255		
width	width	INTEGER		
height	height	INTEGER		
toolType	toolType	INTEGER		
useViewport	useViewport	INTEGER		
agentDefault	agentDefault	INTEGER		
isAdmin	isAdmin	INTEGER		
isSpecial	isSpecial	INTEGER		
localizationID	localizationID	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_tool_inst_log_evt_join Object

The object details are as follows:

Associated Table: sa_tool_inst_log_evt_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
toolInstance LogID	toolInstance LogID	SREL	sa_tool_instance_ log	REQUIRED
eventID	eventID	SREL	sa_event_history	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_tool_instance Object

The object details are as follows:

Associated Table: sa_tool_instance

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupID	groupID	SREL	sa_group	REQUIRED
toolInstanceID	toolInstanceID	INTEGER		REQUIRED
toolID	toolID	SREL	sa_tool	
toolInstanceLog ID	toolInstanceLog ID	SREL	sa_tool_instance_ log	
lastUpdated	lastUpdated	LOCAL_TIME		
writeLockID	writeLockID	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_tool_instance_log Object

The object details are as follows:

Associated Table: sa_tool_instance_log

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
groupID	groupID	SREL	sa_group	
toolID	toolID	SREL	sa_tool	
startEpoch	startEpoch	LOCAL_TIME		
endEpoch	endEpoch	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_tool_log Object

The object details are as follows:

Associated Table: sa_tool_log

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY

Attribute	DB Field	Data Type	SREL References	Flags
toolID	toolID	SREL	sa_tool	REQUIRED
logStart	logStart	LOCAL_TIME		
logEnd	logEnd	LOCAL_TIME		
toolData	toolData	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_tool_log_message Object

The object details are as follows:

Associated Table: sa_tool_log_message

Factories: default

REL_ATTR: id

Common Name: logMessage

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
toolID	toolID	SREL	sa_tool	REQUIRED
logMessage	logMessage	STRING 300		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_tool_module Object

The object details are as follows:

Associated Table: sa_tool_module

Factories: default

REL_ATTR: id

Common Name: moduleLocation

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
toolID	toolID	SREL	sa_tool	REQUIRED
seqID	seqID	INTEGER		REQUIRED
module Location	module Location	STRING 512		
agentModule Name	agentModule Name	STRING 255		REQUIRED
delayLoading	delayLoading	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_tool_name_localized Object

The object details are as follows:

Associated Table: sa_tool_name_localized

Factories: default

REL_ATTR: id

Common Name: name

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
toolID	toolID	SREL	sa_tool	REQUIRED
localizationID	localizationID	SREL	sa_localization	REQUIRED
name	name	STRING 200		

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_tool_non_art Object

The object details are as follows:

Associated Table: sa_tool_non_art

Factories: default

REL_ATTR: id

Common Name: sym

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
sym	sym	STRING 100		
art_pos	art_pos	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_tool_property Object

The object details are as follows:

Associated Table: sa_tool_property

Factories: default

REL_ATTR: id

Common Name: value

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
toolID	toolID	SREL	sa_tool	REQUIRED
propertyID	propertyID	SREL	sa_property	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
value	value	STRING 100		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_tool_start_message Object

The object details are as follows:

Associated Table: sa_tool_start_message

Factories: default

REL_ATTR: id

Common Name: toolStartMessage

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
toolID	toolID	SREL	sa_tool	REQUIRED
showMessage	showMessage	INTEGER		REQUIRED
toolStart Message	toolStart Message	STRING 200		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_tool_version Object

The object details are as follows:

Associated Table: sa_tool_version

Factories: default

REL_ATTR: id

Common Name: moduleName

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
localizationID	localizationID	SREL	sa_localization	REQUIRED
moduleName	moduleName	STRING 100		REQUIRED
moduleVersion	moduleVersion	STRING 30		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_triage_script Object

The object details are as follows:

Associated Table: sa_triage_script

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
queueID	queueID	SREL	sa_queue	REQUIRED
scriptID	scriptID	SREL	sa_script	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_user_alert_config Object

The object details are as follows:

Associated Table: sa_user_alert_config

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
userID	userID	SREL	cnt	REQUIRED
AlertType	AlertType	INTEGER		REQUIRED
AlertTrigger	AlertTrigger	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_user_route Object

The object details are as follows:

Associated Table: sa_user_route

Factories: default

REL_ATTR: id

Func Group: sa

Common Name: sd_obj_type

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
userID	userID	SREL	cnt	
queue_id	queue_id	SREL	sa_queue	
login_session_id	login_session_id	SREL	sa_login_session	
launch_type	launch_type	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
sd_obj_type	sd_obj_type	STRING 10		
sd_obj_id	sd_obj_id	INTEGER		
cr	cr	SREL	Call_Req	
iss	iss	SREL	Issue	
user_description	user_description	STRING 4000		
sdm_web_addrs	sdm_web_addrs	STRING 255		
isscat_rel	isscat_rel	SREL	Issue_Category	
pcat_rel	pcat_rel	SREL	Prob_Category	
category	category	LOCAL STRING		
priority	priority	SREL	Priority	
properties		BREL	sa_user_route_ prop	
add_property_ persids		LOCAL STRING		
direct_session_ code		LOCAL STRING		
summary		LOCAL STRING		
localizationID		LOCAL SREL	sa_localization	
endUserID	endUserID	LOCAL SREL	cnt	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_user_route_prop Object

The object details are as follows:

Associated Table: sa_user_route_prop

Factories: default

REL_ATTR: id

Func Name: sa

Common Name: description

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
login_session_id	login_session_id	SREL	sa_login_session	
self_serve_session_id	self_serve_session_id	SREL	sa_self_serve_session	
user_route	user_route	SREL	sa_user_route	
sequence	sequence	INTEGER		REQUIRED
description	description	STRING 1024		
label	label	STRING 256		REQUIRED
value	value	STRING 128		
required	required	INTEGER		
sample	sample	STRING 128		
validation_rule	validation_rule	SREL	prpval_rule	
validation_type	validation_type	SREL	prpval_type	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_userdrserver_join Object

The object details are as follows:

Associated Table: sa_userdrserver_join

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
userID	userID	SREL	cnt	REQUIRED
drServerID	drServerID	SREL	sa_data_routing_ server	REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_version Object

The object details are as follows:

Associated Table: sa_version

Factories: default

REL_ATTR: id

Common Name: DBVersion

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		
DBVersion	DBVersion	STRING 100		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sa_virtual_session Object

The object details are as follows:

Associated Table: sa_virtual_session

Factories: default

REL_ATTR: id

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
queueID	queueID	SREL	sa_queue	
userID	userID	SREL	ca_contact	
sessionID	sessionID	SREL	sa_login_session	
queuedEpoch	queuedEpoch	LOCAL_TIME		
handledEpoch	handledEpoch	LOCAL_TIME		
endEpoch	endEpoch	LOCAL_TIME		
waitTime	waitTime	INTEGER		
handledTime	handledTime	INTEGER		
abandonFlag	abandonFlag	INTEGER		
firstFlag	firstFlag	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_wait_component Object

The object details are as follows:

Associated Table: sa_wait_component

Factories: default

REL_ATTR: id

Common Name: waitURL

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
queueID	queueID	SREL	sa_queue	
waitURL	waitURL	STRING 300		
isExternal	isExternal	SREL	bool.enum	
pageType	pageType	SREL	sa_wait_ component_type	
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		
tenant	tenant	UUID	ca_tenant	

sa_wait_component_type Object

The object details are as follows:

Associated Table: sa_wait_component_type

Factories: default

REL_ATTR: enum

Common Name: sym

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE NOT_NULL KEY
enum	enum	INTEGER		
sym	sym	STRING 50		
is_optional	is_optional	INTEGER		REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	UUID	ca_contact	
last_mod_dt	last_mod_dt	LOCAL_TIME		

sdsc Object

The object details are as follows:

Associated Table: Service_Desc

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
code	code	STRING		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
owning_contract	owning_contract	INTEGER	svc_contract id	
persistent_id	persid	STRING		
rank	rank	INTEGER		
schedule	schedule	STRING	bpwshft persid	
sym	sym	STRING		REQUIRED S_KEY
violation_cost	violation_cost	INTEGER		
tgttps	tgttps	BREL	tgt_tgttps_srvtypes sdsc	

sdsc_map Object

The object details are as follows:

Associated Table: SLA_Contract_Map

Factories: default

REL_ATTR: id

Common Name: map_persid

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
map_contract	map_contract	INTEGER	svc_contract id	REQUIRED
map_persid	map_persid	STRING		
map_sdsc	map_sdsc	STRING	srv_desc code	
persistent_id	persid	STRING		

seq Object

The object details are as follows:

Associated Table: Sequence_Control

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
code	code	STRING		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
prefix	prefix	STRING		
suffix	suffix	STRING		
sym	sym	STRING		REQUIRED

session_log Object

The object details are as follows:

Associated Table: session_log

Factories: default

REL_ATTR: id

Common Name:

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
contact	contact	UUID	ca_contact uuid	
id	id	INTEGER		UNIQUE REQUIRED KEY
login_time	login_time	LOCAL_TIME		
logout_time	logout_time	LOCAL_TIME		
policy	policy	INTEGER	sapolicy id	
session_id	session_id	INTEGER		
session_type	session_type	INTEGER	session_type id	
status	status	INTEGER		

session_type Object

The object details are as follows:

Associated Table: session_type

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
sym	sym	STRING		REQUIRED S_KEY

sev Object

The object details are as follows:

Associated Table: Severity

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
enum	enum	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_dt	last_mod_dt	LOCAL_TIME		
description	nx_desc	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

SHOW_OBJ Object

The object details are as follows:

Associated Table: SHOW_OBJ

Factories: default

REL_ATTR: id

Common Name: OBJ_PERSID

Function Group:

Attributes	DB Field	Data Type	SREL References	Flags
Expiration Date	EXPIRE_DATE	LOCAL_TIME		
id	ID	INTEGER		KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Object ID	OBJ_PERSID	STRING		
Password	PWD	STRING		

site Object

The object details are as follows:

Associated Table: ca_site

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: inventory

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
alias	alias	STRING		
contact	contact_uuid	UUID	ca_contact uuid	
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
exclude_registration	exclude_registration	integer		
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
name	name	STRING		
version_number	version_number	integer		

slatpl Object

The object details are as follows:

Associated Table: SLA_Template

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
elapsed	elapsed	DURATION		REQUIRED
event	event	STRING	evt persid	
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
object_type	object_type	STRING		
persistent_id	persid	STRING		
service_type	service_type	STRING	srv_desc code	REQUIRED
sym	sym	STRING		REQUIRED S_KEY

special_handling Object

The object details are as follows:

Associated Table: usp_special_handling

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: inventory

Field	Data Type	Reference	Flags
id	INTEGER UNIQUE		
producer_id	LOCAL STRING (20)		
persistent_id	LOCAL STRING (60)		
delete_flag	SREL	actbool	REQUIRED ON_NEW
sym	STRING (60)		REQUIRED
description	STRING (4000)		
alert_icon_url	STRING (1000)		
alert_text	STRING (60)		
autodisplay_notes	SREL	bool.enum	REQUIRED ON NEW {1}
escalate_urgency	SREL	bool.enum	REQUIRED ON NEW {0}
cnthandling_list	BREL	contact_handling. special_handling	DYNAMIC
last_mod_by	SREL	cnt	ON_NEW {USER} ON_CI SET {USER}
last_mod_dt	DATE		ON_CI_SET {NOW}

srvr_aliases Object

The object details are as follows:

Associated Table: Server_Aliases

Factories: default

REL_ATTR: id

Common Name: alias_name

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
alias_name	alias_name	STRING		REQUIRED
delete_flag	del	INTEGER	actbool enum	REQUIRED
host_addr	host_addr	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
zone_id	zone_id	INTEGER	srvr_zones id	REQUIRED

srvr_zones Object

The object details are as follows:

Associated Table: Server_Zones

Factories: default

REL_ATTR: id

Common Name: zone_name

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY

Attribute	DB Field	Data Type	SREL References	Flags
is_default	is_default	INTEGER	bool_tab enum	
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
zone_name	zone_name	STRING		REQUIRED

survey Object

The object details are as follows:

Associated Table: Survey

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
comment_label	comment_label	STRING		
conclude_text	conclude_text	STRING		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
include_comment	include_comment	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
comment	nx_comment	STRING		
object_id	object_id	INTEGER		
object_type	object_type	STRING		
persistent_id	persid	STRING		
sym	sym	STRING		S_KEY

svc_contract Object

The object details are as follows:

Associated Table: Service_Contract

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
active	active	INTEGER	actbool enum	
contract_num	contract_num	STRING		
delete_flag	del	INTEGER	actbool enum	
dflt_chgcat_st	dflt_chgcat_st	STRING	srv_desc code	
dflt_cnt_st	dflt_cnt_st	STRING	srv_desc code	
dflt_isscat_st	dflt_isscat_st	STRING	srv_desc code	
dflt_nr_st	dflt_nr_st	STRING	srv_desc code	
dflt_pcat_st	dflt_pcat_st	STRING	srv_desc code	
dflt_pri_st	dflt_pri_st	STRING	srv_desc code	
expiration	expiration	LOCAL_TIME		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
description	nx_desc	STRING		
service_type	org_svc_type	STRING	srv_desc code	
persistent_id	persid	STRING		
svc_advocate	svc_advocate	UUID	ca_contact uuid	
svc_owner	svc_owner	UUID	ca_contact uuid	
sym	sym	STRING		

state Object

The object details are as follows:

Associated Table: ca_state_province

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
delete_time	delete_time	LOCAL_TIME		
exclude_registration	exclude_registration	integer		
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod_dt	last_update_date	LOCAL_TIME		
last_mod_by	last_update_user	STRING		
sym	symbol	STRING		
version_number	version_number	integer		

svy_atpl Object

The object details are as follows:

Associated Table: Survey_Answer_Template

Factories: default

REL_ATTR: id

Common Name: text

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
owning_survey_question	own_srvy_question	INTEGER	survey_qtpl id	
persistent_id	persid	STRING		
sequence	sequence	INTEGER		REQUIRED
text	txt	STRING		

svy_ans Object

The object details are as follows:

Associated Table: Survey_Answer

Factories: default

REL_ATTR: id

Common Name: text

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE

Attribute	DB Field	Data Type	SREL References	Flags
				REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
owning_survey_question	own_srvy_question	INTEGER	survey_question id	
persistent_id	persid	STRING		
selected	selected	INTEGER		
sequence	sequence	INTEGER		REQUIRED
text	txt	STRING		

svy_qtpl Object

The object details are as follows:

Associated Table: Survey_Question_Template

Factories: default

REL_ATTR: id

Common Name: text

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
include_qcomment	include_qcomment	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
mult_resp_flag	mult_resp_flag	INTEGER		
owning_survey	owning_survey	INTEGER	survey_tpl id	
persistent_id	persid	STRING		
qcomment_label	qcomment_label	STRING		
resp_required	resp_required	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
sequence	sequence	INTEGER		REQUIRED
text	txt	STRING		

svy_ques Object

The object details are as follows:

Associated Table: Survey_Question

Factories: default

REL_ATTR: id

Common Name: text

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
include_qcomment	include_qcomment	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
mult_resp_flag	mult_resp_flag	INTEGER		
owning_survey	owning_survey	INTEGER	survey id	
persistent_id	persid	STRING		
qcomment	qcomment	STRING		
qcomment_label	qcomment_label	STRING		
resp_required	resp_required	INTEGER		
response	response	INTEGER		REQUIRED
sequence	sequence	INTEGER		REQUIRED
text	txt	STRING		

svy_tpl Object

The object details are as follows:

Associated Table: Survey_Template

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
comment_label	comment_label	STRING		
Survey Completion Message	conclude_text	STRING		
cycle_counter	cycle_counter	INTEGER		
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
include_comment	include_comment	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
Submit Cycle	submit_cycle	INTEGER		
Survey Name	sym	STRING		UNIQUE REQUIRED S_KEY
tracking_flag	tracking_flag	INTEGER		
Survey Introduction	description	STRING		

svystat Object

The object details are as follows:

Associated Table: Survey_Stats

Factories: default

REL_ATTR: id

Common Name:

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
cyc_counter	cyc_counter	INTEGER		
cycle	cycle	INTEGER		
delete_flag	del	INTEGER	actbool enum	REQUIRED
eval_counter	eval_counter	INTEGER		
id	id	INTEGER		UNIQUE REQUIRED KEY
persistent_id	persid	STRING		
sub_counter	sub_counter	INTEGER		
tplid	tplid	INTEGER	survey_tpl id	

svytrk Object

The object details are as follows:

Associated Table: Survey_Tracking

Factories: default

REL_ATTR: id

Common Name: object_type

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
cntid	cntid	UUID	ca_contact uuid	
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE

Attribute	DB Field	Data Type	SREL References	Flags
REQUIRED KEY				
notif_dt	notif_dt	LOCAL_TIME		
object_id	object_id	INTEGER		
object_type	object_type	STRING		
persistent_id	persid	STRING		
recv_dt	recv_dt	LOCAL_TIME		
status	status	INTEGER		
tplid	tplid	INTEGER	survey_tpl id	

symptom_code Object

The object details are as follows:

Associated Table: usp_symptom_code

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Field	Data type	Reference	Flags
delete_flag	SREL	actbool.enum	REQUIRED ON_NEW {0}
description	STRING (4000)		
id	INTEGER UNIQUE		
producer_id	LOCAL STRING (20)		
persistent_id	LOCAL STRING (60)		
last_mod_by	SREL	cnt	ON_NEW {USER} ON_CI {USER}
last_mod_dt	DATE		ON_CI {NOW}
sym	STRING 60		

tab Object

The object details are as follows:

Associated Table: usp_tab

Factories: default

REL_ATTR: id

Common Name: name

Function Group: Security

Attribute Name	Data Type	Relationship Object	Flags
id	INTEGER		UNIQUE
name	STRING		REQUIRED
code	STRING		UNIQUE; REQUIRED
display_name	STRING		REQUIRED
delete_flag	SREL	actbool	REQUIRED
description	STRING		
menu_bar_obj	SREL	menu_bar	
web_form_obj	SREL	web_form	
last_mod_dt	DATE		
last_mod_by	SREL	cnt	

tenant Object

The object details are as follows:

Associated Table: ca_tenant

Factories: default

REL_ATTR: id

Common Name: name

Function Group: admin

Attributes	Data Type	SREL References	Flags
id	UUID		
producer_id	STRING 20		
persistent_id	STRING 60		
name	STRING 255		
tenant_number	STRING 30		
service_provider	INTEGER		
contact	SREL	cnt.id	
logo	STRING 255		
description	STRING 1024		
phone_number	STRING 255		
fax_number	STRING 255		
alt_phone	STRING 255		
location	SREL	loc.id	
delete_flag	SREL	actbool.enum	
version_number	INTEGER		
creation_user	STRING 64		
creation_date	LOCAL_TIME		
last_update_user	LOCAL_		

Attributes	Data Type	SREL References	Flags
	TIME		
last_update_date	LOCAL_ TIME		
ldap_tenant_group	SREL	ldap_group.id	
groups	BREL	tgm_groups. tenant_id	
tenant	SREL	tenant.id	REQUIRED
terms_of_usage	SREL	ca_tou	

tenant_group Object

The object details are as follows:

Associated Table: ca_tenant_group

Factories: default

REL_ATTR: id

Common Name: name

Function Group: admin

Attributes	Data Type	SREL References	Flags
id	UUID		
producer_id	STRING 20		
persistent_id	STRING 60		
name	STRING 255		
description	STRING 1024		
delete_flag	SREL	actbool.enum	
version_number	INTEGER		
creation_user	STRING 64		
creation_date	LOCAL_ TIME		

Attributes	Data Type	SREL References	Flags
last_update_user	STRING 64		
last_update_date	LOCAL_ TIME		
members	BREL	tgm_members. tenant_group	

tenant_group_member Object

The object details are as follows:

Associated Table: ca_tenant_group_member

Factories: default

REL_ATTR: persistent_id

Common Name: creation_user

Function Group: admin

Attributes	Data Type	SREL References	Flags
id	UUID		
producer_id	STRING 20		
persistent_id	STRING 60		
tenant_id	SREL	tenant.id	
tenant_group	SREL	tenant_group. id	
creation_date	LOCAL_ TIME		
creation_user	STRING 64		
tenant	SREL	tenant.id	REQUIRED

tgt_time Object

The object details are as follows:

Associated Table: target_time

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool	REQUIRED
sym	sym	STRING 60		REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	SREL	cnt.id	
target_duration	target_duration	DURATION		REQUIRED
condition	condition	SREL	macro.persistent	
condition_outcome	condition_outcome	SREL	true_false.enum	
service_type	service_type	STRING	sdsc.code	REQUIRED
object_type	object_type	STRING	event_prod_list. sym	REQUIRED
object_id	object_id	INTEGER		REQUIRED
set_actual	set_actual	SREL	bool.enum	
reset_actual	reset_actual	SREL	bool.enum	
lock_target	lock_target	SREL	bool.enum	
cost	cost	STRING 255		
target_time	target_time	DATE		

Attribute	DB Field	Data Type	SREL References	Flags
actual_time	actual_time	DATE		
time_left	time_left	DURATION		
work_shift	work_shift	SREL	wrkshft.persistent_id	
_mapped_cr	_mapped_cr	SREL	cr.persistent_id	
_mapped_chg	_mapped_chg	SREL	chg.persistent_id	
_mapped_iss	_mapped_iss	SREL	iss.persistent_id	
target_tpl	target_tpl	SREL	tgt_time_tpl.id	
suppress_log	INTEGER			

tgt_tgttpls_srvtypes Object

The object details are as follows:

Associated Table: target_tgttpls_srvtypes

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	SREL	actbool.enum	REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	SREL	cnt.id	
tgt_time_tpl	tgt_time_tpl	SREL	tgt_time_tpl	REQUIRED
sdsc	sdsc	SREL	sdsc.code	REQUIRED
target_duration	target_duration	DURATION		REQUIRED

tgt_time_tpl Object

The object details are as follows:

Associated Table: target_time_tpl

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	SREL	actbool.enum	REQUIRED
sym	sym	STRING 60		REQUIRED
last_mod_dt	last_mod_dt	DATE		
last_mod_by	last_mod_by	SREL	cnt.id	
target_duration	target_duration	DURATION		REQUIRED
condition	condition	SREL	macro.persistent_id	
condition_outcome	condition_outcome	SREL	true_false.enum	
object_type	object_type	SREL	event_prod_list.sym	REQUIRED
set_actual	set_actual	SREL	bool.enum	
reset_actual	reset_actual	SREL	bool.enum	
cost	cost	STRING 255		
work_shift	work_shift	SREL	wrkshft.persistent_id	
srvtypes	srvtypes	BREL	tgt_tgttps_srvtypes.tgt_time_tpl	

transition_type Object

The object details are as follows:

Associated Table: transition_type

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: admin

Tenant: optional

Attribute	DB Field	Data Type	SREL References	Flags
sym		STRING		Required
ss_flag		INTEGER		Required On new default: 0
ss_button_text		STRING		Required
ss_header_text		STRING		Required
delete_flag	del		actbool	Required On new default: 0
description		STRING		
last_mod_dt		DATE		On CI set now
last_mod_by			cnt	■ On CI set user ■ On new default user

tskstat Object

The object details are as follows:

Associated Table: Task_Status

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
allow_accumulate	allow_accumulate	INTEGER		REQUIRED
allow_task_update	allow_task_update	INTEGER		REQUIRED
code	code	STRING		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
do_next_task	do_next_task	INTEGER		REQUIRED
hold	hold	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
is_internal	is_internal	INTEGER		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact uuid	
modified_date	last_mod_dt	LOCAL_TIME		
no_update_msg	no_update_msg	STRING		
persistent_id	persid	STRING		
sym	sym	STRING		REQUIRED
task_complete	task_complete	INTEGER		REQUIRED

tskty Object

The object details are as follows:

Associated Table: Task_Type

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
code	code	STRING		UNIQUE REQUIRED S_KEY
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
modified_date	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
sym	sym	STRING		REQUIRED S_KEY

tspan Object

The object details are as follows:

Associated Table: Timespan

Factories: default

REL_ATTR: sym

Common Name:

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
code	code	STRING		UNIQUE

Attribute	DB Field	Data Type	SREL References	Flags
				REQUIRED
end_day	end_day	STRING		
end_hour	end_hour	STRING		
end_minute	end_minute	STRING		
end_month	end_month	STRING		
end_year	end_year	STRING		
id	id	INTEGER		UNIQUE KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
desc	nx_desc	STRING		
start_day	start_day	STRING		
start_hour	start_hour	STRING		
start_minute	start_minute	STRING		
start_month	start_month	STRING		
start_year	start_year	STRING		
sym	sym	STRING		UNIQUE REQUIRED
trigger_day	trigger_day	STRING		
trigger_hour	trigger_hour	STRING		
trigger_minute	trigger_minute	STRING		
trigger_month	trigger_month	STRING		
trigger_year	trigger_year	STRING		

typecnt Object

The object details are as follows:

Associated Table: Type_Of_Contact

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY

tz Object

The object details are as follows:

Associated Table: Timezone

Factories: default

REL_ATTR: code

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
code	code	STRING		UNIQUE REQUIRED S_KEY

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
dst_delta	dst_delta	INTEGER		
end_abs_date	end_abs_date	LOCAL_TIME		
end_day	end_day	INTEGER		
end_mon	end_mon	INTEGER		
end_pos	end_pos	INTEGER		
gmt_delta	gmt_delta	INTEGER		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
start_abs_date	start_abs_date	LOCAL_TIME		
start_day	start_day	INTEGER		
start_mon	start_mon	INTEGER		
start_pos	start_pos	INTEGER		
sym	sym	STRING		REQUIRED S_KEY

urg Object

The object details are as follows:

Associated Table: Urgency

Factories: default

REL_ATTR: enum

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
enum	enum	INTEGER		REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
description	nx_desc	STRING		
sym	sym	STRING		UNIQUE REQUIRED S_KEY
value	value	INTEGER		

usp_conflict

Change order conflicts.

Attribute	Data Type	SREL References	Flags
id	INTEGER		UNIQUE NOT_NULL KEY
persid	STRING 30		
del	INTEGER		NOT_NULL
comments	STRING 1000		
conflict_begin	LOCAL_TIME		
conflict_change	INTEGER	Change_Request	NOT_NULL
conflict_ci	UUID	ca_owned_resource	
conflict_end	LOCAL_TIME		
conflict_status	STRING 30	usp_conflict_status	NOT_NULL
conflict_type	STRING 30	usp_conflict_type	NOT_NULL
creation_dt	LOCAL_TIME		
is_resolved	INTEGER		NOT_NULL
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	

Attribute	Data Type	SREL References	Flags
source_change	INTEGER	Change_Request	NOT_NULL
tenant	UUID	ca_tenant	

usp_conflict_chg

Change order conflict change.

Attribute	Data Type	SREL References	Flags
id	INTEGER		UNIQUE NOT_NULL KEY
change	INTEGER	Change_Request	NOT_NULL
conflict	INTEGER	usp_conflict	NOT_NULL
conflict_change	INTEGER	Change_Request	
is_cause	INTEGER		NOT_NULL
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
tenant	UUID	ca_tenant	

usp_conflict_status

Change order conflict status.

Attribute	Data Type	SREL References	Flags
id	INTEGER		UNIQUE NOT_NULL KEY
persid	STRING 30		
del	INTEGER		NOT_NULL
code	STRING 30		UNIQUE NOT_NULL
description	STRING 1000		
is_resolved	INTEGER		NOT_NULL

Attribute	Data Type	SREL References	Flags
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
sym	STRING 60		UNIQUE NOT_NULL S_KEY
tenant	UUID	ca_tenant	

usp_conflict_type

Change order conflict type.

Attribute	Data Type	SREL References	Flags
id	INTEGER		UNIQUE NOT_NULL KEY
persid	STRING 30		
del	INTEGER		NOT_NULL
code	STRING 30		UNIQUE NOT_NULL
description	STRING 1000		
icon	STRING 1000		
last_mod_dt	LOCAL_TIME		
last_mod_by	UUID	ca_contact	
sym	STRING 60		UNIQUE NOT_NULL S_KEY
tenant	UUID	ca_tenant	

usp_exlist_format Object

The object details are as follows:

Associated Table: usp_exlist_format

Factories: default

REL_ATTR: id

Common Name: file_extension

Function Group: admin

Tenant: optional

Attribute	DB Field	Data Type	SREL References	Flags
file_extension		STRING		REQUIRED
mime_type		STRING		REQUIRED
xslt_name		STRING		
delete_flag		del	actbool enum	REQUIRED. On new default: 0

USP_PREFERENCES Object

The object details are as follows:

Associated Table: USP_PREFERENCES

Factories: default

REL_ATTR: id

Common Name: ONE_B_SEARCH_ORDER

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
Contact ID	ANALYST_ID	UUID	ca_contact uuid	
Knowledge Categories - Documents Per Page	ARC_DOCS_TO_DISP LAY	INTEGER		
Assignee	ASSIGNEE	INTEGER		
Author	AUTHOR	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
FAQ Rating	BU_RESULT	INTEGER		
Mouseover Menus	CLASSIC_RESULTSET_CONTEXT	INTEGER		
Created Via	CREATED_VIA	INTEGER		
Creation Date	CREATION_DATE	INTEGER		
Current Task	CURRENT_ACTION	INTEGER		
Custom 1	CUSTOM1	INTEGER		
Custom 2	CUSTOM2	INTEGER		
Custom 3	CUSTOM3	INTEGER		
Custom 4	CUSTOM4	INTEGER		
Custom 5	CUSTOM5	INTEGER		
Custom Num 1	CUSTOM_NUM1	INTEGER		
Custom Num 2	CUSTOM_NUM2	INTEGER		
Document ID	DOC_ID	INTEGER		
Document Template	DOC_TEMPLATE	INTEGER		
Document Type	DOC_TYPE	INTEGER		
Document Version	DOC_VERSION	INTEGER		
Expiration Date	EXPIRATION_DATE	INTEGER		
GLOBALSD_ACTIVE_ZONE	GLOBALSD_ACTIVE_ZONE	INTEGER		
Hits	HITS	INTEGER		
id	ID	INTEGER		REQUIRED KEY
INBOX_COUNTER	INBOX_COUNTER	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
Initiator	INITIATOR	INTEGER		
Item	ITEM	INTEGER		
KT_REPORT_CARD_A PAST_DAYS	KT_REPORT_CARD_P AST_DAYS	INTEGER		
KT_REPORT_CARD_S CREEN_DEFAULT	KT_REPORT_CARD_S CREEN_DEFAULT	INTEGER		
Last Accepted Date	LAST_ACCEPTED_DA TE	INTEGER		
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Modify Date	MODIFY_DATE	INTEGER		
Knowledge Documents View Mode	ONE_B_DOC_VIEW_ MODE	INTEGER		
Knowledge Documents Per Page	ONE_B_DOCS_TO_DI SPLAY	INTEGER		
Knowledge Documents Show Details Flag	ONE_B_HIDE_DETAIL S	INTEGER		
EBR Match Type	ONE_B_MATCH_TYPE	INTEGER		
EBR Search Fields	ONE_B_SEARCH_FIEL DS	INTEGER		
EBR Search Order	ONE_B_SEARCH_OR DER	STRING		
EBR Search Type	ONE_B_SEARCH_TYP E	INTEGER		
EBR Word Parts	ONE_B_WORD_PART S	INTEGER		
Owner	OWNER	INTEGER		
Primary Category	PRIMARY_INDEX	INTEGER		
Workflow Priority	PRIORITY	INTEGER		
Product	PRODUCT	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
Published Date	PUBLISHED_DATE	INTEGER		
Review Date	REVIEW_DATE	INTEGER		
Solution Count	SD_ACCEPTED_HITS	INTEGER		
Impact	SD_IMPACT	INTEGER		
Priority	SD_PRIORITY	INTEGER		
Root Cause	SD_ROOTCAUSE	INTEGER		
SD_SEARCH_FIELDS_CR	SD_SEARCH_FIELDS_CR	INTEGER		
SD_SEARCH_FIELDS_ISS	SD_SEARCH_FIELDS_ISS	INTEGER		
Severity	SD_SEVERITY	INTEGER		
Urgency	SD_URGENCY	INTEGER		
Start Date	START_DATE	INTEGER		
Status	STATUS	INTEGER		
Subject Expert	SUBJECT_EXPERT	INTEGER		
User Defined ID	USER_DEF_ID	INTEGER		
WEB_LAST_LOGIN	WEB_LAST_LOGIN	LOCAL_TIME		
WEB_POPUP1_HEIGHT	WEB_POPUP1_HEIGHT	INTEGER		
WEB_POPUP1_WIDTH	WEB_POPUP1_WIDTH	INTEGER		
WEB_POPUP2_HEIGHT	WEB_POPUP2_HEIGHT	INTEGER		
WEB_POPUP2_WIDTH	WEB_POPUP2_WIDTH	INTEGER		
WEB_POPUP3_HEIGHT	WEB_POPUP3_HEIGHT	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
WEB_POPUP3_WIDTH	WEB_POPUP3_WIDTH	INTEGER		
WEB_POPUP4_HEIGHT	WEB_POPUP4_HEIGHT	INTEGER		
WEB_POPUP4_WIDTH	WEB_POPUP4_WIDTH	INTEGER		
WEB_ROLE_ID	WEB_ROLE_ID	STRING		
WEB_PREFERENCES	WEB_PREFERENCES	INTEGER		
WEB_SUPPRESS_TOUR	WEB_SUPPRESS_TOUR	INTEGER		
WEB_TOOLBAR_TAB	WEB_TOOLBAR_TAB	INTEGER		
WF_TEMPLATE	WF_TEMPLATE	INTEGER		

USP_PROPERTIES Object

The object details are as follows:

Associated Table: USP_PROPERTIES

Factories: default

REL_ATTR: id

Common Name: PROPERTY_NAME

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
id	ID	INTEGER		REQUIRED KEY
Last Modified Date	LAST_MOD_DT	LOCAL_TIME		
Property Default	PROPERTY_DEFAULT	STRING		
Property Description	PROPERTY_DESCRIPTION	STRING		
Property Name	PROPERTY_NAME	STRING		S_KEY
Property Type	PROPERTY_TYPE	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
Property Value	PROPERTY_VALUE	STRING		

usq Object

The object details are as follows:

Associated Table: User_Query

Factories: default

REL_ATTR: id

Common Name: label

Function Group:

Attribute	DB Field	Data Type	SREL References	Flags
expanded	expanded	INTEGER		
factory	factory	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
label	label	STRING		REQUIRED
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
obj_persid	obj_persid	STRING		
parent	parent	INTEGER	usq id	
persistent_id	persid	STRING		
role_persid	role_persid	STRING		
query	query	STRING	crsq code	
query_set	query_set	INTEGER		
query_type	query_type	INTEGER		
sequence	sequence	INTEGER		REQUIRED

vpt Object

The object details are as follows:

Associated Table: ca_company_type

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
creation_date	creation_date	LOCAL_TIME		
creation_user	creation_user	STRING		
description	description	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
delete_flag	inactive	integer	actbool enum	
last_mod	last_update_date	LOCAL_TIME		
last_update_user	last_update_user	STRING		
sym	name	STRING		
version_number	version_number	integer		

web_form Object

The object details are as follows:

Associated Table: usp_web_form

Factories: default

REL_ATTR: id

Common Name: name

Function Group: Security

Attribute Name	Data Type	Relationship Object	Flags
id	INTEGER		UNIQUE
name	STRING		REQUIRED

Attribute Name	Data Type	Relationship Object	Flags
code	STRING		UNIQUE; REQUIRED
delete_flag	SREL	actbool	REQUIRED
description	STRING		
resource	STRING		
wf_type	INTEGER		
dflt_for_obj	STRING		
last_mod_by	SREL	cnt	
last_mod_dt	DATE		

web_form_pref Object

The object details are as follows:

Associated Table: usp_web_form_pref

Factories: default

REL_ATTR: id

Common Name: frame_name

Function Group: Reference

Attribute Name	Data Type	Relationship Object	Flags
id	INTEGER		UNIQUE
contact	SREL	cnt	
web_form_obj	SREL	web_form	
role_tab_obj	SREL	role_tab	
frame_name	STRING		
last_mod_dt	DATE		

wf Object

The object details are as follows:

Associated Table: Workflow_Task

Factories: default

REL_ATTR: id

Common Name: description

Function Group: change_mgr

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
actual_duration	actual_duration	DURATION		
asset	asset	UUID	ca_owned_resource uuid	
assignee	assignee	UUID	ca_contact uuid	
completion_date	completion_date	LOCAL_TIME		
comments	comments	STRING		
cost	cost	INTEGER		
creator	creator	UUID	ca_contact uuid	
date_created	date_created	LOCAL_TIME		
delete_flag	del	INTEGER	actbool enum	REQUIRED
done_by	done_by	UUID	ca_contact uuid	
est_completion_date	est_comp_date	LOCAL_TIME		
est_cost	est_cost	INTEGER		
est_duration	est_duration	DURATION		
group	group_id	UUID		
group_task	group_task	INTEGER		REQUIRED
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
chg	object_id	INTEGER	chg id	REQUIRED

Attribute	DB Field	Data Type	SREL References	Flags
object_type	object_type	STRING		REQUIRED
persistent_id	persid	STRING		
sequence	sequence	INTEGER		REQUIRED
start_date	start_date	LOCAL_TIME		
status	status	STRING	tskstat code	
support_lev	support_lev	STRING	srv_desc code	
task	task	STRING	tskty code	REQUIRED
wf_template	wf_template	INTEGER	wftpl id	

window Object

The object details are as follows:

Associated Table: usp_window

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
sym	sym	STRING 60		
window_type	window_type	INTEGER	usp_window_type	
start_date	start_date	LOCAL_TIME		
end_date	end_date	LOCAL_TIME		
final_end_date	final_end_date	LOCAL_TIME		
timezone	timezone	STRING 30		
non_global	is_non_global	INTEGER		
icon	icon	INTEGER		
recurs	recurs	INTEGER		
recurrence_interval	recurrence_interval	INTEGER		

Attribute	DB Field	Data Type	SREL References	Flags
sunday	sunday	INTEGER		
monday	monday	INTEGER		
tuesday	tuesday	INTEGER		
wednesday	wednesday	INTEGER		
thursday	thursday	INTEGER		
friday	friday	INTEGER		
saturday	saturday	INTEGER		
occurrence	occurrence	INTEGER		
description	description	STRING 400		
legend	legend	STRING 100		
color	color	STRING 100		
bgcolor	bgcolor	STRING 100		
style	style	STRING 100		
last_mod_dt	last_mod_dt	LOCAL_TIME		
last_mod_by	last_mod_by	UUID	ca_contact	
delete_flag	del	INTEGER		
tenant	tenant	UUID	ca_tenant	

window_type Object

The object details are as follows:

Associated Table: usp_window_type

Factories: default

REL_ATTR: id

Common Name: sym

Function Group: reference

Attribute	DB Field	Data Type	SREL References	Flags
sym	sym	STRING 60		
description	description	STRING 100		
last_mod_dt	last_mod_dt	LOCAL_TIME		

Attribute	DB Field	Data Type	SREL References	Flags
last_mod_by	last_mod_by	UUID	ca_contact	
delete_flag	del	INTEGER	actbool.enum	REQUIRED

wftpl Object

The object details are as follows:

Associated Table: Workflow_Task_Template

Factories: default

REL_ATTR: id

Common Name: id

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
assignee	assignee	UUID	ca_contact uuid	
auto_assign	auto_assign	INTEGER		
delete_flag	del	INTEGER	actbool enum	REQUIRED
deleteable	deleteable	INTEGER		REQUIRED
est_cost	est_cost	INTEGER		
est_duration	est_duration	DURATION		
group	group_id	UUID		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
modified_date	last_mod_dt	LOCAL_TIME		
object_attrname	object_attrname	STRING		REQUIRED
object_attrval	object_attrval	INTEGER		REQUIRED
object_type	object_type	STRING		REQUIRED
persistent_id	persid	STRING		
sequence	sequence	INTEGER		REQUIRED
service_type	service_type	STRING	srv_desc code	

Attribute	DB Field	Data Type	SREL References	Flags
task	task	STRING	tskty code	REQUIRED

wrkshft Object

The object details are as follows:

Associated Table: Bop_Workshift

Factories: default

REL_ATTR: persistent_id

Common Name: sym

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
delete_flag	del	INTEGER	actbool enum	REQUIRED
description	description	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
persistent_id	persid	STRING		
sched	sched	STRING		
sym	sym	STRING		REQUIRED

wspcol Object

The object details are as follows:

Associated Table: wspcol

Factories: default

REL_ATTR: id

Common Name: column_name

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
addl_info	addl_info	STRING		
column_name	column_name	STRING		REQUIRED
dbms_name	dbms_name	STRING		
display_name	display_name	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
is_cluster	is_cluster	INTEGER		
is_descending	is_descending	INTEGER		
is_indexed	is_indexed	INTEGER		
is_local	is_local	INTEGER		
is_REQUIRED	is_REQUIRED	INTEGER		
is_order_by	is_order_by	INTEGER		
is_required	is_required	INTEGER		
is_skey	is_skey	INTEGER		
is_unique	is_unique	INTEGER		
is_write_new	is_write_new	INTEGER		
is_wsp	is_wsp	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		
on_ci_set	on_ci_set	STRING		
on_new_default	on_new_default	STRING		

Attribute	DB Field	Data Type	SREL References	Flags
persistent_id	persid	STRING		
schema_name	schema_name	STRING		
status	status	INTEGER		REQUIRED
string_len	string_len	INTEGER		
table_name	table_name	STRING		REQUIRED
type	type	INTEGER		
xrel_table	xrel_table	STRING		

wsptbl Object

The object details are as follows:

Associated Table: wsptbl

Factories: default

REL_ATTR: id

Common Name: table_name

Function Group: admin

Attribute	DB Field	Data Type	SREL References	Flags
description	description	STRING		
common_name	common_name	STRING		
dbms_name	dbms_name	STRING		
display_group	display_group	STRING		
display_name	display_name	STRING		
function_group	function_group	STRING		
id	id	INTEGER		UNIQUE REQUIRED KEY
is_local	is_local	INTEGER		
is_wsp	is_wsp	INTEGER		
last_mod_by	last_mod_by	UUID	ca_contact uuid	
last_mod_dt	last_mod_dt	LOCAL_TIME		

Attribute	DB Field	Data Type	SREL References	Flags
methods	methods	STRING		
persistent_id	persid	STRING		
rel_attr	rel_attr	STRING		
schema_name	schema_name	STRING		
sort_by	sort_by	STRING		
status	status	INTEGER		REQUIRED
table_name	table_name	STRING		REQUIRED
triggers	triggers	STRING		

Chapter 3: Table and Object Cross-References

This chapter provides several tables that allow you to easily cross-reference table names, SQL names, and object names. The chapter “Data Element Dictionary” lists a complete definition of the tables in the schema. The chapter “Objects and Attributes” lists the object definitions.

