



## CSM 9.7.0 Client Suite

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# Client Suite

CSM provides multiple clients to access the system.



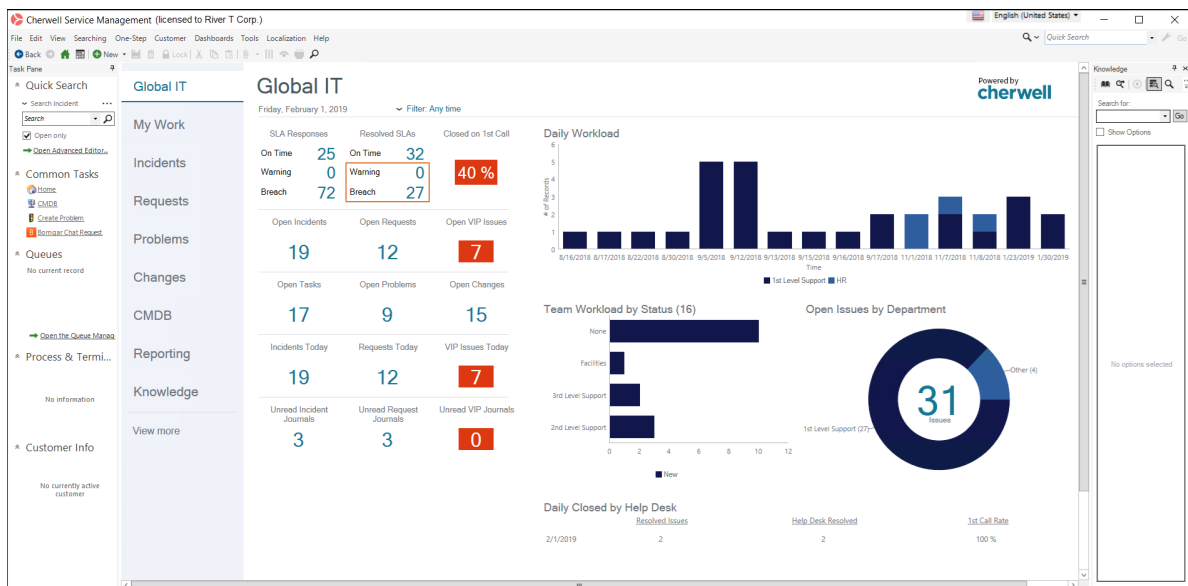
# CSM Desktop Client

The CSM Desktop Client is the main application in the CSM suite. The Client runs under Microsoft® Windows®, and provides all the features and default Business Objects/processes for service desk professionals to effectively and proactively manage their support desks.

# About the CSM Desktop Client

Desktop Client features include:

- **Record Logging:** Log and manage records (ex: Incident, Problem, Change, Customer, CMDB, etc.).
- **Dashboards and Widgets:** Use Dashboards to view critical metrics, analyze and predict trends, drill-down into data, execute Actions, or just display a hodge-podge of information that might be relevant to a group of Users/Customers.
- **One-Step Actions:** Run One-Step Actions to initiate one or more defined Actions, automating common or repetitive tasks.
- **Searching:** Run Quick Searches or Saved Searches to efficiently and thoroughly search/filter your CSM data, locating one record or a set of records.
- **Customer:** Use the Contact Manager to view and manage Customer records.
- **Reporting:** Use a host of powerful reporting tools (defined Reports and report writing tools, Search Groups, Dashboards/Widgets, and Visualizations) to gather and measure data, analyze metrics, and predict trends.
- **Knowledge:** Search for Knowledge from configured Knowledge Sources (ex: Knowledge Articles, records, attachments, web, etc.).
- **Additional Features:** Approvals, Attachments, Calendars, E-mail, Journals, Tasks, Queues, Settings, Visualization, etc.



# Log in to the CSM Desktop Client or CSM Administrator

## To log in to the CSM Desktop Client:


1. Double-click the **Cherwell Service Management icon**  or **CSM Administrator icon**  on the desktop, or click **Start>All Programs>Cherwell Service Management** or **Cherwell Administrator**.



**Note:** If the Automatically Use Connection Without Asking check box was previously selected or if the system administrator already set up a permanent database connection, the database connection window will not open.

2. Select a [database connection](#):



**Note:** Typically, Users connect using an Application Server (3-tier connection), identified by the Application Server icon .

- a. Click the **All Users** tab to view database connections available to All Users or the User tab to view database connections available to only to the User logging in.
- b. Click a **database connection**.

**Note:** To create a database connection, click **Add** to launch the Connection Wizard. To modify an existing database connection, click the **database connection**, then click **Edit**. To delete an existing database connection, click the **database connection**, then click **Delete**.

- c. Select the **Automatically Use Connection Without Asking** check box to automatically use this database connection each time CSM is launched. Afterward, the prompt is no longer available to select a connection.
  - d. Click **OK**.
3. Provide the CSM login credentials:
    - a. User ID: Provide the **CSM login ID** (this could be domain name/network Username or just Username).
    - b. Password: Provide the **CSM password**. Passwords are case-sensitive.
 

**Tip:** By default, there is a User ID called CSDAdmin with a password of CSDAdmin in the Demo and Starter databases.
    - c. Automatically Login Without Asking: Select this check box to automatically use the above information at the next log in. This avoids a login prompt.
    - d. Click **OK**.
    - e. If a User is assigned to more than one CSM [Role](#) (and have not previously selected the Automatically Use Selected Role check box), the Choose Role window opens.

4. Select the login Role for the session:
  - a. Click the appropriate **Role**.
  - b. Always Use Selected Role: Select this check box to automatically use the selected Role at the next log in. This avoids the Role prompt.

# Tour the CSM Desktop Client

The CSM Desktop Client is personal, dynamic, and highly configurable. Typically, the [main window](#) displays the following items:

- [Menu bar](#)
- [Search Control](#)
- [Toolbar](#)
- [Task Pane](#)
- [Main Pane](#)
- [Knowledge Pane](#)

Each User has a personal interface that is controlled by login [Role](#), [security rights](#), and [personal settings](#). For example, your default [Dashboard](#) (displayed in the [Main Pane](#) when you log in or click the **Home** button) might display real-time Incidents, Twitter Feeds, or metrics for your Team. Your default [Calendar](#) (displayed when you click the **Calendar** button) might display your active Tasks. Your [Task Pane](#) might display your [Queues](#) or your common operations, such as [Reports](#) or [One-Step Actions](#). The toolbars and panes are dynamic, so they change to accommodate active content. Toolbars and panes are also configurable, collapsible, and dockable so that you can display what you want and put it where you need it.

CSM provides a default Desktop Client interface; however, the system administrator typically tailors this to meet your organization's requirements (ex: The system administrator can configure what to display in the Task Pane, Knowledge Pane, Search Control, etc.). With [security rights](#), you can also [personalize](#) the interface to meet your personal needs.

The following figure shows two sample main windows:

The screenshot displays the CSM Desktop Client interface. The top window, titled 'Global IT', shows a dashboard for Wednesday, February 13, 2019. It includes a 'Daily Workload' bar chart and a table of SLA metrics:

| SLA Responses | Resolved SLAs | Closed on 1st Call |
|---------------|---------------|--------------------|
| On Time: 25   | On Time: 32   | 40%                |
| Warning: 0    | Warning: 0    |                    |
| Breach: 77    | Breach: 31    |                    |

Below the table are counts for Open Incidents (19), Open Problems (12), and Open VIP Issues (7). The bottom window shows an incident record for 'INCIDENT 100957' with the following details:

- STATUS:** Reopened
- RESPONSE BREACHED:** 8/15/2018 1:18 PM
- RESOLUTION BREACHED:** (8/18/2018 1:12 PM)
- CUSTOMER:** Molly Isaacs (molly.isaacs@rivercorp.com)
- ASSIGNED TO:** Sawyer Watson (1st Level Support)

The incident record includes a 'Description' field with the text 'Unable to print to the network printer. Tried multiple times', a 'First Call Resolution' checklist, and an 'Additional Questions' section. The interface also features a left-hand navigation pane and a right-hand knowledge pane.

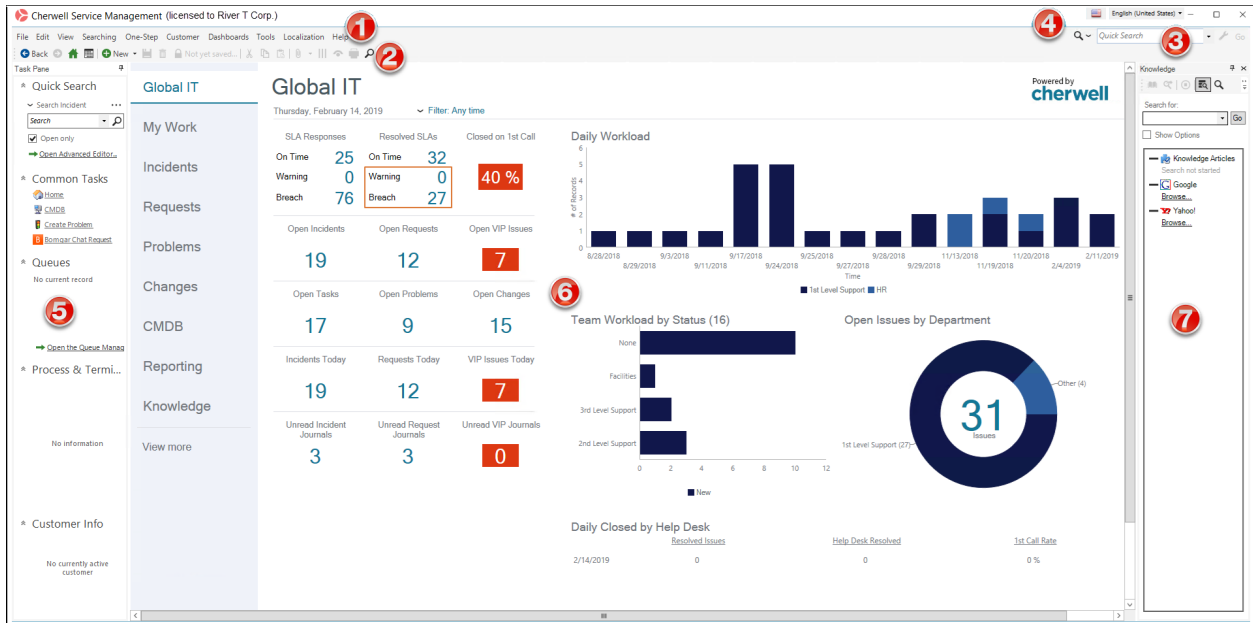
1. A sample Dashboard in the Main Pane.
2. A sample Incident record, along with its Arrangement, in the Main Pane. Notice that the Task Pane and Knowledge Pane can be collapsed to allow more area for the record. Also, notice that the Task Pane and CSM Desktop Client toolbar change to display information and buttons specific to the active record.

## Related concepts

[Log in to the CSM Desktop Client or CSM Administrator](#)  
[Personalize the Desktop Client User Interface](#)  
[About the CSM Desktop Client](#)

# CSM Desktop Client Main Window

The CSM Desktop Client Main window is configurable and puts information at your fingertips. You decide what to display and where to put it. By default, the main window contains the following:



1. **Menu bar:** Dynamic row of drop-down menus that are used for common operations.
2. **Toolbars:** Dynamic row of buttons that are used for common operations.
3. **Search Control:** Search box to find specific words or phrases.
4. **Culture selector:** Switch cultures to change the language for platform and content strings. Available only when globalization features are enabled.
5. **Task Pane:** Highly configurable and dynamic tool used to quickly access operations.
6. **Main Pane:** Primary interface that displays the Records, Forms, etc. that you are working on.
7. **Knowledge Pane:** Highly configurable and dynamic tool used to quickly access Knowledge Sources in your Knowledge Base.

# CSM Desktop Client Menu Bar

Use the CSM Desktop Client menu bar, located at the top of the [main window](#), to access common CSM operations.

The Actions menu option appears only if it has been configured in CSM Administrator.

## File Menu

| Action                  | Description   |
|-------------------------|---|
| New                     | Creates a new record (ex: Incident).  |
| Save                    | Saves the active record.  |
| Abandon                 | Abandons changes to the active record.  |
| Delete                  | Deletes the active record.  |
| Print                   | Prints the active pane.   |
| Print Grid              | Prints the active Grid.   |
| Export Grid             | Exports the active Grid to the following formats: <ul style="list-style-type: none"> <li>• .csv</li> <li>• .html</li> <li>• .txt</li> <li>• .rtf</li> <li>• .xml</li> </ul> |
| Send E-mail             | Creates an e-mail to send.  |
| E-mail Current Customer | Creates an e-mail to send to the active Customer.   |
| New Window              | Launches a new CSM window.  |
| Logout                  | Logs you out of the CSM Desktop Client.   |
| Close                   | Closes the CSM Desktop Client.  |

## Edit Menu

| Action | Description   |
|--------|---|
| Undo   | Cancels the last operation.   |
| Redo   | Repeats the last operation.   |
| Cut    | Moves the selected item to the clipboard, where you can paste the item into a new location. |



| Action            | Description  |
|-------------------|--|
| Copy              | Copies the selected item to the clipboard, where you can paste the item to a new location. |
| Paste             | Inserts an item from the clipboard.  |
| Show Legal Values | Displays a list of legal values (for Lookup Fields only).                                  |
| Refresh           | Refreshes the active record.   |
| Zoom              | Zoom the Field into a larger window.   |
| Unlock            | Releases the lock (unlocks) the active record.   |
| User Locks        | Opens the Record Locking Manager, where you can view and release any/all locked records.   |

## View Menu

| Action              | Description   |
|---------------------|---|
| Task Pane           | Displays/hides the <a href="#">Task Pane</a> .  |
| Knowledge           | Displays/hides the <a href="#">Knowledge Pane</a> .   |
| Navigation (window) | Displays the default (Home) Dashboard and navigates back/forward through the session history. |
| Record (Navigation) | Navigates through the current record set.   |

## Searching Menu

| Action                         | Description   |
|--------------------------------|---|
| Search Manager                 | Opens the Search Manager, where you can run and manage Saved Searches.  |
| Quick Search Builder           | Opens the Quick Search window, where you can build a Quick Search.  |
| Edit Current Search            | Opens the Edit Search window, where you can change the parameters of the active search.   |
| Save Current Search As         | Saves the active search as a saved search that you can use again later.   |
| MRU list                       | Lists the <a href="#">MRU (Most Recently Used) items</a> .  |
| Install PowerBI Data Connector | Installs the PowerBI Data Connector to use with third-party reporting tools. See <a href="#">Using Search Data with Third-Party Reporting Tools</a> . |

## One-Step Action Menu

| Action                  | Description  |
|-------------------------|--|
| One-Step Action Manager | Opens the One-Step Manager, where you can run and manage One-Step Actions. |
| MRU list                | Lists the most recently used (MRU) One-Step Actions.                       |

## Customer Menu

| Action          | Description  |
|-----------------|--|
| Contact Manager | Opens the Contact Manager, where you can view and manage Customer Records. |
| Current Info    | Displays the current Customer's information.                               |
| Config Items    | Displays the current Customer's <a href="#">Configuration Items</a> .      |

## Dashboards Menu

| Action                             | Description  |
|------------------------------------|--|
| Dashboard Manager                  | Opens the Dashboard Manager, where you can view and manage Dashboards.                 |
| Edit <current Dashboard>           | Opens the <a href="#">Dashboard Editor</a> , where you can edit the current Dashboard. |
| Set <current Dashboard> as default | Changes the current Dashboard to be the User default.                                  |
| Focus on Dashboard                 | Sets focus on the current Dashboard view.  |
| Widget Manager                     | Opens the Widget Manager, where you can manage Widgets.                                |
| Metric Manager                     | Opens the Metric Manager, where you can manage Metrics.                                |
| Color Palette Manager              | Opens the Color Palette Manager, where you can manage color palettes.                  |
| Heads-up Display                   | Opens the <a href="#">Heads-Up Display</a> (HUD) in a new window.                      |
| MRU list                           | Lists the most recently used (MRU) Dashboards.   |

## Tools Menu

| Action | Description  |
|--------|--|
| CMDB   | Opens the <a href="#">CMDB interface</a> , where you can manage Configuration Items (CIs). |
| Queues | Opens the Queue Manager, where you can manage Queues.                                      |

| Action                              | Description   |
|-------------------------------------|---|
| Knowledge                           | Opens the <a href="#">Knowledge Pane</a> , where you can search configured Knowledge Sources.   |
| Reports                             | Opens the Report Manager, where you can run and manage Reports.   |
| Calendars                           | Displays the default (Main) Calendar. Also displays an option to open the Calendar Manager, where you can view and manage Calendars.  |
| Visualizations                      | Displays the default Visualization. Also displays an option to open the Visualization Manager, where you can view and manage Visualizations.  |
| Attachments                         | Opens the Attachment Manager, where you can view and manage Attachments.  |
| Current Record Automation Processes | Displays <a href="#">Automation Processes for the current record</a> .  |
| Table Management                    | Opens the <a href="#">Table Management interface</a> , where you can manage Lookup Table values.  |
| Options                             | Opens the Options window, where you can <a href="#">configure personal settings</a> (ex: General, Display, Task Pane/Search Control, Dashboard/HUD/Calendar, User information, and E-mail). |

## Actions Menu

If configured, an Actions menu also appears when a record is displayed in the Main Pane (example: The Incident Actions menu item displays when an Incident is active). The Actions are defined as part of the Business Object definition in CSM Administrator.

| Action          | Description  |
|-----------------|--|
| Quick Templates | Displays a list of available Quick Templates (ex: Reset Password). |

## Localization Menu

| Action                      | Description   |
|-----------------------------|---|
| Culture Quick Swap (CTRL+W) | Switch between the preferred culture and the last selected culture. |
| Preferred Culture (CTRL+D)  | Switch to the preferred culture.                                    |
| Previous Culture (CTRL+P)   | Switch to the last culture you selected.                            |

## Help Menu

| Action   | Description            |
|----------|------------------------|
| Contents | Opens the online help. |

---

| <b>Action</b>             | <b>Description</b>  |
|---------------------------|---|
| Reload Definitions        | Reloads all definitions.  |
| Current Field Information | Displays properties for the active Field (ex: Name, type, description, search properties, required or not, validation, and Field ID).   |
| Report Error              | Opens the Report Error window so you can report an error to Cherwell Software.  |
| System Analyzer           | Opens the System Analyzer, where you can track behind-the-scenes operations in a live environment directly from the CSM Desktop Client. |
| About                     | Display information about CSM (version, copyright, licensing details, and contact information).   |

# CSM Desktop Client Quick Search Widget

Use the CSM Desktop Client Quick Search Widget to search records for *all Business Objects* or records for a *specific Business Object*. See [Quick Searches Good to Know](#) for additional details about this feature.

The CSM Desktop Client Quick Search Widget is located in the top-right corner of the window.

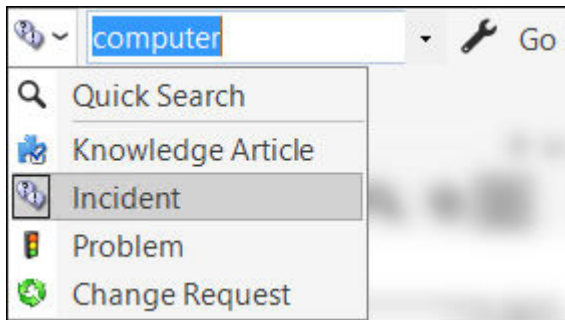


Table 1. CSM Desktop Client Quick Search Widget Options

| Action   | Description  |
|--|--|
| <b>Choose Items to Search</b> (drop-down list) | <p>Drops down so that you can select <b>Quick Search</b> or a specific Business Object to search:</p> <ul style="list-style-type: none"> <li>• <b>Quick Search</b>: Searches <i>all records</i> that contain a specific word or phrase.</li> <li>• <b>Specific Business Object Search</b>: Only searches records for the selected Business Object (Example: Incident).</li> </ul> <p>See <a href="#">Quick Search</a> and <a href="#">Quick Search Good to Know</a> for more information.</p> <p>See <a href="#">Configuring Search Defaults</a> for specific information on enabling/disabling Business Objects for search.</p> |
| <b>Quick Search</b> (text field)               | Type or select the search word or phrase. The most recently used searches appear in a drop list. See <a href="#">Quick Search</a> and <a href="#">Quick Search Good to Know</a> for more information.  |
| <b>Go</b> (magnifying glass icon)              | Runs the search. Search results are displayed in a Grid (if they are of the same type) or a List (if they are of different types). By default, the Search Results display according to their <b>Relevancy</b> ranking, which means the records most likely to be relevant to your search string display at the top of the results. See <a href="#">Quick Search Results</a> for more information.  |
| <b>Search Options</b> (wrench icon)            | When searching a specific Business Object, click the wrench icon to define options to refine the search: Changed, Open records only, Relationships, Attachments, Sort By, etc.   |

| Action                       | Description   |
|------------------------------|---|
| <b>Changed</b>               | Limits the search to records that have changed during a specific timeframe.   |
| <b>Open (records) only</b>   | Limits the search to records that have not reached their final state (example: not closed). If the Business Object does not have a "final" or closed state, this option does not appear.<br><br><b>Note:</b> The lifecycle and terminology vary depending on the Business Object and scenario (examples: <b>Unapproved Changes only</b> might appear when searching Changes, <b>Non-Retired only</b> might appear when searching Knowledge Articles). |
| <b>Relationships</b>         | Includes related Business Objects in the search (example: If the search word appears in a Journal entry, the Incident to which it is attached will be included in the search results).  |
| <b>Attachments</b>           | When selected, the search returns results that match the text within .txt, .doc, and .xls files and will return any file type with a matching file name.  |
| <b>Sort by</b>               | Selects the Business Object field (column) to use to sort the search results. By default, the Search Results display according to their <b>Relevancy</b> ranking, which means the records most likely to be relevant to your search string display at the top of the results.<br><br>See <a href="#">Quick Search Results</a> for additional information.   |
| <b>Descending Sort Order</b> | Sorts the results in descending order instead of ascending order.   |
| <b>Search Manager</b>        | Opens the Search Manager where you can create a <a href="#">Saved Search</a> .  |
| <b>Close</b>                 | Closes the Search options drop-down box.  |

# CSM Desktop Client Toolbar

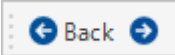


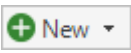


Use the CSM Desktop Client toolbar to quickly access common CSM operations. The toolbar is made up of several smaller toolbars:

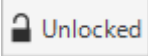
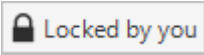
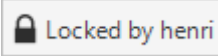








- **Main toolbar:** Displays buttons for performing common CSM operations.
- **Navigation toolbar:** Displays buttons for navigating between records (ex: Incident, Problem, etc.).
- **Action toolbars:** Display buttons specific to the type of record displayed in the Main Pane (ex: The Incident toolbar displays when an Incident is active). These toolbars are created as part of the Business Object definition in CSM Administrator.
- **User toolbars:** Display personal toolbars that Users [create](#).
- **Arrangement/Relationship toolbars:** Display buttons for working with Form Arrangement records (child records in a relationship with a parent record).

