Automation – Useful Scripts

For IPsoft Partners

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Document History

Author	Version	Date	Comments	Final Approval?
P Willcox	1.0	March 18, 2014	From twiki	
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1 ABOUT THIS DOCUMENT

This document provides to IPsoft partners a quick reference with some commonly-used IPautomata script code snippets. The code will help partners to quickly complete related tasks without writing code from scratch.

2 USEFUL SCRIPT DETAILS

2.1 Who executed this automaton?
Script State:

```
execution.getCreator();
```

Script State:

```
execution.getCreator().getEmail()
```

```
execution.getCreator().getContactPointByTypeCode("work_phone").getValue();
```

Example: https://ipcenter.ipsoft.com/IPautomata/automatonDetails.htm?automatonID=1040318

2.2 How do I use a variable in a transition?

```
\Q${variable}\E
```

2.3 How do I get the radar ticket state (RESOLVED/NEW, etc)

- Runtime variable field: status.
- Refresh the variable before each time you check the ticket status.
- Possible states: NEW, ACTIVE, PENDING_CLOSE, HANDOFF, OPERATIONS, RESOLVED, STALLED, PENDING_CLIENT, PENDING_EVENT, PENDING_VENDOR

Or, in JavaScript: `execution.getRadarTicket().getStatus()` - one of the same strings as above will be returned.

2.4   How do I change the purpose of an execution?

2.4.1   Changing purpose from Diagnosis to Remediation

```
var old = execution.getPurpose();

execution.setPurpose("REMEDIATION");

"Change Execution Purpose from " + old + " to " + execution.getPurpose();
```

2.4.2   Changing purpose from Remediation to Diagnosis

```
var old = execution.getPurpose();

execution.setPurpose("DIAGNOSIS");

"Change Execution Purpose from " + old + " to " + execution.getPurpose();
```

2.5   How do I reset a variable from a script state?

```
execution.getExecutionVariableForScope("$variable",
executionPointer.getCurrentScope()).setValue($value);
```

2.6   How do I see who posted to the ticket last? (User ID, Full Name , Email)

```
execution.getRadarTicket().getIpimTicket().getLastPoster().getName();
```

```
execution.getRadarTicket().getIpimTicket().getLastPoster().getFullDisplayName
();
```

```
execution.getRadarTicket().getIpimTicket().getLastPoster().getEmailAddress();
```

2.7   How do I get the IPradar ticket ETA?

```
execution.getRadarTicket().getEta();
```

2.8   How do I get the last IPim post content?

```
execution.getRadarTicket().getIpimTicket().getLastPost().getContent()
```

2.9   How do I get filename (basename) from full path?

```
function basename(path) {

   return path.replace(/\\/g,'/').replace( /.*\//, '' );


   }
```

2.10 How do I get the radar ticket id?
Returned type is "Long"

```
execution.getRadarTicket().getTicketID()
```

2.11 How do I get the IPim ticket id?
Returned type is "Long"

```
execution.getRadarTicket().getIpimTicketMapping().getIpimTicket().getId();
```

2.12 How do I get the IPim queue name?

```
execution.getRadarTicket().getIpimTicketMapping().getIpimTicket().getQueue().
getName();
```

2.13 How do I get the directory name from full path?

```
function dirname(path) {

        return path.replace(/\\/g,'/').replace(/\/[^\/]*$/, '');

   }
```

2.14 How do I get the userid that ACK'd the form?

In the form - extract variable - New Script

```
importPackage(net.ipsoft.ipcenter.auth);



if (CurrentLogin.get() != null) {

            CurrentLogin.get().getFullDisplayName();

} else {

            "none";

}
```

2.15 How do I get the ticket requestor?

Getting the user's full name.

```
execution.getRadarTicket().getIpimTicket().getPrimaryRequestor().getRealName(
);
```

Getting the user's username.

```
execution.getRadarTicket().getIpimTicket().getPrimaryRequestor().getName();
```

Getting the user's email address.

```
execution.getRadarTicket().getIpimTicket().getPrimaryRequestor().getEmailAddr
ess();
```

2.16 How do I get the from url?

In a script state

```
var states = stateExecution.getState().getAutomaton().getStates().toArray();

for (var i=0; i < states.length; i++) {

  var s = states[i];
```

```
  if ("Display form" == s.getName()) {

    ack_url_critical =
executionService.getFormActionUrl(executionPointer.getExecutionPointerID(),
s.getStateID());

  }

}
```

```
execution.getExecutionVariableForScope("form_url",
executionPointer.getCurrentScope()).setValue(ack_url_critical);
```

2.17 How do I get tickets correlated to the master ticket in Radar?

In a script state

```
var i = execution.getRadarTicket().getCorrelatedTickets().iterator();

var d = [];

while (i.hasNext()) {

    var j = i.next();

    d.push(j.getDescription());

}

d.join("\n");
```

2.18 How do I get the execution ID?

```
execution.getExecutionID();
```

2.19 Get Current Ticket Owner

```
execution.getRadarTicket().getOwner();
```

2.20 How do i get eBonding Ticket Id?

you can extract the value from the first post of the ipim ticket.

ipimTicketMapping.ipimTicket.firstPost.content and extract the variable.

sample regex(change it based on the first post of your ticket):

```
(?s)eBonding.+ticket (.+?)\s.+ and extract $1
```

2.21 How do I get distribution list of email addresses of Technical Leads from IPdeploy?

```
var dr_leads = '';

var leads =
execution.getRadarTicket().getClient().getTechnicalLeads().toArray();

for( var i = 0; i < leads.length; i++ ) {

   dr_leads += leads[i].getLead().getEmail();

   if( i!= leads.length - 1 )

      dr_leads += ", ";

}

execution.getExecutionVariableForScope("dr_leads",
executionPointer.getCurrentScope()).setValue(dr_leads);
```