Table to SQL Name and Object

This table provides a cross-reference of each table in the database schema to its corresponding SQL and object names:

Table	SQL Name (AKA)	Object
Access_Levels	acc_lvls	acc_lvls
Access_Type_v2	acctyp_v2	acctyp
Act_Log	act_log	alg
Act_Type	act_type	aty
Act_Type_Assoc	atyp_asc	act_type_assoc
Active_Boolean_Table	actbool	actbool
Active_Reverse_Boolean_Table	actrbool	actrbool
admin_tree	admin_tree	ADMIN_TREE
Am_Asset_Map	am_map	am_asset_map
Animator	anima	ANI
Archive_Purge_History	arcpur_hist	arcpur_hist
Archive_Purge_Rule	arcpur_rule	arcpur_rule
Asset_Assignment	hier	hier
Atomic_Condition	atomic_cond	atomic_cond
Attached_Events	att_evt	atev
Attached_SLA	attached_sla	attached_sla
Attachment	attmnt	attmnt
attmnt_folder	attmnt_folder	attmnt_folder

Table	SQL Name (AKA)	Object
Attribute_Name	atn	
Audit_Log	audit_log	audlog
Behavior_Template	bhvtpl	bhvtpl
Boolean_Table	bool_tab	bool
Bop_Workshift	bpwshft	wrkshft
BU_TRANS	BU_TRANS	BU_TRANS
Business_Management	busmgt	bmhier
Business_Management_Class	buscls	bmcls
Business_Management_Repository	busrep	bmrep
Business_Management_Status	busstat	bms
ca_asset_type	ca_asset_type	
ca_company	ca_company	ca_cmpny
ca_company_type	ca_company_type	vpt
ca_contact	ca_contact	cnt
ca_contact_type	ca_contact_type	ctp
ca_country	ca_country	country
ca_job_function	ca_job_function	job_func
ca_job_title	ca_job_title	position
ca_location	ca_location	loc
ca_model_def	ca_model_def	mfrmod
ca_organization	ca_organization	org
ca_owned_resource	ca_owned_resource	nr
ca_resource_class	ca_resource_class	grc
ca_resource_cost_center	ca_resource_cost_center	cost_cntr
ca_resource_department	ca_resource_department	dept
ca_resource_family	ca_resource_family	nrf
ca_resource_gl_code	ca_resource_gl_code	gl_code
ca_resource_operating_system	ca_resource_operating_syste m	opsys
ca_resource_status	ca_resource_status	rss
ca_schema_info	ca_schema_info	

Table	SQL Name (AKA)	Object
ca_site	ca_site	site
ca_state_province	ca_state_province	state
ca_tenant	ca_tenant	tenant
ca_tenant_group	ca_tenant_group	tenant_group
ca_tenant_group_member	ca_tenant_group_member	tenant_group_member
Call_Req	call_req	cr
Call_Req_Type	crt	crt
Call_Solution	crsol	crsol
Change_Act_Log	chgalg	chgalg
Change_Category	chgcatt	chgcatt
Change_Request	chg	chg
Change_Status	chgstat	chgstat
Chg_Template	chg_template	chg_tpl
CI_ACTIONS	CI_ACTIONS	CI_ACTIONS
CI_ACTIONS_ALTERNATE	CI_ACTIONS_ALTERNATE	CI_ACTIONS_ALTERNATE
CI_BOOKMARKS	CI_BOOKMARKS	CI_BOOKMARKS
CI_DOC_LINKS	CI_DOC_LINKS	CI_DOC_LINKS
CI_DOC_TEMPLATES	CI_DOC_TEMPLATES	CI_DOC_TEMPLATES
CI_DOC_TYPES	CI_DOC_TYPES	CI_DOC_TYPES
CI_PRIORITIES	CI_PRIORITIES	CI_PRIORITIES
CI_STATUSES	CI_STATUSES	CI_STATUSES
CI_WF_TEMPLATES	CI_WF_TEMPLATES	CI_WF_TEMPLATES
Column_Name	cn	
Contact_Method	ct_mth	cmth
Controlled_Table	ctab	ctab
Cr_Call_Timers	crctmr	ctimer
Cr_Status	cr_stat	crs
Cr_Stored_Queries	crsq	crsq
Cr_Template	cr_template	cr_tpl
D_PAINTER	D_PAINTER	

Table	SQL Name (AKA)	Object
Delegation_Server	dlgtsrv	dlgsvr
Document_Repository	doc_rep	doc_rep
Domain	dmn	dmn
Domain_Constraint	dcon	dcon
Domain_Constraint_Type	dcon_typ	dcon_typ
EBR_ACRONYMS	EBR_ACRONYMS	EBR_ACRONYMS
EBR_FULLTEXT	EBR_FULLTEXT	EBR_FULLTEXT
EBR_FULLTEXT_ADM	EBR_FULLTEXT_ADM	EBR_FULLTEXT_ADM
EBR_FULLTEXT_SD	EBR_FULLTEXT_SD	EBR_FULLTEXT_SD
EBR_FULLTEXT_SD_ADM	EBR_FULLTEXT_SD_ADM	EBR_FULLTEXT_SD_ADM
EBR_INDEXING_QUEUE	EBR_INDEXING_QUEUE	EBR_INDEXING_QUEUE
EBR_KEYWORDS	EBR_KEYWORDS	EBR_KEYWORDS
EBR_LOG	EBR_LOG	EBR_LOG
EBR_METRICS	EBR_METRICS	EBR_METRICS
EBR_NOISE_WORDS	EBR_NOISE_WORDS	EBR_NOISE_WORDS
EBR_PATTERNS	EBR_PATTERNS	EBR_PATTERNS
EBR_PREFIXES	EBR_PREFIXES	EBR_PREFIXES
EBR_PROPERTIES	EBR_PROPERTIES	EBR_PROPERTIES
EBR_SUBSTITITS	EBR_SUBSTITITS	EBR_SUBSTITITS
EBR_SUFFIXES	EBR_SUFFIXES	EBR_SUFFIXES
EBR_SYNONYMS	EBR_SYNONYMS	EBR_SYNONYMS
EBR_SYNONYMS_ADM	EBR_SYNONYMS_ADM	EBR_SYNONYMS_ADM
ES_CONSTANTS	ES_CONSTANTS	ES_CONSTANTS
ES_NODES	ES_NODES	ES_NODES
ES_RESPONSES	ES_RESPONSES	ES_RESPONSES
ES_SESSIONS	ES_SESSIONS	ES_SESSIONS
Event_Delay	evt_dly	evtdly
Event_Delay_Type	evtdlytp	evtdlytp
event_log	event_log	event_log
event_type	event_type	event_type

Table	SQL Name (AKA)	Object
Events	evt	evt
ext_appl	ext_appl	
External_Entity_Map	xent_map	ext_entity_map
Form_Group	frmgrp	fmgrp
Global_Change_Extension	g_chg_ext	g_chg_ext
Global_Change_Queue	g_chg_queue	g_chg_queue
Global_Contact	g_contact	g_cnt
Global_Issue_Extension	g_iss_ext	g_iss_ext
Global_Issue_Queue	g_iss_queue	g_iss_queue
Global_Location	g_loc	g_loc
Global_Organization	g_org	g_org
Global_Product	g_product	g_prod
Global_Queue_Names	g_queue_names	g_qname
Global_Request_Extension	g_req_ext	g_cr_ext
Global_Request_Queue	g_req_queue	g_cr_queue
Global_Servers	g_srvr	g_srvrs
Global_Table_Map	g_tbl_map	g_tblmap
Global_Table_Rule	g_tbl_rule	g_tblrule
Group_Member	grpmem	grpmem
Impact	impact	imp
INDEX_DOC_LINKS	INDEX_DOC_LINKS	INDEX_DOC_LINKS
Interface	interface	intfc
Iss_Template	iss_template	iss_tpl
Issue	issue	iss
Issue_Act_Log	issalg	issalg
Issue_Category	isscat	isscat
Issue_Property	issprp	iss_prp
Issue_Status	issstat	issstat
Issue_Workflow_Task	isswf	iss_wf
KD_ATTMENT	KD_ATTMENT	KD_ATTMENT

Table	SQL Name (AKA)	Object
kdlinks	kdlinks	kdlinks
Key_Control	kc	
Knowledge_Keywords	km_kword	kwrđ
KT_REPORT_CARD	KT_REPORT_CARD	KT_REPORT_CARD
LONG_TEXTS	LONG_TEXTS	LONG_TEXTS
Managed_Survey	managed_survey	mgs
Mgs_Act_Log	mgsalg	mgsalg
Mgs_Status	mgsstat	mgsstat
Note_Board	cnote	cnote
NOTIFICATION	NOTIFICATION	NOTIFICATION
Notification_Urgency	noturg	noturg
Notify_Log_Header	not_log	lr
Notify_Object_Attr	ntfl	ntfl
NR_Comment	nr_com	nr_com
O_COMMENTS	O_COMMENTS	O_COMMENTS
O_EVENTS	O_EVENTS	O_EVENTS
O_INDEXES	O_INDEXES	KCAT
Options	options	options
P_GROUPS	P_GROUPS	P_GROUPS
Pcat_Loc	pcat_loc	pcat_loc
Person_Contacting	perscon	perscnt
Priority	pri	pri
Prob_Category	prob_ctg	pcat
Product	product	prod
Property	prp	prp
Property_Template	prptpl	prptpl
Queued_Notify	not_que	notque
Quick_Template_Types	quick_tpl_types	quick_tpl_types
Remote_Ref	rem_ref	rrf
Reporting_Method	repmeth	rptmeth

Table	SQL Name (AKA)	Object
Req_Property	cr_prp	cr_prp
Req_Property_Template	cr_prptpl	cr_prptpl
Response	response	response
Reverse_Boolean_Table	rbooltab	rev_bool
Rootcause	rootcause	rc
Rpt_Meth	rptmth	rptm
SA_Policy	sapolicy	sapolicy
SA_Prob_Type	saprobtyp	saprobtyp
Sequence_Control	seqctl	seq
Server_Aliases	svr_aliases	svr_aliases
Server_Zones	svr_zones	svr_zones
Service_Contract	svc_contract	svc_contract
Service_Desc	srv_desc	sdsc
session_log	session_log	session_log
session_type	session_type	session_type
Severity	sevrty	sev
SHOW_OBJ	SHOW_OBJ	SHOW_OBJ
SKELETONS	SKELETONS	KD
SLA_Contract_Map	sdsc_map	sdsc_map
SLA_Template	slatpl	slatpl
Spell_Macro	splmac	macro
Spell_Macro_Type	splmactp	macro_type
SQL_Script	sql_tab	
Survey	survey	survey
Survey_Answer	survey_answer	svy_ans
Survey_Answer_Template	survey_atpl	svy_atpl
Survey_Question	survey_question	svy_ques
Survey_Question_Template	survey_qtpl	svy_qtpl
Survey_Stats	survey_statistics	svystat
Survey_Template	survey_tpl	svy_tpl

Table	SQL Name (AKA)	Object
Survey_Tracking	survey_tracking	svytrk
Table_Name	tn	
target_tgttpls_srvtypes	target_tgttpls_srvtypes	tgt_tgttpls_srvtypes
target_time	target_time	tgt_time
target_time_tpl	target_time_tpl	tgt_time_tpl
Task_Status	tskstat	tskstat
Task_Type	tskty	tskty
Timespan	tspan	tspan
Timezone	tz	tz
Transition_Points	nottrn	
True_False_Table	True_False_Table	true_false
Type_Of_Contact	toc	typecnt
Urgency	urgncy	urg
User_Query	usq	usq
usp_caextwf_instances	usp_caextwf_instances	caextwf_inst
usp_caextwf_start_forms	usp_caextwf_start_forms	caextwf_sfrm
usp_contact	usp_contact	cnt
usp_functional_access	usp_functional_access	func_access
usp_functional_access_level	usp_functional_access_level	func_access_level
usp_functional_access_role	usp_functional_access_role	func_access_role
usp_functional_access_type	usp_functional_access_type	func_access_type
usp_kpi	usp_kpi	kc
usp_kpi_data	usp_kpi_data	kcd
usp_lrel_asset_chgnr	usp_lrel_asset_chgnr	lrel_asset_chgnr
usp_lrel_asset_issnr	usp_lrel_asset_issnr	lrel_asset_issnr
usp_lrel_att_cntlist_macro_ntf	usp_lrel_att_cntlist_macro_ntf	lrel_att_cntlist_macro_ntf
usp_lrel_att_ctplist_macro_ntf	usp_lrel_att_ctplist_macro_ntf	lrel_att_ctplist_macro_ntf
usp_lrel_att_ntflist_macro_ntf	usp_lrel_att_ntflist_macro_ntf	lrel_att_ntflist_macro_ntf
usp_lrel_attachments_changes	usp_lrel_attachments_changes	lrel_attachments_changes
usp_lrel_attachments_issues	usp_lrel_attachments_issues	lrel_attachments_issues

Table	SQL Name (AKA)	Object
usp_lrel_attachments_requests	usp_lrel_attachments_requests	lrel_attachments_requests
usp_lrel_aty_events	usp_lrel_aty_events	lrel_aty_events
usp_lrel_bm_reps_assets	usp_lrel_bm_reps_assets	lrel_bm_reps_assets
usp_lrel_bm_reps_bmhiers	usp_lrel_bm_reps_bmhiers	lrel_bm_reps_bmhiers
usp_lrel_cenv_cntref	usp_lrel_cenv_cntref	lrel_cenv_cntref
usp_lrel_false_action_act_f	usp_lrel_false_action_act_f	lrel_false_action_act_f
usp_lrel_dist_cntlist_mgs_ntf	usp_lrel_dist_cntlist_mgs_ntf	lrel_dist_cntlist_mgs_ntf
usp_lrel_dist_ctplist_mgs_ntf	usp_lrel_dist_ctplist_mgs_ntf	lrel_dist_ctplist_mgs_ntf
usp_lrel_dist_ntflist_mgs_ntf	usp_lrel_dist_ntflist_mgs_ntf	lrel_dist_ntflist_mgs_ntf
usp_lrel_false_bhv_false	usp_lrel_false_bhv_false	lrel_false_bhv_false
usp_lrel_kwrds_crsolref	usp_lrel_kwrds_crsolref	lrel_kwrds_crsolref
usp_lrel_notify_list_cntchgntf	usp_lrel_notify_list_cntchgntf	lrel_notify_list_cntchgntf
usp_lrel_notify_list_cntissntf	usp_lrel_notify_list_cntissntf	lrel_notify_list_cntissntf
usp_lrel_notify_list_cntntf	usp_lrel_notify_list_cntntf	lrel_notify_list_cntntf
usp_lrel_ntfr_cntlist_att_ntfrlist	usp_lrel_ntfr_cntl_att_ntfrl	lrel_ntfr_cntlist_att_ntfrlist
usp_lrel_ntfr_ctplist_att_ntfrlist	usp_lrel_ntfr_ctplist_att_ntfrl	lrel_ntfr_ctplist_att_ntfrlist
usp_lrel_ntfr_macrolist_att_ntfrl	usp_lrel_ntfr_macrolist_att_ntfrl	lrel_ntfr_macrolist_att_ntfrl
usp_lrel_ntfr_ntflist_att_ntfrl	usp_lrel_ntfr_ntflist_att_ntfrl	lrel_ntfr_ntflist_att_ntfrl
usp_lrel_oenv_orgref	usp_lrel_oenv_orgref	lrel_oenv_orgref
usp_lrel_status_codes_tsktypes	usp_lrel_status_codes_tsktypes	lrel_status_codes_tsktypes
usp_lrel_svc_grps_svc_chgcat	usp_lrel_svc_grps_svc_chgcat	lrel_svc_grps_svc_chgcat
usp_lrel_svc_grps_svc_isscat	usp_lrel_svc_grps_svc_isscat	lrel_svc_grps_svc_isscat
usp_lrel_svc_grps_svc_pcat	usp_lrel_svc_grps_svc_pcat	lrel_svc_grps_svc_pcat
usp_lrel_svc_grps_svc_wftpl	usp_lrel_svc_grps_svc_wftpl	lrel_svc_grps_svc_wftpl
usp_lrel_svc_locs_svc_chgcat	usp_lrel_svc_locs_svc_chgcat	lrel_svc_locs_svc_chgcat
usp_lrel_svc_locs_svc_groups	usp_lrel_svc_locs_svc_groups	lrel_svc_locs_svc_groups
usp_lrel_svc_locs_svc_isscat	usp_lrel_svc_locs_svc_isscat	lrel_svc_locs_svc_isscat
usp_lrel_svc_locs_svc_pcat	usp_lrel_svc_locs_svc_pcat	lrel_svc_locs_svc_pcat
usp_lrel_svc_schedules_chgcat_svc	usp_lrel_svc_sch_chgcat_svc	lrel_svc_schedules_chgcat

Table	SQL Name (AKA)	Object
		_svc
usp_lrel_svc_schedules_isscat_svc	usp_lrel_svc_sch_isscat_svc	lrel_svc_schedules_isscat_svc
usp_lrel_svc_schedules_pcat_svc	usp_lrel_svc_sch_pcat_svc	lrel_svc_schedules_pcat_svc
usp_lrel_true_action_act_t	usp_lrel_true_action_act_t	lrel_true_action_act_t
usp_lrel_true_bhv_true	usp_lrel_true_bhv_true	lrel_true_bhv_true
usp_kpi_ticket_data	usp_kpi_ticket_data	ktd
usp_organization	usp_organization	org
usp_owned_resource	usp_owned_resource	nr
usp_pri_cal	usp_pri_cal	
USP_PREFERENCES	USP_PREFERENCES	USP_PREFERENCES
USP_PROPERTIES	USP_PROPERTIES	USP_PROPERTIES
Workflow_Task	wf	wf
Workflow_Task_Template	wftpl	wftpl
wspcol	wspcol	wspcol
wsptbl	wsptbl	wsptbl

SQL Name to Table and Object

This table provides a cross-reference of the SQL name of each table in the database schema to its corresponding table and object names:

SQL Name (AKA)	Table	Object
acc_lvls	Access_Levels	acc_lvls
acctyp_v2	Access_Type_v2	acctyp
act_log	Act_Log	alg
act_type	Act_Type	aty
actbool	Active_Boolean_Table	actbool
actrbool	Active_Reverse_Boolean_Table	actrbool
admin_tree	admin_tree	ADMIN_TREE
am_map	Am_Asset_Map	am_asset_map

SQL Name (AKA)	Table	Object
anima	Animator	ANI
arcpur_hist	Archive_Purge_History	arcpur_hist
arcpur_rule	Archive_Purge_Rule	arcpur_rule
atn	Attribute_Name	
atomic_cond	Atomic_Condition	atomic_cond
att_evt	Attached_Events	atev
attached_sla	Attached_SLA	attached_sla
attmnt	Attachment	attmnt
attmnt_folder	attmnt_folder	attmnt_folder
atyp_asc	Act_Type_Assoc	act_type_assoc
audit_log	Audit_Log	audlog
bhvtpl	Behavior_Template	bhvtpl
bool_tab	Boolean_Table	bool
bpwshft	Bop_Workshift	wrkshft
BU_TRANS	BU_TRANS	BU_TRANS
buscls	Business_Management_Class	bmcls
busmgt	Business_Management	bmhier
busrep	Business_Management_Repositor y	bmrep
busstat	Business_Management_Status	bms
ca_asset_type	ca_asset_type	
ca_company	ca_company	ca_cmpny
ca_company_type	ca_company_type	vpt
ca_contact	ca_contact	cnt
ca_contact_type	ca_contact_type	ctp
ca_country	ca_country	country
ca_job_function	ca_job_function	job_func
ca_job_title	ca_job_title	position
ca_location	ca_location	loc
ca_model_def	ca_model_def	mfrmod
ca_organization	ca_organization	org

SQL Name (AKA)	Table	Object
ca_owned_resource	ca_owned_resource	nr
ca_resource_class	ca_resource_class	grc
ca_resource_cost_center	ca_resource_cost_center	cost_cntr
ca_resource_department	ca_resource_department	dept
ca_resource_family	ca_resource_family	nrf
ca_resource_gl_code	ca_resource_gl_code	gl_code
ca_resource_operating_system	ca_resource_operating_system	opsys
ca_resource_status	ca_resource_status	rss
ca_schema_info	ca_schema_info	
ca_site	ca_site	site
ca_state_province	ca_state_province	state
ca_tenant	ca_tenant	tenant
ca_tenant_group	ca_tenant_group	tenant_group
ca_tenant_group_member	ca_tenant_group_member	tenant_group_member
call_req	Call_Req	cr
chg	Change_Request	chg
chg_template	Chg_Template	chg_tpl
chgalg	Change_Act_Log	chgalg
chgcatt	Change_Category	chgcatt
chgstat	Change_Status	chgstat
CI_ACTIONS	CI_ACTIONS	CI_ACTIONS
CI_ACTIONS_ALTERNATE	CI_ACTIONS_ALTERNATE	CI_ACTIONS_ALTERNATE
CI_BOOKMARKS	CI_BOOKMARKS	CI_BOOKMARKS
CI_DOC_LINKS	CI_DOC_LINKS	CI_DOC_LINKS
CI_DOC_TEMPLATES	CI_DOC_TEMPLATES	CI_DOC_TEMPLATES
CI_DOC_TYPES	CI_DOC_TYPES	CI_DOC_TYPES
CI_PRIORITIES	CI_PRIORITIES	CI_PRIORITIES
CI_STATUSES	CI_STATUSES	CI_STATUSES
CI_WF_TEMPLATES	CI_WF_TEMPLATES	CI_WF_TEMPLATES
cn	Column_Name	

SQL Name (AKA)	Table	Object
cnote	Note_Board	cnote
cr_prp	Req_Property	cr_prp
cr_prptpl	Req_Property_Template	cr_prptpl
cr_stat	Cr_Status	crs
cr_template	Cr_Template	cr_tpl
crctmr	Cr_Call_Timers	ctimer
crsol	Call_Solution	crsol
crsq	Cr_Stored_Queries	crsq
crt	Call_Req_Type	crt
ct_mth	Contact_Method	cmth
ctab	Controlled_Table	ctab
D_PAINTER	D_PAINTER	
dcon	Domain_Constraint	dcon
dcon_typ	Domain_Constraint_Type	dcon_typ
dlgtsrv	Delegation_Server	dlgsrvr
dmn	Domain	dmn
doc_rep	Document_Repository	doc_rep
EBR_ACRONYMS	EBR_ACRONYMS	EBR_ACRONYMS
EBR_FULLTEXT	EBR_FULLTEXT	EBR_FULLTEXT
EBR_FULLTEXT_ADM	EBR_FULLTEXT_ADM	EBR_FULLTEXT_ADM
EBR_FULLTEXT_SD	EBR_FULLTEXT_SD	EBR_FULLTEXT_SD
EBR_FULLTEXT_SD_ADM	EBR_FULLTEXT_SD_ADM	EBR_FULLTEXT_SD_ADM
EBR_INDEXING_QUEUE	EBR_INDEXING_QUEUE	EBR_INDEXING_QUEUE
EBR_KEYWORDS	EBR_KEYWORDS	EBR_KEYWORDS
EBR_LOG	EBR_LOG	EBR_LOG
EBR_METRICS	EBR_METRICS	EBR_METRICS
EBR_NOISE_WORDS	EBR_NOISE_WORDS	EBR_NOISE_WORDS
EBR_PATTERNS	EBR_PATTERNS	EBR_PATTERNS
EBR_PREFIXES	EBR_PREFIXES	EBR_PREFIXES
EBR_PROPERTIES	EBR_PROPERTIES	EBR_PROPERTIES

SQL Name (AKA)	Table	Object
EBR_SUBSTITITS	EBR_SUBSTITITS	EBR_SUBSTITITS
EBR_SUFFIXES	EBR_SUFFIXES	EBR_SUFFIXES
EBR_SYNONYMS	EBR_SYNONYMS	EBR_SYNONYMS
EBR_SYNONYMS_ADM	EBR_SYNONYMS_ADM	EBR_SYNONYMS_ADM
ES_CONSTANTS	ES_CONSTANTS	ES_CONSTANTS
ES_NODES	ES_NODES	ES_NODES
ES_RESPONSES	ES_RESPONSES	ES_RESPONSES
ES_SESSIONS	ES_SESSIONS	ES_SESSIONS
event_log	event_log	event_log
event_type	event_type	event_type
evt	Events	evt
evt_dly	Event_Delay	evtdly
evtdlytp	Event_Delay_Type	evtdlytp
ext_appl	ext_appl	
frmgrp	Form_Group	fmgrp
g_chg_ext	Global_Change_Extension	g_chg_ext
g_chg_queue	Global_Change_Queue	g_chg_queue
g_contact	Global_Contact	g_cnt
g_iss_ext	Global_Issue_Extension	g_iss_ext
g_iss_queue	Global_Issue_Queue	g_iss_queue
g_loc	Global_Location	g_loc
g_org	Global_Organization	g_org
g_product	Global_Product	g_prod
g_queue_names	Global_Queue_Names	g_qname
g_req_ext	Global_Request_Extension	g_cr_ext
g_req_queue	Global_Request_Queue	g_cr_queue
g_svr	Global_Servers	g_srvs
g_tbl_map	Global_Table_Map	g_tblmap
g_tbl_rule	Global_Table_Rule	g_tblrule
grpmem	Group_Member	grpmem

SQL Name (AKA)	Table	Object
hier	Asset_Assignment	hier
impact	Impact	imp
INDEX_DOC_LINKS	INDEX_DOC_LINKS	INDEX_DOC_LINKS
interface	Interface	intfc
iss_template	Iss_Template	iss_tpl
issalg	Issue_Act_Log	issalg
isscat	Issue_Category	isscat
issprp	Issue_Property	iss_prp
issstat	Issue_Status	issstat
issue	Issue	iss
isswf	Issue_Workflow_Task	iss_wf
kc	Key_Control	
KD_ATTMT	KD_ATTMT	KD_ATTMT
kdlinks	kdlinks	kdlinks
km_kword	Knowledge_Keywords	kwrd
KT_REPORT_CARD	KT_REPORT_CARD	KT_REPORT_CARD
LONG_TEXTS	LONG_TEXTS	LONG_TEXTS
managed_survey	Managed_Survey	mgs
mgsalg	Mgs_Act_Log	mgsalg
mgsstat	Mgs_Status	mgsstat
not_log	Notify_Log_Header	lr
not_que	Queued_Notify	notque
NOTIFICATION	NOTIFICATION	NOTIFICATION
nottrn	Transition_Points	
noturg	Notification_Urgency	noturg
nr_com	NR_Comment	nr_com
ntfl	Notify_Object_Attr	ntfl
O_COMMENTS	O_COMMENTS	O_COMMENTS
O_EVENTS	O_EVENTS	O_EVENTS
O_INDEXES	O_INDEXES	KCAT

SQL Name (AKA)	Table	Object
options	Options	options
P_GROUPS	P_GROUPS	P_GROUPS
pcat_loc	Pcat_Loc	pcat_loc
perscon	Person_Contacting	perscnt
pri	Priority	pri
prob_ctg	Prob_Category	pcat
product	Product	prod
prp	Property	prp
prptpl	Property_Template	prptpl
quick_tpl_types	Quick_Template_Types	quick_tpl_types
rbooltab	Reverse_Boolean_Table	rev_bool
rem_ref	Remote_Ref	rrf
repmeth	Reporting_Method	rptmeth
response	Response	response
rootcause	Rootcause	rc
rptmth	Rpt_Meth	rptm
sapolicy	SA_Policy	sapolicy
saprobtyp	SA_Prob_Type	saprobtyp
sdsc_map	SLA_Contract_Map	sdsc_map
seqctl	Sequence_Control	seq
session_log	session_log	session_log
session_type	session_type	session_type
sevrty	Severity	sev
SHOW_OBJ	SHOW_OBJ	SHOW_OBJ
SKELETONS	SKELETONS	KD
slatpl	SLA_Template	slatpl
splmac	Spell_Macro	macro
splmactp	Spell_Macro_Type	macro_type
sql_tab	SQL_Script	
srv_desc	Service_Desc	sdsc

SQL Name (AKA)	Table	Object
svr_aliases	Server_Aliases	svr_aliases
svr_zones	Server_Zones	svr_zones
survey	Survey	survey
survey_answer	Survey_Answer	svy_ans
survey_atpl	Survey_Answer_Template	svy_atpl
survey_qtpl	Survey_Question_Template	svy_qtpl
survey_question	Survey_Question	svy_ques
survey_statistics	Survey_Stats	svystat
survey_tpl	Survey_Template	svy_tpl
survey_tracking	Survey_Tracking	svytrk
svc_contract	Service_Contract	svc_contract
tn	Table_Name	
toc	Type_Of_Contact	typecnt
tskstat	Task_Status	tskstat
tskty	Task_Type	tskty
tspan	Timespan	tspan
tz	Timezone	tz
urgncy	Urgency	urg
usp_caextwf_instances	usp_caextwf_instances	caextwf_inst
usp_caextwf_start_forms	usp_caextwf_start_forms	caextwf_sfrm
usp_contact	usp_contact	cnt
usp_functional_access	usp_functional_access	func_access
usp_functional_access_level	usp_functional_access_level	func_access_level
usp_functional_access_role	usp_functional_access_role	func_access_role
usp_functional_access_type	usp_functional_access_type	func_access_type
usp_kpi	usp_kpi	kc
usp_kpi_data	usp_kpi_data	kcd
usp_kpi_ticket_data	usp_kpi_ticket_data	ktd
usp_lrel_asset_chgnr	usp_lrel_asset_chgnr	lrel_asset_chgnr
usp_lrel_asset_issnr	usp_lrel_asset_issnr	lrel_asset_issnr

SQL Name (AKA)	Table	Object
usp_lrel_att_cntlist_macro_ntf	usp_lrel_att_cntlist_macro_ntf	lrel_att_cntlist_macro_ntf
usp_lrel_att_ctplist_macro_ntf	usp_lrel_att_ctplist_macro_ntf	lrel_att_ctplist_macro_ntf
usp_lrel_att_ntflist_macro_ntf	usp_lrel_att_ntflist_macro_ntf	lrel_att_ntflist_macro_ntf
usp_lrel_attachments_changes	usp_lrel_attachments_changes	lrel_attachments_changes
usp_lrel_attachments_issues	usp_lrel_attachments_issues	lrel_attachments_issues
usp_lrel_attachments_requests	usp_lrel_attachments_requests	lrel_attachments_requests
usp_lrel_aty_events	usp_lrel_aty_events	lrel_aty_events
usp_lrel_bm_reps_assets	usp_lrel_bm_reps_assets	lrel_bm_reps_assets
usp_lrel_bm_reps_bmhiers	usp_lrel_bm_reps_bmhiers	lrel_bm_reps_bmhiers
usp_lrel_cenv_cntref	usp_lrel_cenv_cntref	lrel_cenv_cntref
usp_lrel_false_action_act_f	usp_lrel_false_action_act_f	lrel_false_action_act_f
usp_lrel_dist_cntlist_mgs_ntf	usp_lrel_dist_cntlist_mgs_ntf	lrel_dist_cntlist_mgs_ntf
usp_lrel_dist_ctplist_mgs_ntf	usp_lrel_dist_ctplist_mgs_ntf	lrel_dist_ctplist_mgs_ntf
usp_lrel_dist_ntflist_mgs_ntf	usp_lrel_dist_ntflist_mgs_ntf	lrel_dist_ntflist_mgs_ntf
usp_lrel_false_bhv_false	usp_lrel_false_bhv_false	lrel_false_bhv_false
usp_lrel_kwrds_crsolref	usp_lrel_kwrds_crsolref	lrel_kwrds_crsolref
usp_lrel_notify_list_cntchgntf	usp_lrel_notify_list_cntchgntf	lrel_notify_list_cntchgntf
usp_lrel_notify_list_cntissntf	usp_lrel_notify_list_cntissntf	lrel_notify_list_cntissntf
usp_lrel_notify_list_cntntf	usp_lrel_notify_list_cntntf	lrel_notify_list_cntntf
usp_lrel_ntfr_cntlist_att_ntfrl	usp_lrel_ntfr_cntlist_att_ntfrlist	lrel_ntfr_cntlist_att_ntfrlist
usp_lrel_ntfr_ctplist_att_ntfrl	usp_lrel_ntfr_ctplist_att_ntfrlist	lrel_ntfr_ctplist_att_ntfrlist
usp_lrel_ntfr_macrolist_att_ntfrl	usp_lrel_ntfr_macrolist_att_ntfrlist	lrel_ntfr_macrolist_att_ntfrlist
usp_lrel_ntfr_ntflist_att_ntfrl	usp_lrel_ntfr_ntflist_att_ntfrlist	lrel_ntfr_ntflist_att_ntfrlist
usp_lrel_oenv_orgref	usp_lrel_oenv_orgref	lrel_oenv_orgref
usp_lrel_status_codes_tsktypes	usp_lrel_status_codes_tsktypes	lrel_status_codes_tsktypes
usp_lrel_svc_grps_svc_chgcat	usp_lrel_svc_grps_svc_chgcat	lrel_svc_grps_svc_chgcat
usp_lrel_svc_grps_svc_isscat	usp_lrel_svc_grps_svc_isscat	lrel_svc_grps_svc_isscat
usp_lrel_svc_grps_svc_pcat	usp_lrel_svc_grps_svc_pcat	lrel_svc_grps_svc_pcat
usp_lrel_svc_grps_svc_wftpl	usp_lrel_svc_grps_svc_wftpl	lrel_svc_grps_svc_wftpl
usp_lrel_svc_locs_svc_chgcat	usp_lrel_svc_locs_svc_chgcat	lrel_svc_locs_svc_chgcat