By default, all toolbars are located under the menu bar in the [main window](#); however you can independently [display/hide](#) and [move/dock](#) each toolbar so that you can display them when and where you want. Buttons are dynamic (ex: The Lock button appears only when a record is displayed in the Main window; the Save button is grayed out until CSM detects that there is content to save, etc.).





The default toolbars contain the following items.

## Main Toolbar



| Button  | Action              | Description   |
|---|---------------------|---|
|  | <b>Back/Forward</b> | Navigates backward or forward in the content pane sequence.                                       |
|  | <b>Home</b>         | Displays the CSM Home page with the default Dashboard active.                                     |
|  | <b>Calendar</b>     | Displays the default Calendar.  |
|  | <b>New</b>          | Displays item options (you choose the type). The icon on the button indicates the type of record. |
|  | <b>Save</b>         | Saves changes in the active window.   |
|  | <b>Abandon</b>      | Abandons changes to the current item.   |

| Button  | Action  | Description   |
|---|---|---|
| <br><br> | <b>Lock Record</b><br><br><b>Unlock Record</b><br><br><b>Record is locked by another User</b> | <p>Locks the active record.</p> <p>Unlocks the active record.</p> <p>Record is locked by another User.</p> <p> <b>Note:</b> This button toggles depending on the current status of the active record and who has the record locked. This button appears only if record locking is enabled and only when a record is active in the CSM Main Window.</p> |
|    | <b>Cut</b>  | Moves the selected item to the clipboard, so you can then paste the item into a new location.   |
|    | <b>Copy</b>   | Creates a new item whose properties are the same as the copied item. The new item can then be named and customized.   |
|    | <b>Paste</b>  | Inserts an item from the clipboard to a new location.   |
|    | <b>Attach</b>   | Attaches a file, Web page, image or shortcut. Also, has an option for displaying/hiding the Attachment Bar.   |
|    | <b>Show Legal Values (Lookup)</b>   | Displays a list of legal values (for lookup fields only).   |
|    | <b>Print</b>  | Prints the active pane.   |
|    | <b>Search Manager</b>   | Opens the Search Manager, where you can run and manage Saved Searches.  |

#### Navigation Toolbar

| Button  | Action                       | Description  |
|---|------------------------------|--|
|  | <b>Show results</b>          | Displays a set of records meeting a specific criteria. |
|  | <b>Show current record</b>   | Displays the currently selected record.                |
|  | <b>Go to first record</b>    | Jumps to the first record in set.                      |
|  | <b>Go to previous record</b> | Jumps to the previous record in set.                   |











|   |                          |                                      |
|---|--------------------------|--------------------------------------|
|  | <b>Go to next record</b> | Jumps to the next record in set.     |
|  | <b>Go to last record</b> | Jumps to the last record in the set. |

#### Action Toolbar

The Action toolbars are created as part of a Business Object definition, vary by Record Type (ex: Incident is different than Problem), and appear only when a record is open.

#### Form Arrangement/Relationship Toolbar

The Relationship toolbars are created as part of the Form Arrangement definition, vary by Relationship, and appear only when a child tab is displayed in an Arrangement. The following figure shows an example of a Configuration Item (CI) toolbar displayed in an Incident's Arrangement.

| Button  | Action                       | Description  |
|---|------------------------------|--|
|    | <b>Link</b>                  | Adds/links additional items.   |
|   | <b>Unlink</b>                | Unlinks the selected item.   |
|  | <b>Go To (Quick View)</b>    | Goes to the source record.   |
|  | <b>Save</b>                  | Saves changes in the active window.  |
|  | <b>Quick View</b>            | Opens the item in a second window so you can take a quick look at the details. |
|  | <b>Go to first record</b>    | Jumps to the first record in the set.  |
|  | <b>Go to previous record</b> | Jumps to the previous record in the set.                                       |
|  | <b>Go to next record</b>     | Jumps to the next record in the set.   |
|  | <b>Go to last record</b>     | Jumps to the last record in the set.   |
|  | <b>Filter</b>                | Filter items in the Grid.  |
|  | <b>Print</b>                 | Prints the active Grid.  |
|  | <b>Export</b>                | Export Grid to a file.   |

|                                     |             |   |
|-------------------------------------|-------------|---|
| <input type="button" value="View"/> | <b>View</b> | Displays items as: <ul style="list-style-type: none"><li>• Form</li><li>• Grid</li><li>• Split screen (both Form and Grid): horizontal or vertical.</li></ul> |
|-------------------------------------|-------------|---|

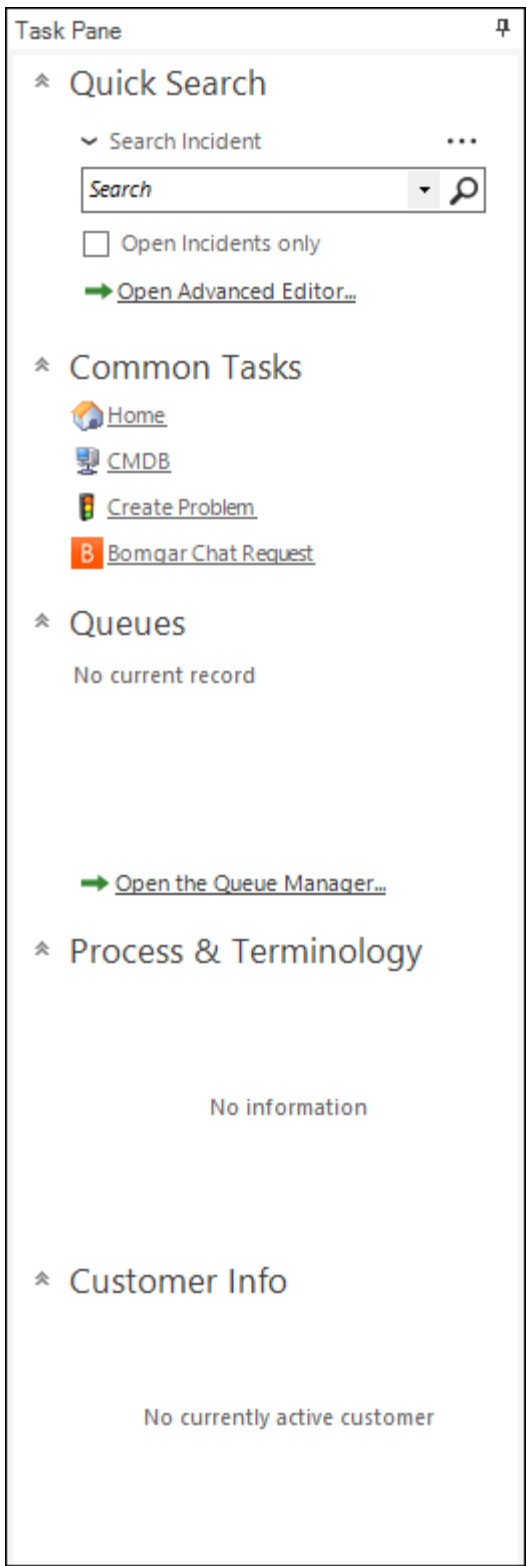

## CSM Desktop Client Task Pane

The CSM Desktop Client Task Pane is highly configurable and is used to quickly access tasks. The tasks in the Task Pane vary depending on the active item in the Main Pane (ex: If an Incident is active, the tasks will be Incident-specific).

By default, the Task Pane is located on the left side of the [main window](#); however, you can [display it/hide it](#), [collapse/pin](#) it, and [move/dock](#) it so that you can display it when and where you want.

The system administrator initially chooses which items appear by default for each Role; however, if you have [security rights](#), you can [select which items appear on your own Task Pane](#).

Table 1. CSM Desktop Client Task Pane Options

|  |   |
|--|---|
|  <p>Task Pane</p> <p>⌵ Quick Search</p> <p>⌵ Search Incident ...</p> <p>Search</p> <p><input type="checkbox"/> Open Incidents only</p> <p>→ <a href="#">Open Advanced Editor...</a></p> <p>⌵ Common Tasks</p> <p>Home</p> <p>CMDB</p> <p>Create Problem</p> <p>Bomgar Chat Request</p> <p>⌵ Queues</p> <p>No current record</p> <p>→ <a href="#">Open the Queue Manager...</a></p> <p>⌵ Process &amp; Terminology</p> <p>No information</p> <p>⌵ Customer Info</p> <p>No currently active customer</p> | <ul style="list-style-type: none"> <li>• <b>Quick Search:</b> Displays the <a href="#">Quick Search</a> options.</li> <li>• <b>Common Tasks:</b> Displays tasks you frequently do.</li> <li>• <b>Actions:</b> Displays common actions for the active record. This area changes based on the record (Business Object) you are working with.</li> <li>• <b>Queues:</b> Displays the current record and a list of specific grouped records.</li> </ul> <p> <b>Note:</b> For more information, refer to <a href="#">About Queues</a>.</p> <ul style="list-style-type: none"> <li>• <b>Process &amp; Terminology:</b> Displays helpful text for the active record.</li> <li>• <b>Customer Info:</b> Displays a mini Customer summary for any active record that allows you to select a Customer (example: Incident).</li> </ul> |
|--|---|



# CSM Desktop Client Main Pane

Use the CSM Desktop Client Main Pane to view data and to perform the majority of your CSM operations. Upon logging in, the Main Pane displays the Home Dashboard.

Depending on the operation, the Main Pane can also display:

- Records: [Incident](#), [Problem](#), [Knowledge Article](#), etc.
- Search Results: [Quick Search](#), [Knowledge Search](#), etc.
- Default [Calendar](#).
- [Contact Manager](#).
- [Configuration Management Database \(CMDB\)](#).
- [Table Management](#).

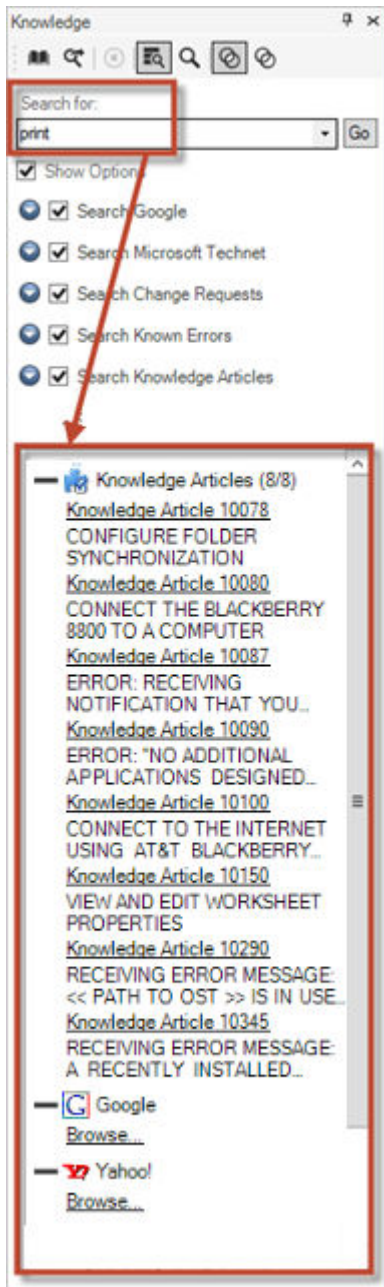
## CSM Desktop Client Knowledge Pane

Use the CSM Desktop Client Knowledge Pane to quickly access the Knowledge Sources in your Knowledge Base (example: Knowledge Articles, Business Objects, web, etc.). The available Knowledge Sources vary depending on which Business Object is displayed in the CSM Main Pane.

By default, the Knowledge Pane is located on the right side of the [main window](#); however you can [display/](#)[hide](#) it, [collapse/pin](#) it, and [move/dock](#) it so that you can display it when and where you want.

When you run a Knowledge Search, the results appear at the bottom of the pane. Results display in order of Relevancy ranking. This means the records most likely to be relevant to your search string display at the top of the results by default.

See [CSM Desktop Client Knowledge Pane](#) for more information.





# CSM Desktop Client Quick Search

The CSM Desktop Client provides multiple ways to search for information and records. The Quick Search feature can be viewed in two locations in the main window:

1. [Task Pane](#)
2. [Quick Search Widget](#)

# Personalize the Desktop Client User Interface

The CSM Desktop Client interface is highly configurable. You can:

- [Configure User settings](#): General, Display, Task Pane/Search Control, Dashboard/HUD/Calendar, User information, and E-mail.
- [Display/hide a toolbar or pane](#).
- [Pin/collapse a pane](#).
- [Move/dock a pane](#).
- [Move/dock a toolbar](#).
- [Create a personal User toolbar](#).

# Configure User Settings

Global and User settings are initially configured in CSM Administrator. Personal settings/defaults control how CSM looks and behaves for you, a User. Use the CSM Options window (Tools>Options) to configure the following User settings:

- **User General settings:** Restore, Searching, MRU (Most Recently Used), IME (Input Method Editor), Catalog, and Logging settings.
- **User Display settings:** Default Theme, and Windows titles, DPI/Scaling, and Multiple Monitor settings.
- **User Task Pane and Search settings:** Which default items appear in the Task Pane and which Search Control is used on the CSM menu bar.
- **User Dashboard and Calendar settings:** Personal default Dashboard, Heads-Up Display (HUD), Calendar, and Mobile Dashboard. You can also configure personal Web Proxies for Web Requests (RSS, Twitter, etc.).
- **User Information settings:** Personal login credentials, authentication, User Profile information.
- **User E-mail settings:** Personal e-mail accounts.

# Configure User General Settings

Use the General page in the Options window User options, such as restoring Grids and Prompts to their default settings, defining the number of MRU (Most Recently Used) Items, and setting logging options.

## To configure User General settings:

1. From CSM Desktop Client the menu bar, select **Tools>Options**.
2. Select the **General** page.
3. Select the following options as they apply.

| Option   | Description   |
|--|---|
| Restore All Dismissed Message Prompts                                    | Select this check box to restore any previously dismissed message prompts so that they appear again.  |
| Restore All Customized Grids to Admin Defaults                           | Select this check box to restore all customized Grids back to their default definitions.  |
| If Only One Record is Found in a Search, Automatically Go To That Record | Select this check box to be directed straight to the only search result, instead of first viewing the single item in a Grid List.   |
| MRU (Most Recently Used) Items   | Use the up and down arrows to increase or decrease the number of CSM Items that display in the item's MRU list (in the CSM Desktop Client menu bar). Ten items display by default.  |
| Use IME Compatible Multi-line Text Controls                              | Select this check box to allow Input Method Editor (IME) capabilities so that Users can enter characters and symbols (example: Chinese, Japanese, or Korean language symbols) not found on the input device (example: Keyboard).  |
| Definition Catalog   | <p>Select an option for storing primary system definitions in a local catalog file.</p> <ul style="list-style-type: none"> <li>◦ <b>Use System Setting:</b> Select this option to adhere to the Administrator definitions of catalog usage.</li> <li>◦ <b>Use a Local Definition Catalog:</b> Select this option to ensure the usage of a catalog, regardless of Administrator definitions.</li> <li>◦ <b>Don't Use a Local Definition Catalog:</b> Select this option to ensure a catalog is <i>not</i> used, regardless of Administrator definitions.</li> </ul> <p>This option is only available if your administrator has enabled it.</p> |
| Configure Logging  | Select the <b>Configure</b> button to open the Logging options window. See <a href="#">Logging Options</a> .  |

4. Select **OK**.

**Related concepts**

[Reset to the System Grid Definition](#)

[Configure Global Catalog Settings](#)

[Logging Options](#)

[Configure Logging to a Splunk Server](#)

# Configure User Display Settings

You can configure display settings specific to the logged-in user. These user display settings override some global display settings.

To configure user display settings, in the CSM Browser Client select **Tools > Options**, and in the Cherwell Service Management Options window select **Display**.

Make any necessary changes, then select **OK** to save your configured settings.

## Application Skin

To control the appearance of the Desktop Client and CSM Administrator shells, select an application **Skin**.

## Window Titles

To configure window title settings, select the **Display connection information** check box, then select an option from the drop-down list. The available window title types are:

- **Connection:** Displays as *<connection name> connection*.
- **Database:** Displays as *<database name> database*.
- **Environment (Production, Development, or Test):** Displays as *<environment name> environment*.
- **Connection and database:** Displays as *<connection name> connection, <database name> database*.
- **Connection and environment:** Displays as *<connection name>, <environment> name*.
- **Connection, database, and environment:** Displays as *<connection name> connection, <database name> database, <environment name> environment*.

If no environment value is selected, the content displays as *Unknown environment*.



**Note:** This setting applies to all CSM databases (example: CSM Administrator) on your current computer.

## Multiple Monitors

If you have multiple monitors, you can specify where to open/restore CSM application windows. Not all Cherwell windows persist their location. For those windows, the standard behavior depends on Microsoft Windows.

Select the **Override system window restore settings** check box, then select an option from the drop-down list:

- **Original Monitor**  
Window opens in the same location on the same monitor where it was last closed.
- **Application Main Window Monitor**

Window opens in the same location on the same monitor as the application Main window (the upper-left of the main application is the control point if the application straddles multiple monitors).

- **Mouse Pointer Monitor**

Window opens in the same location on the same monitor as the mouse pointer. This option only differs from the Application Main Window Monitor option when the User uses the keyboard to open windows in CSM, and the mouse pointer is located on a different monitor from the one where the application Main window is located. For example, if you have the CSM Main application on monitor 2, but bring up the One-Step Action Manager and drag it to monitor 1, when you edit an existing One-Step Action, the Manager will appear on monitor 1, even though the main application is still on monitor 2.



**Note:** This setting applies to all CSM databases (example: CSM Administrator) on your current computer. Windows that always open fully on the screen are not governed by these changes. If a window is too large to physically fit on the monitor, it will be snapped to the left and/or top edges depending on if it is too big in just one or both dimensions. You might notice this if you consistently drags windows partially off of the screen and expect them to open that way the next time.

## Accessibility

By default, Forms display with high-contrast colors.

To assist users with accessibility needs, select the **Override Business Object form themes with Windows colors (for high-contrast users)** check box.

Windows colors are now used instead of the Form's defined Theme.

### Related concepts

[Configure Global Display Settings](#)

# Configure User Task Pane and Search Control Settings

Use the Task Pane and Search page in the CSM Options window to configure which default items appear in the Task Pane and which Search Control is used on the CSM menu bar.

## To configure User Task Pane and Search Control settings:

1. From the menu bar, select **Tools>Options**.
2. Click the **Task Pane and Search** page.
3. Configure Task Pane settings:
  - View or hide sections.
  - Add new sections.
  - Configure sections (only applicable to new sections).
  - Delete sections (only applicable to new sections).
  - Organize sections.
4. Check or uncheck the corresponding check box to view or hide the following sections in the Task Pane:
  - Quick Search
  - Common Tasks
  - Actions
  - Queues
  - Process and Terminology
  - Customer Information
5. Add items to the Task Pane (if not using the Default Task Pane Setup):
  - a. Uncheck Default Task Pane Setup check box.
  - b. Click **Add** to open the Task Pane Section window.
  - c. Specify a **name** for the Task pane section.
  - d. Click **Add** to open the Action Manager.
  - e. Select the items you want to appear in the Task Pane (example: Calendars).
6. Customize the **CSM Search Control** in the menu bar Search Options:
  - Use Default: Use the Default Search Menu Search Widget, which allows Users to run a **Quick Search** on multiple Business Objects simultaneously (example: Knowledge Article and Change Request). Users can also select a Business Object in the drop-down to search one item at a time (Specific Search).
  - Use Search Widget: Click the **Ellipses** button to open the Widget Manager and select an existing Search Widget or **create your own**.
  - No Menu Bar Search: Remove the option to search from the menu bar.



7. Select **OK**.

# Configure User Dashboard and Calendar Settings

Use the Dashboards & Calendars page in the CSM Options window to configure the following User Dashboard and Calendar settings:



- Default [Dashboard](#) (Home Dashboard).
- Default [Heads Up Display \(HUD\)](#).
- Default [Calendar](#).
- Default Mobile settings: Configure how Cherwell Mobile looks and behaves on your personal mobile device.



**Note:** The Cherwell Mobile applications for iOS and Android were deprecated in March 2019 and are no longer available in their respective application stores. Cherwell Mobile applications that are already installed should continue to work as expected, however.

- Allow Web Proxies for Web Requests (RSS, Twitter, etc.).
- Clear the local [Metric Cache](#).

## To configure User Dashboard and Calendar settings:

1. From the menu bar, select **Tools>Options**.
2. Click the **Dashboards & Calendars** page.
3. Select a default Dashboard:
  - a. Use default: Select this radio button to use the global default Dashboard.
  - b. Dashboard: Select this radio button to use select your own Dashboard instead of the default Dashboard.
  - c. Click the **Dashboard** button  to open the Dashboard Manager, and then select an existing Dashboard or [create a new Dashboard](#).
4. Select a default HUD:
  - a. Use default: Select this radio button to use the global default HUD.
  - b. Heads-up Display: Select this radio button to select your own HUD instead of the default HUD.
5. Select a default Calendar:
  - a. Use default: Select this radio button to use the global default Calendar.
  - b. Calendar: Select this radio button to select your own Calendar instead of the default Calendar.
  - c. Click the **Calendar** button  to open the Calendar Manager, and then select an existing Calendar or [create a new Calendar](#) to use as the default.
6. Configure default Mobile Settings:
  - a. Customize Mobile Settings: Select this check box to override the default Cherwell Mobile Dashboards configured in CSM Administrator.

- b. Click the Mobile Dashboards button to open the Default Mobile Access Setup window, and then define how Cherwell Mobile looks and behaves on your personal mobile device.
7. Configure whether or not to allow Web Proxy for RSS, Twitter, and other Web requests:
  - a. **Allow Web Proxy for RSS, Twitter, and Other Web Requests:** Select this check box to receive CSM [RSS Feeds](#).



**Note:** CSM RSS Feeds allow Customers of an RSS reader to subscribe to CSM data (such as newly created Incidents) based on a [Saved Search](#) or other criteria. Note that for RSS Feeds to operate, the Cherwell Web Service must be installed. RSS Feeds are disabled in the Browser Application settings in CSM Administrator.

8. Clear the Local Metric Cache: Click this button to clear all the Metric values that are stored on your local machine.
9. Select **OK**.

# Define Personal User Information

Use the User Information page in the CSM Options window to configure User Login Credentials, Authentication options, and User details.

**To configure User Information settings:**

1. From the menu bar, select **Tools>Options**.
2. Click the **User Info** page.
3. View or change the information for the current User.
4. Select **OK**.

# Configure User E-mail Settings

Use the E-mail page in the CSM Options window to configure the following User e-mail settings:

- Adding a new e-mail account.
- Editing or copying an existing account.
- Deleting an account.
- Designating an account as the default account for sending e-mails from within CSM.
- Finding dependencies.