SQL Name (AKA)	Table	Object
usp_lrel_svc_locs_svc_groups	usp_lrel_svc_locs_svc_groups	lrel_svc_locs_svc_groups
usp_lrel_svc_locs_svc_isscat	usp_lrel_svc_locs_svc_isscat	lrel_svc_locs_svc_isscat
usp_lrel_svc_locs_svc_pcat	usp_lrel_svc_locs_svc_pcat	lrel_svc_locs_svc_pcat
usp_lrel_svc_sch_chgcat_svc	usp_lrel_svc_schedules_chgcat_svc	lrel_svc_schedules_chgcat_svc
usp_lrel_svc_sch_isscat_svc	usp_lrel_svc_schedules_isscat_svc	lrel_svc_schedules_isscat_svc
usp_lrel_svc_sch_pcat_svc	usp_lrel_svc_schedules_pcat_svc	lrel_svc_schedules_pcat_svc
usp_lrel_true_action_act_t	usp_lrel_true_action_act_t	lrel_true_action_act_t
usp_lrel_true_bhv_true	usp_lrel_true_bhv_true	lrel_true_bhv_true
usp_organization	usp_organization	org
usp_pri_cal	usp_pri_cal	
usp_owned_resource	usp_owned_resource	nr
USP_PREFERENCES	USP_PREFERENCES	USP_PREFERENCES
USP_PROPERTIES	USP_PROPERTIES	USP_PROPERTIES
usq	User_Query	usq
wf	Workflow_Task	wf
wftpl	Workflow_Task_Template	wftpl
wspcol	wspcol	wspcol
wsptbl	wsptbl	wsptbl
xent_map	External_Entity_Map	ext_entity_map

Object to Table and SQL Name

This table provides a cross-reference of each object to its corresponding table and SQL name in the database schema:

Object	Table	SQL Name (AKA)
acc_lvls	Access_Levels	acc_lvls
acctyp	Access_Type_v2	acctyp_v2
act_type_assoc	Act_Type_Assoc	atyp_asc
actbool	Active_Boolean_Table	actbool

Object	Table	SQL Name (AKA)
actrbool	Active_Reverse_Boolean_Table	actrbool
ADMIN_TREE	admin_tree	admin_tree
alg	Act_Log	act_log
am_asset_map	Am_Asset_Map	am_map
ANI	Animator	anima
arcpur_hist	Archive_Purge_History	arcpur_hist
arcpur_rule	Archive_Purge_Rule	arcpur_rule
atev	Attached_Events	att_evt
atomic_cond	Atomic_Condition	atomic_cond
attached_sla	Attached_SLA	attached_sla
attmnt	Attachment	attmnt
attmnt_folder	attmnt_folder	attmnt_folder
aty	Act_Type	act_type
audlog	Audit_Log	audit_log
bhvtpl	Behavior_Template	bhvtpl
bmcls	Business_Management_Class	buscls
bmhier	Business_Management	busmgt
bmrep	Business_Management_Repository	busrep
bms	Business_Management_Status	busstat
bool	Boolean_Table	bool_tab
BU_TRANS	BU_TRANS	BU_TRANS
ca_cmpny	ca_company	ca_company
caextwf_inst	usp_caextwf_instances	usp_caextwf_instances
caextwf_sfrm	usp_caextwf_start_forms	usp_caextwf_start_forms
chg	Change_Request	chg
chg_tpl	Chg_Template	chg_template
chgalg	Change_Act_Log	chgalg
chgcatt	Change_Category	chgcatt
chgstat	Change_Status	chgstat
CI_ACTIONS	CI_ACTIONS	CI_ACTIONS

Object	Table	SQL Name (AKA)
CI_ACTIONS_ALTERNATE	CI_ACTIONS_ALTERNATE	CI_ACTIONS_ALTERNATE
CI_BOOKMARKS	CI_BOOKMARKS	CI_BOOKMARKS
CI_DOC_LINKS	CI_DOC_LINKS	CI_DOC_LINKS
CI_DOC_TEMPLATES	CI_DOC_TEMPLATES	CI_DOC_TEMPLATES
CI_DOC_TYPES	CI_DOC_TYPES	CI_DOC_TYPES
CI_PRIORITIES	CI_PRIORITIES	CI_PRIORITIES
CI_STATUSES	CI_STATUSES	CI_STATUSES
CI_WF_TEMPLATES	CI_WF_TEMPLATES	CI_WF_TEMPLATES
cmth	Contact_Method	ct_mth
cnote	Note_Board	cnote
cnt	ca_contact	ca_contact
cnt	usp_contact	usp_contact
cost_cntr	ca_resource_cost_center	ca_resource_cost_center
country	ca_country	ca_country
cr	Call_Req	call_req
cr_prp	Req_Property	cr_prp
cr_prptpl	Req_Property_Template	cr_prptpl
cr_tpl	Cr_Template	cr_template
crs	Cr_Status	cr_stat
crsol	Call_Solution	crsol
crsq	Cr_Stored_Queries	crsq
crt	Call_Req_Type	crt
ctab	Controlled_Table	ctab
ctimer	Cr_Call_Timers	crctmr
ctp	ca_contact_type	ca_contact_type
dblocks		
dcon	Domain_Constraint	dcon
dcon_typ	Domain_Constraint_Type	dcon_typ
dept	ca_resource_department	ca_resource_department
dlgsrvr	Delegation_Server	dlgtsrv

Object	Table	SQL Name (AKA)
dmn	Domain	dmn
doc_rep	Document_Repository	doc_rep
EBR_ACRONYMS	EBR_ACRONYMS	EBR_ACRONYMS
EBR_FULLTEXT	EBR_FULLTEXT	EBR_FULLTEXT
EBR_FULLTEXT_ADM	EBR_FULLTEXT_ADM	EBR_FULLTEXT_ADM
EBR_FULLTEXT_SD	EBR_FULLTEXT_SD	EBR_FULLTEXT_SD
EBR_FULLTEXT_SD_ADM	EBR_FULLTEXT_SD_ADM	EBR_FULLTEXT_SD_ADM
EBR_INDEXING_QUEUE	EBR_INDEXING_QUEUE	EBR_INDEXING_QUEUE
EBR_KEYWORDS	EBR_KEYWORDS	EBR_KEYWORDS
EBR_LOG	EBR_LOG	EBR_LOG
EBR_METRICS	EBR_METRICS	EBR_METRICS
EBR_NOISE_WORDS	EBR_NOISE_WORDS	EBR_NOISE_WORDS
EBR_PATTERNS	EBR_PATTERNS	EBR_PATTERNS
EBR_PREFIXES	EBR_PREFIXES	EBR_PREFIXES
EBR_PROPERTIES	EBR_PROPERTIES	EBR_PROPERTIES
EBR_SUBSTITITS	EBR_SUBSTITITS	EBR_SUBSTITITS
EBR_SUFFIXES	EBR_SUFFIXES	EBR_SUFFIXES
EBR_SYNONYMS	EBR_SYNONYMS	EBR_SYNONYMS
EBR_SYNONYMS_ADM	EBR_SYNONYMS_ADM	EBR_SYNONYMS_ADM
ES_CONSTANTS	ES_CONSTANTS	ES_CONSTANTS
ES_NODES	ES_NODES	ES_NODES
ES_RESPONSES	ES_RESPONSES	ES_RESPONSES
ES_SESSIONS	ES_SESSIONS	ES_SESSIONS
event_log	event_log	event_log
event_type	event_type	event_type
evt	Events	evt
evtdly	Event_Delay	evt_dly
evtdlytp	Event_Delay_Type	evtdlytp
ext_entity_map	External_Entity_Map	xent_map
fmgrp	Form_Group	fmgrp

Object	Table	SQL Name (AKA)
func_access	usp_functional_access	usp_functional_access
func_access_level	usp_functional_access_level	usp_functional_access_level
func_access_role	usp_functional_access_role	usp_functional_access_role
func_access_type	usp_functional_access_type	usp_functional_access_type
g_chg_ext	Global_Change_Extension	g_chg_ext
g_chg_queue	Global_Change_Queue	g_chg_queue
g_cnt	Global_Contact	g_contact
g_cr_ext	Global_Request_Extension	g_req_ext
g_cr_queue	Global_Request_Queue	g_req_queue
g_iss_ext	Global_Issue_Extension	g_iss_ext
g_iss_queue	Global_Issue_Queue	g_iss_queue
g_loc	Global_Location	g_loc
g_org	Global_Organization	g_org
g_prod	Global_Product	g_product
g_qname	Global_Queue_Names	g_queue_names
g_srvrs	Global_Servers	g_srvr
g_tblmap	Global_Table_Map	g_tbl_map
g_tblrule	Global_Table_Rule	g_tbl_rule
gl_code	ca_resource_gl_code	ca_resource_gl_code
grc	ca_resource_class	ca_resource_class
grpmem	Group_Member	grpmem
hier	Asset_Assignment	hier
imp	Impact	impact
INDEX_DOC_LINKS	INDEX_DOC_LINKS	INDEX_DOC_LINKS
intfc	Interface	interface
iss	Issue	issue
iss_prp	Issue_Property	issprp
iss_tpl	Iss_Template	iss_template
iss_wf	Issue_Workflow_Task	isswf
issalg	Issue_Act_Log	issalg

Object	Table	SQL Name (AKA)
isscat	Issue_Category	isscat
issstat	Issue_Status	issstat
job_func	ca_job_function	ca_job_function
kc	usp_kpi	usp_kpi
KCAT	O_INDEXES	O_INDEXES
kcd	usp_kpi_data	usp_kpi_data
KD	SKELETONS	SKELETONS
KD_ATTMNT	KD_ATTMNT	KD_ATTMNT
kdlinks	kdlinks	kdlinks
KT_REPORT_CARD	KT_REPORT_CARD	KT_REPORT_CARD
ktd	usp_kpi_ticket_data	usp_kpi_ticket_data
kwrđ	Knowledge_Keywords	km_kword
loc	ca_location	ca_location
LONG_TEXTS	LONG_TEXTS	LONG_TEXTS
lr	Notify_Log_Header	not_log
lrel_asset_chgnr	usp_lrel_asset_chgnr	usp_lrel_asset_chgnr
lrel_asset_issnr	usp_lrel_asset_issnr	usp_lrel_asset_issnr
lrel_att_cntlist_macro_ntf	usp_lrel_att_cntlist_macro_ntf	usp_lrel_att_cntlist_macro_ntf
lrel_att_ctplist_macro_ntf	usp_lrel_att_ctplist_macro_ntf	usp_lrel_att_ctplist_macro_ntf
lrel_att_ntflist_macro_ntf	usp_lrel_att_ntflist_macro_ntf	usp_lrel_att_ntflist_macro_ntf
lrel_attachments_changes	usp_lrel_attachments_changes	usp_lrel_attachments_changes
lrel_attachments_issues	usp_lrel_attachments_issues	usp_lrel_attachments_issues
lrel_attachments_requests	usp_lrel_attachments_requests	usp_lrel_attachments_requests
lrel_aty_events	usp_lrel_aty_events	usp_lrel_aty_events
lrel_bm_reps_assets	usp_lrel_bm_reps_assets	usp_lrel_bm_reps_assets
lrel_bm_reps_bmhiers	usp_lrel_bm_reps_bmhiers	usp_lrel_bm_reps_bmhiers
lrel_cenv_cntref	usp_lrel_cenv_cntref	usp_lrel_cenv_cntref
lrel_dist_cntlist_mgs_ntf	usp_lrel_dist_cntlist_mgs_ntf	usp_lrel_dist_cntlist_mgs_ntf
lrel_dist_ctplist_mgs_ntf	usp_lrel_dist_ctplist_mgs_ntf	usp_lrel_dist_ctplist_mgs_ntf
lrel_dist_ntflist_mgs_ntf	usp_lrel_dist_ntflist_mgs_ntf	usp_lrel_dist_ntflist_mgs_ntf

Object	Table	SQL Name (AKA)
lrel_false_action_act_f	usp_lrel_false_action_act_f	usp_lrel_false_action_act_f
lrel_false_bhv_false	usp_lrel_false_bhv_false	usp_lrel_false_bhv_false
lrel_kwrds_crsolref	usp_lrel_kwrds_crsolref	usp_lrel_kwrds_crsolref
lrel_notify_list_cntchgntf	usp_lrel_notify_list_cntchgntf	usp_lrel_notify_list_cntchgntf
lrel_notify_list_cntissntf	usp_lrel_notify_list_cntissntf	usp_lrel_notify_list_cntissntf
lrel_notify_list_cntntf	usp_lrel_notify_list_cntntf	usp_lrel_notify_list_cntntf
lrel_ntfr_cntlist_att_ntfrlist	usp_lrel_ntfr_cntlist_att_ntfrlist	usp_lrel_ntfr_cntlist_att_ntfrl
lrel_ntfr_ctplist_att_ntfrlist	usp_lrel_ntfr_ctplist_att_ntfrlist	usp_lrel_ntfr_ctplist_att_ntfrl
lrel_ntfr_macrolist_att_ntfrl	usp_lrel_ntfr_macrolist_att_ntfrl	usp_lrel_ntfr_macrolist_att_ntfrl
lrel_ntfr_ntflist_att_ntfrlist	usp_lrel_ntfr_ntflist_att_ntfrlist	usp_lrel_ntfr_ntflist_att_ntfrl
lrel_oenv_orgref	usp_lrel_oenv_orgref	usp_lrel_oenv_orgref
lrel_status_codes_tsktypes	usp_lrel_status_codes_tsktypes	usp_lrel_status_codes_tsktypes
lrel_svc_grps_svc_chgcat	usp_lrel_svc_grps_svc_chgcat	usp_lrel_svc_grps_svc_chgcat
lrel_svc_grps_svc_isscat	usp_lrel_svc_grps_svc_isscat	usp_lrel_svc_grps_svc_isscat
lrel_svc_grps_svc_pcat	usp_lrel_svc_grps_svc_pcat	usp_lrel_svc_grps_svc_pcat
lrel_svc_grps_svc_wftpl	usp_lrel_svc_grps_svc_wftpl	usp_lrel_svc_grps_svc_wftpl
lrel_svc_locs_svc_chgcat	usp_lrel_svc_locs_svc_chgcat	usp_lrel_svc_locs_svc_chgcat
lrel_svc_locs_svc_groups	usp_lrel_svc_locs_svc_groups	usp_lrel_svc_locs_svc_groups
lrel_svc_locs_svc_isscat	usp_lrel_svc_locs_svc_isscat	usp_lrel_svc_locs_svc_isscat
lrel_svc_locs_svc_pcat	usp_lrel_svc_locs_svc_pcat	usp_lrel_svc_locs_svc_pcat
lrel_svc_schedules_chgcat_svc	usp_lrel_svc_schedules_chgcat_svc	usp_lrel_svc_sch_chgcat_svc
lrel_svc_schedules_isscat_svc	usp_lrel_svc_schedules_isscat_svc	usp_lrel_svc_sch_isscat_svc
lrel_svc_schedules_pcat_svc	usp_lrel_svc_schedules_pcat_svc	usp_lrel_svc_sch_pcat_svc
lrel_true_action_act_t	usp_lrel_true_action_act_t	usp_lrel_true_action_act_t
lrel_true_bhv_true	usp_lrel_true_bhv_true	usp_lrel_true_bhv_true
macro	Spell_Macro	splmac
macro_type	Spell_Macro_Type	splmactp
mfrmod	ca_model_def	ca_model_def

Object	Table	SQL Name (AKA)
mgs	Managed_Survey	managed_survey
mgsalg	Mgs_Act_Log	mgsalg
mgsstat	Mgs_Status	mgsstat
NOTIFICATION	NOTIFICATION	NOTIFICATION
notque	Queued_Notify	not_que
noturg	Notification_Urgency	noturg
nr	ca_owned_resource	ca_owned_resource
nr	usp_owned_resource	usp_owned_resource
nr_com	NR_Comment	nr_com
nrf	ca_resource_family	ca_resource_family
ntfl	Notify_Object_Attr	ntfl
O_COMMENTS	O_COMMENTS	O_COMMENTS
O_EVENTS	O_EVENTS	O_EVENTS
opsys	ca_resource_operating_system	ca_resource_operating_system
options	Options	options
org	ca_organization	ca_organization
org	usp_organization	usp_organization
P_GROUPS	P_GROUPS	P_GROUPS
pcat	Prob_Category	prob_ctg
pcat_loc	Pcat_Loc	pcat_loc
perscnt	Person_Contacting	perscon
position	ca_job_title	ca_job_title
pri	Priority	pri
prod	Product	product
prp	Property	prp
prptpl	Property_Template	prptpl
quick_tpl_types	Quick_Template_Types	quick_tpl_types
rc	Rootcause	rootcause
response	Response	response
rev_bool	Reverse_Boolean_Table	rbooltab

Object	Table	SQL Name (AKA)
rptm	Rpt_Meth	rptmth
rptmeth	Reporting_Method	repmeth
rrf	Remote_Ref	rem_ref
rss	ca_resource_status	ca_resource_status
sapolicy	SA_Policy	sapolicy
saprobtyp	SA_Prob_Type	saprobtyp
sdsc	Service_Desc	srv_desc
sdsc_map	SLA_Contract_Map	sdsc_map
seq	Sequence_Control	seqctl
session_log	session_log	session_log
session_type	session_type	session_type
sev	Severity	sevrty
SHOW_OBJ	SHOW_OBJ	SHOW_OBJ
site	ca_site	ca_site
slatpl	SLA_Template	slatpl
svr_aliases	Server_Aliases	svr_aliases
svr_zones	Server_Zones	svr_zones
state	ca_state_province	ca_state_province
survey	Survey	survey
svc_contract	Service_Contract	svc_contract
svy_ans	Survey_Answer	survey_answer
svy_atpl	Survey_Answer_Template	survey_atpl
svy_qtpl	Survey_Question_Template	survey_qtpl
svy_ques	Survey_Question	survey_question
svy_tpl	Survey_Template	survey_tpl
svystat	Survey_Stats	survey_statistics
svytrk	Survey_Tracking	survey_tracking
target_tgttpls_srvtypes	target_tgttpls_srvtypes	tgt_tgttpls_srvtypes
target_time	target_time	tgt_time
target_time_tpl	target_time_tpl	tgt_time_tpl

Object	Table	SQL Name (AKA)
tenant	ca_tenant	ca_tenant
tenant_group	ca_tenant_group	ca_tenant_group
tenant_group_member	ca_tenant_group_member	ca_tenant_group_member
True_False_Table	True_False_Table	true_false
tskstat	Task_Status	tskstat
tskty	Task_Type	tskty
tspan	Timespan	tspan
typecnt	Type_Of_Contact	toc
tz	Timezone	tz
urg	Urgency	urgncy
USP_PREFERENCES	USP_PREFERENCES	USP_PREFERENCES
USP_PROPERTIES	USP_PROPERTIES	USP_PROPERTIES
usq	User_Query	usq
vpt	ca_company_type	ca_company_type
wf	Workflow_Task	wf
wftpl	Workflow_Task_Template	wftpl
wrkshft	Bop_Workshift	bpwshft
wspcol	wspcol	wspcol
wsptbl	wsptbl	wsptbl
	Attribute_Name	atn
	ca_asset_type	ca_asset_type
	ca_schema_info	ca_schema_info
	Column_Name	cn
	D_PAINTER	D_PAINTER
	ext_appl	ext_appl
	Key_Control	kc
	Transition_Points	nottrn
	SQL_Script	sql_tab
	Table_Name	tn

CA Service Desk Manager Object List Table for Multi-Tenancy

The following table lists all CA Service Desk Manager objects and indicates whether each object has a tenant attribute, and if so, if it is optional or required.

Note: The Rel_attr must be unique, regardless of tenant.

Object	Rel_Attr	Description	Tenancy
acc_lvls	enum	Access Level	No
acctyp	id	Access Type	No
acctyp_role	id	Access Type Role	No
act_type_assoc	code	Activity Type Association	Optional
actbool	enum	Active Boolean	No
actlog_prod_list	sym	actlog_prod_list	No
actrbool	enum	Active Reverse Boolean	No
ADMIN_TREE	id	Administration Tree	No
agt	id	Analyst contacts	Required
alg	persistent_id	Request Activity Log	Required
all_fmgrp	id	all_fmgrp	No
all_lr	persistent_id	all_lr	Required
am_asset_map	persistent_id	AM Asset Map	No
ANI	persistent_id	Animator	Optional
api	persistent_id	api	No
app_extx	id	app_extx	Optional
app_inhx	id	app_inhx	Optional
arcpur_hist	persistent_id	Archive Purge History	No
arcpur_rule	persistent_id	Archive Purge Rule	No
arg_history	persistent_id	arg_history	No
asset	id	asset	No
assetx_prod_list	sym	assetx_prod_list	No
atev	persistent_id	Attached Event	Required
atomic_cond	id	Atomic Condition	Optional
attached_sla	id	Attached Service Type	Required

Object	Rel_Attr	Description	Tenancy
attmnt	id	Attachment	Optional
attmnt_folder	id	Attachments Folder	Optional
attmnt_lrel	persistent_id	Attachment LREL	No
attr_alias	id	Attribute Alias	No
aty	code	Activity Type	Optional
audlog	persistent_id	Audit Log	Required
bhvtpl	id	Behavior Template	Optional
bhvtpl_wftpl	id	bhvtpl_wftpl	Optional
bm_task	id	bm_task	Optional
bmcls	id	Business Management Class	No
bmhier	id	Business Management Hierarchy	Optional
bmlrel	persistent_id	Business Management LREL	No
bmrep	id	Business Management Repository	No
bms	status_no	Business Management Status	No
bool	enum	Boolean	No
BU_TRANS	id	Bubble Up Transaction	Optional
ca_application_registration	id	ca_application_registration	No
ca_asset	id	Asset	No
ca_asset_source	id	Asset Source	No
ca_asset_source_unrestricted	id	ca_asset_source_unrestricted	No
ca_asset_subschema	id	Asset Subschema	No
ca_asset_type	id	Asset Type	No
ca_cmpny	id	Company	Optional
ca_logical_assst	id	Logical Asset	No
ca_logical_asset_property	id	Logical Asset Property	No
chg	id	chg	Required
chg_tpl	template_name	Change Template	Required
chgalg	id	Change Order Activity Log	Required

Object	Rel_Attr	Description	Tenancy
chgaty	code	chgaty	Optional
chgcatt	code	Change Category	Optional
chgcatt_grp	persistent_id	Change Category Group LREL	No
chgcatt_loc	persistent_id	Change Category Location LREL	No
chgcatt_workshift	persistent_id	Change Category Workshift LREL	No
chgstat	code	Change Status	Optional
chgtype	id	Change Type	No
CI_ACTIONS	id	Knowledge Workflow Task	Optional
CI_ACTIONS_ALTERNATE	id	Alternate Knowledge Workflow Task	Optional
CI_BOOKMARKS	id	Knowledge Document Bookmark	Optional
CI_DOC_LINKS	id	Knowledge Document Link	Optional
CI_DOC_TEMPLATES	id	Knowledge Document Template	Optional
CI_DOC_TYPES	id	Knowledge Document Type	No
ci_mdr_idmap	id	ci_mdr_idmap	Optional
ci_mdr_provider	id	ci_mdr_provider	Optional
CI_PRIORITIES	id	Approval Process Template	Optional
ci_rel_type	id	ci_rel_type	No
CI_STATUSES	id	Knowledge Status	No
CI_WF_TEMPLATES	id	Knowledge Workflow Template	No
cmth	id	Contact Method	No
cnote	persistent_id	Announcement	Optional
cnt	id	Contact	Required
cnt_role	id	Contact Role	Required
cntx	id	cntx	Optional
conx	id	conx	Optional
cost_cntr	id	Cost Center	Optional
country	id	Country	No

Object	Rel_Attr	Description	Tenancy
cr	persistent_id	Request	Required
cr_prp	id	Request Property	Required
cr_prptpl	id	Request Property Template	Optional
cr_tpl	template_name	Request Template	Required
craty	code	craty	Optional
crs	code	Request Status	Optional
crs_cr	code	crs_cr	Optional
crs_in	code	crs_in	Optional
crs_pr	code	crs_pr	Optional
crsol	persistent_id	Request Solution	No
crsq	code	Stored Query	Optional
crt	code	Request Type	No
cst	id	Customer contacts	Required
ctab	id	Controlled Table	No
ctimer	persistent_id	Request Timer	No
ctp	id	Contact Type	No
dat_basx	id	dat_basx	Optional
dcon	id	Data Partition Constraint	No
dcon_typ	enum	Data Partition Constraint Type	No
dept	id	Department	Optional
dlgsrvr	id	Delegation Server	No
dmn	id	Data Partition	No
doc_rep	persistent_id	Attachments Repository	Optional
DOC_VERSIONS	id	Document Version	Optional
docx	id	docx	Optional
EBR_ACRONYMS	id	EBR Acronym	No
EBR_DICTIONARY	id	EBR Dictionary	No
EBR_DICTIONARY_ADM	id	EBR Dictionary Alternate	No
EBR_FULLTEXT	id	EBR Knowledge Document Index	No
EBR_FULLTEXT_ADM	id	EBR Knowledge Document	No

Object	Rel_Attr	Description	Tenancy
		Index Alternate	
EBR_KS	id	Knowledge Source	No
EBR_KS_ACCESS	id	Knowledge Source Access	No
EBR_KS_INDEXING_QUEUE	id	Knowledge Source Indexing Queue	No
EBR_LOG	id	EBR Log	No
EBR_METRICS	id	EBR Metric	No
EBR_NOISE_WORDS	id	EBR Noise Word	No
EBR_PATTERNS	id	EBR Pattern	No
EBR_PREFIXES	id	EBR Prefix	No
EBR_PROPERTIES	id	EBR Property	No
EBR_SUBSTITITS	id	EBR Substitution	No
EBR_SUFFIXES	id	EBR Suffix	No
EBR_SYNONYMS	id	EBR Synonym	No
EBR_SYNONYMS_ADM	id	EBR Synonyms Alternate	No
edit_macros	persistent_id	edit_macros	No
entservx	id	entservx	Optional
enttx	id	enttx	Optional
ES_CONSTANTS	id	ES_CONSTANTS	No
ES_NODES	id	Decision Tree Node	Optional
ES_RESPONSES	id	ES_RESPONSES	Optional
ES_SESSIONS	id	ES_SESSIONS	Optional
event_log	id	Event Log	No
event_prod_list	sym	event_prod_list	No
event_type	id	Event Type	No
evt	persistent_id	Event	Optional
evtdly	persistent_id	Event Delay	Optional
evtdlytp	enum	Event Delay Type	No
ext_entity_map	persistent_id	External Entity Map	No
fac_acx	id	fac_acx	Optional
fac_firex	id	fac_firex	Optional

Object	Rel_Attr	Description	Tenancy
fac_furnx	id	fac_furnx	Optional
fac_othx	id	fac_othx	Optional
fac_upsx	id	fac_upsx	Optional
fmgrp	id	Form Group	No
g_chg_ext	id	Global Change Extension	Required
g_chg_queue	id	Global Change Queue	No
g_cnt	id	Global Contact	No
g_cr_ext	id	Global Request Extension	Required
g_cr_queue	id	Global Request Queue	No
g_iss_ext	id	Global Issue Extension	Required
g_iss_queue	id	Global Issue Queue	No
g_loc	id	g_loc	No
g_org	id	Global Organization	No
g_prod	id	Global Product	No
g_qname	id	Global Queue	No
g_srvrs	remote_sys_id	Global Server	No
g_tblmap	id	Global Table Map	No
g_tblrule	id	Global Table Rule	No
g_tenant	id	Global Tenant	No
gl_code	id	Resource Code	No
grc	id	Resource Class	No
grp	id	Group Contacts	Required
grpmem	persistent_id	Group Member	Required
har_lparx	id	har_lparx	Optional
har_maix	id	har_maix	Optional
har_monx	id	har_monx	Optional
har_othx	id	har_othx	Optional
har_prix	id	har_prix	Optional
har_serx	id	har_serx	Optional
har_stox	id	har_stox	Optional

Object	Rel_Attr	Description	Tenancy
har_virx	id	har_virx	Optional
har_worx	id	har_worx	Optional
help_content	name	help_content	No
help_item	id	help_item	No
help_lookup	id	help_lookup	No
help_set	id	help_set	No
hier	id	Asset Relation	Optional
ical_alarm	id	iCalendar Alarm	No
ical_event_prod_list	sym	ical_event_prod_list	No
ical_event_template	id	iCalendar Event	No
imp	enum	Impact	No
in	persistent_id	Incident	Required
INDEX_DOC_LINKS	id	Knowledge Category-Document Link	Optional
interface_type	id	interface_type	No
intfc	id	interface	No
invidex	id	invidex	Optional
invothx	id	invothx	Optional
invprjx	id	invprjx	Optional
iss	persistent_id	iss	Required
iss_prp	id	Issue Property	Required
iss_tpl	template_name	Issue Template	Required
iss_wf	id	Issue Workflow Task	Required
issalg	id	Issue Activity Log	Required
issaty	code	issaty	Optional
isscat	code	Issue Category	Optional
isscat_grp	persistent_id	Issue Category Group LREL	No
isscat_loc	persistent_id	Issue Category Location LREL	No
isscat_workshift	persistent_id	Issue Category Workshift LREL	No
issstat	code	Issue Status	Optional

Object	Rel_Attr	Description	Tenancy
job_func	id	Job Function	Optional
kc	id	KPI	Optional
KCAT	id	Knowledge Category	Optional
kcd	id	KPI Data	Optional
KD	id	Knowledge Document	Optional
KD_ALL	id	KD_ALL	Optional
KD_ATTMNT	id	Document-Attachment Link	Optional
KD_FILE	id	KD_FILE	Optional
KD_QA	id	KD_QA	Optional
KD_SAVE_AS	persistent_id	KD_SAVE_AS	No
KD_TASK	persistent_id	KD_TASK	Optional
kdaty	code	kdaty	Optional
kdlinks	persistent_id	Document-Ticket Link	Optional
KEIT_IMPORT_PACKAGES	id	Knowledge Import Packages	No
KEIT_TEMPLATES	id	Knowledge Export/Import Template	Optional
KEIT_TRANSACTION_STATUSES	id	Knowledge Transaction Statuses	No
KEIT_TRANSACTIONS	id	Knowledge Import Transactions	Optional
kmlrel	persistent_id	Knowledge LREL	No
KT_ACT_CONTENT	id	Action Content	Optional
KT_BLC	id	Recommended Document	Optional
KT_BLC_TYPE	id	KT_BLC_TYPE	No
KT_FILE_TYPE	id	File Type	No
KT_FLG_STATUS	id	Flag Status	No
KT_FLG_TYPE	id	Comment Type	Optional
KT_FREE_TEXT	persistent_id	Free Text	No

Object	Rel_Attr	Description	Tenancy
KT_KCAT_NTF	id	Category Notification	Optional
KT_LIFE_CYCLE_REP	id	KT Life Cycle Report	Optional
KT_QA_RESP_TYPE	id	Forum Response Type	No
KT_QA_STATUS	id	Forum Status	No
KT_REPORT_CARD	id	Knowledge Report Card	No
KT_STATUS_ROLE	id	Status Role	No
ktd	id	KPI Ticket Data	Required
kwrd	id	Keyword	No
ldap	id	LDAP	No
ldap_group	id	LDAP Group	No
loc	id	Location	Optional
locx	id	locx	Optional
LONG_TEXTS	id	Forum Reply	Optional
lr	persistent_id	Notification Log	Required
macro	persistent_id	Macro	Optional
macro_prod_list	sym	macro_prod_list	No
macro_type	code	Macro Type	No
menu_bar	id	Menu Bar	No
menu_tree	id	Menu Tree Node	No
menu_tree_name	id	Menu Tree	No
menu_tree_res	id	Menu Tree Resource	No
mfrmod	id	Model Definition	Optional
mgs	id	Managed Survey	Optional
mgsglg	id	Managed Survey Activity Log	Optional
mgstaty	code	mgstaty	Optional
mgstat	code	Managed Survey Status	No
MSysConf	Config	MSysConf	No
net_brix	id	net_brix	Optional
net_clux	id	net_clux	Optional
net_conx	id	net_clux	Optional

Object	Rel_Attr	Description	Tenancy
net_frox	id	net_frox	Optional
net_gatx	id	net_gatx	Optional
net_hubx	id	net_hubx	Optional
net_nicx	id	net_nicx	Optional
net_othx	id	net_othx	Optional
net_perx	id	net_perx	Optional
net_porx	id	net_porx	Optional
net_rgrpx	id	net_rgrpx	Optional
net_roux	id	net_roux	Optional
net_rsrcx	id	net_rsrcx	Optional
no_contract_sdsc	code	no_contract_sdsc	Optional
node_prod_list	sym	node_prod_list	No
NOTIFICATION	id	Notification	Optional
notque	persistent_id	Queued Notification	No
noturg	enum	Notification Urgency	No
nr	id	Configuration Item	Optional
nr_com	id	Asset comment	Optional
nrf	id	Resource Family	No
ntfl	id	Notification Log	No
ntfm	persistent_id	Notification Message Template	Optional
ntfm_prod_list	sym	ntfm_prod_list	No
ntfr	id	Notification Rule	Optional
ntfr_prod_list	sym	ntfr_prod_list	No
O_COMMENTS	id	Knowledge Document Comment	Optional
O_EVENTS	id	Document History	Optional
OA_COLUMNS	COLUMN_NAME	OA_COLUMNS	No
OA_FKEYS	PKCOLUMN_NAME	OA_FKEYS	No
OA_INFO	INFO_NAME	OA_INFO	No
OA_STATISTICS	COLUMN_NAME	OA_STATISTICS	No

Object	Rel_Attr	Description	Tenancy
OA_TABLES	TABLE_NAME	OA_TABLES	No
OA_TYPES	TYPE_NAME	OA_TYPES	No
object_notify_prod_list	sym	object_notify_prod_list	No
opsys	id	Operating System	Optional
opsysx	id	opsysx	Optional
options	persistent_id	Option	No
org	id	Organization	Required
orgx	id	orgx	Optional
P_GROUPS	id	KT Permission Group	Optional
pcat	persistent_id	Request Area	Optional
pcat_cr	persistent_id	pcat_cr	Optional
pcat_in	persistent_id	pcat_in	Optional
pcat_loc	persistent_id	Request Area Location LREL	No
pcat_pr	persistent_id	pcat_pr	Optional
pcat_workshift	persistent_id	Request Area Workshift LREL	No
perscnt	id	Person Contacting	Optional
position	id	Position	Optional
pr	persistent_id	Problem	Required
pri	enum	Priority	No
prio_service_type	id	Priority Service Type	Required
prod	id	Product	Optional
prod_list	sym	Object Name	No
projex	id	projex_detail	Optional
prp	id	Property	Required
prptpl	id	Property Template	Optional
prptpl_chgcat	id	prptpl_chgcat	Optional
prptpl_isscat	id	prptpl_isscat	Optional
prpval	id	Property Value	No
prpval_rule	id	Property Validation Rule	No
prpval_type	id	Property Validation Type	No

Object	Rel_Attr	Description	Tenancy
QUERY_POLICY	id	Query Policy	Optional
QUERY_POLICY_ACTIONS	id	Query Policy Actions	Optional
quick_tpl_types	enum	Quick Template Type	No
rc	id	Root Cause	Optional
response	id	Personalized Response	Optional
rev_bool	enum	Reverse Boolean	No
role	id	Role	No
role_go_form	id	Role Go Form	No
role_tab	id	Role Tab	No
role_web_form	id	Role Web Form	No
rptm	persistent_id	Report Method	No
rptmeth	id	Reporting Method	No
rrf	code	Remote Reference	No
rss	id	Resource Status	No
sapolicy	id	Web Services Access Policy	Optional
saprobtyp	id	Web Services Error Type	Optional
sd_chg_map	persistent_id	sd_chg_map	No
sd_cr_map	persistent_id	sd_cr_map	No
sdsc	code	Service Type	Optional
sdsc_map	id	Service Type Map	Required
secx	id	secx	Optional
seq	id	Sequence	Optional
serx	id	serx	Optional
session_log	id	Session Log	No
session_type	id	Session Type	No
sev	enum	Severity	No
SHOW_OBJ	id	Show Object	No
site	id	Site	Optional
slatpl	id	SLA Template	Required
slax	id	slax	Optional

Object	Rel_Attr	Description	Tenancy
sqchg	code	sqchg	Optional
sqcr	code	sqcr	Optional
sqiss	code	sqiss	Optional
svr_aliases	id	Server Alias	No
svr_zones	id	Server Zone	No
state	id	State	No
stored_query_prod_list	sym	stored_query_prod_list	No
survey	id	Survey	Optional
svc_contract	id	Service Contract	Required
svy_ans	id	Survey Answer	Optional
svy_atpl	id	Survey Answer Template	Optional
svy_qtpl	id	Survey Question Template	Optional
svy_ques	id	Survey Question	Optional
svy_tpl	id	Survey Template	Optional
svystat	id	Survey Statistic	Optional
svytrk	id	Survey Tracking	Required
tab	id	Tab	No
tel_cirx	id	tel_cirx	Optional
tel_othx	id	tel_othx	Optional
tel_radx	id	tel_radx	Optional
tel_voix	id	tel_voix	Optional
tel_wirx	id	tel_wirx	Optional
tenant	id	Tenant	Required
tenant_group	id	Tenant Group	No
tenant_group_member	persistent_id	Tenant Group Member	Required
text_api	persistent_id	text_api	No
tgm_groups	persistent_id	Tenant Groups	Required
tgm_members	persistent_id	Tenant Group Members	Required
tkt	persistent_id	tkt	Required
tskstat	code	Task Status	Optional

Object	Rel_Attr	Description	Tenancy
tskty	code	Task Type	Optional
tspan	sym	Time Span	No
tvt_slas	id	tvt_slas	Required
typecnt	id	Reason	No
tz	code	Time Zone	No
urg	enum	Urgency	No
url	persistent_id	URL	No
USP_PREFERENCES	id	Preference	No
USP_PROPERTIES	id	Property	Optional
usp_servers	id	usp_servers	No
usq	id	User Stored Query	Optional
vis_configuration	persistent_id	vis_configuration	Optional
vis_graph_metadata	persistent_id	vis_graph_metadata	Optional
vis_object_store_criteria	persistent_id	vis_object_store_criteria	Optional
vis_object_store_master	persistent_id	vis_object_store_master	Optional
vpt	id	Company Type	No
web_form	id	Web Form	No
web_form_pref	id	Web Form Preference	Required
wf	id	Workflow Task	Required
wftpl	id	Workflow Task Template	Optional
wftpl_chgcat	id	wftpl_chgcat	Optional
wftpl_isscat	id	wftpl_isscat	Optional
workflow_prod_list	sym	workflow_prod_list	No
wrkshft	persistent_id	Workflow Template Workshift LREL	No
wspcol	id	Web Screen Painter Column	No
wspdomset	id	wspdomset	No
wsptbl	id	Web Screen Painter Table	No

Chapter 4: Schema Files Syntax

The CA Service Desk Manager database schema is defined in multiple .sch files in the \$NX_ROOT/site (UNIX) or *installation-directory/site* (Windows) directory. During configuration, these .sch files along with any customized .sch files you may create are merged together into a single file called \$NX_ROOT/site/ddict.sch (UNIX) or *installation-directory/site/ddict.sch* (Windows).

Please review the chapter Customizing the Schema Using the Web Screen Painter in this guide prior to making any changes to these files.

Note: Do not modify any .sch files in the \$NX_ROOT/site (UNIX) or *installation-directory/site* (Windows) directory. Any changes you make to these files will be lost when upgrading to a new release or when certain patches are applied. If you want to make schema changes, you must create a file in the \$NX_ROOT/site/mods (UNIX) or *installation-directory/site/mods* (Windows) directory with the file suffix .sch. Then add your changes to your .sch file, and your changes will then be merged with delivered schema during configuration. This is the only way to preserve your modifications when you upgrade to a new release.

TABLE Statement

Defines the logical tables in the CA Service Desk Manager database schema and the logical columns (fields) in those tables. These logical tables and columns are then mapped to the physical tables and columns used by your database management system in a mapping statement that follows the TABLE statement.

Note: If you define a new table, you must define a mapping statement for that table. The [Mapping Statement](#) (see page 844) is illustrated at the end of this chapter, followed by an example that combines the TABLE, TABLE_INFO, and mapping statements.

Syntax

```
TABLE table_name {field value_type field_attributes; [...]}
```

Arguments

TABLE

Introduces the TABLE statement. Must be uppercase. You must have one TABLE statement for each logical table in the schema.

table_name

The name of the database table, for example, Call_Req. If adding a database table, you can specify any name beginning with a lowercase letter z. (This avoids possible conflict with existing and future CA Service Desk Manager table names.) If changing an existing table, find the table in one of the .sch files and use the same name.

field

The name of a logical column in the table, for example, id or desc. You must identify each column by name. If adding a table or adding a column to an existing table, you can specify any name beginning with a lowercase letter z; however, field names must not end with the characters "_f." (This avoids possible conflict with existing and future CA Service Desk Manager column names.) If changing an existing column, find the column in one of the .sch files and use the same name.

value_type

The field's data type. Valid values are:

Value	Description
STRING <i>nn</i>	A string that is <i>nn</i> characters long.
INTEGER	A 32-bit number.

Value	Description
LOCAL_TIME	The number of seconds since January 1, 1970. CA Service Desk Manager automatically reformats this data type to the designated date format, for example: <i>mm/dd/yy hh:mm:ss.</i>
DURATION	A period of time, measured in seconds.
REAL	A floating point number
UUID	A 16 byte binary value.

field_attributes

A description of the field. Valid values are:

Value	Description
KEY	Identifies this field as the primary key to be used for identifying records to be updated with pdm_load. This is used if the default primary key, id, is not specified. Must be specified if the field is the primary key in the table.
NOT_NULL	Indicates that the field must contain a value. Must be specified if the field is the primary key in the table. Optional if the field is not the primary key.
REF other_table_name	Indicates that the field references another table. Optional whether the field is the primary key or not.
S_KEY	Optionally identifies this field as the secondary key to be used for identifying records to be updated with pdm_load.
UNIQUE	Indicates that the values in the field must be unique. Must be specified if the field is the primary key in the table. Optional if the field is not the primary key.

Macros are synonyms that will be converted during configuration to the value the macro represents. You can use macros for either data types or attributes. If you wish to use macros, you must add in `#include` statement to include the file that defines the macro including the path name (usually relative to your schema file). The include statement must be defined prior to using the macro. Example of an include statement:

```
#include "../schema.mac"
```

The following are some of the macros defined in `.mac` files located in the `$NX_ROOT/site` (UNIX) or `installation-directory/site` (Windows) directory.

Data Type	Equivalent
nn	NOT_NULL
uniq	UNIQUE NOT_NULL
ADDR_LINE	STRING 30
EMAILADDR	STRING 120
ENT_DESC	STRING 40
ENT_NAME	STRING 30
OSI_NAME	STRING 80
OSI_TYPE_STRING	STRING 60
USERID	STRING 85
PHONENUM	STRING 32
SYMBOL	STRING 12
HIER_SYM	STRING 60
LONG_SYM	STRING 30
COMMENT	STRING 1000
LONG_STR	STRING 500
LONG_DESC	STRING 240
BOOL	INTEGER

Examples

This TABLE statement in the database schema defines severities. The macro nn indicates that a value is required in the del field. The macro uniq indicates that values are required and must be unique:

```
#include ../schema.mac"
TABLE Severity {
  id    INTEGER uniq KEY; // key id
  del   INTEGER nn;      // 0=present,1=gone
  sym   SYMBOL uniq S_KEY; // type symbol
  desc  ENT_DESC;        // non-OSI specified column
}
```

This modified TABLE statement makes the Priority field on the Request Detail window required:

```
TABLE Call_Req {priority INTEGER NOT_NULL;}
```

This TABLE statement adds a resolution code field to the Call_Req table. The content of the field is numeric and references the Resolution_Code table. This reference allows users to double-click the Resolution Code field on the Request Detail window to display the values in the Resolution_Code table:

```
TABLE Call_Req {zres_code INTEGER REF Resolution_Code;}
```

TABLE_INFO Statement

This instructs your database management system how to store and index data in the logical tables. The extent to which these instructions are followed depends on the database management system. If no instructions are provided, the database management system follows its own storage and indexing instructions.

Syntax

```
TABLE_INFO table_name {  
  
    [STORAGE storage_mtd Field ;]  
    [INDEX ndx_props field1 [field2 ...];] ...}
```

Arguments

TABLE_INFO

Introduces the TABLE_INFO statement. Must be uppercase. The TABLE_INFO statement is optional, but if specified, you can have only one TABLE_INFO for each TABLE statement, and it must follow the TABLE statement.

table_name

The name of the database table in the TABLE statement.

STORAGE *storage_mtd*

Identifies the storage method. Valid values are listed as follows, but note that some database management systems ignore these values:

Value	Description
BTREE	Indicates to use the balanced tree storage method.
HASH	Indicates to use the hash table storage method. This is valid only if the field is the primary key.
HEAP	Indicates to use the heap storage method.

field

Identifies the column that is to be stored according to the specified storage method (STORAGE *storage_mtd*). Must be specified the same way as the name of the column in the TABLE statement.

INDEX *ndx_props*

Identifies one or more properties for an index that consists of the fields specified. Valid values are:

Value	Description
SORT ASCENDING DESCENDING	Indicates whether to sort the data in the fields in ascending or descending order. Data is sorted in ascending order by default; therefore, only SORT DESCENDING need be specified.
PRIMARY	Indicates to use this index as the default sort order for the table.
CLUSTER	Identifies this as a clustering index.
UNIQUE	Indicates that values in the index must be unique.

field1 [field2 . . .]

Identifies the column or columns that are to be indexed according to the specified index properties (INDEX *ndx_props*). Must be specified the same way as the name of the columns in the TABLE statement.

Examples

This TABLE_INFO statement instructs the database management system to use a hash table to store values in the id field in the Contact_Type table, and to sort the table in descending order according to the values in the sym field. It also indicates that values must be unique:

```
TABLE_INFO Contact_Type {
    STORAGE HASH id;
    INDEX SORT DESCENDING PRIMARY UNIQUE sym;
}
```

Mapping Statement

Defines the correspondence between the logical tables and columns in the CA Service Desk Manager database schema and the physical tables and columns used by your database management system. This statement follows each TABLE statement in a.sch file. You must define it when you define a new table.

Syntax

```
p1 logical_table_name -> CURR_PROV physical_table_name
  [{logical_field -> physical_field ...}];

[]
```

Arguments

p1

Introduces the mapping statement. Must be specified as p1.

logical_table_name

The name of the database table in the TABLE statement, for example, zManufacturer.

CURR_PROV

A required keyword.

physical_table_name

The name of the table used by your database management system, for example, man. Short names improve performance and are required by some database management systems.

logical_field

The name of the column in the CA Service Desk Manager database schema, for example, desc. Must be the same as *field* in the TABLE statement. Omit this when the logical columns and physical columns have identical names. When omitted, the semicolon follows *physical_table_name*.

physical_field

The name of the column used by your database management system, for example, nx_desc. Omit this when the logical columns and physical columns have identical names. When omitted, the semicolon follows *physical_table_name*.

Examples

This example illustrates how TABLE, mapping (p1), and TABLE_INFO statements define a zManufacturer table:

```
TABLE zManufacturer {
```



```
id    INTEGER uniq KEY;    // key id
del   INTEGER nn;         // 0=present,1=gone
sym   HIER_SYM uniq S_KEY; // manufacturer name
desc  ENT_DESC;           // manufacturer description
}

p1 zManufacturer -> CURR_PROV man // maps logical table "zManufacturer"
{
    // to physical table "man"
    desc -> nx_desc;           // maps logical column "desc"
}
    // to physical column "nx_desc"

TABLE_INFO zManufacturer {

    STORAGE HASH id;
    INDEX SORT ASCENDING PRIMARY UNIQUE sym;
}
```


Chapter 5: Object Definition Syntax

Many of the components of CA Service Desk Manager consist of business objects. These objects are defined in a metalanguage named Majic. You can use Majic statements to create new objects and modify existing objects, thus customizing these objects to meet your needs.

Directories

The Majic files are organized in two directories:

Directory	Description
bopcfg/majic (UNIX) or bopcfg\majic (Windows)	Contains the .maj files that have been used to create windows defined in the database. These files should not be changed because changes will be overwritten by new releases of CA Service Desk Manager.
site/mods/majic (UNIX) or site\mods\majic (Windows)	Contains the .mod files you use to customize windows.

Types of Statements

The following Majic statements are used in screen painter and database customization procedures.

Statement	Description
OBJECT	Defines a business object
MODIFY	Changes existing object attributes
MODIFY FACTORY	Changes existing factories

OBJECT Statement

Defines a business object.

Syntax

```
OBJECT obj_name {  
  [ATTRIBUTES [table_name]{  
    att_name [field_name] value_type [access_type [status_type]] [DISPLAY_NAME string] [{  
      [ON_NEW DEFAULT] SET value NOW ;]  
      [ON_CI DEFAULT] SET value NOW ;]  
      [ON_DB_INIT DEFAULT] SET value NOW ;}] ;}]  
  
  [FACTORY [fac_name]{  
    [REL_ATTR name ;]  
    [COMMON_NAME name ;]  
    [DISPLAY_NAME name ;]  
    [FUNCTION_GROUP name ;]  
    [STANDARD_LISTS {  
      [SORT_BY index_att ;]  
      [FETCH fetch_att ;]  
      [WHERE string ;]  
      [MLIST ON|OFF ;]  
      [RLIST ON|OFF ;] ;}] ;}]  
};
```

Arguments

obj_name

The object's name (for example, cnt for contact or cr for request).

Optional Statements

Either ATTRIBUTES or FACTORY must be specified. Both can be specified.

ATTRIBUTES [*table_name*] { }

Defines the properties of the object. Most attributes map to a field (column) in a database table. The ATTRIBUTES Optional Statement describes its syntax.

FACTORY [*fac_name*] { }

Defines access to the object, like its relation attribute, a common name, the security group that can access it, the type of lists produced, and how those lists can be sorted. The FACTORY Optional Statement describes its syntax.

Example

This example defines an object named `ctp`. The `ATTRIBUTES` statement defines attributes named `sym`, `delete_flag`, and `description` whose values are stored in the `Contact_Type` table in the database. The `FACTORY` statement creates a master list of objects, sorted by values in the field that corresponds to the `sym` attribute, and specifies that the `id` attribute will represent `ctp` when it is referenced by an SREL:

```
OBJECT ctp {
  ATTRIBUTES Contact_Type {
    sym          STRING REQUIRED ;
    delete_flag del  INTEGER {
      ON_NEW DEFAULT 0 ;
    };
    description desc  STRING ;
  };
  FACTORY {
    STANDARD_LISTS {SORT_BY "sym"};
    REL_ATTR id ;
  };
};
```

ATTRIBUTES Optional Statement

The optional statement on the OBJECT statement that defines the properties of the object.

Syntax

```
ATTRIBUTES [table_name]{  
  att_name [field_name] value_type [access_type [status_type] [DISPLAY_NAME string]]{  
    [ON_NEW DEFAULT|SET value|NOW ;]  
    [ON_CI DEFAULT|SET value|NOW ;]  
    [ON_DB_INIT DEFAULT|SET value|NOW ;];};}
```

Arguments

table_name

The name of the table in the database that stores the values associated with the attributes in the object. If the table name is not specified, the *obj_name* in the OBJECT statement is used.

att_name

The name of the attribute. Each attribute usually maps to a field (column) in the database table.

field_name

The name of the field in the database table or LOCAL if the attribute does not map to a field or DERIVED (derived-expr) if the attribute is derived from other attributes. If neither LOCAL, DERIVED nor a field name is specified, the name of the field is assumed to be the same as the name of the attribute.

A variable declared as DERIVED is constructed only when its value is retrieved. The operand of DERIVED contains a list of attribute names and string constants separated by spaces. All attributes in a derived value must be simple values (that is, they cannot be xREs), and should be declared prior to the derived variable. The derived attribute's value is the concatenation of the values of its constituent values.

String constants within a derived expression may contain references to environment variables in the one of the forms:

`${var}`

`${var#pattern}`

`${var#pattern#replacement}`

Such specifications are replaced with the value of the environment variable at domsrvr startup time. The `#pattern` operand is optional. If provided, it is treated as a regular expression, and replaced wherever it appears in the environment variable's value. The `#replacement` operand defaults to null if not specified. Because `#` is a fixed delimiter, the pattern cannot contain a `#` symbol. There are no restrictions on the use of derived attributes in other messages. They behave in same way as standard attributes. A hotlink for a derived attribute fires whenever any of the attributes from which it is built changes.

value_type

Identifies the data type of the attribute's value as:

- INTEGER
- DOUBLE
- STRING [*length*]
- DURATION
- UUID
- DATE
- SREL *obj2_name*
- SREL { *ob2_name_name* *srel_name* (*name*, *name2*, ...) }

If STRING is specified, the size can be specified in an integer following STRING. If no size is specified, the value in the database is used.

UUID is 16 bytes of binary data that is used as a unique identifier for certain database records.

SREL refers the attribute to another object. If SREL is specified, *obj2_name* must be specified to identify the object that the attribute refers to.

srel_name specifies a "named" SREL. Like a "simple" SREL, a "named" is a type of MAJIC OBJECT attribute that represents a single relation, which uniquely identifies a row in another table (*ob2_name*). A "simple" SREL attribute normally maps to the "id" field in another table, however a "named" SREL maps two or more attributes (*name*, *name2*, ...) to two or more attributes in the referenced table that uniquely identify a row in the referenced table.

access_type

Defines access to the attribute. Valid values are:

Value	Description
CONST	Cannot be changed
PRIVATE	Read-only
PUBLIC	Read/write access (the default)

Value	Description
WRITE_NEW	Can be written only when the object is created, before the object is saved

status_type

Indicates the status of the attribute as:

- REQUIRED
- NOT_REQUIRED (the default)

DISPLAY_NAME string

Specifies a string to be used in place of the attribute name in messages concerning this attribute, such as "required attribute missing"

ON Statements

Use one of these only when *value_type* is INTEGER, STRING, DATE, or SREL.

ON_NEW DEFAULT|SET *value*|NOW

Indicates to set the value of an attribute when the object is being created for the first time:

Value	Description
DEFAULT	Changes a null current value to <i>value</i> or NOW.
SET	Changes any current value to <i>value</i> or NOW.
<i>value</i>	Specifies a numeric value or a string value, depending on the data type of the attribute.
NOW	Specify this if the attribute is of type DATE; it sets the attribute to the current date and time.

In the following example, 90 is the value set as a default when the object is created:

```
ON_NEW DEFAULT 90;
```

ON_CI DEFAULT|SET *value*|NOW

Indicates to set the value of an attribute when the attribute is being checked into the database. See the description of each parameter for ON_NEW.

ON_DB_INIT DEFAULT|SET *value*|NOW

Indicates to set the value of an attribute when the attribute is being instantiated from the database. See the description of each parameter for ON_NEW.

Example

This example defines attributes with names like `start_date` whose values are stored in fields like `nlh_start` in the `Notify_Log_Header` table in the database. The field names are followed by each attribute's data type. Optional parameters define access to some of the attributes, indicate that the attribute is required, and tell when to set the value of some of the attributes to the current date and time.

For example, an attribute named `last_mod` is defined; its value is set to the current date and time when the attribute is checked into the database. An attribute named `contact` is also defined; its value is a single relation stored in database field `nlh_c_addressee`. The object referred to is `cnt`:

```
ATTRIBUTES Notify_Log_Header {
  start_date    nlh_start    DATE WRITE_NEW {ON_NEW DEFAULT NOW;};
  last_mod      nlh_start    DATE {ON_CI SET NOW ;};
  msg_hdr       nlh_hdr      STRING 20 WRITE_NEW ;
  msg_text      nlh_msg      STRING WRITE_NEW ;
  msg_ack       nlh_user_ack  STRING ;
  contact       nlh_c_addressee SREL cnt WRITE_NEW ;
  notify_method nlh_cm_method INTEGER WRITE_NEW ;
  activity_notify nlh_transition INTEGER WRITE_NEW ;
  pri_event     nlh_pri      INTEGER WRITE_NEW ;
  notify_type   nlh_type     INTEGER WRITE_NEW ;
  ack_time      nlh_ack_time  DURATION ;
  status        nlh_status   INTEGER REQUIRED ;
  end_date      nlh_end      DATE {ON_NEW DEFAULT NOW ;};
};
```

FACTORY Optional Statement

Defines access to the object, like its relation attribute, a common name, the security group that can access it, the type of lists produced, and how those lists can be sorted. If omitted, the object is treated according to default specifications.

Syntax (FACTORY Optional Statement)

```
FACTORY [fac_name]{  
  [REL_ATTR name ;]  
  [COMMON_NAME name ;]  
  [FUNCTION_GROUP name ;]  
  [DISPLAY_NAME name ;]  
  [STANDARD_LISTS {  
    [SORT_BY index_att ;]  
    [FETCH fetch_att ;]  
    [WHERE string ;]  
    [MLIST ON|OFF ;]  
    [RLIST ON|OFF ;] } ;]  
};
```

Arguments (FACTORY Optional Statement)

fac_name

The name of the factory that initiates the object. Specify this only if it is different from the name of the object. For example, the cnt object has four factories: cnt, cst, agt, grp.

Optional Statements (FACTORY Optional Statement)

At least one of these optional statements must be specified:

REL_ATTR *name*

Identifies the attribute that will represent this object when it is referenced (used as an SREL) by another object. Here is an example:

```
REL_ATTR id;
```

REL_ATTR *name*, srel_name (attr1,attr2,...)

Identifies the attributes that will represent this object when it is referenced (used as an "named" SREL) by another object. where

srel_name

matches the "named" SREL name

attr1

is mapped to by the first attribute in the "named" SREL attribute list.

attr2

is mapped to by the second attribute in the "named" SREL attribute list.

DISPLAY_NAME *name*

Defines an external name for the table.

```
DISPLAY_NAME "Call Request" ;
```

COMMON_NAME *name*

Defines the attribute to be displayed in drop-down lists or when the user double-clicks a field, as well as when the tag does not specify a complete attribute. In the first example, the value for sym appears on the window instead of the value for the REL_ATTR. The second example allows you to specify a tag as cr.customer instead of cr.customer.combo_name.

```
COMMON_NAME sym;
```

```
COMMON_NAME combo_name;
```

FUNCTION_GROUP *name*

Indicates which security access group is permitted to access the object. For example:

```
FUNCTION_GROUP "admin";
```

STANDARD_LISTS { }

Creates lists of objects that are kept in a cache and can be displayed on list or select windows. The parameters determine whether the lists are master lists or restricted lists, whether the objects included in the list must meet specified conditions, how the lists can be sorted, and what additional attributes are stored. Refer STANDARD_LISTS Optional Statement for the description of the syntax.

Example (FACTORY Optional Statement)

This example defines access to the object. A master list is produced. It can be sorted according to the values in the object's sym and code attributes. When first displayed, it is sorted according to the values in the sym attribute by default. When referenced by another object, this object is represented by the code attribute. When displayed in a window, the value for sym appears instead of the value for code. Only users in the admin security group can accessed it:

```
FACTORY {  
  STANDARD_LISTS {SORT_BY "sym,code"};  
  REL_ATTR code;  
  COMMON_NAME sym;  
  FUNCTION_GROUP "admin";  
};
```

STANDARD_LISTS Optional Statement

The optional statement on the FACTORY statement that defines the object's standard lists.

Syntax (STANDARD_LISTS Optional Statement)

```
STANDARD_LISTS {  
  [SORT_BY index_att ;]  
  [FETCH fetch_att ;]  
  [WHERE string ;]  
  [MLIST ON|OFF ;]  
  [RLIST ON|OFF ;] ;
```

Optional Statements (STANDARD_LISTS Optional Statement)

At least one of these optional statements must be specified:

SORT_BY index_att

Defines the attributes that can be used to sort the standard lists. If specified, a master list is produced. Attributes must be enclosed in quotes and separated by commas. When displayed in a list or select window, the list is sorted by the first attribute, by default. For example:

```
SORT_BY "sym, code" ;
```

FETCH fetch_att

Specifies additional attributes to keep in the cache, besides those used to sort the list. They must be enclosed in quotes and separated by commas. For example:

```
FETCH "description" ;
```

WHERE string

Specifies a condition, in SQL format and surrounded by quotes, that must be met for an object to be included in a restricted list. If specified, a restricted list is produced. This example specifies that the restricted list contain only records that were not deleted:

```
WHERE "delete_flag = 0" ;
```

MLIST ON|OFF

Indicates whether to produce a master list, which includes all objects, using one of the following values:

Value	Description
ON	Produces a master list (default if SORT_BY is specified)
OFF	Does not produce a master list (default if SORT_BY is not specified or has no value defined)

RLIST ON|OFF

Indicates whether to also produce a restricted list, which includes only the objects that meet the criteria in the WHERE clause, using one of the following values:

Value	Description
ON	Produces a restricted list (default if WHERE is specified)
OFF	Does not produce a restricted list (default if WHERE is not specified or has no value defined.)

Note: RLISTs can speed up access and display but they use memory. They are usually used in select windows.

Important! MLIST OFF must be specified if you specify RLIST OFF.

Example (STANDARD_LISTS Optional Statement)

This example provides both a master list and a restricted list. Both lists contain the values defined for the sym, code, and description attributes. The records in the list can be sorted according to the values in the sym and code attributes. The restricted list contains only records that were not deleted:

```
STANDARD_LISTS {  
  SORT_BY "sym,code" ;  
  FETCH "description" ;  
  WHERE "delete_flag = 0" ;  
};
```

MODIFY Statement

Changes the way attributes are defined on OBJECT statements. MODIFY statements are read after OBJECT statements.

Syntax

```
MODIFY obj_name att_name [status_type;]  
  [ON_NEW DEFAULT|SET value|NOW ;]  
  
  [ON_CI DEFAULT|SET value|NOW ;]  
  
  [ON_DB_INIT DEFAULT|SET value|NOW ;]
```

Arguments

obj_name

Identifies the object whose attribute is being modified.

att_name

Identifies the attribute being modified.

status_type

Modifies the properties of the attribute to allow or prohibit null values. There are two valid options for this keyword:

REQUIRED

Indicates that the attribute is required.

NOT_REQUIRED

Indicates that the attribute is not required.

ON Statements

See ON Statements for a description of these statements.

Example

The following example changes the salary attribute in the emp object so that it is now a required attribute:

```
MODIFY emp salary REQUIRED;
```

Example

The following example changes the address2 attribute in the emp object so that is now not required.

```
MODIFY emp address2 NOT_REQUIRED;
```

MODIFY FACTORY Statement

Changes the way factories are defined on OBJECT statements. MODIFY statements are read after OBJECT statements.

Syntax

```
MODIFY FACTORY fac_name {  
  [FUNCTION_GROUP name ;]  
  [DISPLAY_NAME name ;]  
  [STANDARD_LISTS {  
    [SORT_BY index_att ;]  
    [FETCH fetch_att ;]  
    [WHERE string ;]  
    [MLIST ON|OFF ;]  
  
    [RLIST ON|OFF ;] } ;]  
}
```

Arguments

fac_name

Identifies the factory, if included on the original OBJECT statement.

Optional Statements

At least one of these optional statements must be specified.

FUNCTION_GROUP *name*

Indicates which security access groups are permitted to access the object.
For example:

```
FUNCTION_GROUP "admin";
```

DISPLAY_NAME *name*

Defines an external name for the table.

```
DISPLAY_NAME "Call Request" ;
```

STANDARD_LISTS

Creates lists of objects that are kept in a cache. The parameters determine whether the lists are master lists or restricted lists, whether the objects included in the list must meet specified conditions, and how the lists can be sorted. Refer STANDARD_LISTS Optional Statements for a description of the syntax.

Chapter 6: Common Elements

This chapter describes CA Service Desk Manager Web Services elements that are shared by CA Service Desk Manager and Knowledge Management.

Attribute Data Types

Each attribute of an object is of a specific type that has meaning to the CA Service Desk Manager application, such as string, date, or integer. Knowing the attribute type is essential to correctly retrieving and updating attribute values.

The CA Service Desk Manager uses an enumeration to identify each data type. These enumeration values are returned in various web methods, as illustrated by the following table:

Data Type	Value
Integer	2001
String	2002
Duration	2003
Date	2004
SREL	2005
UNKNOWN	2006
List (QREL/BREL)	2007
Lrel (many-to-many)	2008
UUID	2009

Integer

The Integer data type represents a 32-bit signed integer. Null an integer attribute by passing the empty string.

String

The String data type represents a character string, where the maximum length is defined by the database storage allocated for a particular string attribute.

If you attempt to set a string attribute to a value that exceeds its length, the value is truncated and an error message is written to the CA Service Desk Manager log.

Duration

The Duration data type is an integer representing time duration in seconds. For example, "90" represents one minute and 30 seconds. To set a duration type, use an integer representing the number of seconds for the duration. Negative values are not permitted. To make a duration attribute null, pass the empty string.

Date

The Date data type represents a date value. This is stored as a UNIX-like UTC value in the database (the number of seconds since 1-1-1970). When retrieving date values, the integer UTC is returned. Similarly, use a UTC value to set a date. Negative values are not permitted. Null a date attribute by passing the empty string.

SREL

The SREL data type represents an SREL (Single RELation), which is a pointer to another object. It is a foreign key to another table in a database. For example, an Issue object has a pointer attribute to a Contact representing the Assignee.

Most CA Service Desk Manager Web Services methods permit dot-notation to retrieve information about objects to which an SREL points. For example, to specify the name of a Contact's organization from the context of the Contact, use the following:

```
organization.name
```

You may expand to an arbitrary number of levels as shown in the following example:

```
organization.contact.first_name
```

Dot-notation can only be used to retrieve attribute values, such as using `getObjectValues()`, or in a Where clause. You cannot use dot-notation to set values.

To set an SREL attribute, such as with `updateObject()`, you can pass the persistent id of the object to which you want to point. In order to simplify this action, this release of CA Service Desk Manager has been enhanced so that the `REL_ATTR` (foreign key) value may be used to set an SREL.

For example, as the `REL_ATTR` of the `crt` object (Request Type) is its code attribute, the values "R", "I" and "P" can be used to set the type attribute of a `cr` object to specify that the ticket is a Request, Incident or Problem. The `cr`'s type attribute can be set to "R" instead of "`crt:180`", "I" instead of "`crt:182`" and "P" instead of "`crt:181`".

To set an SREL attribute to null, pass the empty string ("").

List (QREL/BREL)

An object can have a list attribute that represents a one-to-many relationship. These are defined in `majic` files with the `QREL` or `BREL` keywords. A list exists at the object level—it does not take any additional storage in the DBMS.

The CA Service Desk Manager system handles list collections as abstract data types. The Web Services provides several methods to interact with lists—for references and queries to lists defined in an object, use `getRelatedList()` and `getRelatedListValues()`. For more information about lists, see *CA Service Desk Manager Lists* in this chapter.

LREL

The LREL data type represents a many-to-many relationship between two object types. An LREL has two names, one for each side of the relationship. The CA Service Desk Manager Web Services provides special functions for interacting with LRELs. For more information about LRELs, see LREL Methods.

UNKNOWN

The Unknown data type represents an unknown data type.

UUID

A UUID is a 128-bit integer (16 bytes) or a 32-byte character that can be used across all computers and networks wherever a unique identifier is required. Such an identifier has a very low probability of being duplicated (for example, a contact ID). UUIDs are used mostly with primary keys.

Lists

Some Web Services methods return *lists*, represented by a unique integer handle. A list is simply a collection of same-type objects. Lists are especially useful when dealing with a large collection of objects (for example, all the contacts in the system) because you can retrieve information about items in a range of the list. The disadvantage is that you must make more method calls to obtain a list handle, retrieve information, and finally, free the list handle. If the expected number of list rows is small, use methods that do not involve list handles, such as `doSelect()`.

The following describes more details about lists:

Lists are homogenous

List may only contain objects of a single type, for example, lists of contacts, list of organizations, and so on.

Lists are Static

For example, if a list object is obtained for all contacts and another contact is added to the system, the update is not reflected in the list. Another list handle must be obtained to get the most current data.

List Handles

A request for a list returns an integer handle representing the list of same-type objects. No other information is sent to the client. The client may query the list for specific information about its rows. When a client is finished with a list, the handle must be released with `freeListHandles()`. The CA Service Desk Manager server maintains the list, consuming system resources. Therefore, it is important to free lists. Unlike object handles, list handles are not persistent across sessions.

Integer Index

Several methods require an integer index into a list. Lists are zero-based so the first element is at index = 0.

As previously mentioned, using list handles is most useful for larger sets of data that may be queried multiple times. For some operations, however, lists are excessive. Several methods are provided, but the most notable is `doSelect()`, as it returns requested information about a set of data without the overhead of list handles.

The decision to use list handles versus methods, such as `doSelect()`, is one of performance and convenience. For example, suppose your application does processing on all 15,000 Contacts in your system. The `doSelect()` method can retrieve all the contact data in one call, but the reply will be delayed and will negatively impact overall system performance while it assembles and returns a very large data set. The `doQuery()` method, in this case, will return a list reference very quickly. Ranges of data can be queried from the list to improve response times from the server. A good practice to follow is to use list references if the data set exceeds 250 items.

Sometimes it does not make sense to use list handles. For example, an issue has a list of Activity Logs. Depending on the installation, the number of logs can range from a few to several dozen. It is probably faster to request the data all at once instead of requesting a list reference, querying it for data, and then releasing the list.

Examples of methods that return data sets instead of list references include the following:

- `doSelect()`
- `getRelatedListValues()`
- `getLrelValues()`
- `getTaskListValues()`
- `getValidTaskTransitions()`

As previously stated, queries that return a large number of rows can severely impact the performance of the server. To protect against this, CA Service Desk Manager limits the number of rows returned to 250. This affects all CA Service Desk Manager Web Services methods that return lists of objects, including the following:

- `doSelect()`
- `doSelectKD()`
- `getGroupMemberListValues()`
- `getListValues()`
- `getPropertyInfoForCategory()`
- `getRelatedListValues()`
- `getTaskListValues()`
- `getValidTaskTransitions()`

This limit applies even if you request one of these methods to retrieve more than 250 rows.

To retrieve large numbers of rows, you should obtain a handle to the list of results and use `getListValues()` to retrieve chunks of 250 or fewer rows each. This strategy helps keep the server from becoming slow while serving huge amounts of data.

Where Clauses

Several Web Services methods, such as `doSelect()` and `doQuery()`, require *where clauses* for searching. A where clause is the string appearing after the 'WHERE' keyword in an SQL statement. For example, a where clause to find contacts (the 'cnt' object) by last name could be the following:

```
last_name = 'Jones'
```

or

```
last_name LIKE 'Jone%'
```

The second example finds all contacts with names beginning with 'Jone', while the first just finds the Jones'.

CA Service Desk Manager supports only a subset of the standard SQL parameters for where clauses, and are listed as follows:

- Logical operators AND, OR, and NOT
- LIKE and IS
- NULL
- IN (see notes following)
- Wildcard characters '%' and '_' for string matches
- All comparison operators: <, >, <=, >=, !=, <>

Parentheses are allowed for grouping. Explicit joins, EXISTS, and GROUP BY elements are not supported.

The column names are simply the object's attribute names. You must use the names defined for the attributes at the object level—do not use the actual DBMS column names. String values must be quoted as in the previous example. CA Service Desk Manager data types, such as date and duration, are treated as integers, as shown in the following example:

```
creation_date > 38473489389
```

Dot-notation is allowed in the where clause to search through SREL (foreign key) types. For example, the following query against the Request ('cr') object, returns all Requests assigned to contacts with a specific last name, as illustrated by the following example:

```
assignee.last_name like 'Martin%'
```

Dot-notation is a great convenience to forming where clauses, but you must be careful to ensure the query is an efficient one. The query in the example could prove inefficient if the contact's last_name attribute was not indexed in the DBMS (however, for this example, it is). To ensure indexes are used to their best advantage when searching through SRELs, make use of the id attributes of the CA Service Desk Manager objects. All tables in CA Service Desk Manager have an index on the id attribute.

The id attribute of an object is easily obtained from the object's handle. As previously outlined, an object's handle is a string of the form "<objectName>:<id>", where *id* is the value of the id attribute found in every CA Service Desk Manager object. Simply extract the id portion and use "<attributeName>.id" in the where clause.

An object's id is either of type integer or a UUID. If it is an integer, simply use it as such. For example, to search for Requests with the rootcause pointing to a Root Cause object with handle, "rc:1234", the where clause is:

```
rootcause.id = 1234
```

If the id of an object is a UUID type, you must format it as follows:

```
U'<uuid>'
```

The string representation of a uuid is surrounded by single quotes and prefixed with a capital 'U' character. The string representation of a UUID value is the <id> part of an object handle.

Using the previous example, if you know that the handle for a particular contact is "cnt: 913B485771E1B347968E530276916387", you can form the query, as shown by the following example:

```
assignee.id = U'913B485771E1B347968E530276916387'
```

Do not form where clauses querying the 'persistent_id' attribute, as in the following example:

```
rootcause.persistent_id = 'rc:1234'
```

For more information about handles, see Out-of-the-Box Handles.

More information:

[Data Element Dictionary](#) (see page 31)

[Objects and Attributes](#) (see page 423)

[Table and Object Cross-References](#) (see page 795)

IN Clause

The IN clause requires some special explanation. The two syntactic forms are:

```
SREL_attr_name.subq_WHERE_attr[attr] IN ( value1 [, value2 [...]] )
SREL_attr_name.[subq_SELECT_attr]LIST_name.subq_WHERE_attr IN (value1, [,value2 [...]] )
```

The left side of the clause must begin with an SREL-type attribute of the table being queried, which is represented by *SREL_attr_name*. *subq_WHERE_attr* is an attribute of the foreign object, which itself may be another SREL pointer.

For example, a query against the request ('cr') object may be coded as follows:

```
category.sym IN ('Soft%', 'Email')
```

This translates to the following pseudo-SQL:

```
SELECT ... FROM cr WHERE cr.category IN (SELECT persistent_id FROM pcat WHERE sym LIKE 'Soft%' OR
sym = 'Email')
```

In the previous sub query , 'pcat' is the object name pointed to by cr.category.

The second form of the IN clause can search through BREL lists. For example, to find all requests assigned to an analyst in a specific group, the clause is as follows:

```
assignee.[member]group_list.group IN (U'913B485771E1B347968E530276916387')
```

The first part of the clause, assignee, is an SREL (foreign key) of the cr object, pointing to the cnt object. Next, group_list, which is an attribute of the cnt object, is a list of cnt objects that represent groups to which a contact belongs. The last part, group, forms the first part of the where clause for the IN sub query. 'U'913B485771E1B347968E530276916387' is the foreign key value to match on group. The sub query return is specified by [member]. This translates to the following pseudo-SQL statement:

```
SELECT ... FROM cr WHERE cr.assignee IN (SELECT member from grpmem WHERE group =
U'913B485771E1B347968E530276916387')
```

You can specify multiple foreign keys for matching multiple objects by providing a comma-separated list:

```
assignee.[member]group_list.group IN (U'913B485771E1B347968E530276916387',
U'913B485771E1B347968E530276916300')
```

You cannot extend the dot notation for this use of the IN clause, for example, the following is not valid:

```
assignee.[member]group_list.group.last_name IN ('Account Center')
```

One use of IN is to avoid Cartesian products. For example, the following query results in a Cartesian product and is very inefficient:

```
assignee.last_name LIKE 'MIS%' OR group.last_name LIKE 'MIS%'
```

Using IN, the query can be coded as follows:

```
assignee.last_name IN 'MIS%' OR group.last_name IN 'MIS%'
```

This query does not create a Cartesian product; in fact, it creates no joins at all.

Note: The parentheses that normally enclose the list of values on the right side of IN can be omitted if there is only one value in the list. Similarly, you should avoid joins by converting queries, as shown by the following example:

```
assignee.last_name LIKE 'Smith'
```

to:

```
assignee = U'913B485771E1B347968E530276916387'
```

This avoids the join with some loss in clarity. Using IN, the same partition can be written as follows, with the clarity of the first version and almost the same efficiency as the second version:

```
assignee.last_name IN 'Smith'
```

The 'NOT' keyword cannot be in conjunction with IN, for example, "NOT IN".

Chapter 7: Web Services Methods

This section provides the details for using the Web Services methods. Each method explains the parameters, description, and returns.

Important! For additional information on web services, see the *Implementation Guide*.

Contact Management Methods

This section explains the Web Services Contact Management methods.

login

The following parameters apply to the login method:

Parameter	Type	Description
username	String	Identifies the user ID.
password	String	Identifies the password.

Description

Login validates a user with CA Service Desk Manager login validation and returns a unique session ID that is required for most other web method calls. This key should be freed with logout(). A SID may expire if it is not used before a time out elapses.