## To configure User e-mail settings:

1. From the menu bar, select **Tools>Options**.
2. Click the **E-mail** page.
3. Configure a personal e-mail account or customize a Global e-mail account:
  - Add button: Click to [configure a new personal e-mail account](#) (POP, IMAP, or Exchange).
  - Edit button: Click to edit the settings for an existing account.
  - Delete button: Click to delete an existing account.
  - Revert: Click to remove your personal settings and revert to the default settings for a global e-mail account.
  - Copy: Click to copy the settings for an existing account, and then edit the settings as necessary.
4. Define e-mail account settings:
  - a. [Define personal POP or IMAP Account settings](#).
  - b. [Define personal Microsoft Exchange Account settings](#).
5. Spell check e-mail: Select this check box to have CSM spell-check e-mails before they are sent.
6. Make default account: Makes the selected account the default account for sending e-mails within CSM.
7. Find dependencies: Displays other CSM Items using the selected e-mail account (example: An [E-mail and Event Monitor](#)).
8. Select **OK**.



**Note:** For more information about e-mail accounts and how to use e-mail in CSM, refer to the [E-mail documentation](#).

# Configure User Cherwell Mobile Settings

Use the Default Mobile Access window (accessed from the [Dashboards & Calendars page](#) in the CSM Desktop Client Options window) to configure how Cherwell Mobile looks and behaves on your personal mobile device. You can configure which:

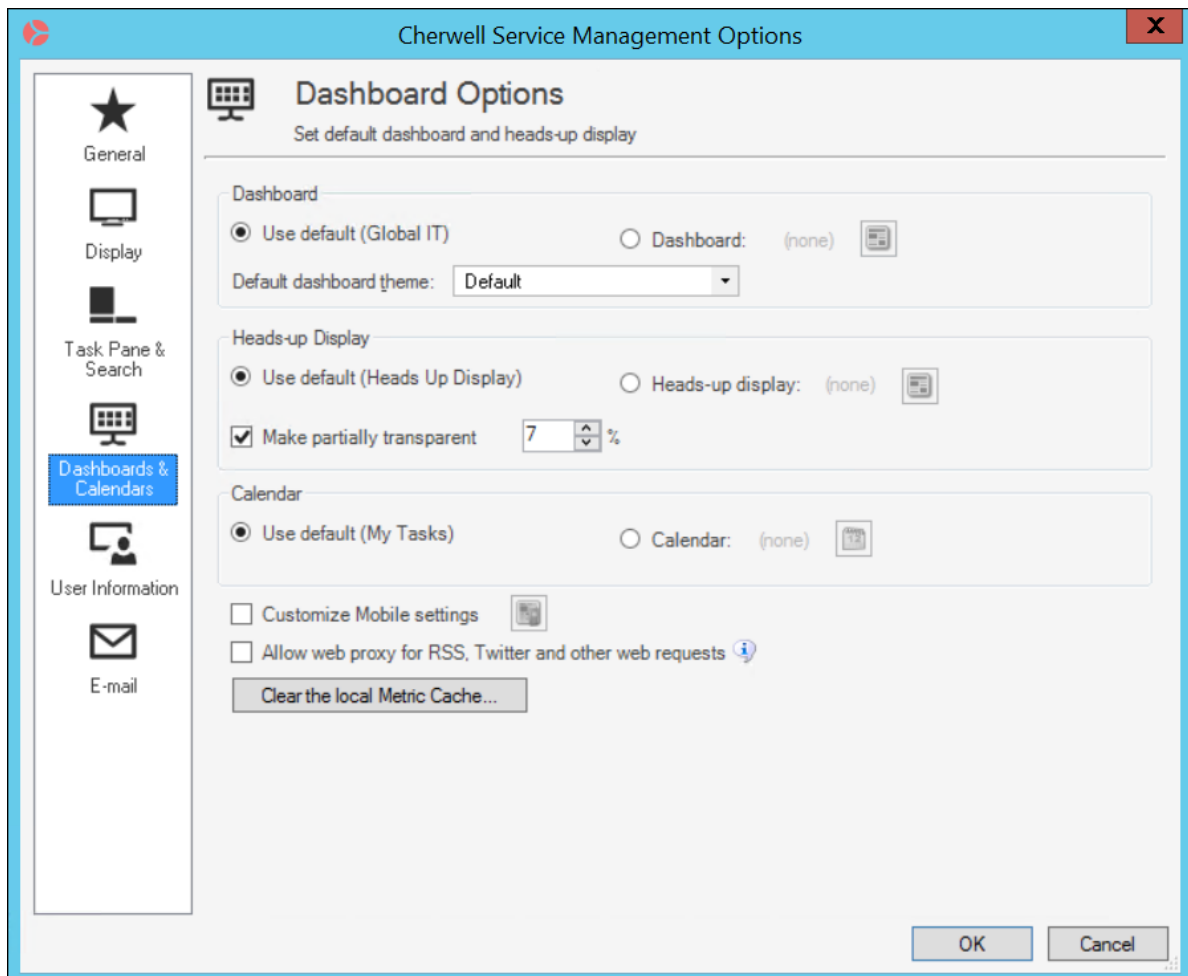
- Mobile Home Dashboard to display by default.
- Mobile Alert Dashboard to display by default.
- Business Objects to make available. Associated [Saved Searches](#) will also be available.
- Actions/One-Step Actions to make available for each Business Object.

## Good to know:

- The Cherwell Mobile applications for iOS and Android were deprecated in March 2019 and are no longer available in their respective application stores. Cherwell Mobile applications that are already installed should continue to work as expected, however.
- Users must have Cherwell Mobile security rights to configure User Cherwell Mobile settings.

## To configure User Cherwell Mobile settings:

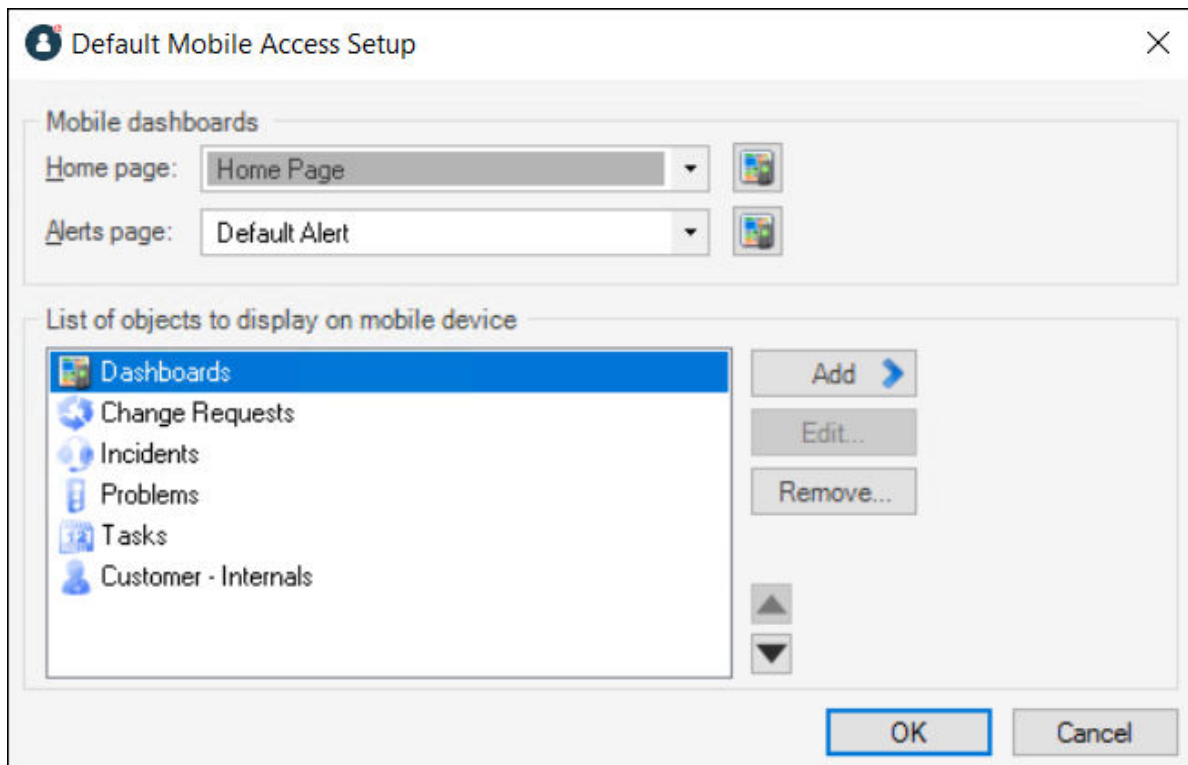
1. From the CSM Desktop Client toolbar, click **Tools>Options**.
2. Click the **Dashboards and Calendars** page.



3. Select the **Customize Mobile Settings** check box.





**Note:** If you do not have rights, this check box does not show up in the window. If you clear this check box, the Cherwell Mobile settings revert to the Global or Role default.



4. Select default Mobile Dashboards (Home and Alert)

**Tip:** If you do not want to display any Dashboards, remove the Dashboard item from the *List of Objects to Display on Mobile Device* list.

- a. Home Page: Select a default Mobile Home Dashboard.
  - Click the drop-down to select from a list of recently used Mobile Dashboards.
  - Click the **Mobile Dashboard** button  to open the Mobile Dashboard Manager, and then select an existing Mobile Dashboard or create a new Mobile Dashboard.
- b. Alerts Page: Select a default Mobile Alert Dashboard.
  - Click the drop-down to select from a list of recently used Mobile Dashboards
  - Click the **Mobile Dashboard** button  to open the Mobile Dashboard Manager, and then select an existing Mobile Alert Dashboard or create a new Mobile Alert Dashboard..

5. Select the Business Objects to make available in Cherwell Mobile:



**Note:** In order for a Business Object to be available, it must have the *Show in Search Manager* property set (in the Business Object properties within a Blueprint).

- a. Override List of Objects to Display on Mobile Device: Select this check box to override the current default list of available Business Objects (Global or Role, set in CSM Administrator).
- b. Click **Add**, and then select the **Business Object** to make available on mobile devices.



**Tip:** Click **Edit** to edit a selected item. Click **Remove** to remove the selected item from the list.

Object to display on mobile device

Business object: Incidents

Custom Name:

None

Actions

Add...

Edit...

Remove...

Also show default business object actions

Also show Role actions

OK Cancel



- c. Define how to display the Business Object in Cherwell Mobile:
- Custom Name: Provide a **display name** to use in Cherwell Mobile. If this is left blank, the Business Object name will be displayed.
  - Custom Image:

Select the **Image** to open the Image Manager, and then select an existing image or import a new image to represent the item in the UI.

If you do not select an image (None), the default image for the Business Object is displayed.

**Android:** Android devices use standard color images. For the best results, use the images in the BusObs>32x32 folder in the Image Manager. If you are setting up a mobile configuration for use on both Android™ and iOS® devices, use the iOS-specific images. They are automatically mapped to equivalent standard images for non-iOS® devices.

- d. Select the Actions/One-Step Actions to make available in Cherwell Mobile:
- i. Click **Add** to add a new Action/One-Step Action to the list.

**Tip:** Click **Edit** to edit a selected item. Click **Remove** to remove the selected item from the list. Use the **Up/Down** arrows   to change the order of the Actions/One-Step Actions when displayed in Cherwell Mobile (ex: In the Actions list).

- ii. Define additional options for the list of Actions.
  - Also Show Default Business Object Actions: Select this check box to make available any default Actions for the Business Object. This option is only available if the Business Object has default Actions available (ex: Approvals have built-in functionality to approve, deny, and abstain).
  - Also Show Role Actions: Select this check box to make available any Actions that were configured for the Business Object as part of the User's [default Role settings](#). If no defaults were configured for the Role, then Global defaults are used.
6. Configure the order of the Actions when displayed in Cherwell Mobile (ex: On the Actions popup list):
  - a. Use the **Up/Down arrows** to order the Actions.



**Note:** You can change the order for all custom Actions/One-Step Actions, but you cannot change the order of the Barcode scan, camera, and Location Awareness Actions/One-Step Actions.

7. Select **OK**.

## Display/Hide a Toolbar or Pane

The CSM toolbars and Knowledge Pane can be displayed or hidden.

### To display/hide a toolbar or pane:

1. Right-click anywhere on a CSM menu bar, toolbar, or pane.



A drop-down appears, listing the items that can be displayed/hidden. Currently displayed items have a check next to them.

2. Select an **item** to display it. Clear a checked item to hide it.

## Pin/Collapse a Pane

The Task Pane and Knowledge pane can be temporarily viewed, or permanently pinned in the [CSM Main window](#).


### To pin/collapse a pane:

- Click the **Pin** button  in the upper right corner of a pane to collapse it. The pane displays as a tab on the left side of the CSM Main window.
- Click the tab to temporarily view a collapsed pane. The pane displays until the cursor is removed from inside the pane.
- Click the horizontal **Pin** icon  to permanently display the pane.

## Move/Dock a Pane

The Task Pane and Knowledge Pane can be moved anywhere within the [CSM Main window](#) or docked to their default locations.

### To move a pane:


1. Click the **banner title** until a Four-Arrow Plus Sign  appears.
2. Drag the pane to any location in the CSM Main window. After the pane is removed from the original location, it becomes a small window that can be resized.

The following image shows the Task Pane moved into the Main Pane.




**Tip:** To dock the pane back to its default location, double-click the **banner title**.

## Move/Dock a Toolbar

Use the Grab bars  on a CSM toolbar to move, dock, and re-dock a toolbar.

### To move a toolbar within the menu bar and toolbar area:

1. There are two ways to move a toolbar:

- Double-click the **Grab bar**  on the left side of the toolbar, and then drag the toolbar to a new location within the toolbar area.

**Note:** If the toolbar is moved from the toolbar area, it becomes an independent window that can be resized.


- Click the **Grab bar** until the Four-Arrow Plus Sign  appears, and then drag the toolbar to a new location within the toolbar area.

The following figure shows the Navigation toolbar moved to the line below where it was initially pinned.

2. Let go of the cursor to dock the toolbar.

### To move a toolbar outside the menu bar and toolbar area:

1. There are two ways to move a toolbar:

- Double-click the **Grab bar**  on the left side of the toolbar, and then drag the toolbar to a new location in the CSM window.

**Note:** If the toolbar is moved from the toolbar area, it becomes an independent window that can be resized.

- Click the **Grab bar** until the Four-Arrow Plus Sign  appears, and then drag the toolbar to a new location within the CSM window.

The following figure shows the Navigation toolbar moved to the Main pane.



**Tip:** Double-click the header banner of an undocked toolbar to re-dock the toolbar back to its default location.

# Create a User Toolbar

Create one or more personal toolbars (called a User toolbar) to initiate important Actions. For example, create a User toolbar to:

- Run a One-Step Action.
- Run a command (Zoom, Attach, Undo, etc.).
- Display a Dashboard, Calendar, or Visualization.
- Run a Report or Saved Search.

A User toolbar displays with the other CSM toolbars in the [CSM Main window](#).


## To create a User toolbar:

1. Right-click anywhere in the CSM toolbar area, and then select **Customize**.

The toolbars for User window opens.

2. Click the **Add** button.

The New Toolbar window opens, listing Actions that are applicable for a toolbar.

3. Click the **Add Action** button , and then select the type of **Action** to add to the toolbar (ex: Add Command Action).

A CSM Item Manager opens (varies by type of Action selected in the previous step) to select/create the CSM Item to initiate through the Action.

4. Select a CSM Item (ex: a specific Dashboard).

5. Define properties for a new Action:

- a. **Action:** Displays the name of the Action as it is recognized by CSM (ex: Name of the Dashboard or Report). It is recommended that you do not change this.

- b. **Display text:** Type the **text** to display on the toolbar button if the "Show text on button check box" (below) is checked.

- c. **Image button:**

Select the **Image** to open the Image Manager, and then select an existing image or import a new image to represent the item in the UI.

- d. **Help text:** Type a **tooltip** to display when the cursor is on the menu item.

- e. **Begin group:** Select this check box to display a horizontal line before the menu item, separating it from other menu items.

- f. **Show text on button:** Select this check box to display the Display Text on the toolbar button.

6. Add additional actions to the toolbar.

7. Select **OK**.



# Keyboard Shortcuts

| Key             | Action  |
|-----------------|---|
| F1              | Help  |
| F2              | Rename current item   |
| F3              | Show the legal values for a Field                                   |
| F4              | Heads Up Display  |
| F5              | Refresh   |
| F6              | Displays the current User's information                             |
| F7              | Displays the current User's configuration items                     |
| F8              | Zooms the current Field (if a large text Field)                     |
| F10             | Select Menu   |
| CTRL+C          | Copy current text to the clipboard                                  |
| CTRL+D          | Switch to the preferred culture.                                    |
| CTRL+K          | Paste the text from the current Field into Knowledge Search pane    |
| CTRL+P          | Switch to the last culture you selected.                            |
| CTRL+S          | Save the current record   |
| CTRL+T          | Toggle between form and list views                                  |
| CTRL+V          | Paste text from the clipboard                                       |
| CTRL+W          | Switch between the preferred culture and the last selected culture. |
| CTRL+X          | Cut current text to the clipboard                                   |
| CTRL+Y          | Redo last operation that was undone                                 |
| CTRL+Z          | Undo last operation   |
| ALT+DOWN ARROW  | Drop-down a combo-box<br>Move down in a list of records             |
| ALT+LEFT ARROW  | Move back to previous location                                      |
| ALT+RIGHT ARROW | Move forward  |
| ALT+F1–F8       | Select tab in the current Form Arrangement                          |

| Key   | Action  |
|---|---|
| CTRL+F4   | Go to Home Page   |
| CTRL+F5   | Displays Self-Service settings (Self-Service setup must be configured on your machine and you must be on a customer type that is set up to be exposed via Self-Service) |
| CTRL+SCROLL   | Zoom in/out in Editors  |
| CTRL+SHIFT+E  | Email current customer  |
| CTRL+SHIFT+K  | Paste the text from the current Field into Knowledge Search pane and searches   |
| SHIFT+DRAG  | Ignore snapping in an Editor  |
| <b>Defined in our database, but can be changed by the User:</b> |   |
| CTRL+SHIFT+I  | New Incident  |
| SHIFT+ALT+C   | Go to Quick Search for Customer   |

# CSM Web Applications

CSM includes two web applications: the CSM Browser Client and the Customer Portal.

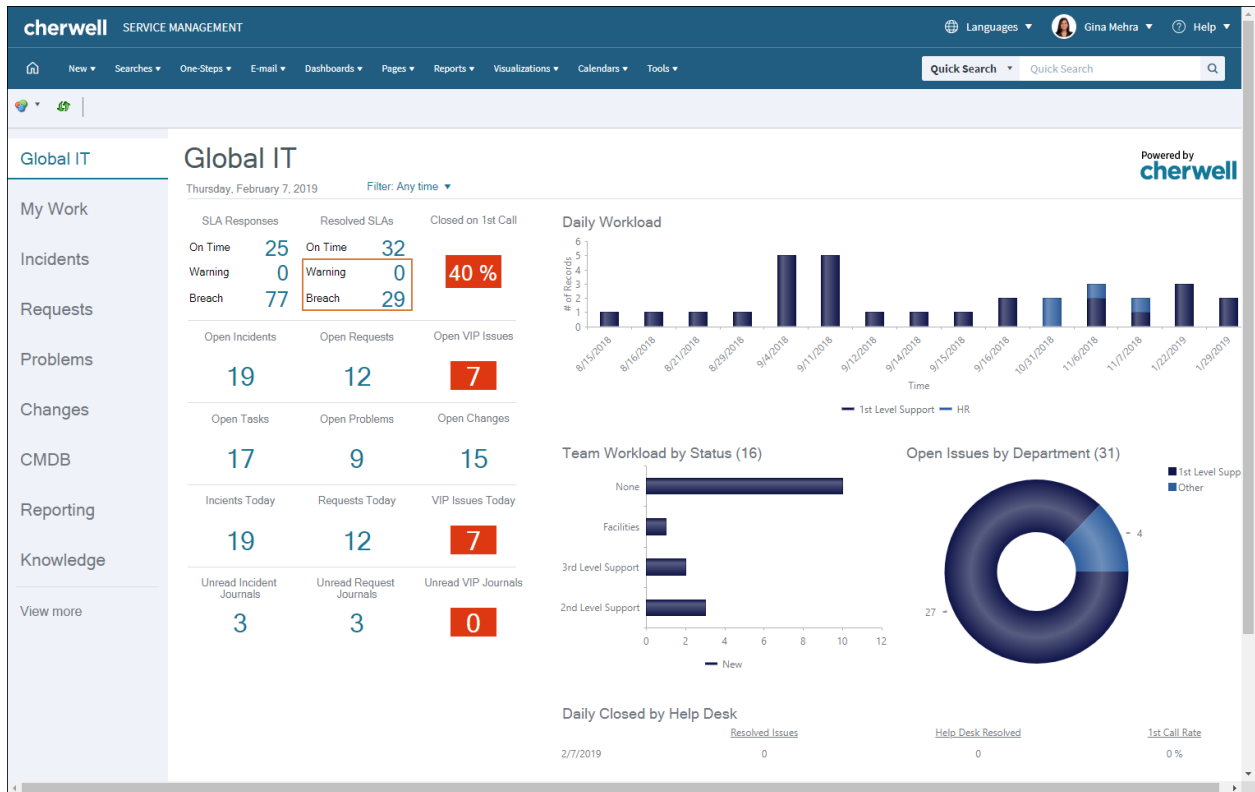
## Browser Client

The CSM Browser Client is a web application that enables Users to access most of the features available from the CSM Windows-based Desktop Client using a browser. The CSM Browser Client supports most major modern browsers on desktop machines and tablets.

# About the CSM Browser Client

CSM Browser Client features include:

- **Record Logging:** Log and manage records (Incident, Problem, Change, Customer, etc.).
- **Searching:** Run Quick Searches or Search Groups (saved searches) to efficiently and thoroughly search/filter CSM data, locating one record or a set of records.
- **One-Step Actions:** Run One-Step Actions to initiate one or more defined Actions, automating common or repetitive tasks.
- **E-mail:** Define and send messages to a single recipient or a group of recipients using comprehensive e-mail functionality.
- **Dashboards and Widgets:** Use Dashboards to view critical metrics, analyze and predict trends, drill down into data, execute Actions, or display a collection of information that might be relevant to a group of Users/Customers.
- **Reporting:** Use a host of powerful reporting tools (defined Reports and report writing tools, Saved Search, Dashboards/Widgets, and Visualizations) to gather and measure data, analyze metrics, and predict trends.
- **Visualizations:** View Visualizations to see the relationships between records in a variety of layouts.
- **Calendars:** View Calendars to keep track of ongoing or upcoming tasks.
- **Tools:** Access the Contact Manager, Table Management, and CMDB.
- **Additional Features:** Access HTML Pages, Knowledge Articles, and Queues.



The main Business Objects available in the Desktop Client are also available in the Browser Client. The majority of the differences in functionality are in configuring and administrative functions within the Browser Client. The configurations and settings for the Browser Client are determined in the CSM Desktop Client and CSM Administrator. Many functions behave differently in the Browser Client than they do in the Desktop Client. To see the differences in functionality between the Browser Client and the Desktop Client, see [Browser Client Features](#).

Before Users can access the Browser Client, it must be [configured](#) by a system administrator.

# Tour the Browser Client

The Browser Client provides access to CSM through most common web browsers. The [main window](#) displays the following items:

- [Account information](#)
- [Menu bar](#)
- [Toolbar](#)
- [Main Pane](#)
- [Search Control](#)

Each User has a personal interface that is controlled by login [Role](#) and [security rights](#). For example, the default [Dashboard](#) (displayed in the [main pane](#) upon log in or by clicking the Home button) might display real-time Incidents, Twitter Feeds, or metrics for a Team.

The Browser Client menu bar collapses into a hamburger menu on mobile screens and browser windows sized below 768 pixels. It cannot be configured, but the CSM Items accessed from the menu bar are driven by configurations and personal settings in the Desktop Client. For example, a Saved Search can be created and saved in the Desktop Client and then used in the Browser Client by using the Browser Client Managers.



**Note:** The Navigation toolbar opens when a record is active in the main pane.

## Related concepts

[About the CSM Browser Client](#)

[Using the Browser Client](#)

[Log in to the Browser Client](#)

# Browser Client Main Window

The Browser Client main window is simplified compared to the dynamic capabilities of the CSM Desktop Client, but the look-and-feel is similar.

The screenshot shows the Cherwell Service Management Browser Client Main Window. The interface is divided into several sections:

- 1. Account Information:** Located in the top right corner, displaying 'Languages', 'Gina Mehra', and 'Help'.
- 2. Menu bar:** A horizontal bar below the account information containing various navigation options: 'New', 'Searches', 'One-Steps', 'E-mail', 'Dashboards', 'Pages', 'Reports', 'Visualizations', 'Calendars', and 'Tools'.
- 3. Search Control:** A search bar on the right side of the menu bar with the text 'Quick Search' and a search icon.
- 4. Toolbar:** A toolbar on the left side of the main pane containing several icons for actions and operations.
- 5. Main pane:** The central area displaying the 'Global IT' dashboard. It includes:
  - A sidebar on the left with 'My Work' and various categories like 'Incidents', 'Requests', 'Problems', etc.
  - A central dashboard for 'Global IT' showing 'SLA Responses' (On Time: 25, Warning: 0, Breach: 77) and 'Resolved SLAs' (On Time: 32, Warning: 0, Breach: 29). A '40%' indicator is shown.
  - A 'Daily Workload' bar chart showing the number of records over time, with a legend for '1st Level Support' and 'HR'.
  - A 'Team Workload by Status (16)' bar chart showing workload for 'None', 'Facilities', '3rd Level Support', and '2nd Level Support'.
  - An 'Open Issues by Department (31)' donut chart showing the distribution of issues, with a legend for '1st Level Supp' and 'Other'.
  - A 'Daily Closed by Help Desk' section at the bottom showing 'Resolved Issues', 'Help Desk Resolved', and '1st Call Rate' for 2/7/2019.

1. **Account Information:** Displays login and User/company information.
2. **Menu bar:** Displays drop-down menus for features and functions within the Browser Client. The Browser Client menu bar collapses into a hamburger menu on mobile screens and browser windows sized below 768 pixels.
3. **Search Control:** Allows Users to run Quick Searches and specific record Searches.
4. **Toolbar:** Displays available actions and operations within the main pane and within records.
5. **Main pane:** Displays Dashboards, records, Reports, and Search Results.

Browser Client Item Managers are opened from the menu bar. To open a Manager, click the desired **menu** (example: Dashboards) and then select **[Item] Manager**.



# Browser Client Account Information

Options in the Browser Client account information section are described below.

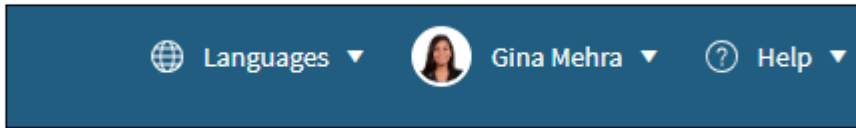


Table 1. User Information

| Action             | Description  |
|--------------------|--|
| Languages          | Allows Users to switch cultures to change the language for platform and content strings.   |
| New Browser Window | Opens the page in a new browser window.  |
| My Profile         | Allows Users to view their personal information (Contact information, manager information, etc.). The form is populated using information from the User Profile. |
| Logout             | Logs the User out of the current session.  |

Table 2. Help Icon / Company Information

| Action                         | Description   |
|--------------------------------|---|
| Help Icon                      | Allows Users to access a defined Help System/site. For information on configuring a Help site, see <a href="#">Configure Global Help Settings</a> .   |
| Report Error                   | Allows Users to submit information about an error they receive while working in Cherwell Service Management to the Cherwell Software Support Team. If desired, configure a custom e-mail address in Global System Settings ( <b>CSM Administrator &gt; Settings &gt; Edit System Settings &gt; Help Settings</b> ). |
| (719) 386-7000                 | Cherwell Software company phone number. If desired, configure a custom phone number in Global System Settings ( <b>CSM Administrator &gt; Settings &gt; Edit System Settings &gt; Help Settings</b> ).  |
| <Version Number>               | Current version of Cherwell Service Management.   |
| <Environment Type> Environment | Current system environment (Development, Production, or Test). If an environment is not selected, the text does not display.  |
| Cherwell Copyright             | Cherwell Service Management copyright information.  |

# Browser Client Menu Bar

Options in the Browser Client menu bar are described below.

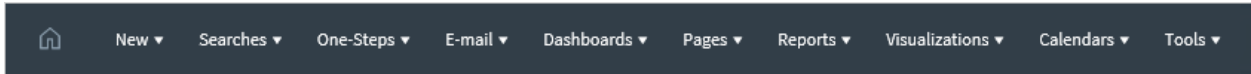


Table 1. Home

| Action | Description                       |
|--------|-----------------------------------|
| Home   | Opens the default home Dashboard. |

Table 2. New

| Action | Description   |
|--------|---|
| New    | Creates a new record (example: New Config - Mobile Device). |

Table 3. Searches

| Action               | Description   |
|----------------------|---|
| Search Manager       | Opens the Search Manager, where you can run Saved Searches.                             |
| Quick Search Builder | Opens the <a href="#">Quick Search Builder</a> , where you can create a Quick Search.   |
| Queues               | Opens the Queues menu, including the Queue Manager and Most Recently Used (MRU) Queues. |

Table 4. One-Steps

| Action                        | Description  |
|-------------------------------|--|
| One-Step Manager              | Opens the One-Step Action Manager, where you can run One-Step Actions. |
| Recent Unassociated One-Steps | Runs the Most Recently Used (MRU) One-Step Actions.                    |

Table 5. E-mail


| Action                  | Description  |
|-------------------------|--|
| Send E-mail             | <p>Opens the E-mail Message window to create and send e-mails directly from the CSM Browser Client.</p> <p> <b>Note:</b> An e-mail account must first be set up and given security rights in order to send an e-mail. See <a href="#">Send an E-mail from Within CSM</a>.</p> |
| E-mail Current Customer | <p>Opens the E-mail Message window to create and send e-mails to a Customer's e-mail address from your current page (An Incident record, Problem record, etc.). The To line is automatically populated with this address, and an error will open if there is no active Customer on the record.</p>   |

Table 6. Dashboards

| Action            | Description   |
|-------------------|---|
| Home              | Directs you back to the default Home Dashboard.             |
| Dashboard Manager | Opens the Dashboard Manager, where you can view Dashboards. |
| MRU               | Lists the Most Recently Used (MRU) Dashboards.              |

Table 7. Pages

| Action        | Description   |
|---------------|---|
| Pages Manager | Opens the HTML Page Manager, where you can view HTML Pages. |
| MRU           | Lists the Most Recently Used (MRU) Pages.                   |

Table 8. Reports

| Action         | Description  |
|----------------|--|
| Report Manager | Opens the Report Manager, where you can run Reports. |
| MRU            | Lists the Most Recently Used (MRU) Reports.          |

Table 9. Visualizations

| Action                | Description  |
|-----------------------|--|
| Visualization Manager | Opens the Visualization Manager, where you can run Visualizations. |
| Config Visualization  | Opens the Configuration Map Visualization.                         |
| MRU                   | Lists the Most Recently Used (MRU) Visualizations.                 |

Table 10. Calendars


| Action           | Description  |
|------------------|--|
| Calendar Manager | Opens the Calendar Manager, where you can run Calendars.   |
| Main Calendar    | Opens the Main Calendar.<br> <b>Note:</b> This is configured in CSM Administrator. For more information, refer to the <a href="#">Calendars documentation</a> . |
| MRU              | Lists the Most Recently Used (MRU) Calendars.  |

Table 11. Tools

| Action           | Description  |
|------------------|--|
| Contact Manager  | Opens the <a href="#">Contact Manager</a> , where you can view and manage Customer Records.      |
| Table Management | Opens the <a href="#">Table Management interface</a> , where you can manage Lookup Table values. |

| Action | Description  |
|--------|--|
| CMDB   | Opens the <a href="#">CMDB interface</a> , where you can manage Configuration Items (CIs). |



**Note:** The Browser Client menu bar collapses into a hamburger menu on mobile screens and browser windows sized below 768 pixels.

# CSM Browser Client Quick Search Widget

Use the CSM Browser Client Quick Search Widget to search records for *all Business Objects* or records for a *specific Business Object*. See [Quick Searches Good to Know](#) for additional details about this feature.

The CSM Browser Client Quick Search Widget is located in the top-right corner of the window.

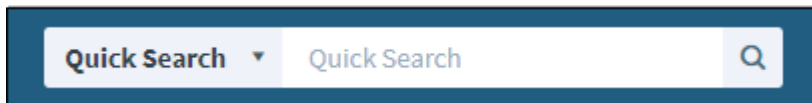


Table 1. CSM Browser Client Quick Search Widget Options

| Item                                 | Description  |
|--------------------------------------|--|
| <b>Quick Search</b> (drop-down list) | <p>Drops down so that you can select <b>Quick Search</b> or a specific Business Object to search:</p> <ul style="list-style-type: none"> <li>• <b>Quick Search</b>: Searches <i>all records</i> that contain a specific word or phrase.</li> <li>• <b>Specific Business Object Search</b>: Only searches records for the selected Business Object (Example: Incident).</li> </ul> <p>See <a href="#">Quick Search</a> and <a href="#">Quick Search Good to Know</a> for more information.</p> <p>See <a href="#">Configuring Search Defaults</a> for specific information on enabling/disabling Business Objects for search.</p> |
| <b>Quick Search</b> (text field)     | Type or select the search word or phrase. The most recently used searches appear in a drop list. See <a href="#">Quick Search</a> and <a href="#">Quick Search Good to Know</a> for more information.  |
| <b>Go</b> (magnifying glass icon)    | Runs the search. Search results are displayed in a Grid (if they are of the same type) or a List (if they are of different types). By default, the Search Results display according to their <b>Relevancy</b> ranking, which means the records most likely to be relevant to your search string display at the top of the results. See <a href="#">Quick Search Results</a> for more information.  |
| <b>Search Options</b> (wrench icon)  | When searching a specific Business Object, click the wrench icon to define options to refine the search: Changed, Open records only, Relationships, Attachments, Sort By, etc.   |
| <b>Changed</b>                       | Limits the search to records that have changed during a specific timeframe.  |
| <b>Open (records) only</b>           | <p>Limits the search to records that have not reached their final state (example: not closed). If the Business Object does not have a "final" or closed state, this option does not appear.</p> <p><b>Note:</b> The lifecycle and terminology vary depending on the Business Object and scenario (examples: <b>Unapproved Changes only</b> might appear when searching Changes, <b>Non-Retired only</b> might appear when searching Knowledge Articles).</p>   |

| Item                        | Description  |
|-----------------------------|--|
| <b>Search Related Items</b> | Includes related Business Objects in the search (example: If the search word appears in a Journal entry, the Incident to which it is attached will be included in the search results).   |
| <b>Search Attachments</b>   | When selected, the search returns results that match the text within .txt, .doc, and .xls files and will return any file type with a matching file name.   |
| <b>Sort by</b>              | Selects the Business Object field (column) to use to sort the search results. By default, the Search Results display according to their <b>Relevancy</b> ranking, which means the records most likely to be relevant to your search string display at the top of the results. See <a href="#">Quick Search Results</a> for additional information. |
| <b>Ascending/Descending</b> | Sorts the results in descending order instead of ascending order.  |
| <b>Search Manager</b>       | Opens the Search Manager where you can create a <a href="#">Saved Search</a> .   |



# Browser Client Toolbars

The Browser Client toolbars include the Dashboard Theme Toolbar and the Record Toolbar.

## Dashboard Theme Toolbar

The Dashboard Theme Toolbar allows you to select a Dashboard Theme and refresh the current Dashboard.



| Button  | Action                | Description                                   |
|---|-----------------------|---|
|  | Select a Theme        | Applies a new Theme to the current Dashboard. |
|  | Refresh the Dashboard | Refreshes the current Dashboard.              |

## Record Toolbar

The Record Toolbar provides all of the actions you may want to perform when viewing records.



| Action                       | Description   |
|------------------------------|---|
| Save                         | Saves changes in the active window.                         |
| Cancel                       | Cancels changes to the current record.                      |
| Refresh                      | Refreshes the data for the current record.                  |
| Delete                       | Deletes the current record.                                 |
| Legal values                 | Displays a list of legal values (for lookup fields only).   |
| Unlocked<br>Locked by [user] | The record is unlocked.<br>The record is locked by [user].  |
| Attach                       | <a href="#">Attach (Import) Files to a Record.</a>          |
| Knowledge                    | Search for Knowledge sources related to the current record. |
| Go to first record           | Navigate to the first record.                               |
| Go to previous record        | Navigate to the previous record.                            |
| Go to next record            | Navigate to the next record.                                |

| Action                     | Description   |
|----------------------------|---|
| Go to last record          | Navigate to the last record.  |
| Not queued<br>Add to queue | The current record is not in a queue.<br>Add the current record to a queue. |
| On [queue]                 | The current record is added to [queue].                                     |
| Check out                  | Check the current record out of the queue.                                  |
| Check in                   | Check the current record back into the queue.                               |
| Remove from queue          | Remove the current record from the queue.                                   |
| Current record             | View the current record.  |
| List                       | View records in a list.   |
| Grid                       | View records in a grid.   |



# Browser Client Main Pane

The CSM Browser Client main pane is located in the center of the main window and displays content relevant to the current operation. When you log in, the main pane displays the Home Dashboard. Depending on the operation, the main pane can also display the following:

- Records (Incident, Problem, Knowledge Article, etc.).
- Search Results (Quick Search, Knowledge Article Search, etc.).
- Reports, Calendars, Visualizations, Grids, and more.

The screenshot displays the Global IT browser client interface. The top section shows a dashboard for Monday, May 20, 2019, with a 'View: Any time' dropdown. The dashboard includes several KPI cards: SLA Responses (On Time: 25, Warning: 0, Breach: 77), Resolved SLAs (On Time: 32, Warning: 0, Breach: 29), and a 'Closed on 1st Call' card showing 75%. A 'Daily Workload' bar chart shows the number of records per day from 16/2019 to 20/2019. Below the dashboard is a detailed view of Incident 102235, titled 'Desktop Management > Anti-Virus > Submit Incident'. The incident status is 'In Progress' and 'Next: Resolve'. It shows a 'RESPONSE BREACHED' on 5/5/2019 at 1:51 PM and a 'RESOLUTION BREACHED' on 5/8/2019 at 5:00 PM. The customer is Susan Malach (Susan.Malach@RiverCorp.com) and it is assigned to Andrew Simms (1st Level Support). The incident overview includes tabs for Overview, Activity, Journals, Tasks (0), Customer History (1), Similar Incidents (1), Related CIs (1), Susan's Open Incidents (1), and Related Problem. The 'Additional Questions' section is empty, and the 'Actions' list includes options like 'Assign to Me', 'Escalated to Level 2 and 3', 'Link to Existing Major Incident', 'Submit to Knowledge Base', 'Change to Major Incident', 'Create a Problem', and 'Create Change Request'.

# Browser Client Managers

CSM Item Managers help manage CSM items (Dashboards, Saved Searches, One-Step Actions, etc.). In the Browser Client Managers, Users can:

- **Run/Display:** Runs/displays the selected item (example: Run a Saved Search, One-Step™ Action, or Report; display a Dashboard).
- **Filter (Association or Status):** Filters items by record type (Incident, Problem, Change, etc.) or Status (for the Queue Manager).



**Note:** Filtering by record type is only available in the Saved Search, One-Step™ Action, Dashboard, and Report Managers.

- **View:** View a list of available items in either List view or Icon view.
- **Search:** Searches the Item Manager for the provided word or phrase. Use the drop-down list for recent searches. Clear the search by clicking on any tab under the Item's Home.

## To open Managers in the CSM Browser Client:

1. From the Browser Client menu bar, click the desired **menu** (example: Dashboards), and then click the **[Item] Manager**.


Rather than utilizing the folder structure of the CSM Desktop Client and Administrator Managers, Browser Client Managers use tabs to navigate the areas where CSM items are located within the Manager. The tabs correspond to folders in the Desktop Client and contain the same CSM items. Clicking a tab takes you to the items located in that file. Clicking an Item's Home takes you to the base file structure (example: Dashboards>Pinboard, User, Role, Team, Global).

# Browser Client Features

The following table details on the available functionality in the CSM Browser Client.

## Features Supported in the Browser Client

| Feature              | Supported | Notes  |
|----------------------|-----------|--|
| Actions              | Yes       | Run only.  |
| Attachments          | Yes       | <a href="#">Attach (import)</a> , view, <a href="#">download</a> , and delete file attachments on Business Object records. |
| Automation Processes | Yes       | Run only.  |
| Blueprints           | No        | CSM Administrator only.  |
| Business Hours       | Yes       | View only.   |
| Business Objects     | Yes       | View, create, edit, and delete Business Object records, but not the Business Objects themselves.                           |
| Calendars            | Yes       | View only.   |
| Contact Manager      | Yes       | View and export.   |
| Counters             | Yes       | View only.   |
| Dashboards           | Yes       | View only.   |
| Definition Editor    | No        |  |
| E-mail               | Yes       | <a href="#">Send e-mail with attachments</a> . Configuration must be done in CSM Administrator.                            |
| Expressions          | Yes       | View only.   |
| Forms                | Yes       | Users can work in Forms but Forms cannot be created or deleted.  |
| Grids                | Yes       |  |
| HTML Pages           | Yes       | View only.   |
| Knowledge            | Yes       | Search and create Knowledge Articles. Use internal Knowledge sources for record resolution.                                |
| Metrics              | Yes       | View only.   |
| One-Step Actions     | Yes       | Run only.  |
| Prompts              | Yes       | Run or use for Quick Searches.   |
| Queues               | Yes       | View only.   |
| Record Locking       | Yes       |  |
| Reports              | Yes       | Run only.  |
| Rich Text            | Yes       |  |

| Feature          | Supported | Notes   |
|------------------|-----------|---|
| Searching        | Yes       | Run, create, edit, and delete with security rights.   |
| System Analyzer  | No        |   |
| Table Management | Yes       | View and export.  |
| Themes           | Yes       | Run only.   |
| Visualizations   | Yes       | View only.  |
| Widgets          | Yes       | View and drill-down only.<br> <b>Note:</b> Actions on Twitter Widgets are not supported in the CSM Browser Client. |

## Browser Client Forms

Forms are supported in the CSM Browser Client. In addition to records, forms contain a Form Arrangement area (as they do in the CSM Desktop Client). The Form Arrangement contains child objects and supporting tabs (Journal, Queues, Tasks, etc.). Use form splitters and the Text Editor to enhance the way you work with forms.

Using forms in the Browser Client, you can:

- View existing records.
- [Log a record](#).
- View child objects for records in the Form Arrangement.

Forms are accessed using the New drop-down on the Browser Client menu bar to log a new record or by drilling down into a Widget and then opening an existing record via a Grid.

## All Incidents

All Incidents and Service Requests

**100410, Closed, Todd Morgan**  
Last Modified 12/14/2016 @ 3:01 PM by Henri Bryce  
Category: Desktop  
Subcategory: Submit Incident  
My printer won't print anymore.  
...

**100411, Closed, Klein Gusev**  
Last Modified 12/14/2016 @ 3:01 PM by Henri Bryce  
Category: Mobile Telephone  
Subcategory: Submit Incident  
Phone seems to die instantly when removed from charger  
...

**100431, Closed, Montell Maalouf**  
Last Modified 12/14/2016 @ 3:01 PM by Henri Bryce  
Category: Desktop Client  
Subcategory: Submit Incident  
E-mail is sporadic  
...

**100432, Closed, Shelly Marwick**  
Last Modified 12/14/2016 @ 3:01 PM by Henri Bryce  
Category: Desktop Telephone  
Subcategory: Submit Incident  
My phone won't ring.  
...

New ▾ Search ▾ One Step ▾

- Agreement ▶
- New Change Request
- Configuration Item ▶
- New Contract
- New CSM License Usage
- New Customer - Internal
- New Discussion
- New Incident**
- New Knowledge Article
- New Problem
- New Service
- New Service Catalog Templ...
- New SLA
- New Supplier
- New Supplier Catalog Item
- New Work Unit







# Form Splitters

In the Browser Client and Portal, Forms contain splitters that help Users resize the Form Arrangement using both horizontal and vertical splitters.

## Good to know:

- In an open record, the horizontal splitter above the Form Arrangement (child object tabs) adjusts the overall height of the Form Arrangement. The vertical splitter in the middle of the Form Arrangement adjusts the overall width of the Form Arrangement if the tab features more than one section.
- Adjust the Form Arrangement by clicking anywhere on the splitters except for the Show/Hide Form Arrangement arrows and the Show/Hide Child Object Details arrows.
- The splitter location defaults to the setting for that Form, as defined in the Business Object Form Arrangement Editor. After adjusting the splitter location, the new location will be saved and used for that Business Object until the browser tab or window closes. After opening the site and logging in again, the splitter location will default back to the placement settings for the Form for that Business Object. This setting does not persist across browsers.

There are several buttons and icons featured in the Form splitters.

| Button/Icon  | Action                            | Description  |
|--|-----------------------------------|--|
| <br>Or<br> | Show or Hide Form Arrangement     | Shows a currently hidden Form Arrangement or hides a currently visible Form Arrangement.   |
| <br>Or<br> | Separators                        | Indicates that the splitter bars can be dragged-and-dropped where needed.  |
| <br>Or<br> | Show or Hide Child Object Details | Shows the child object, including details or additional Forms, or hides the child object details or additional Forms so only the child object Grid is visible. |

## To show or hide the Form Arrangement:

- Click the **Show Form Arrangement** arrows to show a currently hidden Form Arrangement.