The username/password is validated exactly the same as the CA Service Desk Manager Web client; the contact's Access Type specifies the validation method. The default access policy will be applied to control and manage all subsequent accesses after a successful call of this function. The login user (not proxy contact specified in the default policy) is then responsible for subsequent web service activities. All function group security and data partition are enforced for the login user.

Returns

The following is returned:

Parameter	Type	Description
<SID>	Integer	Identifies the unique SID to use for all other Web Services calls.

loginService

The following parameters apply to the loginService method:

Parameter	Type	Description
username	String	Identifies the user ID.
password	String	Identifies the password.
policy	String	(Required) Identifies the policy code, which must be in plain text. Although it is required, it may be empty.

Description

Lets users log in with a conventional username/password authentication scheme where if valid, the system returns a unique session ID. This key should be freed with logout(). A SID may expire if it is not used before a timeout elapses.

User authentication is performed on the username and password while access control is applied based on the policy specified. The authentication is performed as described in login(). Empty policy will allow default policy to be applied automatically. The login user (not the proxy contact specified in the policy) is responsible for subsequent web service activities. All function group security and data partitions are enforced for the login user.

Returns

The following is returned:

Parameter	Type	Description
SID	Integer	Specifies the unique SID to use for all other Web Services calls.

loginServiceManaged

The following parameters apply to the loginServiceManaged method:

Parameter	Type	Description
policy	String	(Required) Identifies the policy, which must be in plain text.
encrypted_policy	String	(Required) Identifies the digital signature of the policy code, encrypted with the policyholder's private key. It is in BASE64 text format.

Description

Performs the user authentication by locating the policy through the plain text policy code, finding the policyholder's public key associated with the policy, decrypting the encrypted policy code, matching decrypted content with the policy code, and finally, opening a session with a back-end server. The returned session ID (SID) can be used for subsequent web services method invocations. Proxy contact specified in the policy is responsible for all subsequent web service activities initiated. All function group security and data partition are enforced for the proxy contact defined in the policy.

It is also important to note that the `encrypted_policy` parameter is in the BASE64 text format, and it is necessary to perform proper conversion from the binary format. The SID should be freed with `logout()`. A SID may expire if it is not used before a timeout elapses.

Returns

The following is returned:

Parameter	Type	Description
SID	String	Identifies the unique session ID (SID) to use for all other Web Services calls. It is in plain text format.

Implement `loginServiceManaged` in Java

The following shows how to generate Certificates and then use these generated Certificates to access the CA Service Desk Manager web services.

In the following example, the login process completes using the CA Service Desk Manager Certificate and then performs two common web services calls. The `getBopsid()` web services method call allows you to obtain a token that is linked to a specific user. This token can be used to login to the CA Service Desk Manager web interface as the linked user without being prompted for a password. This allows seamless integration to be enabled between different applications.

Important! The generated BOPSID token expires after 30 seconds, so it must be used promptly.

Note: Use the AXIS Tool known as WSDL2Java to generate the required stub classes. You can get this tool from <http://ws.apache.org/>.

Important! There is a known issue when using the 1.4 version of the AXIS tool. For more information, see the *Release Notes*.

To implement loginServiceManaged in Java

1. Start the CA Service Desk Manager service.
2. Run `pdm_pki -p DEFAULT`.

DEFAULT.p12 is created in the current directory. This policy will have the password equal to the policy name (in this case DEFAULT).

Note: This command will also add the Certificate's public key to the field `pub_key` field (`public_key` attribute) in the `sapolicy` table/object.

3. Log into CA Service Desk Manager and select the Administration tab.

Navigate to Web Services Policy, Policies.

The Web Services Access Policy List appears.

4. Click DEFAULT.

The Update Web Services Access Policy appears.

5. Complete the Proxy Contact field (in this example, ServiceDesk) and confirm that the DEFAULT policy record Has Key field displays "Yes."
6. Copy DEFAULT.p12 (from the directory where command `pdm_pki` is executed), the JSP file called *pkilogin.jsp* and the HTML file called *pkilogin.htm* (from the `$NX_ROOT\samples\sdk\websvc\java\test1_pki` directory) to the following directory:

`$NX_ROOT\bopcfg\www\CATALINA_BASE\webapps\axis`

7. Open the HTML form (from the axis directory). For example, `http://localhost:8080/axis/pkilogin.htm`

Complete the appropriate fields.

Note: The Directory field identifies the location of the Certificate file. Modify the path to the correct location.

8. Click Log me in!

The results page opens.

9. Click the BOPSID URL.

Important! Click this immediately! The BOPSID has a limited life token of about 30 seconds.

The format of a URL using a BOPSID is as follows:

http://<server name>:<port>/CAisd/pdmweb.exe?BOPSID=<BOPSID value>

Note: In order to use the loginServiceManaged method for a Java client program running on AIX, you may need to replace a pair of security policy files within your JAVA_HOME. Go to <http://www.ibm.com> and search for "developerworks java technology security information AIX". In the "developerWorks : Java technology : Security" document, follow the link to "IBM SDK Policy files". Download the unrestricted policy files, local_policy.jar and US_export_policy.jar. Use these files to replace the original files in your JAVA_HOME/lib/security directory."

Generate Stub Classes with WSDL2Java

You can generate the stub classes for the CA Service Desk Manager web services.

To generate stub classes with WSDL2Java

1. Open a command prompt and navigate to the "<drive>:\program files\CA" directory.

The directory appears.

2. Run the dir /x command.

The short form of the CA Service Desk Manager directory appears. For example, the short name is "SERVIC~1."

3. Search for javac.exe on all of the server's local drives. If you locate the file, make note of its location because you will need to reference it in a batch file.

Note: If you do not locate javac.exe, go to [Http://java.sun.com](http://java.sun.com) and search for Java J2SE SDK to download. This may require a reboot.

4. Build a batch file called build_wsd.bat and place it in the following directory:

\$NX_ROOT\bopcfg\www\CATALINA_BASE\webappslaxis

5. Use the following code for the batch file, updating the bold items as appropriate:

```
@echo off
:#####
:## Simple bat file to Build Unicenter Service Desk Version 11.0 USD Stub classes
:## Use it to create the required USD Unicenter Service Desk Version 11.0 Java Web Services classes
:##
:## Usage: build_wsd
:#####
```



```

@REM Update this with the PATH to USD NX_ROOT location
@SET USD_SHORT_PATH=C:\Progra~1\CA\Service~1\

@REM Update this with the PATH to the JDK javac.exe compiler
@REM (this is used in the 2nd part of this file)
@SET JAVAC_EXE="C:\j2sdk1.4.2_13\bin\javac.exe"
@REM Update this to the path to the USD Unicenter Service Desk Version 11.0 NX_ROOT/java/lib location
@SET USD_TOMCAT=%USD_SHORT_PATH%java\lib
@SET
CP=%USD_TOMCAT%\axis.jar;%USD_TOMCAT%\commons-discovery.jar;%USD_TOMCAT%\commons-logging.jar;%USD_TOMCAT%\jaxrpc.jar;%USD_TOMCAT%\saaj.jar;%USD_TOMCAT%\log4j-1.2.8.jar;%USD_TOMCAT%\xml-apis.jar;%USD_TOMCAT%\xercesImpl.jar;%USD_TOMCAT%\wsdl4j.jar;%USD_TOMCAT%\axis-ant.jar
@REM Please specify the path to java.exe file below
@REM You can obtain this by reviewing the NX.env file use the @NX_JRE_INSTALL_DUR
@REM variable to derive this info
@SET JAVA_PATH=C:\Program Files\CA\SharedComponents\JRE\1.4.2_06
@SET JAVA_EXE="%JAVA_PATH%\bin\java.exe"
@cd WEB-INF\classes
%JAVA_EXE% -cp %CP% org.apache.axis.wsdl.WSDL2Java http://localhost:8080/axis/services/USD_Unicenter Service Desk
Version 11.0_WebService?wsdl
@cd ..\..
::#####
::# This next section compiles the Service Desk stub code
::# Once complete, you should recycle tomcat with the following
::# commands or by recycling Service Desk:
::#   pdm_tomcat_nxd -c STOP
::#   pdm_tomcat_nxd -c START
::#####
@SET CP=".\\classes;%CP%"
@SET STUBS_DIR=classes\com\ca\www\UnicenterServicePlus\ServiceDesk
@cd WEB-INF
%JAVAC_EXE% -classpath %CP% -deprecation -d classes %STUBS_DIR%\ArrayOfInt.java
%JAVAC_EXE% -classpath %CP% -deprecation -d classes %STUBS_DIR%\ArrayOfString.java
%JAVAC_EXE% -classpath %CP% -deprecation -d classes %STUBS_DIR%\ListResult.java
%JAVAC_EXE% -classpath %CP% -deprecation -d classes %STUBS_DIR%\USD_WebService.java
%JAVAC_EXE% -classpath %CP% -deprecation -d classes %STUBS_DIR%\USD_WebServiceLocator.java
%JAVAC_EXE% -classpath %CP% -deprecation -d classes %STUBS_DIR%\USD_WebServiceSoap.java
%JAVAC_EXE% -classpath %CP% -deprecation -d classes %STUBS_DIR%\USD_WebServiceSoapSoapBindingStub.java
@cd ..

```

After running the batch file from the command prompt, the stub classes are in place and compiled.

6. Recycle Tomcat as follows:

- pdm_tomcat_nxd -c STOP
- pdm_tomcat_nxd -c START

impersonate

The following parameters apply to the impersonate method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
username	String	(Required) Identifies the user name of the user being impersonated.

Description

Lets an administrator switch the user responsible for all web services activities in a current web services session without additional user authentication. Invoking this method is allowed only if the current web services session is started by using the PKI access authentication scheme and the access policy is defined to allow impersonation.

The Access Type of the user to be impersonated is checked against the Access Type of the proxy user of the policy used in the current web services session. If the access_level of the new user's access type is less than or equal to the grant_level of the proxy user's access type, this method will replace the current user with the new user. A new web services session starts while the old session ends. A new SID is then returned. In addition, the new user is given the responsibility for all subsequent activities initiated in this new session. The function group security and data partition are enforced for the new user.

Returns

The following is returned:

Parameter	Type	Description
SID	Integer	Identifies the unique SID to use for all other Web Services calls.

logout

The following parameter applies to the logout method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.

Description

Invalidates a SID obtained from login(), loginService(), and loginServiceManaged().

Returns

Nothing.

getHandleForUserId

The following parameters apply to the getHandleForUserId method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
userID	String	Identifies the user ID upon which to query.

Description

Returns the persistent handle for a Contact represented by userID.

Returns

The following is returned:

Parameter	Type	Description
<Handle>	String	Identifies the contact's handle.

getAccessTypeForContact

The following parameters apply to the getAccessTypeForContact method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
ContactHandle	String	Identifies the contact handle upon which to query.

Description

Returns a handle for the Access Type for a Contact.

Every Contact is assigned an Access Type object, which defines a Contact's permissions and security. Note the `access_type` field on a Contact is not required. To accommodate this, a single Access Type is marked as the default for Contacts who do not have an object specifically assigned.

This method returns the Access Type directly assigned to a Contact (that is, the information to which the `access_type` field points in the Contact record) or it returns the default. Typical value methods, such as `getObjectValues()` or `getListValues()`, may not return the correct Access type; therefore, these are not the accurate methods for retrieving the Contact's Access.

Returns

A string handle for an Access Type object.

getContact

The following parameter applies to the getContact method:

Parameter	Type	Description
SID	String	Identifies the session retrieved from logging in.
contactId	String	Identifies the unique ID of the contact to retrieve. <code>contactId</code> is UUID in string format.

Description

Retrieves information on all contacts.

Returns

A <UDSObject> node with a <UDSObject> node describing a contact with some of the following child <Attributes> nodes:

XML Element Value	Type	Description
contactid	String	Specifies a unique ID of the contact. contactId is UUID in string format.
userid	String	Indicates the user name of the contact.
last_name	String	Indicates the last name of the contact.
first_name	String	Specifies the first name of the contact.
middle_name	String	Specifies the middle name of the contact.
location	String	Indicates the location of the contact.
dept	String	Identifies the department of the contact.
organization	String	Identifies the organization of the contact.
email_address	String	Identifies the email address of the contact.
pemail_address	String	Signifies the alternate email address of the contact.
phone_number	String	Indicates the phone number of the contact.
alt_phone	String	Indicates the alternate phone number of the contact.
address1	String	Specifies the address of the contact.
address2	String	Specifies the alternate address of the contact.
city	String	Identifies the city of the contact.

XML Element Value	Type	Description
state	String	Identifies the state of the contact.
zip	String	Indicates the ZIP code of the contact.
country	String	Indicates the country of the contact.
delete_flag	Integer	Indicates whether the contact is active: 0 —Active 1 —Inactive

findContacts

The following parameters apply to the findContacts method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
userName	String	Returns only the contacts with this user name. You can do wildcard searches by using the percent (%) sign. For example, to search for all contacts where the User Name begins with Smi, specify Smi%.
lastName	String	Returns only the contacts with this last name. You can do wildcard searches by using the percent (%) sign.
firstName	String	Returns only the contacts with this first name. You can do wildcard searches by using the percent (%) sign.
email	String	Returns only the contacts with this email address. You can do wildcard searches by using the percent (%) sign.
accessType	String	Returns only the contacts with this access type. You can specify multiple roles by separating them with commas. Specify the following: ■ 10002 - Administration ■ 10004 - Customer ■ 10005 - Employee ■ 10009 - IT Staff ■ 10013 - Knowledge Management ■ 10014 - Process Management

Parameter	Type	Description
		■ 10010 - Service Desk Management ■ 10008 - Service Desk Staff ■ 10020 - Vendor Staff
inactiveFlag	Integer	Returns only the contacts that are inactive or active. Specify the following: ■ 0 for active ■ -999 for all ■ other for inactive

Description

Retrieves the list of contacts.

Returns

A <UDSObjectList> node with zero or more <UDSObject> nodes describing contacts with the following <Attributes> child nodes:

XML Element Value	Type	Description
id	UUID	Specifies the unique ID of the contact.
userid	String	Specifies the user name of the contact.
last_name	String	Identifies the last name of the contact.
first_name	String	Identifies the first name of the contact.
access_type	Integer	Specifies the Role ID of the contact.
delete_flag	Integer	Indicates whether the contact is active or inactive: ■ 0 - Active ■ 1 - Inactive

Group Management Methods

This section explains the Web Services Group Management Methods.

addMemberToGroup

The following parameters apply to the addMemberToGroup method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
ContactHandle	String	Identifies the handle of the contact to add as a member.
GroupHandle	String	Identifies the group to which you will add the contact.

Description

Adds a contact to a group. Nothing happens if the contact is already a member.

Returns

Nothing.

removeMemberFromGroup

The following parameters apply to the remove MemberFromGroup method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
ContactHandle	String	Identifies the handle of the contact to remove.
GroupHandle	String	Identifies the group from which you will remove the contact.

Description

Removes a contact from a group. Nothing happens if the contact is not a member.

Returns

Nothing.

getGroupMemberListValues

The following parameters apply to the getGroupMemberListValues method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
whereClause	String	Identifies the SQL where clause.
numToFetch	Integer	Determines the maximum number of records to return. This cannot be zero (0). Use '1' to return all.
attributes	String[]	Identifies the array of attribute names for which to retrieve values (see the following description).

Description

Functions similarly to `getListValues()`, except that it queries the system's group and member relationships. The system uses a special 'Group Member' (grpmem) object for each group/member relationship. The CA Service Desk Manager system administers grpmem objects behind the scenes (you do not manipulate them directly), and they are essential for certain queries.

The grpmem object simply contains two pointers, one to a Contact and the other to a Group, which in itself is a Contact object. The attribute names are 'member' and 'group', respectively. Because these are pointers, you must use dot-notation to form a query as normal. For example, to find all Contacts with a last name beginning with 'B' and in a group with the name, "Seattle", you would use the following:

```
member.last_name LIKE 'B%' AND group.last_name = 'Seattle'
```

You may also use handles as normal, illustrated by the following:

```
member.last_name LIKE 'A%' AND group.id = U'555A043EDDB36D4F97524F2496B35E75'
```

It is important to note that this method can retrieve values from all members and groups, not just a single group. To simply get information about all the members of a specific group or member, just specify a handle in the where clause. For example, the following would retrieve values from a specific group:

```
group.id = U'555A043EDDB36D4F97524F2496B35E75'
```

The important concepts to remember are:

- grpmem object contains two pointer attributes, one is to member and the other is to group
- grpmem object exists for each group/member relationship

The grpmem method actually queries the grpmem object table, thereby returning an object representing a relationship between two contacts. Therefore, the attribute values you want to fetch in attributes must use dot-notation from the grpmem object. To fetch values from the member, all your attribute names should be of the form, 'member.ATTRNAME', as illustrated by the following example:

```
'member.last_name'
```

To fetch values from the group, use 'group.ATTRNAME'.

Note: For an example of efficient querying of groups and members, see Where Clauses.

Returns

Automatically returns no handles. The <Handle> element in the return is always empty. To request the member or group handle for each row, use one of the following in the attributes parameter described in the table.

- "member.persistent_id"
- "group.persistent_id"

XML Element	Type	Description
<UDSObjectList>	N/A	Identifies the outer element, which contains an array of <UDSObject> elements. Each object is really a grpmem object. For information about the contents of each <UDSObject> element, see XML Object Returns.

Business Methods

This section describes the Web Services Business methods.

createIssue

The following parameters apply to the createIssue method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
creatorHandle	String	Identifies the handle of the contact responsible for the creation of the issue (the log agent). Pass an empty string to specify the default CA Service Desk Manager user.
attrVals	String[]	Identifies the array of name-value pairs that is used to set the initial attribute values for the new issue.

Parameter	Type	Description
propertyValues	String[]	(Optional) Identifies the array of values for any properties that are attached to the new issue.
template	String	(Optional) Identifies the handle of an issue template (iss_tpl object) from which to create the issue.
attributes	String[]	Identifies the sequence of attribute names from the new object for which to return values. Dot-notation is permitted. If this field is empty, all attribute values are returned.
newIssueHandle	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
newIssueNumber	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.

Description

Creates a CA Service Desk Manager Issue (iss) object. For more information about creating an Issue object with properties, see `createRequest()`.

Note: You *must* use this function to create a Issue; do not use `createObject()`.

Returns

Returns the new object handle, along with *all* of its attribute values. List and LREL types are also returned, but as empty elements. For more information about the return format, see the *Implementation Guide*.

XML Element	Type	Description
<UDSObject>	N/A	Identifies the standard UDSObject element containing the handle and requested attribute values.
<newIssueHandle>	String	Identifies the new issue's handle.
<newIssueNumber>	String	Identifies the new issue's number (its "ref_num" attribute).

createTicket

The following parameters apply to the `createTicket` method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
Description	String	(Optional) Identifies the description of the ticket.
problem_type	String	Specifies the code (not the persistent ID) for an existing problem type for the policy under which a Web Services application is running. If this is blank or contains a bad value, the default problem type is used.
Userid	String	(Optional) Specifies the user ID of the end user for the new ticket. If this is blank or the supplied user ID is not found, the proxy contact defined in the access policy is used and the ticket is still created.

Parameter	Type	Description
Asset	String	(Optional) Identifies the handle of an asset to be attached to the ticket.
DuplicationID	String	(Optional) Allows callers to assist the duplication handling routines used for classifying tickets as being unique or different. If duplicate handling is on, this string is inspected after other duplicate handling criteria match to determine whether this is a unique or duplicate call to this method. For more information about Duplicate Ticket Handling, see Duplicate Ticket Handling.
newTicketHandle	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
newTicketNumber	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
returnUserData	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
returnApplicationData	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.

Description

Creates a ticket based on the rules defined in both the Service Aware Policy and the specified Problem Type. The Problem Type specifies the type of ticket created by a Request/Change/Issue template. The supplied description is copied in and the user is set from the access policy proxy contact.

If input `problem_type` does not exist, the policy default problem type is used. The problem type also defines how to handle duplicate ticket creation, and additional returned data. For detailed information about configuring access policy and problem types, see the *Implementation Guide*.

Returns

Returns the new ticket handle, ticket number, and the user-specified return data defined in the problem type that is used to create the ticket.

XML Element	Type	Description
<UDSObject>	N/A	Returns a partial set of attributes because it is a high-level method designed to simplify the process. Their values come from the following methods, and the XML element is returned so it is consistent with the returns of these methods: ■ <code>createRequest()</code> ■ <code>createChange()</code> ■ <code>createIssue()</code> The body of this tag is empty.
<newTicketHandle>	String	Identifies the new ticket handle.
<newTicketNumber>	String	Identifies the new ticket number (its "ref_num" or "chg_ref_num" attribute).
<returnUserData>	String	Identifies the user-specified data for the problem type intended for display to the end user, or for log entries. You can set this value in the User Data Return field on the Returned Data tab of the Problem Type Detail window.
<returnApplicationData>	String	Identifies the user-specified data for the problem type intended for use within the application code, especially for actions. You can set this value in the Application Data Return field on the Returned Data tab of the Problem Type Detail window.

createQuickTicket

The following parameters apply to the createQuickTicket method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
customerHandle	String	Identifies the customer handle used to create the ticket.
description	String	(Optional) Identifies the description of the ticket.
newTicketHandle	String Holder	String Holder object for capturing returned data. See the XML Element Return list below for details.
newTicketNumber	String Holder	String Holder object for capturing returned data. See the XML Element Return list below for details.

Description

Creates a ticket based on the preferred document type of the user represented by customerHandle. Contact access rights are determined by an Access Type record, which also sets the contact preferred document type (Request, Incident, Problem, Issue or Change Order). If a contact document type is Issue, this method will create an Issue; if the document type is Request, a Request is created, and so on. The contact represented by customerHandle is used to set the end user/customer field of the new ticket. The ticket description is set to the input *description* value.

Returns

Returns the new ticket handle, ticket number, and a brief representation of the new ticket in <UDSObject> format.

XML Element	Type	Description
<UDSObject>	N/A	Returns a partial set of attributes because it is a high-level method designed to simplify the process. Their values come from the following methods, and the XML element is returned so it is consistent with the returns of these methods: ■ createRequest() ■ createChange() ■ createIssue()
<newTicketHandle>	String	Identifies the new ticket handle.
<newTicketNumber>	String	Identifies the new ticket number (its "ref_num" or

XML Element	Type	Description
		"chg_ref_num" attribute).

closeTicket

The following parameters apply to the closeTicket method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
description	String	(Optional) Identifies the description of the ticket, which can be used in the Close activity log.
ticketHandle	String	Identifies the ticket to close.

Description

Sets the status of the ticket to "Closed" and adds an activity log with the input description.

Returns

The handle to the activity log object created. It provides the same return as the changeStatus() method.

XML Element	Type	Description
<LogHandle>	String	Specifies the handle for new activity log (0 or more of these can be returned).

createRequest

The following parameters apply to the createRequest method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
creatorHandle	String	Identifies the handle of the contact responsible for the creation of the request (the log agent). Pass an empty string to specify the default CA Service Desk Manager user.

Parameter	Type	Description
attrVals	String[]	Identifies an array of name-value pairs that is used to set the initial attribute values for the new request.
propertyValues	String[]	Identifies the array of values for any properties that are attached to the new request.
template	String	(Optional) Identifies the handle of the request template (cr_tpl) from which to create the request.
attributes	String[]	Specifies the sequence of attribute names from the new object for which to return values. Dot-notation is permitted. If this field is empty, all value-based attribute values are returned.
newRequestHandle	String Holder	Specifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
newRequestNumber	String Holder	Specifies the String Holder object for capturing returned data. See the XML Element Return list below for details.

Description

Creates a CA Service Desk Manager Request (cr) object. You *must* use this function to create a Request; do not use `createObject()`.

propertyValues is a list of values for each Property object that will be attached to the new Request. The Properties that are attached are determined by the new Request's 'category' attribute value. All properties created from the CA Service Desk Manager Web Services interface will have a default value (for more information, see Categories and Properties), which is important because a Request will not save until all of its Properties marked "required" have a value.

You may override the default by supplying values for any properties that will be attached when the Request is created. You must supply this information before the Request is created, since `createRequest()` attempts to back-store the object you most recently create. Use `getPropertyInfoForCategory()` to get a list of properties for a specific Category. This function returns the properties in order of their 'sequence' attribute, which is the expected order of the *propertyValues* array. For example, if the sequences and symbols of the properties are as follows:

100 – Hard Drive Size

200 – CPU

300 – Memory

The *propertyValues* array, depending on the programming language, may appear as follows:

["40 GB", "Pentium 4 1.7 Ghz", "256"]

`getPropertyInfoForCategory()` indicates which Properties are marked *required*.

If you do not set the Request category or do not want to set any Property values, pass an empty string for *propertyValues*.

If you do not want to rely on the default property values, the following is the suggested order for creating a new Request (or Issue or Change Order):

1. Retrieve a list of Categories/Areas. The object name for Request Area is 'pcat'.
2. Call `getPropertyInfoForCategory()` and examine the list of properties for the category of the new Request/Issue/Change.
3. Create a value array for each of the properties returned. This is identified by the *propertyValues* parameter for the create operation.
4. Assemble the *attrVals* array and call the create method.

As an alternative to the previous procedure, you can retrieve the list of properties using `getRelatedListValues()` after `createRequest()` returns. Properties are stored in the 'properties' list for a Request.

Depending upon the application, it may be faster to at least cache the list of Categories, since this data does not change often at many client sites.

Note: By default, this method creates a Request. If you are using the ITIL methodology, you need to set the 'type' attribute in the `attrVals` array to define whether you are creating an Incident or a Problem ticket. For more information about ITIL procedures, see Note on Using the ITIL Methodology Installation.

Returns

Returns the new objects handle with *all* of its attribute values. List and LREL types are also returned, but as empty elements. For more information about the return format, see XML Object Returns.

XML Element	Type	Description
<UDSObject>	N/A	Identifies the standard UDSObject element containing the handle and requested attribute values.
<newRequestHandle>	String	Identifies the new request handle.
<newRequestNumber>	String	Identifies the new request's number (its "ref_num" attribute).

createChangeOrder

The following parameters apply to the `createChangeOrder` method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
creatorHandle	String	Identifies the handle of the contact responsible for the creation of the change order (the log agent). Pass an empty string to specify the default CA Service Desk Manager user.
attrVals	String[]	Identifies an array of name-value pairs that is used to set the initial attribute values for the change order.
propertyValues	String[]	(Optional) Identifies the array of values for any properties that are attached to the new change order.

Parameter	Type	Description
template	String	(Optional) Identifies the handle of the change template (chg_tpl object) from which to create the issue.
attributes	String[]	Specifies the sequence of attribute names from the new object for which to return values. Dot-notation is permitted. If this field is empty, all value-based attribute values are returned.
newChangeHandle	String Holder	Specifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
newChangeNumber	String Holder	Specifies the String Holder object for capturing returned data. See the XML Element Return list below for details.

Description

Creates a CA Service Desk Manager Change Order (chg) object. You *must* use this function to create a change order; do not use `createObject()`. For more information about creating a Change Order object with properties, see `createRequest()`.

Returns

The new object handle, along with *all* of its attribute values. List and LREL types are also returned, but as empty elements. For more information about the return format, see XML Object Returns.

XML Element	Type	Description
<UDSObject>	N/A	Identifies the standard UDSObject element containing the handle and request attribute values.
<newChangeHandle>	String	Identifies the new change order handle.
<newChangeNumber>	String	Identifies the new change order number (its 'chg_ref_num' attribute).

getPropertyInfoForCategory

The following parameters apply to the getPropertyInfoForCategory method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
categoryHandle	String	Identifies a category handle.
attributes	String[]	Identifies the names of one or more attributes from the property template object for which to fetch values. If this is empty, all value-based attributes are fetched.

Description

Information about Properties for the specified category. This method is used to help pre-populate Request/Issue/Change Order properties on insert operations with user-defined data.

Depending on the category, this method queries either the 'prptpl' or the 'cr_prptpl' object types. Both types are nearly identical. The suggested attributes to fetch are 'sequence', 'label', 'description' and 'required'.

Returns

A <UDSObject> element containing a sequence of <UDSObject> elements, in the order of the 'sequence' attribute.

transfer

The following parameters apply to the transfer method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
creator	String	Identifies the handle of the contact responsible for the activity.
objectHandle	String	Identifies the handle for a request, issue, or change order. Any other object type is rejected.
description	String	Identifies the description for the activity, which will appear in the activity log.
setAssignee	Boolean	Used to update the assignee field with the value in newAssignee, if the value is true.

Parameter	Type	Description
newAssigneeHandle	String	Identifies the new assignee for the object.
setGroup	Boolean	Updates the group field, if true.
newGroupHandle	String	Identifies the new group for the object.
setOrganization	Boolean	Update the organization, if the value is true.
newOrgnizationHandle	String	(Issues and Change Orders only) Identifies the new organization for the object.

Description

Performs a transfer activity on an Issue, Request or Change Order. This method corresponds to the "Activities—Transfer" command in the CA Service Desk Manager interface. This method generates an activity log and optionally sets a new assignee, group, or organization.

The assignee, group or organization is not updated unless one or more of the corresponding *setAssignee/setGroup/setOrganization* parameters is set to true.

If the companion parameter is false, then transfer will not attempt to update the field, even if a value is passed for that field. For example, if *setAssignee* is passed as false, transfer will not update the assignee even if *newAssignee* specifies a value. If the *setXXXX* parameter is true, then the field is updated. Pass the empty string to set a field to empty/null.

Returns

One or more handles to the activity log objects created. The returns are under a parent element named <Logs>.

XML Element	Type	Description
<LogHandle>	String	Identifies the handle for the new activity log (zero or more of these can be returned).

escalate

The following parameters apply to the escalate method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.

Parameter	Type	Description
creator	String	Identifies the handle of the contact responsible for the activity.
objectHandle	String	Identifies the handle for a request, issue, or change order. Any other object type is rejected.
description	String	Identifies the description for the activity, which will appear in the activity log.
setAssignee	Boolean	Updates the assignee field, if true.
newAssigneeHandle	String	Identifies the handle of the new assignee for the object.
setGroup	Boolean	Updates the group field with the value in newGroupHandle, if true.
newGroupHandle	String	Identifies the handle of the new group for the object.
setOrganization	Boolean	Sets the organization field with the value specified in the newOrganizationHandle, if true.
newOrgnizationHandle	String	(Issues and Change Orders only) Identifies the handle of the new organization for the object.
setPriorityHandle	Boolean	Updates the priority field with the value specified in newPriority, if true.
newPriority	String	Identifies the handle of the new priority for the object.

Description

Performs an escalate activity on an Issue, Request or Change Order. This method generates an activity log and optionally sets a new assignee, group, priority and/or organization.

It corresponds to the “Activities—Escalate” command in the CA Service Desk Manager interface.

The assignee, group, or organization is not updated unless one or more of the corresponding *setAssignee/setGroup/setOrganization* parameters is set to true. If the companion parameter is false, then escalate will not attempt to update the field, even if a value is passed for that field. For example, if *setAssignee* is passed as false, escalate will not update the assignee even if *newAssignee* specifies a value. If the *setXXXX* parameter is true, then the field is updated. Pass the empty string to set a field to empty/null.

Note: Organization is not used for Requests.

Returns

One or more handles to the activity log objects created.

XML Element	Type	Description
<LogHandle>	String	Identifies the handle for the new activity log (zero or more of these can be returned).

changeStatus

The following parameters apply to the changeStatus method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
creator	String	Identifies the handle of the contact responsible for the activity.
objectHandle	String	Identifies the handle for a request, issue, or change order. Any other object type is rejected.
description	String	Identifies the description for the activity, which will appear in the activity log.
newStatusHandle	String	Identifies the handle of the status for the object.

Description

Performs a status change activity on an issue, request, or change order. This method generates an activity log and optionally sets the status value. It corresponds to the “Activites—Update Status” command in the CA Service Desk Manager interface.

Returns

The handle to the activity log object created.

XML Element	Type	Description
<LogHandle>	String	Identifies the handle for the new activity log (zero or more of these can be returned).

createActivityLog

The following parameters apply to the createActivityLog method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
creator	String	Identifies the handle of the contact responsible for the activity.
objectHandle	String	Identifies the handle for a request, issue, or change order. Any other object type is rejected.
description	String	Identifies the description for the activity, which will appear in the activity log.
LogType	String	Identifies the type of log to create—see the following Description.
TimeSpent	Integer	Sets the Time Spent field for the activity log, which is the duration of the activity. Pass zero for the default.
Internal	Boolean	Identifies the values that apply: ■ True = Internal-only activity ■ False = Non-internal activity that can be viewed by everyone.

Description

Creates an activity log for a specified request, issue or change order. This method corresponds to, "Activities – Log Comment/Research/Callback" on a Change/Request/Issue detail in the CA Service Desk Manager interface. *LogType* is the code attribute for the activity type of the new log. The most common codes are as follows:

- "CB" (Callback)
- "RS" (Research)
- "LOG" (Log Comment)

The CA Service Desk Manager Administrative Client also shows the code values. To access the code values, select from the Main Menu Administration, then select Notification, Activity Notifications.

Returns

The handle to the activity log object created.

XML Element	Type	Description
<LogHandle>	String	Identifies the handle for the new activity log.

More information:

[aty Object](#) (see page 438)
[Act Type Table](#) (see page 34)

attachChangeToRequest

The following parameters apply to the attachChangeToRequest method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
creator	String	Identifies the handle of the contact responsible for the activity.
requestHandle	String	Identifies the request to which you attach the change.
changeHandle	String	Identifies the handle of the change to add. If this is blank, a new change order is created. For additional information, see the following Description.

Parameter	Type	Description
changeAttrVals	String[]	Identifies the attribute-value pairs used to initialize a new change order if the changeHandle is blank. For more information, see the following Description.
description	String	(Optional) Identifies the description of the activity.

Description

Attaches a new or existing change order to a request. It corresponds with "Activities—New Change Request" or "Activities—Attach to Existing Request" on a Request detail in the CA Service Desk Manager interface.

To create a new change order, pass the empty string in *changeHandle*. The system will create a new change order with values initialized from the request, including the change's Requestor, Affected End User, Description, and Priority (you can see this effect in the CA Service Desk Manager interface). You can override these or set additional values with *changeAttrVals*, which is a name-value array similar to what is passed for *createObject()*.

To attach an existing change order, specify a handle in the *changeHandle* parameter. In this case, *changeAttrVals* is ignored.

If a new change order is created, *description* is used on the new change order's activity log. If an existing change is attached, *description* is used on the request's activity log.

If the request already has an attached change order, the following error is returned:

UDS_CREATION_ERROR

Note: This method works exactly the same for the ITIL methodology—simply verify that you are passing the appropriate handle of an ITIL Incident or Problem to the method.

Returns

The following is returned:

XML Element	Type	Description
<changeHandle>	String	Identifies the handle for the change order, created or attached.

detachChangeFromRequest

The following parameters apply to the detachChangeFromRequest method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
creator	String	Identifies the handle of the contact responsible for the activity.
requestHandle	String	Identifies the handle of a request.
Description	String	(Optional) Identifies the description of the activity.

Description

Detaches a change order from a request. This method corresponds with "Activities—Detach Change Order" on the CA Service Desk Manager client. The change order is not deleted from the system.

There is no effect if the request did not have an attached change.

Returns

The handle of the request's activity log marking the event.

logComment

The following parameters apply to the logComment method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
ticketHandle	String	Identifies the handle of the ticket where the activity log should be added.
Comment	String	Identifies the comment text.
internal_flag	String	Identifies the internal flag. Set to True if the new activity log should be marked as internal.

Description

Attaches a 'Log Comment' activity log to a ticket. It is a simplified version of `createActivityLog()`.

Returns

Nothing.

notifyContacts

The following parameters apply to the `notifyContacts` method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
creator	String	Identifies the handle of the contact responsible for the activity.
contextObject	String	Identifies the handle for a request, issue, or change order. The following applies: ■ It is the context for the notification. Any other object type is rejected. ■ An activity log is added to the object to record the notification.
messageTitle	String	Identifies the title of the notification message.
messageBody	String	Identifies the body of the notification message.
notifyLevel	Integer	Indicates the notification level. Specify an integer from 1 (Low) to 4 (Emergency).
notifyees	String[]	Identifies the array of contact handles to notify.
Internal	Boolean	Indicates internal-only notification. Set to True to flag for an internal-only notification, which guarantees that the message is sent only to those who can view internal logs, and the resulting activity log is flagged as internal.

Description

Sends a notification to one or more contacts. This is equivalent to the Manual Notify activity on requests, issues, and change orders.

Returns

The following is returned:

XML Element	Type	Description
<LogHandle>	String	Identifies the handle for new activity log.

clearNotification

The following parameters apply to the clearNotification method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
lrObject	String	Identifies the handle to a Notify Log Header (lr) object.
clearBy	String	Identifies the name of the contact responsible for the clear operation.

Description

Clears a notification message.

Returns

The new status of the notification message.

getPolicyInfo

The following parameters apply to the getPolicyInfo method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.

Description

Returns information about the access policy that is controlling and managing the current CA Service Desk Manager Web Services session.

Returns

The following XML string:

XML Element	Type	Description
<SAPolicy>	N/A	Identifies the detailed information of this access policy and its related problem types.

The content of <SAPolicy> is shown as follows:

```
<SAPolicy>
<Name> name of policy </Name>
<Code> policy code </Code>
<ContactName> policy proxy contact's combo name </ContactName>
<ContactHandle> handle of policy's contact </ContactHandle>
<Access>
    <TicketCreation> limitation </TicketCreation>
    <ObjectCreation> limitation </ObjectCreation>
    <ObjectUpdate> limitation </ObjectUpdate>
    <Attachments> limitation </Attachments>
    <Queries> limitation </Queries>
    <Knowledge> limitation </Knowledge>
</Access>
<ProblemTypes> (zero or more <ProblemType> elements)
    <ProblemType>
        <Code>code of a problem type </Code>
        <Status>active or inactive </Status>
    </ProblemType>
</ProblemTypes>
</SAPolicy>
```

getTaskListValues

The following parameters apply to the getTaskListValues method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
objectHandle	String	Identifies the object handle for an issue or change order.

Parameter	Type	Description
attributes	String[]	Identifies the sequence of attribute names for which to fetch values. Dotted-attributes are permitted. If this is blank, all attributes are fetched.

Description

Returns values for all the tasks associated with the specified issue or change order.

Note: This is a convenience method. The same list could be obtained using `doSelect()`.

Returns

The following:

XML Element	Type	Description
<UDSObjectList>	N/A	Outer element—contains zero or more <UDSObject> elements as described in XML Object Returns. Each <UDSObject> node represents a Task. The nodes are ordered by the Task's 'sequence' attribute. For information about the contents of each <UDSObject> element, see XML Object Returns.

getValidTaskTransitions

The following parameters apply to the `getValidTaskTransitions` method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
taskHandle	String	Identifies the handle to a Workflow task (for an issue or change order).
attributes	String[]	Identifies the names of attributes to fetch from the 'tskstat' object. If this field is empty, all value-based attributes are returned.

Description

Returns all of the possible values for the 'status' attribute of a particular task. The Status codes to which a task may be set depend upon several factors, such as the current status of the task, and restrictions set by the administrator.

Note: *taskHandle* can be a task owned by either a change order or an issue. The objects returned are Task Status ('tskstat') objects used for both types of tasks.

Returns zero or more Status objects to which a task can be set.

Returns

The following:

XML Element	Type	Description
<UDSObjectList>	N/A	Identifies the outer element, which contains zero or more <UDSObject> elements with the requested attribute values. For information about the contents of each <UDSObject> element, see XML Object Returns.

getValidTransitions

The getValidTransitions method lets you list the transitions for a ticket.

The following parameters apply:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
handle	String	Identifies the handle for a ticket or status. If a ticket handle is provided, the method retrieves the valid transitions for the ticket's current status.
ticketFactory	String	Identifies the factory of the ticket. Valid values are only "cr" for Request, "in" for Incident, "pr" for Problem, "chg" for Change Order and "iss" for Issue.

Description

Returns all of the possible transition values for the status of a ticket. Administrators can configure valid status transitions for all ticket types.

Returns zero or more request/incident/problem/change/issue transition objects, depending on the values passed for handle and ticketFactory. If zero objects are returned, there are no transitions on the status of the ticket.

Returns

The following:

XML Element	Type	Description
<UDSObjectList>	N/A	Identifies the outer element, which contains zero or more <UDSObject> elements. For information about the contents of each <UDSObject> element, see XML Object Returns.

getDependentAttrControls

The getDependentAttrControls method lets you list the locked and required attributes for the Status record (either the ticket's current status or any status record). At this time, the only attribute supported is the Status attribute. If the attrVals parameter is passed as empty, the method returns the dependent attributes for the current status of the ticket (assuming that a valid handle is used). Otherwise, you can request the dependent attributes for any status record by using the attrVals parameter.

Enter the attrVals parameter syntax as follows:

- Specify the word "status" for the first item.
- For the second item, specify the code of the status record, for example, WIP.

The following parameters apply:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
handle	String	Identifies the handle for a ticket.
attrVals	String []	Identifies the name-value pairs of a ticket attribute for this method to get its dependent attribute

Parameter	Type	Description
		controls.

Description

Returns all of the possible dependent attribute controls for the Status field of a ticket. Administrators can configure attribute restrictions.

Returns zero or more attribute control objects depending on the values specified. If zero objects are returned, there are no attribute restrictions on the object.

Returns

The following:

XML Element	Type	Description
<UDSObjectList>	N/A	Identifies the outer element, which contains zero or more <UDSObject> elements. For information about the contents of each <UDSObject> element, see XML Object Returns.

Asset Management Methods

It is possible for a client site to enhance the asset object using *extensions*. Asset extensions are separate tables that hold extra attribute information for an asset. The extension table is linked to a particular asset by using the asset ID as a foreign key. CA Service Desk Manager Web Services ships two predefined extensions, Computer and Software. For more information, read the text executed by the following command:

```
/bopcfg/majic/assetx.maj
```

The asset's family attribute determines if the asset has an extension. Setting the Class attribute generally sets the family at asset creation time. To determine if an asset has an extension, query the 'extension_name' attribute of the asset's family (for example, "family.extension_name").

To retrieve values from an extension object, query it like any other object by using the following method:

```
getObjectValues()
```

To get the handle for a particular extension object, use the following method:

```
getAssetExtensionInformation()
```

Update an extension object like you would any other object by using the following method:

```
updateObject()
```

We do not recommend that you create your own extension objects. One is created for you, if needed, when `createAsset()` is called. Because of this automatic creation, we recommend that you only use `createAsset()` to create asset objects.

Note: If you are using the ITIL methodology, remember that Asset and Configuration Item are interchangeable in this context.

createAsset

The following parameters apply to the `createAsset` method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
attrVals	String[]	Identifies the array of name-value pairs used to set the initial attribute values for the new asset.

attributes	String[]	Identifies the sequence of attribute names from the new object for which to return values. Dot-notation is permitted. If this field is empty, all attribute values are returned.
createAssetResult	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
newAssetHandle	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
newExtensionHandle	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
newExtensionName	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.

Description

Describes the recommend method for creating a new asset. If you intend to create an asset with an extension, be sure to set the Asset Class attribute in the *attrVals* section.

Note: If you are using the ITIL methodology, use this method to create a Configuration Item.

Returns

A <UDSObject> element containing the new object's handle, along with attribute values specified in the *attributes* parameter. If the *attributes* parameter is empty, *all* attribute values are returned. List and LREL types are also returned, but as empty elements. For more information about the return format, see XML Object Returns.

XML Element	Type	Description
<createAssetResult>	N/A	Identifies the standard <UDSObject> element containing the handle and requested attribute values.
<newAssetHandle>	String	Identifies the new request's handle.
<newExtensionHandle>	String	Identifies the handle for the new Asset's extension. If no extension was created, this field is empty.
<newExtensionName>	String	Identifies the name for the new asset's extension. If no extension was created, this field is empty.

getAssetExtensionInformation

The following parameters apply to the getAssetExtensionInformation method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
assetHandle	String	Identifies the asset to query.
attributes	String[]	Identifies the standard array of attributes from the asset extension object from which to request values. If this value is empty, all attributes are returned.
getAssetExtInfoResult	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
extensionHandle	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
extensionName	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.

Description

Returns extension information for an asset. If the asset does not have an extension, nothing is returned.

An asset has an extension if a value exists for its "family.extension_name" property. This property is empty if the asset does not have an extension.

Returns

The following elements with empty values if the asset does not have an extension:

XML Element	Type	Description
<getAssetExtInfoResult>	String	Identifies all the attribute values for the extension. For information about the contents of each <UDSObject> element, see XML Object Returns.
<extensionHandle>	String	Identifies the extensions handle.
<extensionName>	String	Identifies the name for the assets extension.

addAssetLog

The following parameters apply to the addAssetLog method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
assetHandle	String	Identifies the asset handle.
contactHandle	String	(Required) Identifies the handle of the contact used for the log's author.
logText	String	Identifies the text for the new asset log.

Description

Adds a new log entry for an asset. The log's author is the user associated with the SID.

Returns

Nothing.

createAssetParentChildRelationship

The following parameters apply to the createAssetParentChildRelationship method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
parentHandle	String	Identifies the asset handle for the parent.
childHandle	String	Identifies the asset handle for the child.

Description

Makes *assetParent* a parent of *assetHandle*. Web Services creates a separate object (the *hier* object, which is the *Assignment* table) for parent-child relationships between assets. These are stored in related lists, *child_hier* and *parent_hier*, in the Asset (nr) object.

Returns

Handle of the new hier (Assignment) object.

List/Query Methods

Two paradigms are available for working with lists. One paradigm uses a list handle for referring to and making queries on a server-side list and the other simply performs a SQL-like select.

If you need to maintain reference to a static list, use the methods that return list handles. These methods are especially useful when working with very large lists. For example, your application may need to perform operations using the entire table of 10,000 Contacts. Downloading values for all 10,000 at once could result in an unacceptable performance lag (this condition is actually prevented by the system—see Where Clauses). With a list handle, however, you can select a range of rows upon which to query.

The primary drawback to using a list handle is the extra method calls it requires. At least two or three calls are necessary, as indicated by the following:

- One to get the handle
- A second (or third) to retrieve values
- A final call to free the list

You need to balance the amount of remote method calls versus the expected amount of data returned.

Note: CA Service Desk Manager restricts the amount of data that can be returned from any one list. For more information, see Where Clauses.

doSelect

The following parameters apply to the doSelect method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
objectType	String	Identifies the object type (factory) to query.
whereClause	String	(Optional) Identifies the where clause for the query.
maxRows	Integer	Indicates the maximum number of rows to return. Specify -1 to return all rows. Note: Regardless of the integer specified, CA Service Desk Manager will return a maximum of 250 rows per call.

Parameter	Type	Description
attributes	String[]	Identifies the attribute list for which to fetch values. Dotted-attributes are permitted. If this field is blank, all value-based attributes are returned. These attributes cannot be defined as LOCAL in the majic definition file. LOCAL attributes are temporal; they have no database storage.

Description

Performs an SQL-like select on a specified object table. Supply one or more attributes you want fetched from the objects that match the supplied where clause.

Returns

A sequence of <UDSObject> elements. The following format applies:

```
<UDSObjectList>
  <UDSObject>
    <Handle>
    <Attributes>
      <AttributeNameA>
      <AttributeValueA0>
      <AttributeValueA1>
      <AttributeNameB>
      <AttributeValueB0>
    ...
```

XML Element	Type	Description
<UDSObject>	N/A	Specifies the standard UDSObject element containing the handle and requested attribute values.
<UDSObjectList>	Sequence	Contains a <Handle> element and an <Attributes> sequence. For information about the contents of each <UDSObject> element, see XML Object Returns.

For example, if the method used is the following:

```
String[] myArray = {"last_name", "first_name"}
doSelect(mySID, "cnt", "last_name LIKE 'J%'", 2, myArray)
```

The return could be the following:

```
<UDSObjectList>
  <UDSObject>
    <Handle>cnt:555A043EDDB36D4F97524F2496B35E75</Handle>
    <Attributes>
      <AttributeName>last_name</AttributeName>
      <AttributeValue>Johnson</AttributeValue>
      <AttributeName>first_name</AttributeName>
      <AttributeValue>Carol</AttributeValue>
    </Attributes>
  </UDSObject>
  <UDSObject>
    <Handle>cnt:555A043EDDB36D4F97524F2496B35E76</Handle>
    <Attributes>
      <AttributeName>last_name</AttributeName>
      <AttributeValue>Jones</AttributeValue>
      <AttributeName>first_name</AttributeName>
      <AttributeValue>Ron</AttributeValue>
    </Attributes>
  </UDSObject>
</UDSObjectList>
```

doQuery

The following parameters apply to the doQuery method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
ObjectType	String	Identifies the object type (factory) to query.
WhereClause	String	(Optional) Identifies the where clause for the query.

Description

Performs an SQL-like select for the specified object type. It also returns a *list handle* that points to a list of the rows returned from the query, where each row represents a CA Service Desk Manager object that matched the supplied where clause. The caller can fetch values for the list rows using `getListValues()`.

Note: For more information about where clauses, see [Where Clauses](#).

The object list is stored on the CA Service Desk Manager server and consumes system resources. The caller is responsible for freeing the list with `freeListHandles()`.

Lists created with this function are homogenous, meaning the objects are all the same type, and they are static, meaning the list never changes even if a data change to an object excludes it from the initial where clause.

Returns

A list handle that must be freed with `freeListHandle()`.

XML Element	Type	Description
<listHandle>	Integer	Identifies the list handle.
<listLength>	Integer	Identifies the length of the list generated.

getListValues

The following parameters apply to the `getListValues` method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
ListHandle	Integer	Identifies the list handle obtained with a previous call.
StartIndex	Integer	Identifies the position in the list from which to begin fetching.
EndIndex	Integer	Identifies the last list position from which to fetch. Specify -1 to fetch all rows from StartIndex. Note: Regardless of the integer specified, Web Services will return a maximum of 250 rows per call.
AttributeNames	String[]	Identifies an array of one or more attribute names for which you want to fetch values.

Description

Returns attribute values for a range of objects in a list. For example:

```
<UDSObjectList>  
  <UDSObject>  
    <Handle>  
    <Attributes>  
      <AttributeName0>  
      <AttributeName1>
```

Returns

The following:

XML Element	Type	Description
<UDSObjectList>	Sequence	Identifies the outer Element, which contains a sequence of <UDSObject> elements.
<UDSObject>	N/A	Contains a <Handle> element and <Attributes> sequence. For information about the contents of each <UDSObject> element, see XML Object Returns.

freeListHandles

The following parameters apply to the freeListHandles method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
Handles	Integer[]	Identifies an array of list handles to free.

Description

Frees the server-side resources for a list and invalidates the list handles. This method should be called whenever a list reference is no longer needed.

Returns

Nothing.

getRelatedList

The following parameters apply to the getRelatedList method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
ObjectHandle	String	Identifies the object handle.
ListName	String	Identifies a list-type attribute name of the object.

Description

Returns a list handle for list (QREL or BREL) attribute of an object. For example, the request object has a related list named "children", which is a list of its child requests. The Request's Activity Log ("act_log" or "act_log_all") is another example.

To retrieve information about an object's list attributes, refer to the object schema (majic) documentation or use getObjectTypeInfoInformation().

Returns

The following:

XML Element	Type	Description
<listHandle>	Integer	Identifies the list handle.
<listLength>	Integer	Identifies the length of the list generated.

getRelatedListValues

The following parameters apply to the getRelatedListValues method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
objectHandle	String	Identifies the object handle.
listName	String	Identifies a list-type attribute name for the object.
numToFetch	Integer	Signifies the maximum number of rows to return. ■ Cannot be zero ■ Specify -1 to return all rows

Parameter	Type	Description
		Note: Regardless of the integer specified, Web Services can return a maximum of 250 rows per call.
attributes	String[]	Identifies an array of one or more attribute names for which to fetch values. Dotted names are permitted.
getRelatedListValuesResult	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
numRowsFound	Integer Holder	Identifies the Integer Holder object for capturing returned data. See the XML Element Return list below for details.

Description

Returns values for lists related to a specific object. The lists must be defined as a QREL or BREL. Use the LREL methods to query LREL types.

For example, the request object has a related list named “children”, that is a list of its child requests. This method is a list handle-free alternative to `getRelatedList()`. The return format is similar to `getListValues()`, as indicated by the following:

```
<numRowsFound>
```

```
<UDSObjectList>
```

```
  <UDSObject>
```

```
    <Handle>
```

```
    <AttributeName0>
```

```
    <AttributeName1>
```

To retrieve information for an object list attributes (object schema—majic), see Understanding CA Service Desk Manager Objects and the appendix Data Element Dictionary. An alternative method is to use `getObjectTypeInfo()`.

Returns

The following:

XML Element	Type	Description
<getRelatedListValuesResult>	N/A	Identifies the outer element, <UDSObjectList>, that contains a sequence of <UDSObject> elements. Each <UDSObject> element contains a <Handle> element and zero or more <AttributeNameX> elements. For more information about the contents of each <UDSObject> element, see XML Object

XML Element	Type	Description
		Returns.
<numRowsFound>	Integer	Indicates the total number of rows in the queried list. Note: The total number of rows is not necessarily the number of rows returned.

getPendingChangeTaskListForContact

The following parameters apply to the getPendingChangeTaskListForContact method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
contactHandle	String	Identifies the contact handle.

Description

Returns a list handle representing all the “pending” change order workflow tasks assigned to a contact. A “pending” task is an active workflow task with a status that permits task updates.

Returns

The following:

XML Element	Type	Description
<listHandle>	Integer	Identifies the list handle.
<listLength>	Integer	Identifies the length of the list generated.

getPendingIssueTaskListForContact

The following parameters apply to the getPendingIssueTaskListForContact method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
contactHandle	String	Identifies the contact handle.

Description

Returns a list handle representing all the “pending” Issue tasks assigned to a contact. A “pending” task is an active task with a status that permits task updates.

Returns

The following:

XML Element	Type	Description
<listHandle>	Integer	Identifies the list handle.
<listLength>	Integer	Identifies the length of list generated.

getNotificationsForContact

The following parameters apply to the getNotificationsForContact method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
contactHandle	String	Identifies the contact handle.
queryStatus	Integer	(Optional) Identifies the target of the notifications.

Description

Returns a list of notifications ('lr' objects) for a contact.

You can query on a specific status for the notifications with the *queryStatus* field, which is useful for returning, for example, only non-cleared messages. The possible *queryStatus* values are as follows:

- **-1**—Fetch all notifications
- **0**—Fetch non-cleared notifications (those with a status value of less than 7)
- **1**—Fetch cleared notifications (those with a status value of 7, 8 or 9)

Returns

The following:

XML Element	Type	Description
<listHandle>	Integer	Identifies the list handle.
<listLength>	Integer	Identifies the length of the list generated.

LREL Methods

LREL methods supply information about object relationships. Objects with relationships have a left-hand side (lhs) and right-hand side (rhs) definition to describe many-to-many relationships. Some examples of many-to-many relationships include the following:

- Issues and configuration items
- Contacts and configuration items
- Task types and status codes

When working with LREL methods, the BREL or LREL attribute describe many-to-many relationships. The BREL attribute replaces the LREL attribute to define many-to-many relationships. However, the LREL attribute remains backward compatible with previous releases. You declare each relationship in a .maj file and then your code uses the LREL methods, such as *CreateLrelRelationship()*, with the existing web service client code.

Note: When working with group object management, you can use the special web methods to define a member that belongs to a group.

You declare the relationship using the BREL attribute to define relationships in majic files. For example, the following statement declares a many-to-many relationship for the Change Order (chg) object in change.maj:

```
asset BREL lrel_asset_chgnr chg {LREL nr};
```

The *BREL* attribute for the change order named, "asset" is a list of all associated configuration items. The optional, LREL flag is an attribute that describes a set of owned resources. The corresponding majic definition of the Configuration Item (nr) includes the following:

```
chgnr BREL lrel_asset_chgnr nr {LREL chg};
```

The *chgnr* attribute is a list of all change orders for a configuration item.

In your code, you can discover how many configuration items are associated with a change order, call *getLrelLength()* with the following parameters:

```
getLrelLength(sid, ChangeHandle, "asset")
```

You use the *sid* parameter for the Service ID from a login method. The *ChangeHandle* parameter is a string handle to a particular change order. Similarly, the following statement describes how to get the names of all configuration items that are related to a change order:

```
String attrs[] = {"name"};  
getLrelValues(sid, ChangeHandle, "asset", 0, -1, attrs);
```

The *getLrelValues()* method provides the relationships in the *attrs* array.

Note: For more information about LREL tables and objects, see the Data Element Dictionary and Objects and Attributes.

getLrelLength

The following parameters apply to the getLrelLength method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
contextObject	String	Identifies the object on one side of the LREL.
LrelName	String	Identifies the LrelName. Use the name.

Description

Returns the number of objects on one side of a many-to-many relationship:

contextObject

Specifies it as a handle to an object on one side of the LREL relationship.

LrelName

Specifies it as the name of the side of the relationship identified by *ObjHandle*.

Returns

The following:

XML Element	Type	Description
<Length>	Integer	Specifies the number of objects.

getLrelValues

The following parameters apply to the getLrelValues method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
contextObject	String	Identifies the object on one side of the LREL.
LrelName	String	Identifies the Lrel Name. Use the name.

Parameter	Type	Description
startIndex	Integer	Identifies the position in the "list" from which to begin fetching.
endIndex	Integer	Identifies the Last "list" position from which to fetch. Specify -1 to fetch all rows from startIndex.
attributes	String[]	Identifies an array of one or more attribute names for which to fetch values.

Description

Returns attribute values for a range of objects in an LREL relationship. Remember that items involved in an LREL relationship have no specific ordering. In fact, it is not really a "list", as defined in this document.

The start and end index parameters are there to help throttle a large number of items. The format is as follows:

```
<UDSObjectList>
  <UDSObject>

  <Handle>

  <AttributeName0>

  <AttributeName1>
```

Returns

The following:

XML Element	Type	Description
<UDSObjectList>	Array	Specifies the outer element, which contains a sequence of <UDSObject> elements.
<UDSObject>	Sequence	Contains a <Handle> element and zero or more <AttributeNameX> elements. Note: For information about the contents of each <UDSObject> element, see XML Object Returns.

createLrelRelationships

The following parameters apply to the createLrelRelationships method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
contextObject	String	Identifies the object on one side of the LREL.
LrelName	String	Identifies the Lrel Name as seen by <i>contextObject</i> .
addObjectHandles	String[]	Identifies the handles of objects for the other side of the LREL relationships.

Description

Adds one or more many-to-many relationships. *contextObject* is one side of the LREL relation. The caller passes one or more object handles for the other side.

If a relationship already exists between the two objects, no change is made and the system continues to process the *addObjectHandles* array. If an invalid object handle is passed, the entire operation is canceled.

The following example shows how to add several assets to a contact's environment:

```
createLrelRelationships(sid, ContactHandle, "cenv",  
["nr:655A043EDDB36D4F97524F2496B35E75", "nr:755A043EDDB36D4F97524F2496B35E75"])
```

ContactHandle is a string handle to a contact, and

"nr:655A043EDDB36D4F97524F2496B35E75" and

"nr:755A043EDDB36D4F97524F2496B35E75" are Asset handles.

Returns

Nothing.

removeLrelRelationships

The following parameters apply to the removeLrelRelationships method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
contextObject	String	Identifies the object on one side of the LREL.
LrelName	String	Identifies the Lrel Name (as seen by <i>contextObject</i>).
removeObjectHandles	String[]	Identifies the handles of objects to remove from the other side of the LREL relationships.

Description

Removes one or more many-to-many relationships. *contextObject* is one side of the LREL relationship. The caller passes one or more object handles for the other side.

It is not an error if no relationship existed between the two objects. If an invalid object handle is passed, the entire operation is canceled.

For a usage example, see createLrelRelationships() in this chapter.

Returns

Nothing.

Knowledge Management

To use the Web Services Knowledge Management, it is helpful if you are familiar with the database structure.

Table Types

Some of the more important tables are described as follows:

Table Type	Description
skeleton	Stores all information pertaining to documents with each row representing one document. Field names from this table can be used when passing the PropertyList and SortBy parameters to methods such as FAQ() and Search(). The field names are case-sensitive so make sure you pass them

Table Type	Description
	just as they are in the database.
o_indexes	Stores all information pertaining to categories with each row representing one category.

Knowledge Management General Methods

This section describes Knowledge Management general methods. Valid Knowledge document sorting properties (when available) are as follows:

- RELEVANCE
- AUTHOR_ID
- BU_RESULT
- CREATION_DATE
- DOC_TYPE_ID
- EXPIRATION_DATE
- HITS
- id
- MODIFY_DATE
- OWNER_ID
- PRIORITY_ID
- ACCEPTED_HITS
- ASSET_ID
- SD_ASSET_ID
- ASSIGNEE_ID
- PRODUCT_ID
- START_DATE
- STATUS_ID
- SUBJECT_EXPERT_ID

faq

The following parameters apply to the faq method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
categoryIds	String	Identifies the category ID used to perform the faq. Use 1 for the 'Root' category. Note: Multiple ids are supported, for example, "1, 2, 3".
resultSize	Integer	Identifies the number of documents for which you want to retrieve detailed information. For the rest of the documents, only their IDs return. Detailed information for these documents can be accessed later using the <code>getDocumentsByIds()</code> method. The default is 10.
propertyList	String	Identifies the comma-separated list of database fields from which you want to retrieve information. The following fields are always returned, regardless of the <code>propertyList</code> parameter: ■ <code>id</code> ■ <code>DOC_TYPE_ID</code> ■ <code>BU_RESULT</code>
sortBy	String	Identifies the database field that you want to use for sorting the results. Multiple sort fields are not supported. The default is <code>BU_RESULT</code> , meaning that the faq rating sorts it. When <code>id</code> is used as a secondary sort, it always sorts the results.
descending	Boolean	Identifies an indicator available for sorting the results in descending order.

Parameter	Type	Description
whereClause	String	Use this to add your own 'SQL where clause' for filtering the results of the search.
maxDocIds	Integer	Identifies the maximum amount of document IDs to be returned (the default is 100). For example, if you specify a resultSize of 10 and a maxDocIds of 50, if there are 100 matching documents in the database, then 10 have their detailed information retrieved and 40 have just their IDs returned. The remaining 50 are not returned at all.

Description

Use to perform a faq search. Documents are retrieved based on the category ID that is passed. Any documents residing in that category or in any sub-category are returned. To improve performance, these methods only retrieve detailed information on a user-defined set of documents, which is controlled through the resultSize parameter. The rest of the documents return their IDs only. Using this method, you can for example, set up a paging mechanism where the user can click on 'Top', 'Previous', 'Next', and 'Bottom' links. When you need to retrieve the next set of information, you can use the getDocumentsByIds() method. The maximum number of 100 IDs is returned.

Returns

A <UDSObjectList> node with the following sections:

<UDSObject> node from the <UDSObject> Node Description section of this chapter. There is a <UDSObject> node with all the given properties for the first *n* documents that the method finds where *n* equals the resultSize parameter.

For example, if the resultSize parameter is 10, the maxDocIds parameter is 50, and the method finds 100 documents, then there are 10 <UDSObject> with <Attributes> nodes in the first<UDSObject> section with detail attribute information from propertyList parameter and 40 <UDSObject> nodes with only ID <Attributes> in the following section. If you want to retrieve detailed ID <AttrName> information for documents numbering 11-20, you have to make a call to the getDocumentsByIds() method and pass it those IDs from <AttrValue>.

search

The following parameters apply to the search method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
problem	String	Identifies the problem description to which you want to find solutions.
resultSize	Integer	Identifies the number of documents for which you want to retrieve detailed information. The remaining documents have their IDs returned only. Detailed information for these documents can be accessed later using the <code>getDocumentsByIds()</code> method. The default is 10.
propertyList	String	Identifies the comma-separated list of database fields from which you want to retrieve information. The following fields are always returned, regardless of the <code>propertyList</code> parameter: ■ <code>id</code> ■ <code>DOC_TYPE_ID</code>
sortBy	String	Identifies the database field that you want to use for sorting the results. Multiple sort fields are not supported. The default is <code>RELEVANCE</code> . When <code>id</code> is a secondary sort, it always sorts the results. For a valid sort property, see the <code>faq</code> method.
descending	Boolean	Identifies an indicator you can use for sorting the results in descending order.
relatedCategories	Boolean	Returns a list of all related categories for the documents found.
searchType	Integer	Type of search to perform: ■ 1 = Natural Language Search (NLS) ■ 2 = Knowledge Management search
matchType	Integer	Represents the type of match: ■ 0 = OR type match ■ 1 = AND type match ■ 2 = Exact match Note: If NLS is selected for the <code>searchType</code> parameter, then only the OR and AND <code>matchTypes</code> are valid.
searchField	Integer	Represents the binary combination of fields in which to search:

Parameter	Type	Description
		■ Title = 1 ■ Summary = 2 ■ Problem = 4 ■ Resolution = 8 For example, to search all fields, specify 15 (1+2+4+8). To search in Summary and Problem only, specify 6 (2+4). Note: The default is to search Problem. If you set the searchType parameter to NLS, the searchFields parameter is ignored because NLS searches can only search the Problem field.
categoryPath	String	Limits the results of the search to a specific category or categories. You need to specify the full ID path to the category and separate multiple categories with commas. For example, 1-3-5, 1-4-8 to limit the search to categories 5 and 8 (and their sub-categories).
whereClause	String	Use this to add your own 'SQL where clause' for filtering the results of the search.
maxDocIds	Integer	Represents the maximum amount of document IDs allowed to be returned. For example, if you specify a resultSize of 10 and a maxDocIds of 50, if there are 100 matching documents in the database, then 10 have their detailed information retrieved, and 40 have just their IDs returned. The remaining 50 are not returned at all. The default is 100.

Description

Searches for solutions to a problem. Documents are retrieved based on the problem that is passed. Any documents matching the description of the problem or a similar description, are returned. To improve performance, these methods only retrieve detailed information on a user-defined set of documents, which is controlled through the `resultSize` parameter. The rest of the documents return their ids only. Using this method, you can for example, set up a paging mechanism, where the user can click on 'Top', 'Previous', 'Next', and 'Bottom' links. When you need to retrieve the next set of information, you can use the `getDocumentsByIds()` method.

Returns

A `<UDSObjectList>` node with the following sections:

`<UDSObject>` node from the `<UDSObject>` Node Description section of this chapter. There will be a `<UDSObject>` node with all the given properties for the first n documents that the method finds, where n equals the `resultSize` parameter. For example, if the `resultSize` parameter is 10, the `maxDocIds` parameter is 50, and the method finds 100 documents, then there are 10 `<UDSObject>` nodes with all the properties requested in the `<Attributes>` section and 40 `<UDSObject>` with only the ID property in the `<Attributes>` section. If you want to retrieve detailed `<UDSObject>` information for documents 11-20, you need to make a call to the `getDocumentsByIds()` method and pass it those IDs.

If the `getRelatedCategories` parameter is set to `True`, the `<UDSObjectList>` node is included in the `<Attributes>` section for related categories. Each `<INDEX_DOC_LINKS>` node contains the relational ID of the category, as shown by the following example:

```
1-70
```

doSelectKD

The following parameters apply to the `doSelectKD` method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
whereClause	String	(Optional) Identifies the where clause for the query.

Parameter	Type	Description
sortBy	String	Identifies the database field that you want to use for sorting the results. Multiple sort fields are not supported. The default is BU_RESULT, meaning that the faq rating sorts it. When id is used as the secondary sort, it always sorts the results.
desc	Boolean	Identifies the indicator available for sorting the results in descending order. Use True for descending and False for ascending the document order.
maxRows	Integer	Indicates the maximum number of rows to return. Specify -1 to return all rows. Note: Regardless of the integer specified, CA Service Desk Manager will return a maximum of 250 rows per call.
attributes	String[]	Identifies the attribute list from which to fetch values. Dotted-attributes are permitted. If this field is blank, all value-based attributes are returned. These attributes cannot be defined as LOCAL in the majic definition file. LOCAL attributes are temporal; they have no database storage.
skip	Integer	Identifies the number of knowledge documents to skip from the beginning. Enter zero (0) to return all documents.

Description

Performs an SQL-like select on a Knowledge Document table. Supply one or more attributes you want fetched from the objects that match the supplied where clause.

Returns

A sequence of <UDSObject> elements. The following format applies:

```
<UDSObjectList>
<UDSObject>
  <Handle>
  <Attributes>
    <AttributeName0>
    <AttributeName1>
```

XML Element	Type	Description
<UDSObject>	Sequence	Contains a <Handle> element and an <Attributes> sequence. For information about the contents of each <UDSObject> element, see XML Object Returns.
<UDSObjectList>		Signifies the outer element, which contains a sequence of <UDSObject> elements.

getDecisionTrees

The following parameters apply to the getDecisionTrees method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
propertyList	String	Identifies the comma-separated list of database fields for which you want to retrieve information. The following fields are always returned, regardless of the propertyList parameter: ■ id ■ DOC_TYPE_ID ■ BU_RESULT
sortBy	String	Identifies the database field that you want to use for sorting the results. The default is id. Multiple sort fields are not supported. If you specify another field, id as a secondary sort always sorts the results.

Parameter	Type	Description
descending	Boolean	Identifies an indicator available for sorting the results in descending order.

Description

Retrieves all Decision Trees. Decision trees are Knowledge Documents that provide users with resolutions after answering specific questions on the document.

Note: For more information, see the *Knowledge Management Administration Guide*.

Returns

A <UDSObjectList> node with the following sections:

<UDSObject> nodes with requested <Attributes> nodes

getDocumentsByIDs

The following parameters apply to the getDocumentsByIDs method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
docIds	String	Identifies the comma-separated list of document IDs to retrieve.
propertyList	String	Identifies the comma-separated list of database fields for which you want to retrieve information. The following fields are always returned, regardless of the propertyList parameter: ■ id ■ DOC_TYPE_ID ■ BU_RESULT
sort By	String	Identifies the database field that you want to use for sorting the results. The default is id, but multiple sort fields are not supported. If you specify another field, id as a secondary sort always sorts the results.
descending	Boolean	Identifies an indicator available for sorting the results in descending order.

Description

Retrieves information on one or more documents by passing the document IDs for which you want to retrieve information. This is usually used after calling the `faq()` or `search()` methods. In order to improve performance, these methods only retrieve detailed information on a user-defined set of documents. The rest of the documents return their IDs only. For example, you can set up a paging mechanism, where the user can click on Top, Previous, Next, and Bottom links. When you need to retrieve the next set of information, you can use the `getDocumentsByIds()` method.

Returns

A `<UDSObjectList>` node with the following section:

`<UDSObject>` nodes with requested `<Attributes>` nodes describing Knowledge Document

You should pass the IDs into the `getDocumentsByIds()` `docIds` parameter in this same format.

getDocument

The following parameters apply to the `getDocument` method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
docId	Integer	Identifies the document ID to retrieve.
propertyList	String	Identifies the comma-separated list of database fields from which you want to retrieve information. Leave blank to retrieve all fields.
relatedDoc	Boolean	Indicates whether to retrieve a list of documents that are related to this document.
getAttmnt	Boolean	Indicates whether to retrieve the list of attachments and URL links for the document.
getHistory	Boolean	Indicates whether you want to retrieve the complete history for the document.
getComment	Boolean	Indicates whether you want to retrieve all comments for the document.
getNotiList	Boolean	Indicates whether you want to retrieve the email notification list for the document.

Description

Retrieves information for a document.

Returns

A <UDSObject> node, as described in the <UDSObject> Node Description, with requested <Attributes> provided by the `propertList` parameter.

createDocument

The following parameters apply to the `createDocument` method:

Parameter	Type	Description
SID	String	Identifies the session retrieved from logging in.
kdAttributes	String[]	Identifies an array of name-value pairs used to set the initial attribute values for the new Knowledge document, as illustrated by the following: "SUMMARY", "Summary text", "TITLE", "Title text"

As part of the `createDocument` method, the following table reflects examples of valid, commonly used attribute values for a document. Data in the Type column reflect the actual type, which must be parsed to the method in string format in the `attrVals` string array.

Attribute Value	Type	Description
PRIMARY_INDEX	Integer	Identifies the category ID in which to create the document. Use 1 for the <i>Root</i> category.
USER_DEF_ID	String	Identifies any ID that you would like to use to represent the document.
TITLE	String	Identifies the title of the document.
SUMMARY	String	Identifies the summary of the document.
PROBLEM	String	Identifies the problem of the document.
RESOLUTION	String	Identifies the resolution of the document. This can contain html.
STATUS_ID	Integer	Identifies the status ID for the document. The default is 10 (Draft).

Attribute Value	Type	Description
PRIORITY_ID	Integer	Identifies the priority ID for the document. The default is 20 (Normal).
CREATION_DATE	Date (String)	Identifies the date and time the document was created. Leave blank to assign current date.
MODIFY_DATE	Date (String)	Identifies the date and time the document was last modified. Leave blank to assign the current date.
START_DATE	Date (String)	Identifies the date the document becomes active and is used in conjunction with Expiration_Date. Leave blank to specify no start date and the document will be active as long as the expiration date has not been reached.
EXPIRATION_DATE	Date (String)	Identifies the date the document expires, and it is used in conjunction with Start_Date. Leave blank to specify no expiration date.
PUBLISHED_DATE	Date (String)	Identifies the date and time the document was published. Leave blank to assign current date if the status is Published. If the status is not Published, this parameter is ignored.
SD_PRODUCT_ID	Integer	Identifies the product ID from CA Service Desk Manager with which to associate this document.
ASSIGNEE_ID	UUID	Identifies the unique assignee ID from CA Service Desk Manager to which this document is assigned.
SD_ASSET_ID	UUID	Identifies the asset ID from CA Service Desk Manager with which to associate this document.
SD_ROOTCAUSE_ID	Integer	Identifies the root cause ID from CA Service Desk Manager with which to associate this document.
SD_PRIORITY_ID	Integer	Identifies the priority ID from CA Service Desk Manager with which to associate this document.
SD_SEVERITY_ID	Integer	Identifies the severity ID from CA Service Desk Manager with which to associate this document.
SD_IMPACT_ID	Integer	Identifies the impact ID from CA Service Desk Manager with which to associate this document.
SD_URGENCY_ID	Integer	Identifies the urgency ID from CA Service Desk Manager with which to associate this document.
AUTHOR_ID	UUID	Identifies the unique ID of the contact who authored this document. If the author is not an internal contact, you can set this field to zero and use the Author parameter instead.
OWNER_ID	UUID	Identifies the unique ID of the contact who owns

Attribute Value	Type	Description
		this document.
SUBJECT_EXPERT_ID	UUID	Identifies the unique ID of the contact who is the subject expert for this document.
NOTES	String	Identifies the notes for the document.
READ_GROUP_LIST	String	Identifies the dash-separated list of group IDs that have read permission for this document (for example: 1-3-4). Use A to assign permission to everyone.
WRITE_GROUP_LIST	String	Identifies the dash-separated list of group IDs that have write permission for this document (for example: 1-3-4). Use A to assign permission to everyone.
INHERITPERMISSIONS	Boolean	Indicates the status of the flag to inherit permissions from the category in which the document is being created. Set to True if you want to inherit permissions, and then ReadPermissions and the WritePermissions parameters will be ignored.
DOC_TYPE_ID	Integer	Identifies the ID for the type of document that this document will be; a regular document or a tree document. The default is a regular document.
HITS	Integer	Identifies the number of times that the document has been viewed.
DOC_TEMPLATE_ID	Integer	Identifies the ID for the template you want to assign to this document.
WF_TEMPLATE	Integer	Identifies the ID for the workflow template you want to assign to this document.
CUSTOM1	String	Specifies a custom field.
CUSTOM2	String	Specifies a custom field.
CUSTOM3	String	Specifies a custom field.
CUSTOM4	String	Specifies a custom field.
CUSTOM5	String	Specifies a custom field.
CUSTOM_NUM1	Double	Specifies a numeric custom field.
CUSTOM_NUM2	Double	Specifies a numeric custom field.

Description

Creates a new document.

Returns

A <UDSObject> node describing the Knowledge Document created.

modifyDocument

The following parameters apply to the modifyDocument method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
docId	Integer	Identifies the unique ID of the document you want to modify.
kdAttributes	String[]	Specifies the name-value pairs for the update, for example, "SUMMARY", "Summary text", "TITLE", and "Title text".

As part of the modifyDocument method, the following table reflects examples of valid, commonly used attribute values for a document. Data in the Type column reflect the actual type, which must be parsed to the method in string format in the attrVals string array.