To expand the Form Arrangement so that it fills the full area of the record, click the **Show Form Arrangement** arrows a second time.

- Click the **Hide Form Arrangement** arrows to hide a currently displayed Form Arrangement.

To hide the Form Arrangement after expanding it to fill the entire area of the record, click the **Hide Form Arrangement** arrows twice: once to return the Form Arrangement to its original size, and then again to hide it completely.

#### **To adjust the overall height of the Form Arrangement:**

- Click and hold the **horizontal splitter** above the Form Arrangement and then move the **horizontal splitter** up or down until the Form Arrangement is the desired height.

#### **To show or hide a child object's details or additional Forms:**

- Click the **Show Child Object Details** arrows to show both the child object (example: Task) and its additional details or Forms (example: Task form).

To expand the child object's additional details or Forms on the right-hand side of the Form Arrangement space, click the **Show Child Object Details** arrows a second time.

- Click the **Hide Child Object Details** arrows to hide the additional details or Forms.

To hide the additional details or Forms after expanding them to fill the entire area of the Form Arrangement, click the **Hide Child Object Details** arrows twice: once to return it to its original size, and then again to hide it completely and only display the child object's Grid.

#### **To adjust the overall width of the child objects and their details or additional forms:**

- Click and hold the **vertical splitter** in the middle of the Form Arrangement and then move the **vertical splitter** left or right until the child object and its details are the desired width.




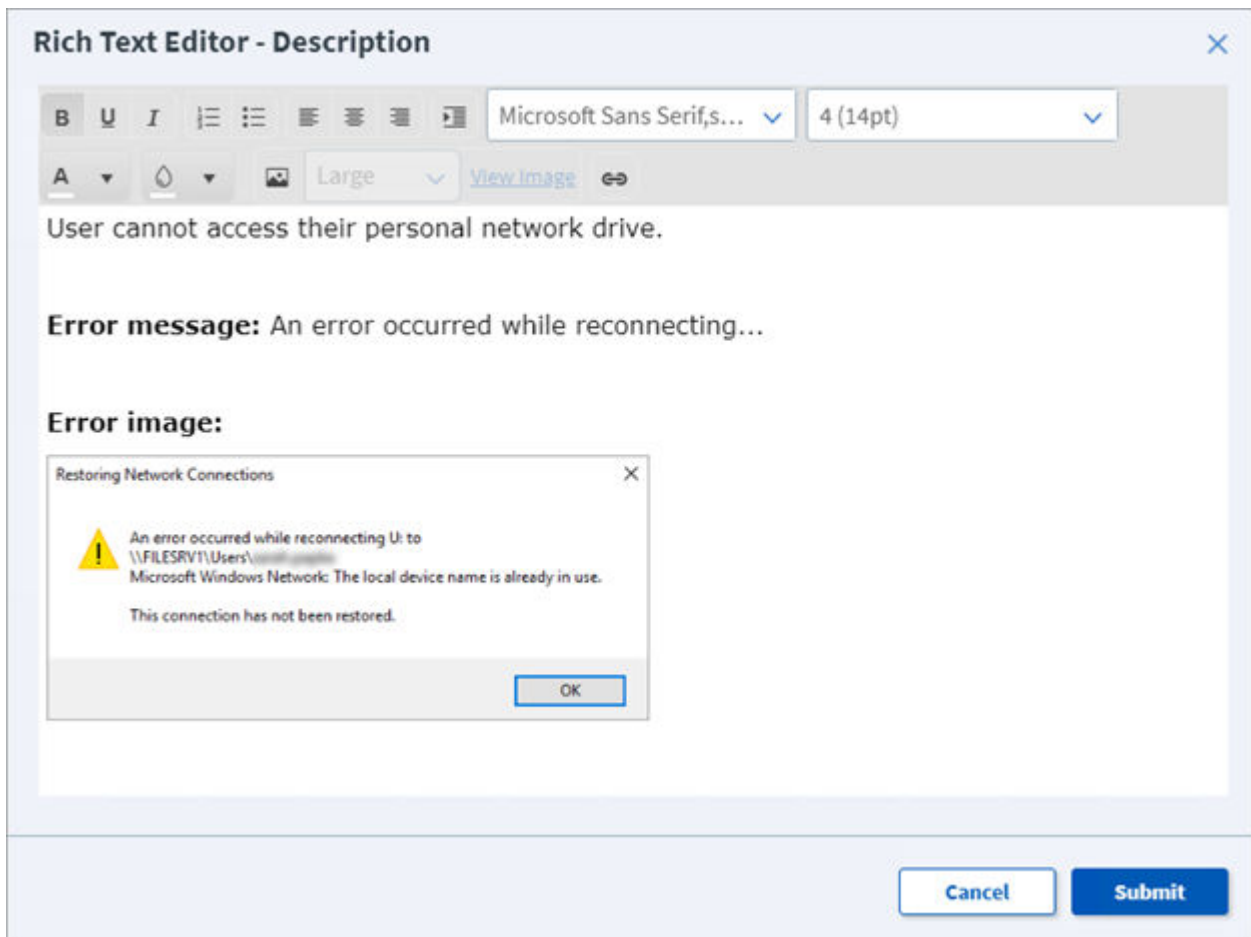
# Browser Client Text Editors

The Browser Client offers comprehensive plain text and Rich Text editor functionality.

The Rich Text Editor provides the following features:

- **Text formatting:** Create content using text formatting (font, size, text color, and background color), list styling, and paragraph styling.
- **Image upload:** Upload a related image to provide additional context. Rich Text supports drag-and-drop image functionality (including a thumbnail preview), image sizing (small, medium, large, or full), and view options (zoom in on an individual image or open the image in a new browser tab).
- **Hyperlink usage:** Insert a web page link to provide supplementary information. You can also add display text and a tool tip, if necessary.

Open the Rich Text Editor by clicking the Text Editor button  in the upper right corner of a supported field (example: Incident Description field).



# Browser Client Grids

Grids in the CSM Browser Client and Customer Portal look very similar to CSM Desktop Client Grids, except that Export, Run Action, and Add/Remove Grid column options are available on a Grid toolbar rather than from a context menu or menu bar. Grid grouping is not currently available.

View a Grid using one of the following features:

- Search Results: List of records located through a [Quick Search](#) or [Search Group](#).
- [Search Results List Widget](#): List of results on a Dashboard.
- [Form Arrangement](#): List of related records on a tab.
- [Contact Manager](#): List of Customer Records.
- [CMDDB interface](#): List of Configuration Item records.
- [Table Management interface](#): List of Lookup values.
- [CSM Item Managers](#): List of CSM Items (example: List of Dashboards in the Dashboard Manager).
- [Creating/editing a Business Object Grid](#) (in CSM Administrator).

The screenshot shows the Cherwell Service Management interface. At the top, there is a navigation bar with 'cherwell SERVICE MANAGEMENT' and user information 'Cherwell Admin'. Below the navigation bar is a search bar and a toolbar with options like 'Actions', 'Columns', 'Records 1 - 19 of 19', 'All', 'Current Record', 'List', 'Grid', 'Export', 'Multi-column sort', '3 Selected', and 'Clear'. The main content area displays a grid titled 'CD-Total Open Incidents'. The grid has the following columns: Type, Owned By Team, ID, Customer Name, Created Date Time, Status, Description, SLA Resolve By Deadline, and Service Order. The grid contains several rows of incident records. Callouts 1 through 6 are placed on the screenshot to highlight specific features: 1 points to the 'Clear' button in the toolbar; 2 points to the grid title; 3 points to the 'ID' column header; 4 points to the 'Status' column header; 5 points to a row in the grid; and 6 points to the 'Incident' icon in the first column of a row.

| Type     | Owned By Team     | ID     | Customer Name   | Created Date Time  | Status      | Description   | SLA Resolve By Deadline | Service Order ... |
|----------|-------------------|--------|-----------------|--------------------|-------------|---|-------------------------|-------------------|
| Incident | 1st Level Support | 100957 | Molly Isaacs    | 3/25/2019 1:12 PM  | Reopened    | Unable to print to the network printer. Tried multip... | 3/29/2019 1:12 PM       |                   |
| Incident | 1st Level Support | 100958 | Eric Lambert    | 3/26/2019 9:33 AM  | Reopened    | Virus Reported on PC                                    | 3/27/2019 1:00 PM       |                   |
| Incident | 1st Level Support | 101322 | Molly Isaacs    | 4/14/2019 10:05 AM | In Progress | Computer has crashed and will not boot.                 | 4/14/2019 3:05 PM       |                   |
| Incident | 1st Level Support | 101325 | Montell Maalouf | 4/14/2019 12:05 PM | Assigned    | The upstairs printer is producing streaky printouts.    | 4/14/2019 8:05 PM       |                   |
| Incident | 1st Level Support | 101326 | John Allard     | 4/14/2019 12:21 PM | Pending     | E-mail isn't sending for me.                            | 4/14/2019 3:21 PM       |                   |
| Incident | 1st Level Support | 101330 | Bruce Robertson | 4/14/2019 12:32 PM | Assigned    | E-mail isn't sending                                    | 4/14/2019 2:32 PM       |                   |
| Incident | 1st Level Support | 102026 | Jamie Young     | 4/21/2019 11:27 AM | Assigned    | Photoshop is not working                                | 4/24/2019 11:27 AM      |                   |
| Incident | 1st Level Support | 102027 | Jacalyn Medina  | 4/21/2019 11:49 AM | Assigned    | Keyboard is not working                                 | 4/24/2019 11:49 AM      |                   |
| Incident | 1st Level Support | 102028 | Kylie Murphy    | 4/21/2019 12:01 PM | Assigned    | Keyboard is not working.                                | 4/24/2019 12:01 PM      |                   |

1. **Grid menu bar:** Displays actions available for the Grid, including navigation, Actions, export, number of items selected, and available columns.
2. **Title:** Displays the title of the Grid. This might or might not match the name of the Business Object that the Grid represents. Also, a Business Object might have multiple Grids, so each might have its own name.
3. **Sort icon:** Arrow indicates the column currently sorting the Grid and if it is in ascending or descending order. Select the icon to toggle sorting. By default, the Browser Client sorts Grids using single-column sorting. To sort the Grid using multiple columns, click the **Multi-column sort** button in

the Grid menu bar. If you need to resize a column, use the sizing handles to drag the column to the width you want.

4. **Filter icon:** Indicates the column data can be filtered. Select the icon to show filtering options (possible filter values appear in the column's **Filter** list).
5. **Grid item:** Each item within a Grid contains its own line of information. Clicking the item opens the record in the main pane.
6. **Selection check boxes:** Check boxes allow you to select multiple items for exporting records or running One-Step Actions.

There are several actions available when working with Grids in the Browser Client:



**Note:** The **Actions** menu is disabled when more than one item is selected in a Search Results Grid.

| Grid Capability    | Description  |
|--------------------|--|
| Export             | Export a Grid to use CSM data in other applications for reporting or display purposes. For example, export a list of Customers to a .csv file so you can use a spreadsheet tool to manage a mass mail communication. You can export to CSV (.csv) and Excel (.xlsx) formats.   |
| Run an Action      | Run a defined Business Object context menu Action directly from a Business Object Grid (record Grid) to quickly initiate common operations. Context Menu Actions are defined as part of a Business Object's definition.  |
| Sort               | Sort a Grid in alphabetical or numerical order, in ascending (1-10 or A-Z) or descending order (10-1 or Z-A).<br><br>Grids in the Browser Client can also be sorted using single-column sorting (the default setting for Browser Client Grids) or multi-column sorting, allowing Users to sort the Grid using multiple columns at a time.  |
| Filter             | Filter a Grid by a column value so that the Grid shows only the data you want (example: Show only New Incidents). To show even more specific data, multi-filter a Grid, either by using multiple values in a single column (example: Show Incidents with a status of Assigned, In Progress, or Pending) or by using multiple column values (example: Filter by owner, and then by status). |
| Size               | Size a Grid column to a specific width to see as much or as little data as you want.   |
| Move/reorder       | Rearrange a Grid by moving (reordering) a Grid column to a different location in a Grid.   |
| Add/remove columns | Business Object Grids are created and managed by a system administrator in CSM Administrator; however, you can add and remove columns (Fields) from your instance of the Grid to display only Fields that are important to you (example: Add the Owned By field to the Incident grid to view record owners). If configured, you can also add Fields from other Business Object.            |

## Related concepts

Browser Client Grid Functions  
Define Business Object Actions

# Browser Client Grid Functions

When working with CSM Browser Client Grids, you can perform several actions, including viewing and filtering a Grid, running an Action from a Grid, and adding or removing columns from a Grid.

When working with Browser Client Grids, you can:

- View a Grid
- Filter a Grid
- Run an Action from a Grid
- Add/Remove a Grid column

## Good to know:

- Exportable Fields are organized by category; uncategorized Fields are listed at the top, and are likely listed in the menu. Relationships Fields are listed below the Relationship node (example: Incident Links Problem Fields).
- Grids are limited to 100,000 rows of data in the Browser Client.
- If a column has a filter applied to it, the **Filter** icon displays a highlighted square around it to indicate that a filter has been applied.
- Grid changes are remembered until the Grid is reset in the CSM Desktop Client or CSM Administrator, the settings are cleared (**Tools > Options > General > Restore all Customized Grids to the Admin Defaults**, or **File > Clear Settings in the Role or User Manager**, or a new System Grid definition is automatically pushed out. If a new System Grid definition is pushed out, a Personal Grid definition can be reverted manually, but the changes in the new definition are lost.

## To view a Grid:

1. A Grid can be viewed several ways:
  - **Search Results**: List of records located through a [Quick Search](#) or [Saved Search](#).
  - **Search Results List Widget**: List of results on a Dashboard.
  - **Form Arrangement**: List of related records on a tab.
  - **Contact Manager**: List of Customer records.
  - **CMDB interface**: List of Configuration Item records.
  - **Table Management interface**: List of Lookup values.
  - **CSM Item Managers**: List of CSM Items (example: List of Dashboards in the Dashboard Manager).

## To run an Action from a Grid in the Browser Client or CSM Customer Portal:



**Note:** The Actions menu is disabled when more than one item is selected in a Search Results Grid.

1. In a Grid, select a record by selecting the radio button or check box next to the row.
2. In the **Actions** list, select an Action (example: Print).
3. In the **Actions** menu, select an Action (example: Print).

**To filter a Grid in the Browser Client or Customer Portal:**

1. In a Grid, select the **Filter** icon in the header of the column to filter.
2. Select the **Filter** box to open the menu.

The menu shows filtering options. Options vary according to the type of data in the column (example: Number, Text, etc.).

3. Select a filtering option.
4. Select **Filter**.
5. To continue filtering by another column, select the **Filter** icon over another column, and select another filtering option.

The Grid filters the data again and displays the filtered results.

To clear the filtering criteria, select the **Filter** icon on the filtered column, and then select **Clear** in the **Filter** menu.

**Related concepts**

[About Grids](#)

[Grid Persistence](#)

[Revert to a Personal Grid Definition](#)

# CSM Browser Client Searches

The **Searches** option in the CSM Browser Client main menu behaves very similarly to those in the CSM Desktop Client.

These search behaviors include:

- Searches edited or saved in the CSM Browser Client carry over to the CSM Desktop Client. Depending on [Role](#) and the [scope](#) (folder) of the Search, others may be able to see and use created Searches (example: If you create an All Tasks Search and save it to the Team folder, only members of your Team will have access the Search).
- Use the Search Manager to create, edit, and delete Saved Searches or use the Quick Search Builder to create and run a one-time Search. Both are accessed via the Searches drop-down on the menu bar.
- The Search Manager behaves differently in the CSM Browser Client than it does in the CSM Desktop Client. See [Browser Client Managers](#) for more information.
- Queues can be run from the Queue Manager in the CSM Browser Client, but cannot be created, edited, or deleted. The Queue Manager and MRU Queues are accessed via the Search drop-down on the menu bar.

## To run a Search:

1. From the CSM Browser Client [main menu](#), select the **Searches** drop-down menu.
2. Select an option from the drop-down menu:
  - Search Manager: Create and/or run a defined Search.
  - [Quick Search Builder](#): Create and run a Quick Search.
  - Queues: Select and run a Queue from the Queue Manager.
  - Download PowerBI Data Connector: Download the PowerBI Data Connector to use with third-party reporting tools. See [Using Search Data with Third-Party Reporting Tools](#).

The results display in the Main Pane.

If card view is enabled for a Business Object, Search results are displayed as medium or large cards. To view a specific record in card view, select an item from the results list or the title link in a card.

In card view, you can access:

- Navigation: Use page numbers and arrow buttons that allow you to navigate between pages of results.
- Side menu: Access options, such as showing the currently selected record or showing results in a Grid view, sorting results by a Field in ascending or descending order, and changing card size.



**Note:** To ensure that card size selections persist and do not revert to the default, uninstall WebDAV in IIS.

3. Ellipses: Access a menu of actions available for the Business Object. Actions can be run directly from the card view without drilling down into a record.

When viewing the Search results, more options become available in the Search menu drop-down that allow Users to edit the current Search and save the current Search.



# Browser Client Quick Search Builder

The Browser Client Quick Search Builder is very similar in behavior to that of the [Desktop Client Quick Search Builder](#).

Searches saved in the Browser Client carry over to the Desktop Client. Depending on [Role](#) and the [scope](#) of the search, others might be able to see and use created Searches (example: If you create an All Tasks Search and save it to the Team folder, members of your Team will be able to access the All Tasks Search).

# Browser Client Queues

Access [Queues](#) from the Queues drop-down in the Searches menu or work with Queues from the Business Object toolbar. Queues cannot be created or edited in the Browser Client and they can only be viewed with the proper [security rights](#) and [Role](#) defined in CSM Administrator.

## To open a Queue:

1. Click **Queues** in the Searches drop-down.
2. To find a Queue that is not listed in the Queues MRU menu, click **Queue Manager**.



**Note:** The Queue Manager behaves differently in the Browser Client than in the Desktop Client. See [Browser Client Managers](#) for more information.

Queue results appear in the same list format as other [Browser Search results](#).

## To work with Queues:

1. Open a Business Object **record**.
2. On the Business Object toolbar, click the **Queue** drop-down.

If the record is not currently in a Queue, the only enabled button in the Queue Status drop-down is Add to Queue.

3. Add a record to a Queue:
  - a. In the Queue drop-down, click **Add to Queue**.
  - b. From the Queue Manager, select a **Queue** (ex: Network Support).

The name of the Queue displays in the Queues section of the toolbar.

4. Check out/check in a record from the Queue:
  - a. In the Queue drop-down, click **On <Name of Queue> Queue** and select **Check Out**.
  - b. On the Queue Status toolbar, click **Check Out**.

When a record is checked out of the Queue, the record cannot be checked out by another User until the User working with the record checks it in.

- c. In the Queue drop-down, click **On <Name of Queue> Queue** and select **Check In** or **Check In and Remove** (checks in the record and removes it from the Queue).

After the record is checked in, it can be checked out by another User.

5. Remove a record from a Queue:
  - a. In the Queue drop-down, click **On <Name of Queue> Queue** and then select **Remove from Queue**.

# Browser Client One-Step Actions

Browser Client One-Step Actions look and behave similarly to One-Step Actions in the Desktop Client.

In the Browser Client, Users can run One-Step Actions from:

- The Browser Client menu bar (run from the One-Step Action Manager or the list of Most Recently Used (MRU) One-Step Actions).
- Buttons, links, and Widgets on Dashboards.
- Business Object records (as buttons or links). Some One-Step Actions might also run as Automatic Actions that are executed when a Business Object is saved.
- The One-Step Action Manager (accessed from the Browser Client menu bar).
- An Actions menu on a Grid.

## Good to know:

- The One-Step Actions accessed and run in the Browser Client are created in the CSM Desktop Client or in CSM Administrator. One-Step Actions cannot be created, edited, or deleted in the Browser Client.
- When One-Step Actions execute in the Browser Client, the interface appears as disabled until the One-Step Actions complete.
- Print Actions are supported in the CSM Browser Client and Portal when Trusted Agents are used to run the Actions. This includes Run a Report Actions that are configured to print a Report. Cherwell SaaS customers can configure a Trusted Agent to use printers on their remote network; on-premises customers can configure a Trusted Agent to use printers on their local network or on a remote network. If you do not configure Trusted Agents, Users receive an error indicating that Print Actions are not supported when the One-Step Actions is run on the Browser Client or Portal.
- When One-Step Actions that contain multiple Actions are executed in a CSM web application, the end result of the One-Step Action is shown to Users when execution is complete. Users are prompted for input as needed, but if the **Save Business Object After Action** check box is cleared for a particular Action, changes made by the Action are not saved.
- There is currently no option in the Browser Client to run a One-Step Action for a group. You can, however, configure a One-Step Action to run against a specific Saved Search. In this case, the One-Step Action runs against the defined group of records, regardless of the client used to run the One-Step Action. For more information, see [Define the Conditions for a One-Step Action](#).
- Write file, read file, run program, and transfer Attachments (to or from a file system) One-Step Actions generally works for the CSM Browser Client, but the One-Step Action must be designed to write an accessible file on the server, and then execute a program on the server using the contents of that file. This requires configuring IIS security rights specifically to handle this capability.

# Browser Client E-mail

The Browser Client offers comprehensive e-mail functionality, including:

- **Rich Text and plain text:** Define messages using either multiple format options or a plain text format. Rich Text supports drag and drop image upload functionality (including a thumbnail preview) and the ability to insert a hyperlink with display text and a tool tip, if necessary.
- **Attachments:** [Add attachments to e-mail](#).
- **Importance:** Indicate to the recipient that the e-mail is high priority.
- **Address Book:** Search, filter, and sort Customers, Users, Teams, and Workgroups and then add them as recipients to the e-mail. Access the Address Book by clicking either the To or CC button.
- **Recipient attachment options:** Define which Customer records should include an attached e-mail as a [Journal - Mail History Record](#) after the e-mail is sent.



**Note:** You must have the appropriate [security rights](#) to access various features and functionality.

You can send an e-mail from the Browser Client multiple ways:

- Select **E-mail > Send E-mail** in the menu bar from anywhere in the Browser Client. You select the recipients when using this option.
- Select **E-mail > Current Customer** in the menu bar when a Business Object record is active.
- Select a Customer's e-mail address on a Business Object record.