Parameter	Type	Description
MODIFY_DATE	(String)	Indicates a special field used for "record locking" purposes to make sure that someone else is not updating the document at the same time that you are. You must pass in the existing MODIFY_DATE of the document. If you leave the modify date blank, you receive an error that another user has updated the document.
USER_DEF_ID	String	Specifies any ID that you want to use to represent the document.
TITLE	String	Indicates the title of the document.
SUMMARY	String	Indicates the summary of the document.
PROBLEM	String	Indicates the problem of the document.
RESOLUTION	String	Indicates the resolution of the document. This can contain html.

Parameter	Type	Description
STATUS_ID	Integer	Indicates the status ID for the document. The default is 10 (Draft).
PRIORITY_ID	Integer	Indicates the priority ID for the document. The default is 20 (Normal).
START_DATE	Date (String)	Indicates the date that the document becomes active, which is also used in conjunction with ExpirationDate. Leave blank to specify no start date and the document becomes active as long as the expiration date is not exceeded.
EXPIRATION_DATE	Date (String)	Indicates the date that the document expires, which is used in conjunction with StartDate. Leave blank to specify no expiration date.
SD_PRODUCT_ID	Integer	Indicates the product ID from CA Service Desk Manager with which to associate this document.
ASSIGNEE_ID	UUID	Indicates the unique ID from CA Service Desk Manager to which this document is assigned.
SD_ASSET_ID	UUID	Indicates the asset ID from CA Service Desk Manager with which to associate this document.
SD_ROOTCAUSE_ID	Integer	Indicates the root cause ID from CA Service Desk Manager with which to associate this document.
SD_PRIORITY_ID	Integer	Indicates the priority ID from CA Service Desk Manager with which to associate this document.
SD_SEVERITY_ID	Integer	Indicates the severity ID from CA Service Desk Manager with which to associate this document.
SD_IMPACT_ID	Integer	Indicates the impact ID from CA Service Desk Manager with which to associate this document.
SD_URGENCY_ID	Integer	Specifies the urgency ID from CA Service Desk Manager with which to associate this document.
AUTHOR_ID	UUID	Identifies the unique ID of the contact who authored this document. If the author is not an internal contact, you can set this field to zero (0) and use the Author parameter instead.
OWNER_ID	UUID	Identifies the unique ID of the contact who owns this document.
SUBJECT_EXPERT_ID	UUID	Indicates the unique ID of the contact who is the subject expert for this document.
NOTES	String	Indicates notes for the document.
READ_GROUP_LIST	String	Indicates the dash-separated list of group ids that have

Parameter	Type	Description
		read permission for this document (for example: 1-3-4). Use A to assign permission to everyone.
WRITE_GROUP_LIST	String	Indicates the dash-separated list of group IDs that have write permission for this document (for example: 1-3-4). Use A to assign permission to everyone.
INHERIT_PERMISSION	Boolean	Indicates the status of the inherit permissions flag. Set to True if you want to inherit permissions from the category in which the document is being created. If set to True, the ReadPermissions and WritePermissions parameters are ignored.
DOC_TYPE_ID	Integer	Identifies the ID for the type of document that this document is to become; a regular document or a tree document. The default is a regular document.
HITS	Integer	Indicates the number of times that the document has been viewed.
DOC_TEMPLATE_ID	Integer	Identifies the ID for the template you want to assign to this document.
WF_TEMPLATE	Integer	Identifies the ID for the workflow template you want to assign to this document.
WF_ACTION	String	Identifies the action for the workflow you want to assign to this document. For example, wf_unpublish lets the document become unpublished.
WF_COMMENT	String	Identifies the comment for the workflow you want to assign to this document. For example, unpublish.
WF_CONTACT_ID	UUID	Identifies the user id for the workflow you want to assign to this document.
WF_REJECT_TO_ID	Integer	Identifies the task id for the workflow you want to assign to this document, matching its approval process. Task ids are stored in the CI_ACTIONS table.
CUSTOM1	String	Indicates a custom field.
CUSTOM2	String	Indicates a custom field.
CUSTOM3	String	Indicates a custom field.
CUSTOM4	String	Indicates a custom field.
CUSTOM5	String	Indicates a custom field.
CUSTOMNUM1	Double	Indicates a numeric custom field.
CUSTOMNUM2	Double	Indicates a numeric custom field.

Description

Modifies a document.

Returns

A <UDSObject> node describing the Knowledge Document modified.

deleteDocument

The following parameters apply to the deleteDocument method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
docId	Integer	Identifies the unique ID of the document you want to delete.

Description

Flags a document for deletion. The Knowledge Management Windows Service permanently deletes the document.

Returns

Returns error codes only when there are *individual* errors. For additional information, see Error Codes.

getCategory

The following parameters apply to the getCategory method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
categoryId	Integer	Identifies the category ID in which to create the document.
getCategoryPaths	Boolean	Indicates the path for which to get category information. It returns category information and the full text category path for each category.

Description

Retrieves information for a category, including a listing of all of its child categories.

Returns

A <UDSObjectList> node with an <UDSObject> node describing the category requested.

getPermissionGroups

The following parameters apply to the getPermissionGroups method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
groupID	Integer	Returns only the group with this ID. Pass zero (0) when you do not want to use this parameter. Note: This groupID relates to a knowledge category, and differs from the groupID for contacts.

Description

Retrieves the list of Permission Groups.

Returns

A <UDSObject> node with zero or more <UDSObject> nodes describing Permission Group with the following <Attributes> child nodes:

XML Element Value	Type	Description
id	Integer	Identifies the unique ID of the group.
GRP_LIST_KEY	String	Shows a list of the IDs of CA Service Desk Manager groups, separated by commas.
GRP_LIST	String	Displays a field containing the entire group list.

getComments

The following parameters apply to the getComments method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.

Parameter	Type	Description
docIds	String	Identifies the document IDs for all the comments you want to retrieve. Note: Use commas to separate, for example, "400001,400002".

Description

Gets all the comments from documents.

Returns

A <UDSObjectList> node with zero or more <UDSObject> nodes describing O_COMMENTS with the following <Attributes> child nodes:

XML Element Value	Data Type	Description
id	Integer	Identifies the unique identifier for the comment most recently added.
DOC_ID	Integer	Identifies the document IDs for the comment recently added.
USER_ID	Integer	Identifies the ID of the person who submitted the comment.
USER_NAME	String	Identifies the user name of the person who submitted the comment.
EMAIL_ADDRESS	String	Identifies the email address of the person who submitted the comment.
COMMENT_TEXT	String	Identifies the text for the comment recently added.
COMMENT_TIMESTAMP	Date	Identifies the date and time the comment was added.

addComment

The following parameters apply to the addComment method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
comment	String	Identifies the comment to add.
docId	Integer	Identifies the document ID for the comment you want to add.
email	String	Indicates the email address of the person who submitted the comment. Leave blank if you want the email address retrieved from

Parameter	Type	Description
		the database based on the user ID parameter.
username	String	Indicates the user name of the person who submitted the comment. Leave blank if you want the user name retrieved from the database based on the user id parameter.
contactId	String	Indicates the ID of the person submitting the comment. If this contact ID exists in the database, the associated email and user name are retrieved and placed in the email and user name fields. If this ID does not exist, the email and user name parameters are used instead, if supplied. Use zero (0) if you are not using this parameter. Contact ID is UUID in string format.

Description

Adds a comment to a particular document.

Returns

A <UDSObject> node with the following<Attributes> child nodes describing the comment most recently added:

XML Element Value	Data Type	Description
id	Integer	Identifies the unique identifier for the comment most recently added.
DOC_ID	Integer	Identifies the document ID for the comment most recently added.
USER_ID	Integer	Identifies the ID of the person who submitted the comment.
USER_NAME	String	Identifies the user name of the person who submitted the comment.
EMAIL_ADDRESS	String	Identifies the email address of the person who submitted the comment.
COMMENT_TEXT	String	Identifies the text for the comment recently added.
COMMENT_TIMESTAMP	Date	Identifies the date and time the comment was added.

deleteComment

The following parameters apply to the deleteComment method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
commentId	Integer	Identifies the unique ID for the comment you want to delete.

Description

Deletes a comment.

Returns

Returns error codes only for *individual* errors. For additional information, see Error Codes.

rateDocument

The following parameters apply to the rateDocument method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
docId	Integer	Identifies the document ID to rate.
rating	Integer	Identifies the rating to give the document (a scale of 0-4, where 0 is the worst and 4 is the best).
multiplier	Integer	Identifies the multiplier parameter. This parameter can be used to simulate many ratings at once. Use the default of 1 for a single rating and any other number for multiples. For example, if you submit 3, it acts as if you called the method 3 times. Three ratings with the value you supplied in the rating parameter is added to the database.
ticketPerId	String	Identifies the persistent ID of a ticket related to this Knowledge document.
onTicketAccept	Boolean	Identifies whether the document was accepted as a solution for the ticket.
solveUserProblem	Boolean	Identifies whether this document solved the user's problem. It signifies how the user responded to the question "Did this document

Parameter	Type	Description
		solve your problem?" on the Solution Survey.
isDefault	Boolean	Indicates a default rating status. If you are setting the rating just because the user viewed the document and not because he actually rated it, set this to True. This is used for reporting reasons.

Description

Rates a particular document.

Returns

A <UDSObject> node with the following <Attributes> children nodes describing the rating BU_TRANS :

XML Element Value	Data Type	Description
id	Integer	Identifies the unique identifier for the rating most recently added. Use this with the updateRating() method if you want to modify the rating at a later time.
DOC_ID	Integer	Identifies the document ID.
INDEX_ID	Integer	Identifies the category ID.
BU_RATING	String	Identifies the rating given to the document.
HIT_NO_VOTE	Integer	Identifies the rating set because a user viewed the document and not actually rated it, or vice versa.

updateRating

The following parameters apply to the updateRating method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
buID	Integer	Identifies the unique ID of the rating you want to modify. This ID is returned by the rateDocument() method.
rate	Integer	Identifies the new rating to apply to the document (a scale of 0—4, where 0 is the worst and 4 is the best).

Description

Updates one of the ratings of a particular document.

Returns

A <UDSObject> node describing BU_TRANS with the updated rating attribute.

getQuestionsAsked

The following parameters apply to the getQuestionsAsked method:

Parameter	Type	Description
SID	String	Identifies the session retrieved from logging in.
resultSize	Integer	Identifies the number of searched text for which you want to retrieve detailed information.
Descending	Boolean	Indicates an option available for sorting the results in descending order of the ASKED_DATE.

Description

Retrieves historical Knowledge document search text.

Returns

A <UDSObjectList> node with zero or more <UDSObject> nodes describing EBR_LOG with the following <Attributes> child nodes:

XML Element Value	Data Type	Description
id	Integer	Indicates the unique identifier of the question asked.
SEARCH_TEXT	Integer	Indicates the search text of the question asked.

getBookmarks

The following parameters apply to the getBookmarks method:

Parameter	Type	Description
SID	String	Identifies the session retrieved from logging in.
contactId	String	Identifies the unique ID of the contact for which you want to retrieve bookmarks. Contact ID is UUID in string format.

Description

Retrieves bookmarks for a particular contact.

Returns

A <UDSObjectList> node with zero or more <UDSObject> nodes describing CI_BOOKMARKS with the following <Attributes> child nodes:

XML Element Name	Type	Description
DOCUMENT_ID	Integer	Identifies the unique ID of the document.
id	Integer	Identifies the bookmark ID
USER_ID	String	Identifies the user ID for the owner of this bookmark.
BOOKMARK_TITLE	String	Identifies the bookmark title from the document.

addBookmark

The following parameters apply to the addBookmark method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
contactId	String	Identifies the unique ID of the contact for which you want to retrieve bookmarks. Contact ID is UUID in string format.
docId	Integer	Identifies the document ID you want to bookmark.

Description

Adds a bookmark for a particular contact.

Returns

A <UDSObject> node describing the newly created bookmark.

deleteBookmark

The following parameters apply to the deleteBookmark method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.

Parameter	Type	Description
contactId	String	Identifies the unique ID of the contact for which you want to delete a bookmark. Contact ID is UUID in string format
docId	Integer	Identifies the document ID of the bookmark you want to remove.

Description

Deletes a bookmark for a particular contact.

Returns

Returns error codes only for *individual* errors. For additional information, see Error Codes.

getStatuses

The following parameter applies to the getStatuses method:

Parameter	Type	Description
SID	String	Identifies the session retrieved from logging in.

Description

Retrieves the list of statuses.

Returns

A <UDSObjectList> node with zero or more <UDSObject> nodes describing CI_STATUSES with the following <Attributes> child nodes:

XML Element Values	Data Type	Description
id	Integer	Identifies the unique ID of the status.
STATUS	String	Identifies the name for the status.
STATUS_DESCRIPTION	String	Identifies the description for the status.
PREDEFINED	Integer	Indicates whether the status is predefined by the Knowledge Management system, meaning that it cannot be deleted.
STATUS_ORDER	Integer	Describes the order by which the status should appear in the Workflow task list. Workflows can only be created when they follow this order.

getPriorities

The following parameter applies to the getPriorities method:

Parameter	Type	Description
SID	String	Identifies the session retrieved from logging in.

Description

Retrieves the list of priorities.

Returns

A <UDSObjectList> node with zero or more <UDSObject> nodes describing CI_PRIORITIES with the following <Attributes> child nodes:

XML Element Values	Data Type	Description
id	Integer	Identifies the unique ID of the priority.
PRIORITY	String	Identifies the name for the priority.

getDocumentTypes

The following parameter applies to the getDocumentTypes method:

Parameter	Type	Description
SID	String	Identifies the session retrieved from logging in.

Description

Retrieves the list of document types.

Returns

A <UDSObjectList> node with zero or more <UDSObject> nodes describing CI_DOC_TYPES with the following <Attributes> child nodes:

XML Element Values	Data Type	Description
id	Integer	Identifies the unique ID of the document type.
DOC_TYPE_TXT	String	Identifies the name for the document type.

getTemplateList

The following parameter applies to the getTemplateList method:

Parameter	Type	Description
SID	String	Identifies the session retrieved from logging in.

Description

Retrieves the list of document templates

Returns

A <UDSObjectList> node with zero or more <UDSObject> nodes describing CI_DOC_TEMPLATES with the following <Attributes> child nodes:

XML Element Value	Type	Description
id	Integer	Identifies the unique ID of the document type.
TEMPLATE_NAME	String	Identifies the name for the document template.
IS_PREDEFINED	Integer	Indicates whether the template is predefined by the Knowledge Management system and cannot be deleted.
IS_DEFAULT	Integer	Indicates whether the template is the default that will be assigned to new documents.

getWorkflowTemplateList

The following parameter applies to the getWorkflowTemplateList method:

Parameter	Type	Description
SID	String	Identifies the session retrieved from logging in.

Description

Retrieves the list of workflow templates.

Returns

A <UDSObjectList> node with zero or more <UDSObject> nodes describing WF_TEMPLATE with the following <Attributes> child nodes:

XML Element Value	Type	Description
id	Integer	Identifies the unique ID of the workflow template.
WF_NAME	String	Identifies the name for the workflow template.
WF_DESCRIPTION	String	Identifies the description for the workflow template.
IS_DEFAULT	Integer	Indicates that the default template is to be assigned to new documents.

Use the Knowledge Management Web Services

The login process and any error codes that may display for the Knowledge Management Web Services are the same as those found for the CA Service Desk Manager Web Services. For additional information, see Login and Error Codes.

Access the Knowledge Management Web Services

The Knowledge Management Web Services uses Apache Axis implementation of standards set forth by the W3C. Ideally, a client on any type of platform should be able to access the services, but vendor implementations vary. For example, Java and .NET both provide tools for generating proxy classes from a WSDL service description. If you experience any issues using the Web Services with a different technology, consult your platform vendor or Microsoft's knowledge base.

Attachment Methods

This section describes the Web Services Knowledge attachment methods.

createAttmnt

The following parameters apply to the createAttmnt method:

Parameter	Data Type	Description
SID	Integer	Identifies the session retrieved from logging in.

Parameter	Data Type	Description
repositoryHandle	String	Identifies the object handle of a document repository.
folderId	Integer	Identifies the folder handle ID.
objectHandle	Int	Identifies the object handle of a Knowledge document to which this attachment is attached.
description	String	Identifies the description for the attachment object.
fileName	String	Identifies the name of the full path of the file to be uploaded.

Description

Uploads a file to the back-end server. An uploaded file is stored in a document repository specified by the repositoryHandle. An attachment object is then created and attached to a document object specified by the objectHandle. The attachment object has all the information for accessing the newly uploaded file in the repository.

Returns

The following:

Parameter	Type	Description
<Handle>	String	Identifies the object handle of the newly created attachment object.

attmntFolderLinkCount

The following parameters apply to the attmntFolderLinkCount method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
folderId	Integer	Identifies the unique ID of the folder

Description

Describes the number of attachment links under a specific folder to be attached.

Returns

Returns the number of attachments found under the specific folder.

attachURLLink

The following parameters apply to the attachURLLink method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
docId	Integer	Identifies the unique ID of the Knowledge document.
URL	String	Indicates the URL to attach to the Knowledge document.
attmntName	String	Identifies the name of the attachment.
Description	String	Indicates the description of the attachment.

Description

Attaches a URL link to a Knowledge document.

Returns

Returns error codes only for *individual* errors. For additional information, see Error Codes.

getKDListPerAttmnt

The following parameters apply to the getKDListPerAttmnt method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
attmntId	Integer	Identifies the unique ID of the attachment.

Description

Returns a list of Knowledge documents with reference to a given attachment.

Returns

A <UDSObject> node with zero or more <UDSObject> nodes describing the Knowledge document with the following <Attributes> child nodes:

XML Element Value	Type	Description
id	Integer	Identifies the unique ID of the Knowledge document.

getAttmntListPerKD

The following parameters apply to the getAttmntListPerKD method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
docId	Integer	Identifies the unique ID of the Knowledge document.

Description

A list of attachments with reference to a given Knowledge document.

Returns

A <UDSObject> node with zero or more <UDSObject> nodes describing the attachment with the following <Attributes> child nodes:

XML Element Value	Type	Description
id	Integer	Identifies the unique ID of the attachment

isAttmntLinkedKD

The following parameters apply to the AttmntLinkedKD method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
attmntId	Integer	Identifies the unique ID of the attachment.

Description

Checks if an attachment is linked to any Knowledge document, and returns the number of links found.

Returns

Any number of links found.

createFolder

The following parameters apply to createFolder method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
parentFolderId	Integer	Identifies the unique ID of the parent folder (zero if no parent).
repId	Integer	Identifies the unique ID of the repository.
folderType	Integer	Identifies the type of folder to be created.
description	String	Identifies the description of the folder.
folderName	String	Identifies the name of the folder.

Description

Creates a new folder in the Service Desk repository that is accessed through the Attachments Library.

Note: For more information, see the *Online Help*.

Note: Folder types other than 0 are hidden folders and can be viewed only by navigating to Attachments Library on the Administration tab. These folders are automatically created by the system during upload and should not be created by the user or Web Services, because their files are private and cannot be shared with other Knowledge Documents, QA or Knowledge Files.

Returns

A <UDSObject> describing the folder created, with some of the following child <Attributes> nodes:

XML Element Value	Type	Description
repository	SREL	Identifies the repository name.
parent_id	SREL	Identifies the unique ID of the parent folder.
folder_type	Integer	Identifies the type of folder created.
folder_name	String	Identifies the name of the folder.
description	String	Identifies the description of the folder.

getFolderList

The following parameters apply to getFolderList method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
parentFolderId	Integer	Identifies the unique ID of the parent folder (0 if no parent).
repId	Integer	Identifies the unique ID of the repository.

Description

Returns a list of folders under a given parent folder

Returns

A <UDSObjectList> with zero or more <UDSObject> describing the attachment folder, with some of the following child <Attributes> nodes:

XML Element Value	Type	Description
repository	SREL	Identifies the repository name.
parent_id	SREL	Identifies the unique ID of the parent folder.
folder_type	Integer	Identifies the type of folder created.
folder_name	String	Identifies the name of the folder.
description	String	Identifies the description of the folder.

getFolderInfo

The following parameters apply to the getFolderInfo method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
folderId	Integer	Identifies the unique ID of the attachment folder.

Description

Returns the attributes of a folder.

Returns

A <UDSObject> describing the attachment folder, with some of the following child <Attributes> nodes:

XML Element Value	Type	Description
repository	SREL	Identifies the repository name.
parent_id	SREL	Identifies the unique ID of the parent attachment folder.
folder_type	Integer	Identifies the type of attachment folder.
folder_name	String	Identifies the name of the attachment folder.
description	String	Identifies the description of the attachment folder.

getAttmntList

The following parameters apply to the getAttmntList method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
folderId	Integer	Identifies the unique ID of the attachment folder.
repId	Integer	Identifies the unique ID of the repository. This parameter is required only when the folder ID is zero, which indicates the root folder.

Description

Returns a list of attachments under a given attachment folder.

Returns

A <UDSObjectList> with zero or more <UDSObject> describing the attachment, with some of the following child <Attributes> nodes:

XML Element Value	Type	Description
repository	SREL	Identifies the repository name.
parent_id	SREL	Identifies the unique ID of the parent folder.
folder_type	Integer	Identifies the type of folder created.
folder_name	String	Identifies the name of the folder.
description	String	Identifies the description of the folder.

getAttmntInfo

The following parameters apply to the getAttmntInfo method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
attmntId	Integer	Identifies the unique ID of the attachment folder.

Description

Returns the attributes of an attachment.

Returns

A <UDSObject> describing the attachment, with some of the following child <Attributes> nodes:

XML Element Value	Type	Description
id	Integer	Identifies the unique ID of the attachment.
description	String	Identifies the description of the attachment.
attmnt_name	String	Identifies the name of the attachment.
file_name	String	Identifies the name of the file.

XML Element Value	Type	Description
folder_id	Integer	Identifies the unique ID of the attachment folder.
repository	SREL	Identifies the unique ID of the repository.

getRepositoryInfo

The following parameters apply to the getRepositoryInfo method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
repositoryId	Integer	Identifies the unique ID of the repository.

Description

Returns the attributes of a repository.

Returns

A <UDSObject> describing the repository, with some of the following child <Attributes> nodes:

XML Element Value	Type	Description
repository	SREL	Identifies the repository name.
parent_id	SREL	Identifies the unique ID of the parent attachment folder.
folder_type	Integer	Identifies the type of attachment folder.
folder_name	String	Identifies the name of the attachment folder.
description	String	Identifies the description of the attachment folder.

Miscellaneous Methods

This section describes the Web Services Miscellaneous methods.

callServerMethod

The following parameters apply to the callServerMethod method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
methodName	String	Identifies the name of the method to call.
factoryName	String	Identifies the factory name of the object type containing the method.
formatList	String	Identifies the format list, a series of characters describing the intended data types for the incoming parameters. It is related to the Parameter() description in this table).
parameters	String[]	Indicates zero or more parameter values for the method.

Description

Use this method to invoke an arbitrary server-side method. These are methods defined in the proprietary “spell” scripting language.

Only factory methods can be called and the caller must be logged in with full administrative rights.

The format list is a series of zero or more characters that indicate (in order) the data types of the parameters to follow. The character codes are as follows:

- 0 S—string
- 0 I—integer (covers dates and duration)
- 0 N—null

For example, suppose a spell method is defined as follows:

```
cr::DoStuff(int in_one, string in_two, string in_three);
```

Invoke it with the following:

```
callServerMethod("DoStuff", "cr", "ISS", [3, "a string", "another one"]);
```

This method is intended for CA Development and services for customizations only; it is not recommended for most sites.

Returns

Each return message component in its own XML element. The elements are all string representations of the value. The elements are ordered in the return order from the server using the following format:

```
<ServerReturn>
  <Paramx>
```

This call does not support object reference returns. If an object reference is returned by the spell method, the return data is the string, “OBJECT”. This is not an error and any other parameters are also returned.

XML Element	Type	Description
<ServerReturn>	N/A	Indicates the outer element, which contains zero or more <ParamX> elements for return values.
<Paramx>	String	Indicates zero or more for the return values, where x is an integer starting at zero and increments for each return element.

You can validate BOPSIDs using `check_bopsid`. This is invoked with `callServerMethod` as follows:

```
String bopsid; // somehow gets populated with the BOPSID value
String [] stuff = new String [] { bopsid };

String ret = usd.callServerMethod
(sid, "check_bopsid", "api", "I", stuff);
```

If the BOPSID validation fails, a SOAP Fault is returned. If validation succeeds, the return value is a small XML structure of the following form:

```
<ServerReturn>
<Param0>CONTACT_PERSID</Param0>
<Param1>SESSION_TYPE</Param1>
<Param2>SESSION_ID</Param2>
</ServerReturn>
```

CONTACT_PERSID

Defines the unique persistent id of the validated/trusted contact. It is of the form, "cnt:<uuid>".

SESSION_TYPE

Defines a small integer id indicating the type of session that generated the BOPSID. This is typically not used by integrators

SESSION_ID

Defines an optional session id. This is the id of the session that generated the BOPSID. It may or may not be set. This is useful to maintain a user's logical session within CA Service Desk Manager, especially if the user is "passed" back to CA Service Desk Manager by another BOPSID.

Note: If the BOPSID validation returns a success, log into CA SupportBridge bypassing the login screen, else the CA SupportBridge Login screen will be displayed.

createObject

The following parameters apply to the `createObject` method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
ObjectType	String	Identifies the type of object to create (the magic factory name).
attrVals	String[]	Identifies a sequence of name-value pairs used to set the initial attribute values for the new issue. Dotted names are not permitted.

Parameter	Type	Description
attributes	String[]	Identifies a sequence of attribute names from the new object for which to return values. Dot-notation is permitted. If this field is empty, all attribute values are returned.
createObjectResult	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
newHandle	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.

Description

Creates a CA Service Desk Manager object. The caller is responsible for setting any required fields in the *attrVals* parameter. Dotted-names are not permitted.

ObjectType

Identifies the name for an object type (factory).

attrVals

Describes the array of name-value pairs used to initialize the new object. For example, the following pseudo-code shows how to create a contact and return a <UDSObject> element with values for all its attributes:

```
String [4] attrVals;  
  
attrVals[0] = "first_name";    // attribute name  
  
attrVals[1] = "Edgar";  
  
attrVals[2] = "last_name";  
  
attrVals[3] = "Martin";  
  
string [0] emptyArray;  
  
CreateObject(sid, "cnt", attrVals, emptyArray, createObjectReturn, newHandle);
```

Note: Do not use this method for new assets, issues, requests, or change orders. Use the specialized createXXX() methods for those object types. This comment also applies if you are using the ITIL methodology—use the appropriate methods to create Configuration Items, Incidents, and Problems.

Returns

A <UDSObject> element containing the new objects handle, along with attribute values specified in the *attributes* parameter. If the *attributes* parameter is empty, *all* attribute values are returned. List and LREL types are also returned, but as empty elements.

XML Element	Type	Description
<createObjectResult>	N/A	Identifies the standard UDSObject element containing the handle and requested attribute values.
<newHandle>	String	Identifies the new objects handle.

getBopsid

The following parameters apply to the getBopsid method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
contact	String	Identifies the name of the user associated with the returned BOPSID. Note: This is the system login name, not the CA Service Desk Manager contact name.

Description

Facilitate the building of Web Interface URLs, which may be used to launch the Web Interface in the context of a given user without a login challenge. The URL may look similar to the following:

`http://host/CAisd/pdmweb.exe?BOPSID=nnnnn+OP=xxx...`

To launch the Web Interface in the context of a given user (for example, an analyst), a calling application must first construct a Web Interface URL, which includes a BOPSID token (a web-interface security token). Failure to provide a BOPSID token may result in an interactive login challenge when attempting to launch the Web Interface in the chosen context (such as, a detail view of a given ticket). The getBopsid method allows the BOPSID to be generated in the context of the user provided by the Name parameter. If the Name parameter is not provided, it uses the user associated with the current Web Interface BOPSID.

Note: To prevent unauthorized elevation of privileges, the BOPSID of the current login must have equal or greater access rights than the name of the user entered.

Returns

A BOPSID based on the name of the user entered. You must use the BOPSID to launch the Web Interface within 30 seconds of it being generated.

Note: The BOPSID of the current login must have equal or greater access rights than the name of the user entered.

getConfigurationMode

The following parameters apply to the getConfigurationMode method:

Parameter	Type	Description
SID	Integer	Identifies the SID of the current login session.

Description

This method returns a string indicating if the CA Service Desk Manager installation is in the ITIL mode.

Returns

A string "itil" if the installation is in ITIL mode. Otherwise, an empty string is returned.

getObjectValues

The following parameters apply to the getObjectValues method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
objectHandle	String	Identifies the handle of a CA Service Desk Manager object to query.
attributes	String[]	Identifies the names of attributes to fetch. If this field is empty, all the object's attributes are returned. Note: Dotted-names for attributes are only supported for SREL type attributes, and not for LREL/BREL/QREL type attributes.

Description

This method returns the attribute values of an object. The caller passes one or more attribute names to fetch the object and dotted-names are permitted.

All values are returned as a string. Empty/null attributes are returned as empty strings.

Returns

A <UDSObject> element. For more information, see XML Object Returns.

XML Element	Type	Description
<UDSObject>	N/A	Contains a <Handle> element and zero or more <AttributeNameX> elements.

getObjectTypeInfo

The following parameters apply to the getObjectTypeInfo method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
factory	String	Identifies the object type (known as 'factory') to query. This is the magic name of the object, for example: "cr" = Request

Description

A list of all attribute names for a given object type, along with type information for each attribute. Information returned for the attribute's type includes the Integer, String, Date, Pointer, List, and so on, if the attribute is required for back-storing its storage space requirements (if appropriate).

Callers should cache the type information requested per object type to avoid multiple, redundant (and expensive) calls. The attribute information can change only after modifications are performed on the CA Service Desk Manager server and the service is recycled.

Returns

The following:

XML Element	Type	Description
<UDSObject>	N/A	Indicates the root node.
<Attributes>	Sequence	Indicates zero or more elements for each attribute.
<attrName DataType="dataTyp e" Size="storageSize" Required="Boolean " Factory="factoryNa me">	Empty Element	Indicates an element with a name matching an object attribute name. The element has several attributes: DataType Signifies the integer representation of the data type. Size Represents the maximum size needed to store this attribute in a string. Required Represents the flag status of True if this attribute must be set for the object to back store. Factory Represents the Type name of the object if the attribute is a List, Lrel or Pointer type. It is not written unless it is a Llist, Lrel, or Pointer type data type.

More information:

[Attribute Data Types](#) (see page 861)

serverStatus

The following parameter applies to the serverStatus method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.

Description

Returns the status of the CA Service Desk Manager server, that is, whether it is up and ready or shut down.

Note: This method executes rapidly on the server machine. Calling this periodically is a good way to keep a SID active.

Returns

The following values apply:

- **1**—Indicates the Service Desk server is not available
- **0**—Indicates the Service Desk server it is running

XML Element	Type	Description
<ServerStatus>	Integer	Identifies the value associated with the server status, zero or 1.

updateObject

The following parameters apply to the updateObject method:

Parameter	Type	Description
SID	Integer	Identifies the session retrieved from logging in.
objectHandle	String	Identifies the handle of a CA Service Desk Manager object to update.
attrVals	String[]	Identifies the name-value pairs for the update.
attributes	String[]	Identifies the sequence of attribute names from the object for which to return values. Dot-notation is permitted. If this field is empty, all attribute values are returned.

Description

Updates one or more attributes for the specified object.

To set values for the object, the caller passes a single-dimensional array of attribute name-value pairs. The first half of the pair is an attribute name; the second is the actual value. Dotted-names are not permitted.

To update an attribute that is a Pointer type (for example, the customer field on a request) a handle must be used for the value. For Integer, Date, and Duration types, pass the string representation of an integer.

For example, to update a request with a new assignee, description and priority, the array would appear as follows:

[0] – “assignee”

[1] – “cnt:555A043EDDB36D4F97524F2496B35E75” (a contact Handle)

[2] – “description”

[3] – “My new description”

[4] – “priority”

[5] – “pri:38903” (a priority Handle)

If the update fails for any reason, the entire operation aborts and no changes occur.

Note: When updating a task, set the status value last in the attribute array.

Returns

A <UDSObject> element containing the updated object’s handle, along with attribute values specified in the *attributes* parameter. If the *attributes* parameter is empty, *all* of the attribute values are returned. List and LREL types are also returned, but as empty elements. For more information about the return format, see XML Object Returns.

Workflow Methods

The Web Services workflow-related methods are used only with the CA Service Desk Manager built-in workflow engine. These methods are not applicable when a ticket is using CA IT PAM or the integrated CA Workflow product. CA Workflow does have a separate web service interface.

Note: For details about CA Workflow web services, see the product documentation.

getWorkflowTemplates

The following parameters apply to the getWorkflowTemplates method:

Parameter	Type	Description
SID	Integer	Identifies the SID of the current login session.
objectHandle	String	Identifies the object handle (persistent_id) of a change order or issue.
attributes	String[]	Identifies the attribute list for which to fetch values. Dotted-attributes are permitted. If this field is blank, all value-based attributes are returned.

Description

Takes a parameter of the handle of a change order or issue and returns a list of workflow templates that are associated with the category of the change order or issue. It first verifies that the change order or issue has a category. Then, it retrieves a list of associated workflow templates of the category. If the change order or issue does not have a category, the following error appears:

Error (UDS_BAD_PARAM)

Empty/null list is returned if there are no associated workflow templates found for the category

Returns

XML Element	Type	Description
<UDSObject>	N/A	Specifies the standard UDSObject element containing the handle and requested attribute values.

createWorkFlowTask

The following parameters apply to the createWorkFlowTask method:

Parameter	Type	Description
SID	Integer	Identifies the SID of the current login session.
attrVals	String[]	Identifies an array of name-value pairs that are used to set the initial attribute values for this workflow task. These optional attributes include: ■ Asset ■ Assignee ■ Estimated duration ■ Estimated cost ■ Estimated completion date
objectHandle	String	Identifies the object handle of a change order or issue for which this workflow task is created or attached.
creatorHandle	String	Identifies the object handle of the contact that created this workflow task.
selectedWorkFlow	String	Identifies the object handle of an existing workflow task after which the new workflow task is to be inserted.
taskType	String	Identifies the object handle of a workflow task template or the code of a task type.
attributes	String[]	Identifies the sequence of attribute names from the new object for which to return values. Dot-notation is permitted. If this field is empty, all attribute values are returned.
createWorkFlowTaskResult	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.
newHandle	String Holder	Identifies the String Holder object for capturing returned data. See the XML Element Return list below for details.

Description

Verifies the input value of selectedWorkflow. If it is empty, the new workflow task is inserted at the bottom. Otherwise, the new workflow task is created after the selectedWorkflow. The input value of taskType is also verified to determine whether to create a workflow based on a workflow template or on a task type code.

Returns

The new workflow task handle, along with *all* of its attribute values. List and LREL types are also returned, but as empty elements. For more information about the return format, see XML Object Returns.

XML Element	Type	Description
<createWorkflowTaskResult>	N/A	Identifies the standard UDSObject element containing the handle and requested attribute values.
<newHandle>	String	Identifies the new workflow task handle.

deleteWorkflowTask

The following parameters apply to the deleteWorkflowTask method:

Parameter	Data Type	Description
SID	Integer	Identifies the SID of the current login session.
workflowHandle	String	Identifies the object handle of a workflow task.
objectHandle	String	Identifies the object handle of a change order or issue from which the workflow task is deleted.

Description

Removes a workflow from its associated change order or issue.

Returns

Nothing.

Attachment Methods

This section describes the Web Services attachment-related methods. Only file attachments are handled by these methods; link type attachments are handled by generic methods, such as `CreateObject()`. In addition, file uploads through Web Services employ the Direct Internet Message Encapsulation (DIME) protocol. Your SOAP implementation must support DIME in order to use these methods.

`createAttachment`

The following parameters apply to the `createAttachment` method:

Parameter	Data Type	Description
SID	Integer	Identifies the session retrieved from logging in.
repositoryHandle	String	Identifies the object handle of a document repository.
objectHandle	String	Identifies the object handle of a call request, change order, or issue, to which this attachment is attached.
description	String	Identifies the description for the attachment object.
fileName	String	Identifies the full path of the file to be uploaded.

Description

Uploads a file to the back-end server. An uploaded file is stored in a document repository specified by the `repositoryHandle`. An attachment object is then created and attached to a ticket object specified by the `objectHandle`. The attachment object has all the information for accessing the newly uploaded file in the repository.

Returns

The following:

Parameter	Type	Description
<Handle>	String	Identifies the object handle of the newly created attachment object.

Could not perform the operation, policy limit exceeded**Symptom:**

When using the `createAttachment()` web service method to attach a document to an existing request or incident, you receive this error, even when the web services policy setting for attachments is set to -1(unlimited), which is the out-of-the-box default setting. You may receive this error when calling the web service method if there are no attached files in the received SOAP message. You must attach at least one file to the SOAP message before calling the `createAttachment()` web service method.

Solution:

Set your SOAP implementation to support Direct Internet Message Encapsulation (DIME), and attach the file to be uploaded manually using DIME support before calling the `createAttachment()` method.

Example: Visual Basic .NET

This code example illustrates sample Visual Basic .NET code to attach a file using DIME support before calling the `createAttachment()` web service method.

```
Dim reqContext As SoapContext = objUSD_WS.RequestSoapContext
Dim dimeAttach As New DimeAttachment("image/gif",
TypeFormat.MediaType, "c:\test.txt")
reqContext.Attachments.Add(dimeAttach)

strResult = objUSD_WS.createAttachment(sid, "doc_rep:1002",
"cr:400001", "my desc", "c:\test.txt")
```

Note: For information about the DIME attachment methods used in the previous sample code, see the Microsoft website. For programs written in other languages, see your documentation for the SOAP implementation that supports DIME.

Example: Java

This code example illustrates sample Java code to attach a file using DIME support before calling the `createAttachment()` web service method.

```
FileDataSource fds = new FileDataSource(filename);
DataHandler dhandler = new DataHandler(fds);
usd._setProperty(Call.ATTACHMENT_ENCAPSULATION_FORMAT,
Call.ATTACHMENT_ENCAPSULATION_FORMAT_DIME);
usd.addAttachment(dhandler);

String handle = usd.createAttachment(sid, repHandle, objHandle,
description, filename);
```

removeAttachment

The following parameters apply to the removeAttachment method:

Parameter	Type	Description
SID	Integer	Identifies the SID of the current login session.
attHandle	String	Identifies the object handle of an attachment to be removed.