**Note:** The Customer must have a defined e-mail address on record.

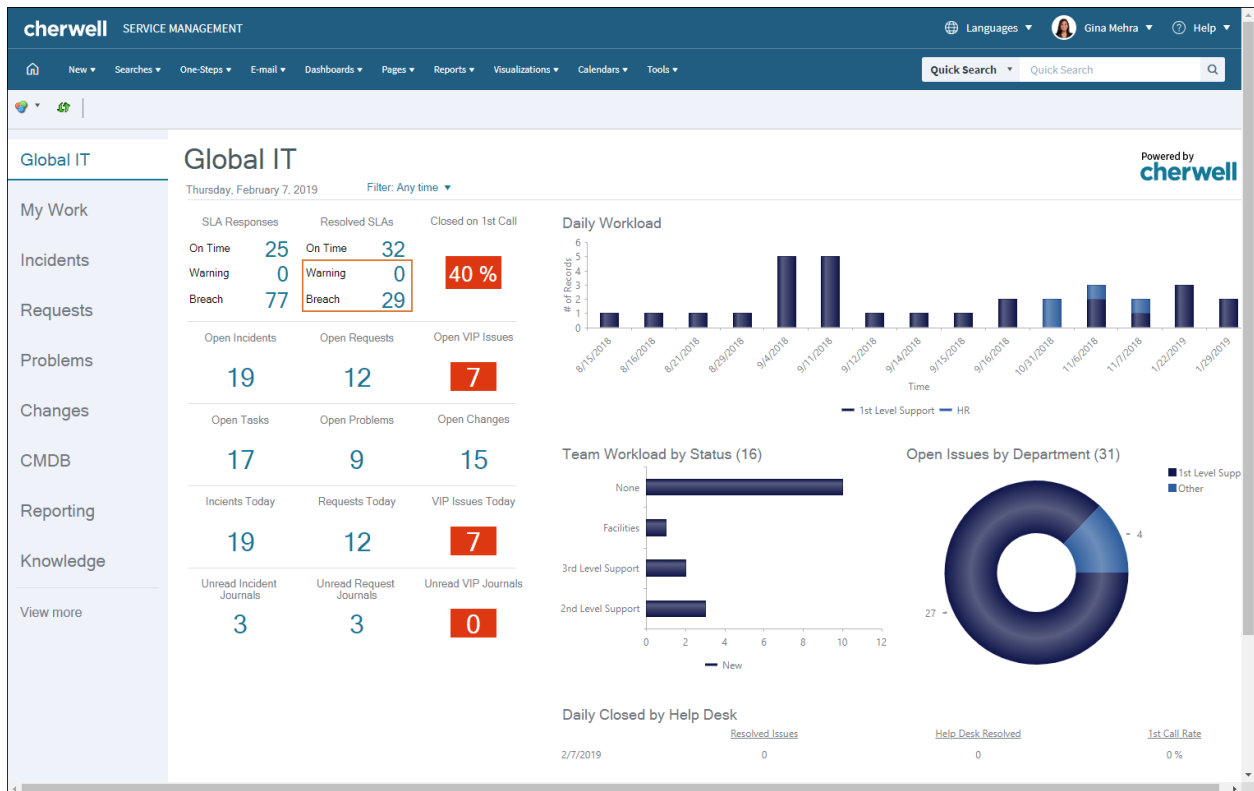
- Run a One-Step Action configured with an e-mail Action directly from the One-Step Action Manager.



**Note:** E-mails are sent from a defined default account. If you have not configured e-mail for CSM, refer to the [e-mail accounts documentation](#) for more information.

# Browser Client Dashboards

Browser Client Dashboards are very similar in appearance and functionality to [Dashboards](#) in the CSM Desktop Client.



When working with Dashboards in the CSM Browser Client, Users can:

- View a Dashboard:
  - View your default Home Dashboard by clicking the Home button on the [Browser Client menu bar](#).
  - View all your Dashboards Using the Dashboard Manager (Dashboards>Dashboard Manager).
- [Manually refresh a Dashboard](#).
- [Select a User Theme on a Dashboard](#).
- [Set the current Dashboard to be the default](#).
- [Drill down into Dashboard data](#).
- [Initiate a One-Step Action/Action from a Dashboard](#) (example: Run a report, run a search, etc.).

**Good to know:**

- Dashboards can be viewed and used in the Browser Client; however, Dashboards are managed (created, edited, deleted, etc.) and configured (security rights and defaults) only in the CSM Desktop Client and CSM Administrator.
- Browser Client Themes are accessed differently in the Browser Client than they are in the CSM Desktop Client. See [Browser Client Dashboard Functions](#) for more information.
- Browser Client Widgets behave differently in the Browser Client than they do in the CSM Desktop Client. See [Browser Client Widgets](#) for more information.
- The Dashboard Manager behaves differently in the Browser Client than it does in the CSM Desktop Client. See [Browser Client Managers](#) for more information.

## Browser Client Widgets

Widgets behave similarly in both the Browser and CSM Desktop Client. You can click a Widget to open records, reports, tables, or graphs relevant to the Widget's statistics. However, you cannot create, edit, or delete Widgets from the Browser Client.

The ability to refresh the Dashboard aids in generating new data more quickly in the Browser Client. The ability to set the priority of Widgets for refresh helps see the selected data faster, allowing one Widget to refresh before another in a decided order.

## Browser Client Dashboard Functions

With the CSM Browser Client Dashboard Functions, Users can change the [Dashboard Theme](#) and refresh the Dashboard so your [Browser Client Widgets](#) display the latest data.

The Theme drop-down can change the Dashboard Theme. The Themes available in the drop-down are the Most Recently Used (MRU) Theme. Access more Themes by clicking More to open the [Theme Manager](#). Refresh the Dashboard by clicking the Refresh button to the right of the Themes drop-down.



**Note:** The Dashboard refresh is separate from the web browser (example: Internet Explorer®, Firefox®, Chrome™, or Safari®) refresh. The Dashboard refresh only applies to the Dashboard and its Widgets, not the entire web browser.



# Browser Client HTML Pages

Browser Client [HTML Pages](#) are used to display an external website (via a link) and an internal website (that you design and code).

In the Browser Client, HTML Pages functionality is accessed using the Pages drop-down on the Browser Client menu bar. From the Pages drop-down, Users can access the HTML Manager and most recently used (MRU) pages.

**Good to know:**

- HTML Pages can be viewed and used in the Browser Client; however, HTML Pages are managed (created, edited, deleted, etc.) and configured (security rights) only in the CSM Desktop Client and CSM Administrator.
- The HTML Manager behaves differently in the Browser Client than it does in the CSM Desktop Client. See [Browser Client Managers](#) for more information.

# Browser Client Reports

Browser Client Reports look and behave similarly to Reports in the Desktop Client. Reports can be viewed and used in the Browser Client; however, Reports are managed (created, edited, deleted, etc.) and configured in the CSM Desktop Client and CSM Administrator.

Reports can be run from:

- The Browser Client menu bar (run from the Report Manager or the list of Most Recently Used (MRU) Reports).
- The Report Manager (accessed from the Browser Client menu bar).
- Specific links and Widgets on a Dashboard.

The Report Manager behaves differently in the Browser Client than it does in the CSM Desktop Client. See [Browser Client Managers](#) for more information.

# Browser Client Visualizations

Browser Client Visualizations look and behave similarly to [Visualizations](#) in the Desktop Client. You can view all your Visualizations using the Visualization Manager (Visualizations>Visualization Manager) or view a record's Visualizations by clicking the Visualization icon (example: View impacted CIs on an Incident Record).

In the Browser Client, Visualization functionality is accessed using the Visualizations drop-down menu on the Browser Client menu bar. From the Visualizations drop-down, Users can access the Visualizations Manager and configure Visualizations.

## Good to know:

- Visualizations can be viewed and used in the Browser Client; however, Visualizations are managed (created, edited, deleted, etc.) and configured (security rights and defaults) only in the CSM Desktop Client and CSM Administrator.
- The Browser Client Visualization window provides much of the same functionality as the Desktop Visualization window and includes the toolbar, Main pane, Aerial pane, and Legend; however, the Browser Client Visualization window does not include a menu bar.
- The Visualization Manager behaves differently in the Browser Client than it does in the CSM Desktop Client. See [Browser Client Managers](#) for more information.

## Browser Client Calendars

The CSM Browser Client has Calendar capabilities that are nearly in parity with the [Calendars in the Desktop Client](#). While there are some layout differences between the two (example: The three month navigator is located to the left of the main Calendar pane in the Browser Client), the Browser Client Calendar appears very similar to the Calendar in the CSM Desktop Client.

You can view the default Calendar by selecting a Calendar from the Calendars drop-down or view other Calendars using the [Calendar Manager](#) (Calendars>Calendar Manager).

From the Calendars drop-down on the Browser Client menu bar, Users can access the default Calendar, the Calendar Manager, and most recently used (MRU) Calendars.

### Good to know:

- Calendars can be viewed and used in the Browser Client; however, Calendars are managed (created, edited, deleted, etc.) and configured (security rights and defaults) only in the CSM Desktop Client and CSM Administrator.
- The Calendar Manager behaves differently in the Browser Client than it does in the CSM Desktop Client. See [Browser Client Managers](#) for more information.

## Browser Client Knowledge

Browser Client Knowledge functionality is limited to [Knowledge Articles](#). Users can create Knowledge Articles, [search for Knowledge Articles](#), and use internal Knowledge sources to solve issues.

Managing and mapping Knowledge is currently unavailable in the CSM Browser Client.

# CSM Browser Client Search for Knowledge from a Record

Users can search Knowledge Articles from an open record and place found solutions within the record for future reference.

## To search for Knowledge from an open record:

1. Open the record for which you want to find a solution.
2. Click the **Knowledge** button on the toolbar.
3. Select the **Source** of the Knowledge Article (Known Errors, Open Incidents, Knowledge Articles, or Attachments). For Attachments, the search returns results that match the text within .txt, .doc, and .xls files and will return any file type with a matching file name.



**Note:** These are internal sources for the CSM Browser Client, meaning the search is limited to Knowledge Articles within the system, whereas the CSM Desktop Client can search outside sources such as Google or Yahoo.

4. Specify a **word** or **phrase** to search.
5. Click **Search**.
6. Select a **Knowledge Article** to view.
7. Click the **Use Solution** button to place the Knowledge Article information into the record.

# Browser Client Contact Manager, Table Management, and CMDB

The Browser Client provides access to the following CSM tools:

- **Contact Manager**: Use this tool to view Customer records.
- **Table Management interface**: Use this tool to view Lookup Object values.
- **CMDB interface**: Use this tool to view Configuration Item (CI) records.

In the Browser Client, Tools are accessed using the Tools drop-down or from Related Item Pickers on Business Object records.

Related Item Pickers are configurable, can be added to any Form, and include:

- The Customer Selector that provides access to the:
  - Contact Manager to quickly log who initiated a record.
  - Customer Record to quickly view detailed information about the Customer.
- The CMDB Selector that provides access to the:
  - CI database to quickly log the affected asset.
  - CI Record to quickly view detailed information about the affected asset.

## Good to know:

- Lookup Object values can be viewed and used in the Browser Client; however, values are managed (created, edited, deleted, etc.) and configured only in the CSM Desktop Client.
- Customer records and CI records can be viewed in their respective interfaces; however, records are created and deleted using the options on the Browser Client menu bar.
- The Contact Manager, Table Management interface, and CMDB interface utilize a Grid interface. Use the Grid capabilities (example: Print, export, run an Action, sort, filter, size, move/reorder, and add/remove columns) to display only the data you want and in a way that is meaningful to you.

## Browser Client Good to Know

- The CSM Browser Client consumes a CSM license. Licensing controls how many Users can log into CSM. CSM uses a concurrent or "floating" licensing model. This means that a fixed number of licenses are shared among a group of Users/Customers, and that a fixed number of people can simultaneously access the product. License codes determine the number of people who can log in at any given time.
- Some features behave differently in the Browser Client than they do in the Desktop Client. See [Browser Client Features](#) for more information.
- Browser Client Knowledge supports Knowledge Articles, Search, and Sources. However, Search and Sources are limited to internal sources only for the Browser Client.
- While Dashboards cannot be created or edited in the Browser Client, they can be viewed and Widgets can be drilled into to pull up Reports or metrics related to it. Browser Client Dashboards reflect personal settings made in the Desktop Client and in CSM Administrator.
- Some Forms have a special browser view. This means some information in a Form is displayed (such as client name), while other sensitive or secure information (such as social security number) is blocked out. While this is predominantly the case with the Customer Portal and Mobile Clients, the Browser Client can be configured to do this through the CSM Administrator.

Always consider the following:

- CSM is highly configurable. As a result, a User's system may vary from the Out-of-the-Box content in our documentation.
- [Security rights](#) control access to CSM functionality and are configured in the Security Group Manager in CSM Administrator (CSM Administrator>Security>Edit Security Groups). For more information, see [Configure Browser and Mobile Device Security Rights](#).



# Using the Browser Client

When working with the Browser Client, you can:

- [Log in to the Browser Client.](#)
- [Log a record.](#)
- [Scan a Barcode](#)
- [Search for a Barcode](#)
- [View and run Searches](#) and [access Queues.](#)
- [View and run One-Step Actions.](#)
- [Send E-mails.](#)
- [View Dashboards](#) and [Widgets.](#)
- [View HTML Pages.](#)
- [View and run Reports.](#)
- [View Visualizations.](#)
- [View Calendars.](#)
- [Access Knowledge Articles.](#)
- [Use tools: Contact Manager, Table Management interface, and CMDB interface.](#)

# Log in to the Browser Client

Before accessing the Browser Client, the appropriate credentials must be assigned. Credentials are managed on the [User's Profile](#) in CSM Administrator.

## To log in to the Browser Client:

1. Provide the URL: **http://server/CherwellClient** where *server* is the location where CSM is installed (either locally on the machine or on a specific server outside the local machine).
2. Provide the login credentials (User ID and Password). These should have been assigned by the implementer or system administrator.



**Note:** If Windows/LDAP login is enabled, provide the Windows credentials used to log in to the system.

3. Click **Login**.

If assigned to more than one CSM Role (and have not previously selected the Automatically Use Selected Role check box), the Choose your Role window opens.



**Note:** A Role is a User/Customer's current function/responsibility in CSM, and controls how data is presented in that person's CSM environment. For example, a Role determines which Home Dashboard is displayed and how the Incident form looks (example: Which fields are exposed, required, etc.). A Role is assigned to a [Security Group](#) and can be assigned to more than one Security Group at a time. A User/Customer can access any of the Roles in his Security Group, but can only log in using one Role at a time. Examples of Roles include Service Desk Manager and Portal Customer.

4. Select the login Role for the session:
  - a. Role: Click the appropriate **Role**.
  - b. Always Use Selected Role: Select this check box to automatically use the selected Role at the next log in. This bypasses the Role prompt.
5. Click **Submit**.

# Log a Record in the Browser Client

Browser Client records are very similar in appearance and functionality to [Desktop Client records](#). For more information, see [Browser Client Forms](#).

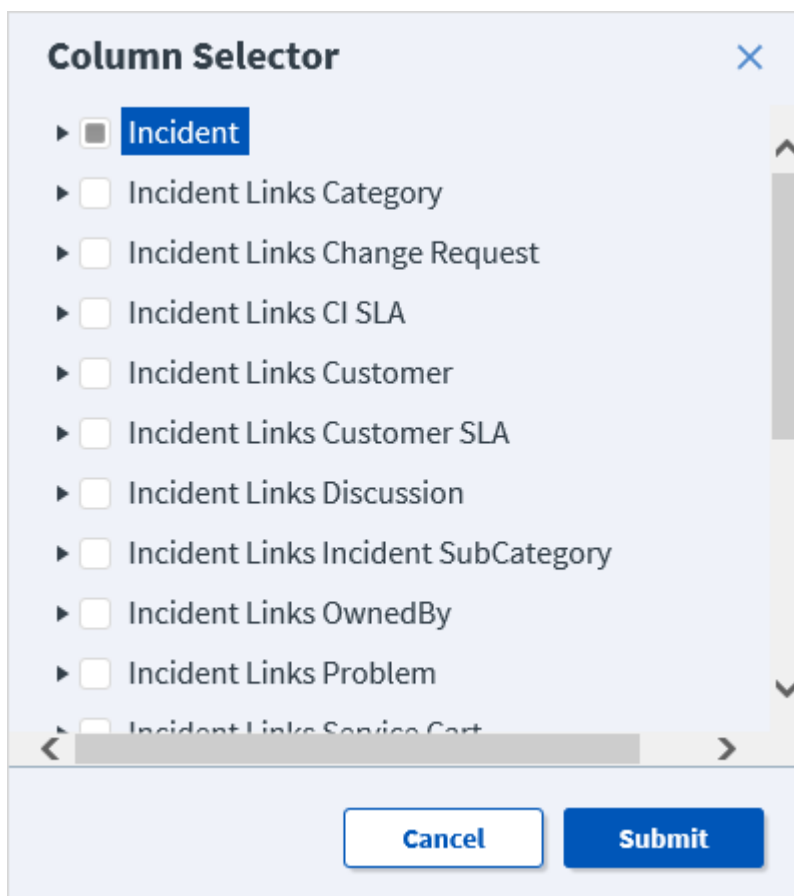
## To log a record in the CSM Browser Client:

1. [Log in to the Browser Client](#).
2. On the [Browser Client menu bar](#), click the **New** menu.
3. Select the **type of record** from the drop-down (example: New Incident). The record opens in the main pane.
4. Complete using the appropriate workflow and save the record.

# Add and Remove Columns from a Grid in the Browser Client

Use the Column Selector in the Browser Client to add or remove columns from the Grid.

1. Open a Grid using an [applicable feature](#).
2. Click the **Columns** button on the Browser Client toolbar.  
The Column Selector opens displaying the Business Object's relationships and associated fields. Relationships and fields currently displayed in the Grid are indicated by a check mark. Close the Column Selector at any time by clicking the Cancel button.



3. Add columns to the Grid by selecting one of the following:
  - The **check box** next to one or more Relationships in the top level of the tree (example: Incident Links Customer) to add all fields associated with the Relationship as columns in the Grid.
  - The **check box** next to one or more fields in the second level of the tree (example: Department, Manager) to add only the field(s) you select as columns in the Grid.

4. Remove columns from the Grid by deselecting one or more **check boxes** in either the top level or second level of the tree.
5. Click the **Submit** button.  
If you added columns, the associated field(s) display on the right side of the Grid and can be moved anywhere in the Grid by dragging-and-dropping the column to the desired location.

# Export a Grid in the Browser Client

Export a Grid from the Browser Client using CSV and Excel formats.

1. Open a Grid using an [applicable feature](#).
2. (Optional) Filter the Grid so the content is organized the way you want.
3. (Optional) Use the Column Chooser to edit Grid columns. When the Grid is exported, all columns in the Grid are exported to the file.
4. Click the **Export** drop-down menu on the Browser Client toolbar.



**Note:** To export Grids, the User must have the appropriate [Application Security Rights](#).

5. Select the **format** to use for export:
  - CSV (.csv)
  - Excel (.xlsx)

The file immediately begins to download. The download process varies based on the browser and associated settings.

6. Save the file to your device.

# Scan a Barcode



**Note:** It's important to have good lighting in order to properly capture the barcode.

1. Launch the `BarcodeScan` command on a Business Object form or from the CMDB.  
Your mobile device camera will be activated.



**Note:** If you click **Don't Allow**, you will be returned to the Business Object form.

2. Scan the barcode with your mobile device camera.  
Instead of scanning the barcode, you can manually enter it in the Value field of the BarcodeScan attribute.
3. Complete the required fields and click **Save**.

## Related concepts

[Configure the Browser Client to Scan Barcodes](#)

## Related tasks

[Search for a Barcode](#)

## Search for a Barcode

You can search for a barcodes in CSM's Configuration Management Database (CMDB). The barcode can either be manually entered in the search field, or from the barcode scanner. Launch the barcode scanner by clicking **Scan Barcode**.

### **Related concepts**

[Configure the Browser Client to Scan Barcodes](#)

### **Related tasks**

[Scan a Barcode](#)



## Configuring the Browser Client

Complete the following procedures to configure the CSM Browser Client. Configuration procedures are completed in CSM Administrator.

## Configure Browser Application Settings (URLs, Timeouts, RSS Feeds)

Use the Browser Settings window in CSM Administrator to configure the following Browser Application settings:

- URLs: To the Browser Client and Portal.
- Session Timeout.
- RSS Feeds: Enable Feeds/Anonymous Feeds from the Cherwell Service.
- Security: Enable or disable embedded frames, detailed error information, linked Attachments (Attachments via links instead of direct file attachment), and password auto-complete.

### To configure Browser Application settings:

1. Open the Browser Settings window (CSM Administrator>Browser and Mobile>Browser Application Settings).

**Browser Settings**

URLs to Cherwell Browser applications

Portal:

Browser Client:

Session Timeout

Timeout:  (minutes)

Note: You also need to configure the idle time on the application pool in IIS to be at least 5 minutes greater than session timeout. Then restart the applications for changes to take effect.

RSS Feeds

Enable RSS Feeds from Cherwell Service

Enable Anonymous RSS Feeds from Cherwell Service

Security

Do not allow the browser applications to be embedded in a frame

Do not send detailed error information to client

Disable linked attachments in the browser applications

Disable password auto-complete on login page

OK Cancel

2. Configure URLs for the Cherwell Browser applications (Portal for Customers; Browser Client for Users).



**Note:** These are used when the application needs to generate a URL for launching one of the Browser applications (example: When sending out Approvals).

- a. Portal (Customer browser): Specify the **base URL** for the Cherwell Portal (example: http://MyServer/CherwellPortal).
  - b. Browser Client (User browser): Specify the **base URL** for the Cherwell Browser Client (example: http://MyServer/CherwellClient).
3. Configure session timeouts:
    - a. Session Timeout: Specify the **number of idle minutes** the system should wait before timing out inactive sessions.

**Note:** If you change this from the default of 20 minutes, you also need to configure the application pool in IIS to have a value of at least 5 minutes greater than the session timeout. CSM cannot make this change directly.

4. Enable **RSS Feeds**:



**Note:** CSM RSS Feeds allow Customers of an RSS reader to subscribe to CSM data (such as newly created Incidents) based on a Saved Search or other criteria. Note that for RSS Feeds to operate, the Cherwell Web Service must be installed. RSS Feeds are disabled by default because they could potentially provide inappropriate access to data.

- a. Enable RSS Feeds from Cherwell Service: Select this check box to allow RSS Feeds.
  - b. Enable Anonymous RSS Feeds from Cherwell Service: Select this check box to allow anonymous RSS Feeds. If not selected, the URL requesting RSS data must contain User identification information. Anonymous Feeds allow data based on the rights of the CSM's [Anonymous Security Group](#).
5. Configure browser application security settings:
- a. Do not allow the browser applications to be embedded in a frame: Select this check box to disable browser applications from being embedded in a frame (example: Embedding a CSM application within the frame of another web page).
  - b. Do not send detailed error information to client: Select this check box to keep the browser applications from sending detailed error information when errors occur.
  - c. Disable linked attachments in the browser applications: Select this check box to disable linked Attachments (Attachments created via links instead of direct attachment) in the browser applications.
  - d. Disable password auto-complete on login page: Select this check box to disable auto-complete for passwords during login. This requires Users and Customers to type their full passwords every time they try to log in to the browser applications.
6. Select **OK**.

# Define the Default Domain and Anonymous Login Settings

By default, if using Windows or Active Directory, Users must specify the domain as part of the login credentials (example: Applications\Bob).

Specifying the domain is how CSM identifies the fact that Users are specifying Windows/LDAP credentials vs. internal Cherwell credentials. However, if all Cherwell Users are generally on the same domain, specify that as the default domain. The Cherwell Portal automatically assumes that any credentials detailed without a specific domain are Customers of the default domain.


Use the General page in the Security Settings window (in CSM Administrator) to define the following general system security settings for the CSM Browser Client and Customer Portal:

- Default domain
- Anonymous login settings

## Configure the default domain and anonymous login settings:

1. In the CSM Administrator main window, select **Security > Edit security settings**.
2. Select **General**.
3. Specify a default domain for the network:
  - a. **Default domain:** Specify the default domain name for the network. The domain is used in any place where a domain is needed but not otherwise provided, such as automatically assigning credentials to Customers.



**Note:** Select **Arrow** () to have CSM auto-populate the name.

- a. **Allow Anonymous Login:** Select this check box to allow CSM Web Applications to read basic setup information from the system without User login and to enable the Anonymous Security Group access to items specifically configured for Anonymous view.
  - b. **Security group when not logged in:** Select the **Anonymous Security Group** (OOTB: *Anonymous Browser*) that should be used by CSM Web Applications before any User/ Customer has logged in.
5. Select **OK**.

# Specify a Default Domain for the Portal and Browser Client in Web.config Files

The recommended way to specify a default domain for the Portal and CSM Browser Client is by using CSM Administrator. However, Users can specify a default domain using web.config files. Doing so in the web.config files overrides any settings made in CSM Administrator.

To specify a default domain for either the Portal or Browser Client using web.config files, add the appropriate value in the web.config file located in your Cherwell directory under **Cherwell Browser Applications\Portal** for the Cherwell Portal and **Cherwell Browser Applications\Browser Client\** for the Browser Client.

There are two keys that can be added to specify the default domain:

```
<add key="ForceDefaultDomain" value="MyDomain"/>
<add key="CherwellAuthPrefix" value="Cherwell"/>
```

If the ForceDefaultDomain key is present, when the User/Customer types his login ID, one of the following things happens:

- If the User/Customer types an ID with no domain, the default domain is prefixed, so "Bob" becomes "MyDomain\Bob"
- If the User/Customer types a domain\ID, the value is left untouched, so "TestDomain\Bob" remains as "TestDomain\Bob"
- If the User/Customer types in a domain\ID where the domain is the value specified in CherwellAuthPrefix, the domain is removed, allowing the User/Customer to log in using Cherwell Internal credentials, so "Cherwell\Bob" becomes "Bob"

**Note:** CherwellAuthPrefix defaults to Cherwell if the domain is not set.

- If, for some reason, the ForceDefaultDomain and the CherwellAuthPrefix contain the same value, an alternate value of CherwellInternal can be used for the internal domain, so "CherwellInternal\Bob" becomes "Bob."



**Note:** To use [internal login credentials](#) on a default domain, you must type **CHERWELL\** in front of the username (example: CHERWELL\Bob) in order to be able to log in.

## Good to Know

- There are several web.config files used by CSM.
- When an application starts, the web.config file is backed up in a separate folder.
- Content of the web.config files is retained during both upgrade and reinstallation, so any changes you make to web.config files are preserved.

# Configure Login, Authentication, and Inactivity Settings for the Portal and Browser Client

By default, the CSM Web Applications (CSM Browser Client and Customer Portal) use the same login mode and authentication settings as those configured for the Desktop Client; however, Users can define different settings if needed.

## To configure login, authentication, and inactivity settings for the CSM Browser Client and Customer Portal:

1. In CSM Administrator, select **Security > Edit security settings**.
2. Select **Browser Client** or **Browser Portal**.
3. Clear the **Use Same Settings as Desktop Client** check box.
4. In the **Supported login modes** section, select the login modes that you want to support:



**Note:** Users can enable multiple login modes so that if one authentication fails or the User/Customer cancels the process, the next configured login method is invoked (SAML, then external authentication server, then LDAP, then Windows, then Internal). Not all of these options will necessarily appear in the system if they have not been configured.



**Note:** When using a secure login configuration (SAML, LDAP, or Windows), Cherwell strongly recommends that you [activate the RedirectHttpToHttps flag](#) in the Customer Portal and CSM Browser Client web.config files for better security. The flag forces requests sent over HTTP protocol to use HTTPS instead.

- Internal: Allows CSM authentication. CSM authenticates the CSM Login ID and Password defined in the CSM Administrator User Profile (**Security > Edit Users**) or Customer Credentials (**Customer > Portal Settings**).



**Note:** To use internal login credentials on a default domain, Users must type **CHERWELL\** in front of the user name (example: CHERWELL\Bob) in order to be able to log in. For more information, refer to [Define the Default Domain and Anonymous Login Settings](#).

- LDAP: Allows Directory Service authentication. CSM authenticates login credentials using a Directory Service such as LDAP or Active Directory. Depending on configuration, User/Customer data can be imported based on LDAP data. For more information, refer to [Configuring the Integration with Directory Services](#).
- SAML: Allows Security Assertion Markup Language (SAML) authentication. For more information, refer to the [SAML documentation](#).
- Windows: Allows Windows Authentication. CSM authenticates the Windows login credentials if set in the CSM Administrator User Profile (**Security > Edit Users**) or Customer Credentials (**Customer > Portal Settings**). For more information about Windows Authentication, refer to the [Windows Login documentation](#).

5. Configure general login options:

- a. Validate Windows/LDAP credentials on server: If this check box is not selected, Windows credentials are validated on the client, which is not as secure unless you have full control of your network. If selected, the system cannot automatically log in the User/Customer without asking (that is, the person will have to type their credentials) but it is much more secure. For this feature to work, the server must have access to the Windows Domain or LDAP server.



**Note:** For best results, configure your server to use encrypted communication before enabling this feature so that credentials are not passed to the server in a potentially sniffable format.

- b. Allow logging of authentication code (for troubleshooting): Select this check box to enable logging of authentication calls in order to troubleshoot configuration (example: When configuring LDAP setup). Then, use the Server Manager to enable logging in the Customer Portal and CSM Browser Client.

6. Configure external authentication server option:



**Note:** This option makes use of the [Cherwell Authentication Server](#), which must be installed on your network such that it has access to your domain and is also callable by the Cherwell Application Server. This option is distinct from SAML, although shares some concepts.

- a. Validate credentials via external authentication server: Select this check box to validate User/Customer credentials against an external authentication server.
- b. Require user to enter credentials: Select this check box to require Users/Customers to enter their credentials each time they log in.



**Note:** If this check box is not selected, and Users/Customers are on the same domain as the Cherwell Authentication Server, then the User's/Customer's current Windows credentials are used to determine the person's identity. Otherwise, the User/Customer must provide his Windows domain/user ID and password into the login window.

- c. Authentication server Uniform Resource Identifier (URI): Specify the URI (location) of the external authentication server.



**Note:** Both Client applications and the Cherwell Application Server must have access to this URL.

7. Select **OK**.



# Prevent Browsing HTTP from HTTPS

Browse HTTP from HTTPS is a vulnerability allowing HTTPS pages to be accessed via HTTP, thus disclosing potentially sensitive information. We strongly suggest editing web.config files to enforce redirecting HTTP requests to HTTPS.

1. Edit the web.config file for the Portal and/or the WebClient.
  - For the Portal, edit the WebConfig file in C:\Program Files (x86)\Cherwell Browser Applications\Portal
  - For the Web Client, edit the WebConfig file in C:\Program Files (x86)\Cherwell Browser Applications\BrowserClient
2. Under the AppSetting section, uncomment the following Key:

```
·add key="RedirectHttpToHttps" value="True" />
```

3. Reset IIS.
4. Review the configuration of any applications you have installed to ensure proper permissions are in place to prohibit forceful browsing of HTTPS resources.

# Configure Anonymous Login Settings for CSM Web Applications

Use the CSM Administrator Security Settings General page to configure the anonymous login settings for CSM Web Applications.

**To allow CSM Web Applications to read basic setup information from the system and to enable [Anonymous Security Group](#) access to items specifically configured for Anonymous view:**

1. Open CSM Administrator and select **Security > Edit security settings**.
2. Select **General**.
3. Configure anonymous login settings:
  - a. **Allow Anonymous Login**: Select this check box to allow CSM Web Applications to read basic setup information from the system without User login and to enable the Anonymous Security Group access to items specifically configured for Anonymous view.
  - b. **Security group when not logged in**: Select the [Anonymous Security Group](#) (OOTB: *Anonymous Browser*) that should be used by CSM Web Applications before any User/ Customer has logged in.
4. Select **OK**.

## Configure Browser Client (User) Login Credentials

CSM uses a User's login credentials to log them into the Browser Client. Login credentials are stored in the [User Profile](#). This must be configured through CSM Administrator and cannot be done from the Browser Client.

# Configure Miscellaneous Settings for Web Applications

You can use web.config files to configure certain settings for the CSM Web Applications, including the Browser Client, Portal, and, in some cases, the Cherwell® REST API.

These web.config files can be found in the Cherwell directory on the server where you installed the web applications. For example, the web.config file for the Portal is located in **Cherwell Browser Applications\Portal**; for the Browser Client, the web.config file is located in **Cherwell Browser Applications\Browser Client**.

For best results, restart Internet Information Services (IIS) after you modify a web.config file.

## Good to Know

- There are several web.config files used by CSM.
- When an application starts, the web.config file is backed up in a separate folder.
- Content of the web.config files is retained during both upgrade and reinstallation, so any changes you make to web.config files are preserved.

## Change Prompt Time-out Period

Prompts generated by a One-Step Action, Expression, or Stored Search remain open in the web applications for 2 minutes by default. If users do not respond to the Prompt within that time frame, the Prompt closes.

To change the default time-out period, modify the following key in the web.config file:

```
<add key="UIInteractionTimeoutInSeconds" value="number of seconds"/>
```

## Configure Service Monitor

For Service Monitor authentication, the Cherwell REST API configuration may need to be changed after installing the Service Monitor. If using HTTP only, the cookie setting needs to be changed in the Service Monitor configuration.

### Service Monitor Web.config

Service Monitor configuration file location:

C:\Program Files (x86)\Cherwell Service Management\CherwellMonitor\Web.config

Under the system.web settings, use the following settings for HTTP only:

```
<httpCookies domain=""
requireSSL="false"
httpOnlyCookies="true"/>
```



**Note:** In production environments, we strongly recommend using HTTPS.

Under `appSettings`, point the Cherwell REST API root URL to the instance where the Cherwell REST API is installed:

```
<add key="CherwellRestApiRootUrl" value="https://[machine name]//[website n
ame]"/>
```



**Note:** By default, the Service Monitor URL uses HTTPS. To use HTTP, change the URL value for both the Service Monitor and the Cherwell REST API. The Cherwell REST API configuration file may need to be edited after installing the Service Monitor. See **Rest API web.config** below.

### Rest API web.config

Rest API config file location:

C:\Program Files (x86)\Cherwell Browser Applications\CherwellAPI

The following configurations are pulled over from the SAML integration (See [Configuring the SAML Integration](#)):

- SAML redirect:

```
<add key="UseSAMLADFSRedirect" value="false"/>
```

- IDP:

```
<add key="IDPisADFS" value="true"/>
```

### Disable Label Resizing

While not recommended, to disable the resizing of labels that are set to dynamically auto-size in the Browser Client, add the following key to `<appSettings>` section of the web.config file:

```
<add key="AutoSizeLabels" value="False"/>
```

## Disable Scripts in Reports

By default, Users can run a Report that contains scripts if they have rights to run the Report. You can disable scripts from running in all Reports, however. This may cause errors when Users run Reports that contain scripts, but may improve security.

By default, scripts are enabled for Reports.

To disable scripts in all Reports, change the value in the following key to "False":

```
<add key="AllowScriptsInReports" value ="true"/>
```

## Execute Embedded HTML and Script

While not recommended, to allow HTML and script embedded in labels to be executed in the Browser Client, add the following key to <appSettings> section of the web.config file:

```
<add key = "AllowUnsafeLabels" value="True" />
```

```
<add key="AuthLogFile" value="c:\temp\webauthlog.log"/>
```

## HTTPS-Only Cookies

In production environments, it is strongly recommended that sensitive cookies (like those used to maintain your session) be marked as "Secure," meaning they will only be transferred with requests that are made over HTTPS, and HTTP-only. They will not be accessible to Javascript running in the browser.

In order to take advantage of this configuration, perform the following steps:

1. Ensure the web application is running on an IIS instance that listens on both :80 (HTTP) and :443 (HTTPS).
2. Ensure IIS (or a web.config file, or some other handler) is set up to automatically redirect http://hostname/path to https://hostname/path.
3. Add the following line to these web.config files:
  - C:\Program Files (x86)\Cherwell Browser Applications\Portal
  - C:\Program Files (x86)\Cherwell Browser Applications\CherwellClient
  - C:\Program Files (x86)\Cherwell Browser Applications\CherwellService

```
<httpCookies
httpOnlyCookies="true"
requireSSL="true" />
```

For more details, see [https://msdn.microsoft.com/en-us/library/ms228262\(v=vs.100\).aspx](https://msdn.microsoft.com/en-us/library/ms228262(v=vs.100).aspx).

## In-line Browser Display Extensions

To specify other in-line browser display extensions that should open inside of a browser window, add the following key to the <appSettings> section of the web.config file:

```
<add key="InlineBrowserDisplayExtensions" value=".pdf, .xml"/>
```



**Note:** Browsers that are not Microsoft Edge (ex: Chrome™, Mozilla Firefox®, etc.) handle in-line browser display extensions more automatically, but Edge requires this to be set. PDF and XML files are handled this way by default.

# Configure the Browser Client to Scan Barcodes

You can configure the CSM Browser Client to enable Users to scan asset barcodes using a mobile device camera.

For example, use a mobile device camera to access the CSM Browser Client to scan asset tags as a barcode reader, and take and upload photos to tickets.


The following types of barcode readers are supported:

- **Code 128:** code\_128\_reader
- **EAN:** ean\_reader
- **EAN-8:** ean\_8\_reader
- **Code 39:** code\_39\_reader
- **Code 39 VIN:** code\_39\_vin\_reader
- **Codabar:** codabar\_reader
- **UPC:** upc\_reader
- **UPC-E:** upc\_e\_reader
- **Interleaved 2 of 5:** i2of5\_reader
- **2 of 5:** 2of5\_reader
- **Code 93:** code\_93\_reader

**Prerequisite:** Before Users can scan barcodes from within the CSM Browser Client, you must add the BarcodeScan attribute to the Business Object and add a Field to store the barcode value.

## Add the BarcodeScan Attribute

To add BarcodeScan to the Business Object for a Configuration Item:


1. In CSM Administrator, create a new or edit an existing Blueprint.
2. Select a Business Object, such as **Configuration Item > Computer**.
3. In the right pane, under **Structure**, select **Edit Business Object**.
4. Select **Bus Ob Properties**.
5. Select **Advanced**, then select the down arrow () next to **General attributes**.
6. In the Attribute field, enter BarcodeScan.
7. Do one of the following:
  - Leave the attribute value blank: the system will use all the barcode reader types specified above.
  - Specify the barcode reader types you want to support as a comma-delimited list in the attribute value field: This increases scan reliability.



8. Click **OK**.

## Add a Field to Store the Barcode

### To add a Field to Store the Barcode:

1. Open the Business Object that has the `BarcodeScan` attribute, and then:
  - a. Add a new Field or select an existing Field.
  - b. [Open the Field Properties window](#).
  - c. Select **Advanced**, then select the down arrow () next to **General attributes**.
  - d. In the Attribute field, enter `BarcodeScan`.
  - e. Click **OK**.
2. Under **Appearance**, select **Edit Form**.
3. Drag the type of control you want to use onto the Form, then right-click and select **Control properties**.
4. Select **Commands > Other**.
5. Select the `ScanBarcode` command, and add it as the command for a control to launch the barcode scanner. The result will appear in the Barcode Field on the form.
6. Click **OK**.  
You can now launch the barcode scanner from a Bus Ob Form.

Once you have set up the `BarcodeScan` attribute in the Business Object and added a Field to store the barcode, you can use it to enable scanning from a mobile device.

### Related tasks

[Scan a Barcode](#)

[Search for a Barcode](#)

# Set the Location of a Business Object

In the Browser Client, the current location of any Business Object can be set automatically, through location services, or manually, so that you know its location and can access it when necessary.

**To set the location of any Business Object, add a Location attribute to it:**

1. In CSM Administrator, [create a new blueprint](#) or open an existing blueprint.
2. Select a Business Object, such as **Configuration Item > Computer**. You can add the Location attribute to any Business Object.
3. In the right pane, under Structure, select **Edit Business Object**.
4. Click **Bus Ob Properties**.
5. Select **Advanced**, then select the down arrow (⌵) next to **General attributes**.
6. In the Attribute field, enter `LocationAware`. The Value field can remain `(null)`. This makes the business object location-aware.
7. Click **OK**.
8. Add the Latitude, Longitude, and Altitude attributes to any single Field in your Business Object:
  - a. In the Bus Ob Editor, select any Field in the list, then click **Field Properties**.
  - b. Select **Advanced**.
  - c. Select the down arrow (⌵) next to **General attributes**.
  - d. In the Attribute field, enter `LocLatitude`.  
The location data will be stored in the Value field.
  - e. Repeat steps a - d for Longitude (`LocLongitude`) and Altitude (`LocAltitude`).

**Note:** Altitude (`LocAltitude`) is only supported on mobile phones and tablets.

**Optional:** You can also edit the Business Objects Form to add controls for these fields. For more information, see [Forms](#).

## Expressions

Latitude and Longitude Fields can also be added to Expressions or One-Step Actions so you can use them in mapping software such as Google Maps. Use a text Expression on a link label or a button associated with an Action and use the documented URL. For example, if you use Google Maps, the URL will be something like `https://www.google.com/maps/search/?api=1&lat, long`. Add the Fields for `lat, long` into your Expression or One-Step Action.

# Troubleshoot the CSM Web Applications

If the CSM Web Applications (Browser Client, Portal, Web-Forms) are not working, use the following steps to troubleshoot.

1. Make sure web.config is pointing to the correct connection (the default is Cherwell Browser):
  - a. Open the web.config file. By default, it is installed to: C:\Program Files\Cherwell Browser Applications\App\web.config).
  - b. Make sure the value is "[Common]Cherwell Browser".
    - For Portal and Browser Client, the XML is at the bottom and looks like this:

```
<appSettings>
```

```
<add key="TrebuchetDataSource" value="[Common]Cherwell Browser"/>
```

```
</appSettings>
```

- For Web Forms, the XML is at the top and looks like this:

```
<add key="TrebuchetDataSource" value="[Common]Cherwell Browser"/>
```

2. Make sure Cherwell Browser connection is using SQL Authentication or domain account permissions have been set up appropriately:
  - a. If SQL is installed on same machine as IIS, Users can give the IUSR\_<machineName> account rights to the SQL server database.
  - b. If SQL is not installed on the same machine as IIS, Users have to create a domain account, give that account rights to the SQL server database and also set up the application in IIS to use that account. In addition, Users must give that account rights to the directory (and subdirectories) where the Browser applications are installed.
3. Make sure IIS is set up for Anonymous Access. If desired, enable Integrated Windows Authentication:
  - a. Go into IIS. On the left is the Internet Information Services tree. Expand the Web Sites node and then the Default Web Site node underneath. Find the folder for the Browser application.
    - In IIS-7 (Windows Server 2008), click the application in the left-hand pane, then double-click **Authentication** in the IIS section of the features view on the right. If Anonymous Authentication is not enabled, select it, then click **Enable** in the far right Actions pane. Do the same thing for Windows Authentication if desired. Note that, if Windows Authentication does not appear, you might need to go the Server Manager to install the feature.
4. Consider the Browser being used (only if you are using Windows Authentication):
  - Firefox cannot pass Windows credentials properly unless you install their plug-in. Try Internet Explorer and see if this works.
5. Verify that the [supported version](#) of ASP.NET is registered in the Windows Registry.

## Troubleshoot Uploading Attachments

If Users are having trouble uploading attachments, make sure that they have rights to the Attachments directory.

1. Go into IIS and find the Attachments directory under the Self-Service virtual directory.
2. Right-click and select **Properties**.
3. Go to the **Directory Security** tab.
4. Press the **Edit** button in the Anonymous Access box. Ensure that User is set up.




**Note:** Users might also need rights to the actual directory on the hard drive.

# Troubleshoot Grids in Internet Explorer

In some older versions of Internet Explorer, Grids sometimes do not align properly after sorting the Grid columns. In order to correct this, Users must disable the Compatibility View setting in Internet Explorer.

## To disable Compatibility View:

1. Open Internet Explorer.
2. Click **Tools** to open the Tools menu, and then click **Compatibility View Settings**.
3. If the CSM Browser Client is displayed in the list of sites to display in Compatibility mode, remove it.
4. Users can also disable Compatibility View by clicking the Compatibility View button  in the web address bar.

## Portal

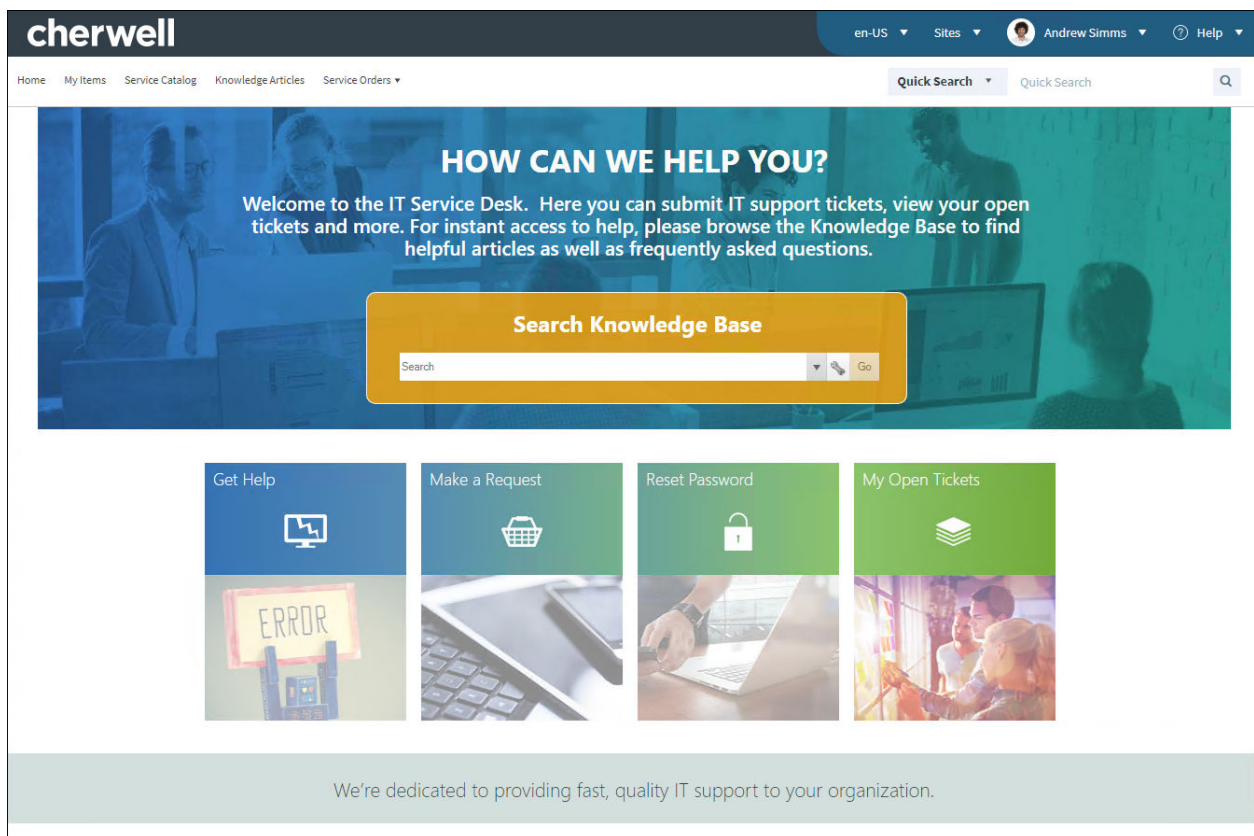
The CSM Customer Portal is a highly configurable web application that enables Customers to securely and conveniently access their CSM data (example: Incidents, company news, documents, the Service Catalog, etc.) using a browser. A Portal supports multiple sites (for different types of Users), and also allows managers to access their Team's data.