Description

Removes an attachment from a ticket object. The attached file is then removed from the repository.

Returns

Nothing.

Chapter 8: Authoring Automated Tasks

You can author, debug, test, and upload automated tasks in your support environment using the Automated Tasks Editor. You can create automated tasks by customizing default templates and components. Modifying these defaults requires minimal or no coding, but if any errors occur, the application displays the line of code reporting the error.

The editor uses web services to access automated tasks depending on provided credentials during CA Service Desk Manager authentication. An Administrator can permit analysts to access the server with the Automated Task Editor, and allow analysts to modify and upload public or tenant-specific scripts. The editor provides dialogs to edit the basic automated task settings, security settings, and dependencies on libraries and static content items. The automated task framework implements three objects used by the automated task author: Task, Step, and Logger.

You can do the following with automated tasks:

- Create and customize steps based on automated task step templates provided by CA.
- Customize an automated task by editing the step template properties in a property sheet, or by editing the code directly. The code editor supports syntax highlighting and automatic code completion functionality while typing.
- An Administrator can run reports that show whether automated tasks were successful or not. The definition of success varies considerably depending on what the automated task is trying to do. CA Service Desk Manager provides the *Functions.SetExecutionState()* function call that enables the task to declare its execution state as being success, fail, or not setting it at all. The automated task execution state field filters the report.
- Send emails to end users or to an external system using the CA Service Desk Manager mail daemon.

Localize automated tasks by declaring all strings to localize as automated task step properties. You can edit these step properties in the Automated Task Editor for each supported locale separately. The values of these properties are accessed from automated task step script code using `Step.GetProperty()` which returns the correct localized version of the specified property based on the localization ID of the customer running the automated task.

How an Automated Task Runs

CA Service Desk Manager provides a framework which is a block of script code responsible for the code that deals with presenting user interfaces and retrieving user input from user interface steps. The framework exists so that you can do complex things with automated tasks, interface-related, using simple code, rather than complex code that would otherwise be necessary. The framework includes two objects (Task and Step). You can use these objects to interact with the framework and control how automated tasks execute, including setting up and accessing the user interface.

Note: When running an automated task in the Automated Task Editor, the editor acts as both server and client.

The following process describes what happens when you execute an automated task:

1. Use the framework to assemble the script code to execute together with the step code in the automated task definition, and any dependent library code.
2. The server assembles and distributes the code to the end-user environments.
3. Both the end user and the analyst receive the entire assembled automated task.
4. The server initiates each step in turn at the relevant client.

How Analysts Receive Data

You can have an automated task gather data and store it in the Support Automation database associated to the specific task execution. The data can be picked up by a post session integration that can use the data or pass it to an external system. In such a case, typically you construct this data as an XML fragment.

Use `Functions.SetAcquiredData()` to store data (text), associated with a task execution. Support Automation allows one such text field of any length to be stored for each execution of an automated task. You can store data in one step and access it in a subsequent step as follows:

1. The server sends the initial state of this data storage to the client with the instruction to execute a step.
2. At the end of the step, the client sends the persisted data state back to the server so the server can send this data to whichever client is executing the next step.
3. An analyst user interface step can gather input from the analyst and store it.
4. The end-user user interface step can access the data that was supplied by the analyst.

Automated Task Elements

You create automated tasks by defining steps in an automated process. Automated tasks predefine routines with specific actions on the end-user computer without the need for the analyst or end user to do the process. Common routines include gathering telemetry information, diagnosing problems, and implementing resolutions.

An automated task consists of the following elements:

Task Settings

Specifies the title, description, dimensions of the step windows, HTML headers and footers, and a CSS style sheet applied to the end-user interface.

Dependencies

Specifies the libraries and static content items that the task depends on, such as images or CSS files.

Task Steps

Specifies the executed code for each step. You can author steps by selecting automated task step templates and modify them to fit your needs.

Security Settings

Specifies the appropriate security settings to run the automated task on an end-user computer, such as read/write permissions, registry privileges, and so on.

XSDF Files

Specifies automated task definitions saved to an XML schema in XSDF files (XML Script Definition Format). The XSDF file contains all automated task settings, dependencies, security settings, step code information, and dependencies.

If the automated task is dependent on a particular library, the full script code of that library is written to the XSDF file, not only the dependency information. Dependencies are also imported when XSDF files are loaded into the Automated Task Editor or imported into CA Service Desk Manager, unless a later version of the same dependent library exists in the target environment. The same is true for dependent static content. Script libraries can also be saved on their own to XSDF files for distribution between systems.

The editor lets you define CSS styles for all automated task elements. You can control the appearance by using CSS Styles.

Example: Default CSS Styles

The following CSS styles are defined by default.

Note: If you use a custom CSS file, you can override the default values.

```
#header {  
    padding: 2px 8px;  
    font-size: 16pt;  
    font-weight: bold;  
    border-bottom: 2px solid green;  
}  
#title {  
    background-color: #eee;  
    padding: 2px 8px;  
    font-size: 12pt;  
    font-weight: bold;  
    border-bottom: 1px solid green;  
}  
#content {  
    padding: 8px;  
}  
#buttons {  
    background-color: #eee;  
    border-top: 1px solid green;  
    text-align: right;  
    padding: 2px 8px;  
}  
#buttons input {  
    font-family: Verdana;  
    font-size: 10pt;  
}  
#footer {  
    border-top: 2px solid green;  
    padding: 2px 8px;  
    font-size: 9pt;  
}
```

The supplied HTML components declare a CSS Style for an HTML DIV that encloses the component. This declaration allows all elements of the components to be styled through CSS.

The name of this style can usually be set through automated task step template properties for steps that use these HTML components.

Task Object Reference

The task object is directly referenced as Task [e.g., Task.End();]

Methods

Task	Description
End()	Ends the Task immediately.
GetNamedDataItem(key)	Returns the value previously stored with the specified key.
SetNamedDataItem(key, value)	Stores the value against the specified key. These values can be stored in one step and accessed in another using GetNamedDataItem(). The specified value can be JavaScript primitive type (number, boolean, string) or an object or an array of objects. In VBScript, only primitive types can be stored.
GetNextElementId()	Returns a unique identifier that can be used for HTML DOM objects.
GetPageBodyElementById(id)	Returns the HTML DOM object corresponding to the specified ID.
ReplaceDataItems(string)	Returns a copy of the specified string with all instances of stored data items in the format \${key} replaced by their stored values.
CloseIEWindow()	Closes the UI window if it is open.

Properties

Property	Description
Title	The title of the automated task.
HeaderHtml	The HTML placed in the header section of the UI window.
FooterHtml	The HTML placed in the footer section of the UI window.
Height	The height, in pixels, of the UI window.
Width	The width, in pixels, of the UI window.
NextStepIndex	The index (0-based) of the next step to be executed.

Step Object Reference

The step object is directly referenced as Step [e.g., Step.End();]

Methods

Step Object	Description
End()	Ends the step immediately. The next step will be invoked.
Controls.Add()	Adds a string or HTML component to the UI content. Strings are automatically converted to Label HTML components.
GetProperty(propertyKey)	Returns the value of the specified property key for the current localization. If no value exists for the current localization, the value of the property in the default localization will be returned.
SetProperty(localizationID, propertyKey, value)	Sets the value of the specified property to the specified value for the specified localization ID.
RegisterEventHandler(controlId, eventHandler, tag)	Registers the specified event handler as the function to be invoked when the IE window's raiseUIEvent(controlId) function is called. Any data passed as tag will be made available when the event handler is dispatched as Step.EventData.
IsUIStep()	Returns true if the current step is a UI step; false otherwise.

Properties

Property	Description
Title	The title of the step – displayed in the UI header section.
NextButtonLabel	The label for the "Next" button. Defaults to "Next".
NextButtonVisible	True to show the "Next" button. False to hide it.
PreviousButtonLabel	The label for the "Previous" button. Defaults to "Previous."
PreviousButtonVisible	True to show the "Previous" button. False to hide it.
FinishButtonLabel	The label for the "Finish" button. Defaults to "Finish."
FinishButtonVisible	True to show the "Finish" button. False to hide it.
EventData	When a UI event is raised (by calling raiseUIEvent() from HTML within the IE window) the event handler function previously registered with RegisterEvenHandler() is invoked. The data stored as the "tag" when the event handler was registered will be available as Step.EventData

when the handler is dispatched.

Logger Object Reference

The Logger object is accessed as Trace.Framework.

Example:

```
Trace.Framework.Level = TraceLevels.Info
```

```
Trace.Framework.Error("An error has occurred")
```

Methods

Logger Object	Description
Fatal(msg)	Log the specified message if the current trace level is set at Fatal, Error, Warning, Info, Debug, or Verbose.
Error(msg)	Log the specified message if the current trace level is set at Error, Warning, Info, Debug, or Verbose.
Warning(msg)	Log the specified message if the current trace level is set at Warning, Info, Debug, or Verbose.
Info(msg)	Log the specified message if the current trace level is set at Info, Debug, or Verbose.
Debug(msg)	Log the specified message if the current trace level is set at Debug or Verbose.
Verbose(msg)	Log the specified message if the current trace level is set at Verbose.

Properties

Property	Description
Level	The current trace level. Set to one of the values in the TraceLevels enumeration (None, Fatal, Error, Warning, Info, Debug, or Verbose).

Global Functions

The following global functions are used in Support Automation procedures.

Function	Description
AnyArrayToVBAArray(array)	Converts any array (VBScript or JavaScript) to a VBAArray. Arrays in JavaScript are different objects to VBScript arrays so it is

	necessary to convert between them.
AnyArrayToJSArray(array)	Converts any array to JavaScript array.
CreateHashMap()	Returns an object that can be used as a hashmap for storing arbitrary data (key/value pairs). The returned object implements the following methods: Get(key) – Returns the value stored against the specified key. Set(key,value) - Stores the value for the specified key. GetAllKeys() – Returns an array of the keys.

Script Library Management

You can use the same script functionality that gathers specific data, or applies certain changes on a remote machine in many various automated tasks. Support Automation provides the concept of script library to package such reusable code. You use script libraries to help you reuse and maintain code. These libraries contain functions written in JavaScript or VBScript that automated tasks can call. The automatic code completion feature of the Automated Task Editor provides a function description text and argument descriptions when you edit automated task step script code.

You can create your own libraries. The Automated Task Editor displays defined JavaScript and VBScript libraries on the left pane. Script libraries let you do the following:

- Create libraries and functions
- Provide descriptions of the Function arguments
- Export and Import from XSDF files or directly from the Support Automation server
- Define the function name, description, arguments, and script text

Return Objects from Library Functions

You can return an instance of an object from a library function, such as for library functions that manufacture HTML Components. Returning an object requires you to declare a class and instantiate an instance of that class. Class declarations are done differently in JavaScript and VBScript.

In JavaScript, you define classes by declaring a function that is actually the constructor for the class. Public properties and methods are added to the class using the *this* keyword. You declare private properties by using the *var* keyword. In JavaScript, you can declare a class inside a function definition.

In VBScript, class definitions are not permitted inside functions, however, you can provide the code that forms the implementation of a given function. You create class definitions using one of the following techniques:

- Constructing the class definition code in a string and executing it with *ExecuteGlobal*.
- Calling a second function and returning whatever it returns. End the function. Declare the class, then the second function.

Local File System/Registry Access

Many automated tasks require reading or modifying the file system or registry. The Windows Script Host (WSH) provides some scriptable COM components (such as FileSystemObject) to enable scripts to read or modify the file system or registry. Some antivirus programs implement script blocker utilities that interfere with those COM components, often flagging any script that tries to instantiate the relevant component as being malicious. Clearly, it is not desirable to have script blockers interfere with the activities of analysts who are trusted and trying to repair a problem. The CA Service Desk Manager functions library contains functions for interacting with the file system and registry that enable much the same functionality that the Windows components expose, without being subject to the action of script blocker programs.

The standard WSH components are used when you write automated tasks for an internal corporate environment where the end-user computer state is known, and assumed that script blockers are not present. You can use the functionality in the CA Service Desk Manager Functions COM component to implement any file system or registry activity for external environments (customers at home or on the public Internet) when the organization that is providing support does not control the end-user computer configuration.

Windows Management Instrumentation (WMI) Support

Automated tasks support Windows Management Instrumentation (WMI), a component of the Windows operating system that provides management information and control in an enterprise environment. By using industry standards, you can use WMI to query and set information about desktop systems, applications, networks, and other enterprise components.

WMI lets you access and modify the operating system. WMI is based upon SQL-style queries that allow an automated task to query information from the operating system and then, using objects, to manipulate that data. WMI is a powerful system and is often the preferred method for automated tasks to carry out their purposes.

Example: Script fragment that enumerates the currently configured Operating System Services.

```
strComputer = "."
Set objWMIService = GetObject("winmgmts:" _
    & "{impersonationLevel=impersonate}!\\" & strComputer & "\root\cimv2")

Set colRunningServices = objWMIService.ExecQuery("Select * from Win32_Service")

For Each objService in colRunningServices
    Wscript.Echo objService.DisplayName & VbTab & objService.State
Next
```

Functions and WScript Usage

The framework provides two scriptable COM components that are accessible to all automated tasks running in CA Service Desk Manager. These COM components are Functions and WScript.

Functions

The functions component is a collection of procedure calls that are used for the following:

- Accessing the local file system and or registry without triggering antivirus script blocker programs
- Accessing the Support Automation server functionality such as:
 - Writing session log entries
 - Storing automated task acquired data
 - Setting automated task execution state
 - Sending email
 - Escalating between products
 - Executing custom server routines

Functions COM Object Methods

The following Functions COM Object Methods are available for use in Support Automation automated tasks.

Function	Description
B64Encode (BSTR data, VARIANT *varResult)	Base64 encodes the specified data.
B64Decode (BSTR data, VARIANT *varResult)	Decodes the specified data.
CheckIfServerExists (BSTR URL, USHORT port, VARIANT *varResult)	Makes a request on the specified server to determine if it is accepting connections.
Eof (LONG fileno, VARIANT *varResult)	Determines if there is unread data in the specified text file
EscalateToLive (VARIANT *varResult)	Escalates the customers session from Self-Serve to Live Session
ExecuteRC (BSTR MethodName, BSTR ParamStr, int ParamCount, VARIANT *varResult)	Executes a RuleConduit call on the server allowing arbitrary server methods to be executed.
ExecuteWaitAndCaptureStream (BSTR strProg, int nStream, VARIANT *varResult)	Executes the specified command and waits for the process to exit, capturing the output from the process execution.
FileAddAttributes (BSTR szFilePath, LONG dwAttr, VARIANT *bvarResult)	Call to add attributes (Read-Only, Compressed, Archived, etc...) to a file without changing attributes already there.
FileCloseTextFile (LONG fileno)	Closes a text file previously opened with FileCreateTextFile

	or FileOpenTextFile.
FileCopyTo (BSTR szSourceFilePath, BSTR szDestFilePath, VARIANT_BOOL bcanOverwrite, VARIANT *bvarResult)	Call FileCopyTo to copy a file from one place to another.
FileCreateTextFile (BSTR szFilePath, BOOL overwrite, VARIANT *varResult)	Creates a new text file in the specified location returning a handle that can be used to interact with the file.
FileDelete (BSTR szFilePath, VARIANT *bvarResult)	Call to permanently delete a file.
FileExecute (BSTR szCommand, VARIANT *bvarResult)	Call to execute a file.
FileExecuteAndWait (BSTR szCommand, LONG dwMilliseconds, VARIANT *bvarResult)	Call to execute a file and wait for it to exit.
FileExists (BSTR szFilePath, VARIANT *bvarResult)	Checks whether a file exists or not.
FileGetAttributes (BSTR szFilePath, VARIANT *dwvarResult)	Call to retrieve the attributes (Read-only, archive, compressed, etc...) of a file.
FileGetDirectoryContents (BSTR pathName, BOOL showFiles, BOOL showDirs, VARIANT *varResult)	Returns the selected contents of the specified directory.
FileGetDrives (VARIANT *varResult)	Call to get a list of drives mounted.
FileGetDriveType (BSTR driveName, VARIANT *varResult)	Returns the type of the specified drive.
FileGetInfo (BSTR szFilePath, VARIANT *varResult)	Call to get the size and date information for a file.
FileGetINISectionContents (BSTR filename, BSTR sectionName, VARIANT *varResult)	Gets a pipe delimited list of the contents of the specified INI section.
FileGetINIValue (BSTR fileName, BSTR sectionName, BSTR keyName, BSTR defaultValue, VARIANT *varResult)	Gets the value of the specified item in the INI file.
FileGetInternetFile (BSTR szURL, BSTR szFilePath, VARIANT *bvarResult)	Call to download a file from the internet.
FileGetSize (BSTR szPath, VARIANT *varResult)	Gets the size of a file in bytes.
FileGetVersion (BSTR szFilePath, VARIANT *szvarResult)	Retrieves the version number of a file.
FileGetVolumeInfo (BSTR szVolumeRootPath, VARIANT *varResult)	Gets the information for a drive.

FileMakeDir (BSTR szDirPath, VARIANT *bvarResult)	Creates a directory.
FileMoveTo (BSTR szSourceFilePath, BSTR szDestFilePath, VARIANT_BOOL bcanOverwrite, VARIANT *bvarResult)	Moves a file from one place to another.
FileOpenTextFile (BSTR szFilePath, BSTR szMode, VARIANT *varResult)	Opens the specified text file returning a handle that can be used to interact with the file.
FileReadLine (LONG fileno, VARIANT *varResult)	Reads a line of text from the text file.
FileRecycle (BSTR szFilePath, VARIANT *bvarResult)	Recycles a file. Recycling places the file in the recycle bin and removes it from its original folder.
FileRenameTo (BSTR szSourceFilePath, BSTR szDestFilePath, VARIANT_BOOL bcanOverwrite, VARIANT *bvarResult)	Call FileRenameTo to change the name of a file.
FileSetAttributes (BSTR szFilePath, LONG dwAttr, VARIANT *bvarResult)	Sets the attributes (Read-only, archived, compressed, etc...) of a file.
FileSetINIData (BSTR filename, BSTR sectionName, BSTR keyName, BSTR data, VARIANT *varResult)	Sets the data for the specified key in the INI file.
FileWriteLine (LONG fileno, BSTR value, VARIANT *varResult)	Writes a line of text into the text file.
GetChildWindowCaption (int index, VARIANT *varResult)	Gets the caption for the specified child window.
GetChildWindowHandle (int index, VARIANT *varResult)	Gets the handle for the specified child window.
GetChildWindowProcessName (int index, VARIANT *varResult)	Gets the name of the process that owns the specified child window.
GetChildWindows (int hwnd, VARIANT *varResult)	Enumerates the windows that are children of the specified window storing the results for future querying, returning the count.
GetExecutionEnvironment (VARIANT *varResult)	Gets a string indicating where the script is being executed.
GetLocalization (VARIANT *varResult)	Gets the localization of the current user.
GetRootUrl (VARIANT *result)	Return the Server Root URL.
GetStaticContentUrl (VARIANT *result)	Return the Server Static Content URL.
GetStaticItemURL (BSTR itemGuid, VARIANT *varResult)	Retrieves the root URL of the given static content item.
GetSupportDeskOpen (VARIANT *varResult)	Gets the hours of operation status of the support desk.

GetWindowCaption (int index, VARIANT *varResult)	Gets the caption for the specified window.
GetWindowHandle (int index, VARIANT *varResult)	Gets the handle for the specified window.
GetWindowProcessName (int index, VARIANT *varResult)	Gets the name of the process that owns the specified window.
GetWindows (VARIANT *varResult)	Enumerates the system top level window handles, stores the results for future calls and returns the count.
HttpGet (BSTR szUrl, VARIANT *varResult)	Makes a request on the specified URL and returns the results.
HttpPost (BSTR szUrl, BSTR szBody)	Posts the specified request body to the specified URL.
InternetCheckConnection (VARIANT *varResult)	Determines if the customer machine appears to have a working internet connection.
LogMessage (BSTR szMessage)	Adds a message to the session log for the script execution.
OutlookGetPSTContents (BSTR szPSTPath, VARIANT *varResult)	Gets the contents of the specified Outlook PST file.
PromptUser (LONG Timeout, BOOL DefaultResult, BSTR Message, VARIANT *varResult)	Prompts the user with given message.
ReadLine (LONG fileno, VARIANT *varResult)	Reads a line of text from the text file. (deprecated, use FileReadLine instead).
RegCopyKey (BSTR szSourceRoot, BSTR szSourceKey, BSTR szDestRoot, BSTR szDestKey, VARIANT_BOOL bCanOverwrite, VARIANT *varResult)	Copies the entire contents of one key to another.
RegCopyValue (BSTR szSourceRoot, BSTR szSourceKey, BSTR szSourceValue, BSTR szDestRoot, BSTR szDestKey, BSTR szDestValue, VARIANT *bvarResult)	Copy the contents of one key/value to another. The user must have the ability to query keys for the root specified.
RegCreateKey (BSTR szRootPath, BSTR szKeyPath, VARIANT *bvarResult)	Creates a key entry in the user's registry.
RegDeleteKey (BSTR szRootPath, BSTR szKeyPath, VARIANT *bvarResult)	Removes a key from the registry. The user must have the ability to remove keys from the root specified.
RegDeleteValue (BSTR szRootPath, BSTR szKeyPath, BSTR szValueName, VARIANT *bvarResult)	Removes a key value from the registry. The user must have the ability to query keys for the root specified.
RegGetDWORD (BSTR szRootPath, BSTR szKeyPath, BSTR szValueName, VARIANT *dwvarResult)	Retrieves the a DWORD value from a specified key in the registry. The user must have the ability to query keys for the root specified.

RegGetString (BSTR szRootPath, BSTR szKeyPath, BSTR szValueName, VARIANT *szvarResult)	Retrieves a string value from a registry key. The user must have the ability to query keys for the root specified.
RegGetSubkeyByIndex (BSTR szRoot, BSTR szKey, LONG idxSubkey, VARIANT *varResult)	Retrieves the name of a subkey based on its index. The user must have the ability to query keys for the root specified.
RegGetSubkeysCount (BSTR szRoot, BSTR szKey, VARIANT *varResult)	Gets the number of keys underneath any given key. The user must have the ability to query keys for the root specified.
RegGetValueByIndex (BSTR szRoot, BSTR szKey, LONG idxValue, VARIANT *varResult)	Retrieves a key value given its index. The user must have the ability to query keys for the root specified.
RegGetValuesCount (BSTR szRoot, BSTR szKey, VARIANT *varResult)	Gets the number of values for a given key. The user must have the ability to query keys for the root specified.
RegGetValueType (BSTR szRootPath, BSTR szKeyPath, BSTR szValueName, VARIANT *dwvarResult)	Finds out the type of value for a given Registry key. The user must have the ability to query keys for the root specified.
RegKeyExists (BSTR szRootPath, BSTR szKeyPath, VARIANT *bvarResult)	Queries a key from the registry. The user must have the ability to query keys from the root specified.
RegMoveKey (BSTR szSourceRoot, BSTR szSourceKey, BSTR szDestRoot, BSTR szDestKey, VARIANT_BOOL bCanOverwrite, VARIANT *varResult)	Moves the entire contents of one key to another.
RegMoveValue (BSTR szSourceRoot, BSTR szSourceKey, BSTR szSourceValue, BSTR szDestRoot, BSTR szDestKey, BSTR szDestValue, VARIANT *bvarResult)	Moves the contents of one key value to another. The user must have the ability to query keys for the root specified and write to the destination.
RegRenameValue (BSTR szRootPath, BSTR szKeyPath, BSTR szOldValueName, BSTR szNewValueName, VARIANT *bvarResult)	Changes the name of a registry value. Note: The user must have the ability to query keys for the root specified.
RegRestoreKeyFromFile (BSTR szRootPath, BSTR szKeyPath, BSTR szFilePath, VARIANT *bvarResult)	Restores the entire contents of a key from a file into the registry. The user must have the ability to query and write keys for the root specified.
RegSaveKeyToFile (BSTR szRootPath, BSTR szKeyPath, BSTR szFileName, VARIANT *bvarResult)	Saves the entire contents of a key from the registry into a file. This file may then be restored using RegRestoreKeyFromFile. The user must have the ability to query keys from the root specified.
RegSetDWORD (BSTR szRootPath, BSTR szKeyPath, BSTR szValueName, LONG dwValue, VARIANT *bvarResult)	Sets a DWORD value in the registry. The user must have the ability to query keys for the root specified.

RegSetString (BSTR szRootPath, BSTR szKeyPath, BSTR szValueName, BSTR szValue, VARIANT *bvarResult)	Sets a string value for a key in the registry. The user must have the ability to query keys for the root specified.
RegValueExists (BSTR szRootPath, BSTR szKeyPath, BSTR szValueName, VARIANT *bvarResult)	Checks for the existence of a key/value pair in the registry. The user must have the ability to query keys for the root specified.
RunCommandAsImpersonatedUser (BSTR bapp, BSTR bargs, VARIANT_BOOL block, LONG timeout, VARIANT *varResult)	Runs an application with the same credentials the script has (deprecated). Returns 0 on success.
RunCommandAsUser (BSTR domain, BSTR user, BSTR password, BSTR app, BSTR args, VARIANT_BOOL block, LONG timeout, VARIANT *varResult)	Runs an application as another user. Returns 0 on success.
SaveLog (BSTR fileName)	Saves the session log.
SendEmail (BSTR toAddress, BSTR emailSubject, BSTR emailBody)	Sends an email via CA Service Desk Manager mail daemon.
SetAcquiredData (BSTR data)	Save a chunk of script specific character data on the server for later use.
SetScriptSuccess (BOOL bSuccess, VARIANT *varResult)	Indicates whether the script executed successfully from the script's point of view.
ShowFileBrowseDlg (BSTR browseType, BSTR fileExt, VARIANT *varResult)	Shows the standard windows file browse dialog and returns the selected file.
ShowMessage (BSTR szMessage)	Displays the message to the user in a message box.
Sleep (LONG time)	Causes the execution thread to sleep.
TransferToQueue (BSTR queueID, BSTR queueName)	Sets the customer's current queue, this is the queue that the customer will enter if escalated to live.
UtilAttachDll (BSTR szDllPath, BSTR szHTTPLocation, VARIANT *varResult)	Loads a dll into the process space so that functions may be called from it.
UtilCloseTask (BSTR szProcName, VARIANT *bvarResult)	Closes a running task.
UtilDetachDll (LONG idDll, VARIANT *varResult)	Unloads a DLL from memory.
UtilEndProcess (BSTR szProcName, VARIANT *bvarResult)	Terminates the process with the specified name.
UtilExitWindows (LONG IAction, VARIANT_BOOL bForce, VARIANT_BOOL bRelogin)	Exits windows either by log off, restart, or shutdown.
UtilExternalMethodCall (LONG idDll, BSTR szFuncName, LONG IFuncType,	Executes a function from a loaded DLL.

BSTR szParams, VARIANT *varResult)	
UtilGetComputerName (VARIANT *varResult)	Gets the current computer name.
UtilGetEnvironmentVariable (BSTR szVarName, VARIANT *varResult)	Gets the value of a defined environment variable.
UtilGetOSVersion (VARIANT *varResult)	Gets the OS version.
UtilGetProcessByIndex (LONG idxProcess, VARIANT *varResult)	Retrieves process information for the specified process.
UtilGetProcesses (VARIANT *varResult)	Gets a list of all processes running on the customer machine.
UtilGetProcessesCount (VARIANT *varResult)	Gets the number of processes currently running on the customer machine.
UtilGetProcessMemory (LONG processID, VARIANT *varResult)	Gets the amount of memory used by the specified process.
UtilGetRunningTask (LONG idxWnd, VARIANT *varResult)	Gets information related to a task running on the customer machine. UtilGetRunningTasksCount should be called first to determine the number of tasks available.
UtilGetRunningTasksCount (VARIANT *varResult)	Gets a count of the tasks running on the customer machine.
UtilGetSystemDir (VARIANT *varResult)	Gets the windows system directory.
UtilGetSystemMetrics (LONG nIndex, VARIANT *varResult)	Gets the value of the specified system metric.
UtilGetUserName (VARIANT *varResult)	Gets the current user's logon name.
UtilGetWindowsDir (VARIANT *varResult)	Gets the directory for windows.
UtilGlobalMemoryStatus (VARIANT *varResult)	Gets information on global memory availability.

WScript

Many public domain script examples are available from sources such as Microsoft TechNet ScriptCenter, which are typically aimed at a system administrator audience, but are often useful for use in automated tasks. They often assume that the existence of an object called WScript, which Microsoft provides as part of their command-line script execution engine, but not part of the Windows Script Host in itself.

CA Service Desk Manager implements a simple version of the WScript object providing the Echo, Sleep, GetObject, and CreateObject methods, providing compatibility for the most commonly used WScript methods. WScript.Echo(), which usually writes to the command line, is implemented in CA Service Desk Manager to write to the automated task log, and thus WScript.Echo() is synonymous with Functions.LogMessage().

WScript COM Object Methods

The following WScript COM Object Methods are available for use in Support Automation automated tasks.

Object Method	Description
CreateObject(objDescription)	Creates an instance of the specified COM object.
Echo(msg)	Logs the specified message. Equivalent to Functions.LogMessage(msg).
GetObject(objDescription)	Used to get an instance of an object from a string reference to it.
Quit()	Ends the executing task immediately.
Sleep(time)	Pauses execution for the specified number of milliseconds. Equivalent to Functions.Sleep(time).

Static Content Management

Automated tasks can present a user interface that requires you to use images or CSS files to appear correctly. This static content (images and CSS files) is associated with the automated task definition as the task is dependent on them. You can do the following:

- Import static content and associate it to automated tasks.
- Add, edit, delete, and upload to the Support Automation server.
- Select an image or text file to import and assign a globally unique identifier (GUID).
- Use the Automated Task Editor to assign static content items to automated tasks.

When you assign the static content item, you associate the automated task and it is saved in the XSDF with the task. The static content automatically deploys to the server when the dependent automated task deploys.

Static content is stored in the Support Automation database on the server. A servlet provides access to these images based on their ID. The Functions library call *Functions.GetStaticContentItemRef()* returns the URL to that servlet, which takes the ID as a parameter. The Automated Task Editor provides a toolbar button that brings up the Static Content Items dialog, which allows you to select the desired item. When you click OK, the *Functions.GetStaticContentItemRef()* call is automatically inserted into the code with the relevant ID.

Note: Static content has a limit of 50 KB per item.

Automated Task Step Templates

Automated task step templates are the script code for a given automated task step that can also define automated task step properties. You can customize the behavior of the automated task step template by changing the values of automated task step properties in the property sheet. You can accomplish more extensive customization by editing the code directly, but the intent is to minimize the amount of coding you do.

Steps are end-user action steps or user interface steps that show either to the end user or analyst. The automated task step templates are either end-user action, analyst interface, or end-user interface templates. CA provides automated task step templates, both action and user interface, to form the building blocks of tasks and enable you to create functional automated tasks with minimal coding.

For steps that define properties, you are prompted to provide values for these properties when the step is first created from the template. You can modify these values using the property sheet.

User Interface Steps

All user interface steps must implement an OnLoad function called by the framework before the step is displayed. The OnLoad function sets up the user interface. The step object exposes several properties and methods that you can use to set up the user interface.

You can control the visibility of the buttons on the step footer using `Step.NextButtonVisible`, `Step.FinishButtonVisible`, and `Step.PreviousButtonVisible`. When you set these properties to `True`, it makes the button appear. If a button is shown, a handler must be implemented for it. You can add the actual user interface controls to the page body using HTML components.

Example: Text Input Box as an HTML Component

The step object has a `controls` array that is populated with a series of HTML components. These script objects render in HTML, and when the framework renders a user interface page, each HTML component in its `controls` array renders itself and adds the returned HTML fragment to the HTML body of the page.

HTML components let you write complex user interfaces without extensive HTML knowledge. Using an HTML component, you can create and configure commonly used controls with minimal coding.

Example: Text Input box as an HTML Component

An example of an HTML component is a text input box. The following example combines a label called PromptText and an HTML input box. If you want to prompt the customer or technician to supply a user name for example, the user interface page is constructed in an OnLoad function as follows:

```
Function OnLoad
    Dim myInputBox
    Set myInputBox = UI.MakeInputBox()
    myInputBox.PromptText = "Please enter your name:"
    Step.Controls.Add(myInputBox)
End Function
```

CA supplies samples, but you can also create custom HTML components. An HTML component is a script object that implements a method called GetHtml. Here, for example, is the implementation of that *MakeInputBox()* method call used in the previous example:

```
function InputBox() {
    // public properties
    this.PromptText = "";
    this.CssClass = "UIInputBox";
    this.InputMaxLength = 50;
    this.InputSize = 50;

    // private member props
    var textboxId = Task.GetNextElementId();

    // privileged methods
    // (For example, publicly accessible with access to private props)
    this.GetHtml = function () {
        var inputHtml =
            "<DIV class = " + this.CssClass + ">\n";
        if(this.PromptText.length>0) {
            inputHtml +=
                "<SPAN class = 'PromptText'>" + this.PromptText + "</SPAN>\n" +
                "<BR>\n";
        }
        inputHtml +=
            "<INPUT type = text class = 'InputText' id = '"+textboxId+"
            " size = '"+this.InputSize+"
            " maxlength='"+this.InputMaxLength+"'></INPUT>" +
            "<BR><BR>\n" +
            "</DIV>\n";
        return inputHtml;
    }
}
```

```
this.GetUserInput = function() {  
    var textBox = Task.GetPageBodyElementById(textBoxId);  
    if (textBox) {  
        return textBox.value;  
    }  
    else {  
        throw new Exception (Severity.Error,  
"Could not read textbox value",  
"Could not read textbox value");  
    }  
}  
}  
return new InputBox();
```

This automated task library function defines a constructor for an object of type `InputBox`. The last line of the function constructs an instance of the `InputBox` class and returns it.

Object definitions differ in JavaScript and VBScript. In VBScript, the `class` keyword is used to declare a class. In JavaScript the `function` keyword declares the class, because in JavaScript functions are objects. Both languages let the class have public and private member variables and methods. A full description of how object syntax is handled in the two languages is beyond the scope of this chapter, but the internet can provide examples and tutorials on this subject.

In the example above, the code declares the `InputBox` class with some public and private properties and two public methods, `GetHtml` and `GetUserInput`.

The Framework calls `GetHtml` when rendering user interface steps. The `InputBox` control also exposes `GetUserInput` which you can use to access the value that the end user enters into the text box. Each HTML component can expose different methods for configuring it and accessing any user input values.

The HTML coding is abstracted from you by these HTML components so that creating user interface pages is simplified.

You can write your own HTML entirely for a particular automated task. In such a case, you have two choices: Write a new HTML component for the case you require, or construct the HTML code in a string variable and wrap it in a special HTML component called `RawHtmlContainer` as follows:

```
Function OnLoad  
    Dim myRawHtmlContainer, myHtml  
    myHtml = "<H1>Hello <B>World</B></H1>"  
    Set myRawHtmlContainer = UI.MakeRawHtmlContainer(myHtml)  
    Step.Controls.Add(myRawHtmlContainer)  
End Function
```

Example: End-User Input Handling

After the user interface page displays, in many cases it is necessary to handle end-user input when the user clicks one of the footer buttons, such as Next, Previous, or Finish. You implement handler functions to handle end-user input. You implement a function named *NextButtonHandler* to handle the clicking of the Next button. You can use the *PreviousButtonHandler* and *FinishButtonHandler* functions to handle the Previous and Finish buttons.

The handler performs the following actions:

- Retrieves input data from HTML components on the page
- Validates the end-user input
- If end-user input is invalid, display an error message and refresh the page
- If end-user input is valid, logs stores it for use in a later step
- Controls the sequence of step execution

Example: End-User Input Handling

HTML components that wrap input controls, such as the *InputBox* component, expose methods to access the values supplied by the end user. In this case, the *GetUserInput()* function is exposed.

You can control the next step that the framework presents as follows:

- Return True from the handler to present the default next step (currentStep+1 for *NextButtonHandler*, currentStep-1 for *PreviousButtonHandler*, end the automated task for *FinishButtonHandler*).
- Return False from the handler to refresh the current step.
- Set *Step.NextStepIndex* to the step index (1 based) to skip or repeat steps.

You can handle the Next button being clicked by supplying a *NextButtonHandler*. Because the *NextButtonHandler* has to access the HTML component that was created in the *OnLoad*, the declaration (Dim statement) of this variable is placed outside these functions. Thus, the entire step code would look as follows:

```
Dim myInputBox

Function OnLoad
    Set myInputBox = UI.MakeInputBox()
    myInputBox.PromptText = "Please enter your name:"
    Step.Controls.Add(myInputBox)
End Function
Function NextButtonHandler
    Dim userInputValue

    ' Retrieve the data supplied by the user
    userInputValue = myInputBox.GetUserInput()
```

```
' Validate the data
If Len(userInputValue) = 0 Then
    ' Show error message
    Functions.ShowMessage "You must supply a name"

    ' Re-present current step
    NextButtonHandler=False
Else
    ' Log the data
    Functions.LogMessage "User name set to: " & userInputValue

    ' Store the data
    Task.SetNamedDataItem "UserName", userInputValue

' Proceed to next step
NextButtonHandler=True
End If
End Function
```

Edit an Automated Task

You can download automated tasks from the server and edit them in the Automated Task Editor. Any content that is newer in the version than the existing content on the server is imported into the database and made available to administrators of that tenant.

To edit an automated task

1. Open the Automated Task Editor.
The Support Automation Task Editor appears.
2. On the toolbar, select the Upload Automated Task icon.
The Open Automated Task from Server pane appears.
3. Select the automated task that you want to download.
Note: If you are a privileged user in a multi-tenancy environment, you can edit public or tenant-specific automated tasks.
4. Click Open Task.

The Support Automation Task Editor downloads the task to the client and opens it in the application.

The download creates a text file on the computer of the task author that contains the dependent content.

Upload an Automated Task

You can upload automated tasks that you created in the application. When you select a task, all dependent content automatically uploads, such as libraries and static content.

To upload an automated task

1. Open the Automated Task Editor.

The Support Automation Task Editor appears.

2. Select the automated task you want to upload.
3. Select the classification where you want to upload the task.

Note: If you are a privileged user in a multi-tenancy environment, select the appropriate tenant when uploading the automated task, or make the task public.

4. On the toolbar, select the Upload Automated Task icon.

The Support Automation Task Editor uploads the task to the server.