# About Customer Portals

Customers can perform several tasks when using a Portal.

Using a Portal, Customers can:

- Access a Service Catalog
- Log Incidents and Service Requests
- Complete common self-service functions (example: Reset a password)
- Access Knowledge Articles
- Access a Document Repository, if configured
- Monitor important metrics via a Dashboard



A Portal comprises one or more configurable Portal Sites, each of which can display completely different information. For example, there might be a primary IT Site, but also different Sites for other departments or functions. Any particular Site can be made up of a number of Site Items.

To help get your system started, CSM provides an OOTB IT Portal Site. The Site is built using OOTB Site Items, such as an OOTB Service Catalog, forms specific to the Portal, Dashboards specific to the service

desk, and predefined properties (header/footer, menu bar, etc.). Implement and use the OOTB IT Portal Site as-is, modify it, or create new Sites to meet the needs of your organization.

**Related concepts**[Portal Sites](#)[Site Items](#)[OOTB IT Portal Sites](#)[Steps to Implement the OOTB IT Portal](#)[Portal Site Design Ideas](#)[Create a Custom Portal](#)



# Portal Sites

A Portal Site is a collection of self-service information in a Customer Portal that is dedicated to a topic or function. A Portal can display one or more Sites.

For example, it might display:

- A company support Site (single site Portal).
- A Site for each department (IT, HR, Support, etc.).
- A Site for each locale (US, Germany, Chile, etc.), although a single Site can be configured to be available in multiple languages.

A Portal Site is highly configurable and can be tailored to meet branding and layout needs. The Site can display an Application Bar (Login, Site Selector, etc.), an informative banner/footer, a menu bar, a Search Control, and a Startup Item (A Dashboard).

1. **Banner:** Displays Site and background image, title, subtitle, and baseline text.
2. **Application Bar:** Displays the Language Selector, Site Selector, login menu, and CSM logo (provides information about Cherwell Software when selected).

3. **Menu Bar:** Lists the Site Items and/or supporting Actions. Click a **Site Item** to display its contents in the main pane or its list of supporting Actions. The Portal menu bar collapses into a hamburger menu on mobile screens and browser windows sized below 768 pixels.
4. **Search Control:** Searches the Portal.
5. **Main Pane:** Displays the Startup Item, which could be a Dashboard, a Report, a list of records, the record currently being edited, etc.

# Site Items

The following items can be included on a Portal [Site](#):

- **Actions** (including powerful create options and interactive [One-Step Actions](#)): Use on a Site's menu bar to support Site Items (Create Incident or Display Document Repository) and enhance navigation. Actions can also be used on Dashboards and HTML pages.
- **Action Catalogs**: Display a self-building and dynamic catalog of Actions that empower Customers to help themselves (example: Create a Service Catalog that displays all your services with Actions to create Incidents and Service Requests).
- **Calendars**: Displays time-sensitive Business Object data in a Calendar format.
- **Dashboards and Widgets**: Provide custom, insightful control panels capable of executing commands and providing real-time, at-a-glance information. For example, a Customer-specific Dashboard complete with a Twitter Feed, a list of announcements, and a list of Open/Closed Incidents.
- **Document Repositories**: Provide a collection of resourceful documents, such as Knowledge Articles, that encourage Customers to resolve their own issues.
- **Forms/records**: Allow Customers to expedite service by creating, viewing, and editing their own records, such as Incidents and Service Requests, and possibly other Customer's records.
- **Grids**: Allow Customers view CSM data from a Business Object in a format that can be sorted and exported.
- **HTML Pages**: Display a system administrator-designed HTML-coded page or host a web page from an external site.
- **Knowledge**: Search for Knowledge Articles (KAs) using a Portal Site's configured Search Control. When using a [KA in the Portal](#), Customers can vote on Article popularity by clicking the Like button and add feedback by clicking the Add a Comment link.
- **Reports**: Provide metrics of your record data in a formatted and organized presentation.
- **Searching**: Offers searching so that Customers can easily locate information about the Portal. Use CSM's Out-of-the-Box (OOTB) [Search Control](#) or [create your own Search Widget](#).
- **Service Cart**: Provides an e-commerce tool that Customers can use to add multiple Services to a single order, and then temporarily hold the Services until they are ready to submit their order.
- **Visualizations**: Display a visual map of linked records, Customers, vendors, etc.



**Note:** HTML pages are unique to the Portal. The other items are commonly used throughout CSM.

When a Customer first accesses a Site, a default Startup Item is displayed; this can be an Action Catalog (special Widget), a Dashboard, a Document Repository, an HTML page, a Report, or a Saved Search (used to display a list of records). A Customer can access other Site Items using the Site menu bar. The Startup Item can also be accessed when Users click the optional title logo/text or optional Home menu bar button.

Different Startup Items can be displayed upon login so information can be securely and appropriately filtered based on credentials. For example, display a Service Catalog to Customers who are not logged in and then display a Dashboard complete with a Customer's Open Incidents for a Customer who does log in.

To help build and manage the Portal and Sites, CSM provides the [Site Manager](#) (manage Sites at a high-level), the [Site Wizard](#) ([create a cursory Site](#)), and the Site Editor and Site Properties window ([edit/refine](#) the way the Site/Site Items look and behave). CSM also provides numerous [CSM Item Managers](#) that allow you to create Site Items, such as Dashboards, HTML pages, Document Repositories, etc.

# About Portal Actions

An Action is an activity that can be initiated manually (from a button, link, menu bar item, or Widget) or automatically (from an Automation Process, One-Step™ Action, or E-mail Monitor) to execute a command (example: Print) or display/run a CSM Item (example: Display a Dashboard or run a Search).

CSM provides several customizable Actions that can be added to/executed from the Portal menu bar, a Dashboard, or an HTML page.

Examples include:

- Display Create commands for the Business Objects used on the Portal Site (example: Create Incident).
- Display common Searches (example: Search My Open Incidents).
- Display a Home button on the Portal menu bar to take Customers back to the Startup Item.
- Display or run a CSM Item (example: Action Catalog, Report, Document Repository, etc.).

Some Actions are automatically added to the menu bar when [creating a Site using the Site Wizard](#). For example, a menu bar Item can be added for each Business Object associated with the Site and a Document Repository Action is added if there is a Document Repository.

Manually add Actions or edit existing Actions by [defining menu bar properties for a Site](#).

Manually add the following Actions:

- **One-Step Action:** Runs a [One-Step Action Action](#), which runs one or more other Actions:
  - Create/update/delete a Business Object.
  - Excel merge.
  - Execute a command.
  - Go to a Field.
  - Go to a record.
  - Go to Action (branching).
  - Launch a URL.
  - Link/Unlink Business Objects.
  - Print.
  - Run another One-Step Action.
  - Run a program.
  - Run a Report.
  - Send a Tweet.
  - Send an e-mail.
  - Show a Pop-Up.

- Step through children.
- Transfer Attachments.
- Transfer Related Business Objects.
- Update a Variable or Stored Value.
- Web service call.
- Write to a file.
- Work with a Queue.
- **Command:** Runs a system command applicable to the Portal. Categories include:
  - **Managers:** Adds a command to launch a [CSM Item Manager](#) so that a Customer can choose a CSM Item (Action Catalog, Dashboard, Document Repository, One-Step Action, HTML page, Report, or Search) to open/run (for example, Add the Report Manager to the Site menu bar so that Customers can choose to run an available Report). Note: Recent Items lists must be placed inside folders (they cannot be at the top level of the menu bar), and it is recommend that they be placed as the last item in the folder.
  - (Other) **Business Object Search:** Provides common Site Searches (for example, Business Object to search, how the results should be sorted, whether to limit to the current Customer, limit to Open or Closed records, etc.).
  - (Other) **Create Business Object:** Creates a new Business Object (record) but with several powerful options, such as a One-Step Action to run as part of the creation process and whether a custom Form should be displayed (which can be different than the Out-of-the-Box (OOTB) Form used for viewing a Business Object).
  - (Other) **Home:** Takes the Customer to the Startup Item (Dashboard, HTML page, etc.).



**Note:** This command must be placed in a folder.

- **Dashboard:** Displays a [Dashboard](#).
- **Report:** Runs a [Report](#).
- **Search:** Runs a [Saved Search](#).
- **Page:** Displays an [HTML page](#).
- **Doc Repository:** Displays a [Document Repository](#).
- **Action Catalog:** Displays an [Action Catalog \(Widget\)](#).

## About Portal Action Catalogs

An Action Catalog is a dynamic catalog of Actions that empowers Users and Customers to help themselves (example: Create a Service Catalog that displays all your Services with Actions to create Incidents and Service Requests).

When a Customer clicks a hyperlink, an Action executes (example: Request Account creates an Incident record and categorizes it as a Request). The Action Catalog's theme, such as Cherwell Next, controls the fonts, colors, block layout, etc.



**Note:** A Service Catalog is built using the [Action Catalog Widget](#), which can be used on a Dashboard or as a stand-alone Widget in the Portal.

## About Portal Calendars

A Calendar allows you to view time-sensitive Business Object data in a natural format that can be shared with Teams or an organization.

The Customer Portal has Calendar capabilities that are very similar to those in the [Browser Client Calendar](#). Examples of Portal Calendars include the IT Calendar, Task Calendar, and Event Calendar.

When working with Calendars In the Portal, Users can:

- View a Calendar by clicking IT Calendar on the menu bar.
- [Change the Calendar View](#).

In the Portal, Calendar functionality is accessed using the IT Calendars text on the Portal menu bar if you [designed the Portal](#) to include it.



# About Portal Dashboards

A Portal Dashboard is a custom, interactive, and insightful console that is optimized to provide helpful at-a-glance self-service information and navigation for Customers accessing a Portal Site.

Like all CSM [Dashboards](#), a Portal Dashboard uses configurable [Widgets](#) to display critical metrics, analyze and predict trends, drill down into data, initiate commands and Actions, facilitate navigation, or show a sampling of information relevant to Customers.

Examples of Portal Dashboards include:

- A not logged-in Portal Dashboard, intended for anonymous Customers, that presents general information and data, such as a welcome information, a community announcement board, and service desk hours.
- A logged-in Portal Dashboard, intended for logged-in Customers, that displays a list of open records (by Customer and organization), facilitates navigation, and helps Customers with self-service operations (example: Logging Incidents, locating Knowledge Articles and FAQs, etc.).
- A department Dashboard, intended for Customers in a specific department (example: HR, Facilities, Finance, etc.), that presents department-specific records and metrics, an announcement board, or a Twitter Feed.

CSM provides several Out-of-the-Box (OOTB) IT Portal Dashboards, which are used on the [OOTB IT Portal Site](#). Use these OOTB Dashboards as-is, modify them, or create new Dashboards using the Dashboard Manager and Dashboard Editor.



**Note:** For more information about Dashboards and Widgets (including how to create them), refer to the [Dashboards documentation](#) and the [Widgets documentation](#).

# About Portal Widgets

A Widget is a mechanism that displays information about a [Dashboard](#) or [Portal Site](#) (ex: Chart, Gauge, Button, etc.). Examples of Portal Widgets include:

1. Search Results List Widget
2. Chart Widget
3. Action Widgets (links or commands)

The screenshot displays a dashboard with several widgets. A red circle with the number '1' highlights a list widget in the 'Top Issues' section. A red circle with the number '2' highlights two donut charts in the 'Top Issues By Priority' and 'Known Issues By Priority' sections. A red circle with the number '3' highlights a table widget in the 'Service Status' section.

**Top Issues**

| Category           | Last Modified       | Author         | Action   |
|--------------------|---------------------|----------------|--|
| Network Services   | October 2 @ 9:19 AM | Charwell Admin | <a href="#">Install New Switch</a>                             |
| Printing           | October 2 @ 9:14 AM | Charwell Admin | <a href="#">Upstairs printer is broken</a>                     |
| Desktop Management | October 2 @ 9:18 AM | Charwell Admin | <a href="#">or message on our Point of Sale (POS) software</a> |

**Problems**

|               |   |
|---------------|---|
| My Subscribed | 1 |
|---------------|---|

**Service Status**

|                             | Incidents | Threshold |
|-----------------------------|-----------|-----------|
| Account Management          | 1         | ●         |
| Conferencing / Presentation | 2         | ●         |
| Desktop Management          | 18        | ●         |
| E-Mail / Calendaring        | 3         | ●         |
| Employee Support            | 4         | ●         |
| Enterprise Apps             | 1         | ●         |
| IT Service Desk             | 7         | ●         |
| Network Services            | 2         | ●         |
| Printing                    | 4         | ●         |
| Telephony / Fax             | 1         | ●         |
| Web Services                | 0         | ●         |

**Top Issues By Priority**

**Known Issues By Priority**

**CSM provides multiple of OOTB Widgets designed to display data on a [Dashboard](#) or [Portal Site](#). Use these OOTB Widgets as-is, edit them, or create your own using the [Widget Manager](#).**

# About Portal Forms

CSM allows you to create several different types of Forms for each Business Object, including:

- **Regular Forms:** Main Form or Forms for the Business Object. By default, each Business Object has one *Default* regular Form; however, you can create as many as you need (example: Create an alternate Form with only specific details, create a *specifics Form* to data relevant to a categorization such as Printer Incident, or create a Master container Form that toggles between two smaller *Embedded Forms*. Typically, a regular Form is intended for detailed logging activities in the Desktop and Browser Client. Example Forms include:
  - [Incident](#)
  - [Problem](#)
  - [Change Request](#)
  - [Journal](#)
  - [Task](#)
- **Portal Forms:** A Regular Form designed specifically for the [Customer Portal](#) to provide self-service record logging capabilities, such as an abbreviated Incident Form. Typically, Portal Forms are much simpler than the default Form used in the Desktop/Browser Client.

## About Portal Grids

Grids in the Browser Client and Portal look very similar to Desktop Client Grids.

Portal Grids include the following features:

- **Grid Menu Bar:** Displays actions available for the Grid, including navigation, Actions, and available columns.
- **Title:** Grid title that might or might not match the name of the Business Object that the Grid represents. Also, a Business Object might have multiple Grids, so each might have its own name.
- **Sort icon:** Indicates the column currently sorting the Grid, and if it is in ascending or descending order. Click the icon to toggle sorting. Click another column heading to sort by that column.
- **Filter icon:** Indicates the column data can be filtered. Click the icon to show filtering options (possible filter values appear in the column's Filter drop-down).
- **Grid item:** Each item within a Grid contains its own line of information. Clicking the item opens the record in the Main Pane.

For more information on working with Grids in the Portal, refer to [Browser Client Grids](#).

# About HTML Pages

A CSM HTML Page is an HTML-coded web-like page used to display information on a CSM Customer Portal Site or in the CSM Browser Client.

HTML Pages can be:

- Internal HTML Pages: HTML pages that Users design and code. Users can insert CSM commands directly into the page, as well as CSM Images, Tokens, Stored Values, etc.
- External HTML Pages: Existing websites. Users supply the URL.

Use an HTML Page to display:

- A company website as Startup Item on a Portal Site.
- A hardware website or forum on a Portal Site (add an [Action](#) to a Site menu bar to display an HTML page).
- A hard-coded HTML Page that Users design directly in the Browser Client.

CSM provides several OOTB HTML Pages. Use these OOTB HTML Pages as-is, edit them, or create new HTML Pages using the HTML Page Manager. CSM also provides the [HTML Page Editor](#) to help design and code your own Internal HTML Page.



**Note:** The HTML Page Editor is useful for building pages. For more advanced options, it is assumed that Users have a working knowledge of HTML and possibly CSS.

# About Portal Knowledge

CSM consolidates multiple Knowledge Sources into a single, powerful Knowledge Base so that Users can find relevant information quickly without the use of additional resources. Depending on the configuration of your system, Customers might also have access to Knowledge through the Portal so that they can independently solve issues.

CSM Knowledge can come from many different Knowledge Sources, including:

- **Knowledge Articles (KAs):** CSM Business Object dedicated to Knowledge. Use to share identified solutions with Users and Customers. Note that KAs can also be imported from third-party Knowledge providers (ex: [KnowledgeBroker](#)).
- **Business Object records:** Closed Incidents or Problems (Known Errors), or any other appropriate Business Objects.
- **Attachments:** Imported internal or external documentation.
- **Web:** Adobe®, Google®, Microsoft TechNet®, Twitter®, Yahoo!®, YouTube®, etc.

By default, only members of the Portal Workgroup Manager [Security Group](#) can [create Knowledge Articles in the Portal](#).



## Knowledge Article 10186

[Add Comment](#)

UNABLE TO PRINT USING THE 'FIT TO PAGE' OPTION

**If unable to print using the 'fit to page' option in MS Excel 2010:**

**Note:** This problem may occur if you have a very big workbook you are trying to fit to a single page and print.

1. Check if it's possible to **spread your workbook over multiple pages** instead of trying to print everything on just one page.
2. Check that the **page is NOT zoomed to over 100%**.
3. Update your **printer drivers**.
  - a. Go to the **website of your printer manufacturer**.
  - b. Select your specific **printer model**.
  - c. Download any **new drivers** the manufacturer may have released.
  - d. Install the **new printer** on your system. Often this is simply clicking the .exe file you downloaded

 [Like this Article](#)

---

Did this resolve your issue?

This Article has been used 1 time by a customer.

In the Portal, Customers can search for Knowledge Articles using a Portal Site's configured Search Control or using the Knowledge Article Dashboard. When on a [KA in the Portal](#), Customers can vote on Article popularity by clicking the Like this Article link, note whether or not it resolved their issue by clicking Yes or No, and add feedback by clicking the Add Comment link.

## About Portal Reports

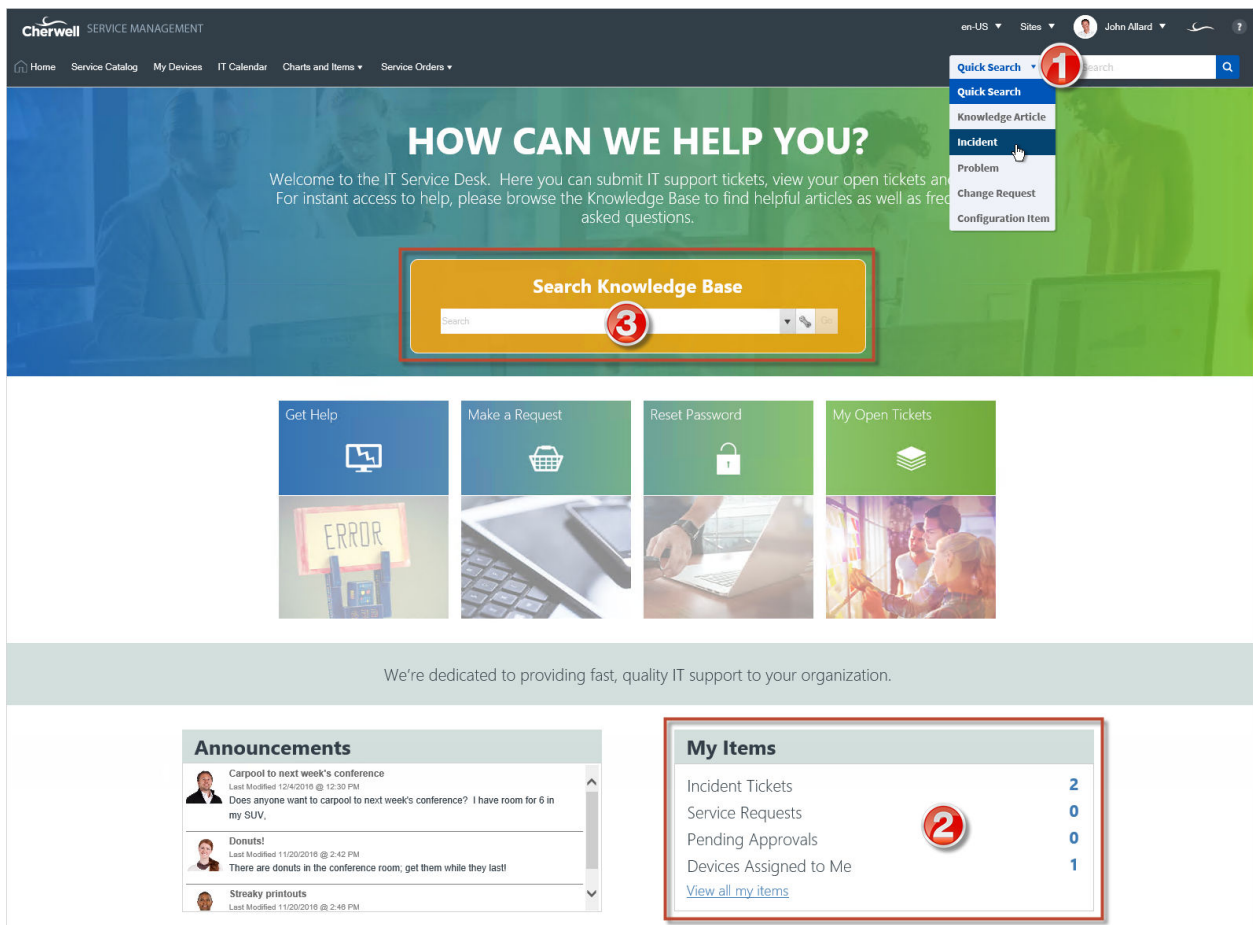
Portal Reports behave similarly to [Reports in the Browser Client](#). In the Portal, Reports can be run from Specific links and Widgets in a Dashboard (if configured in CSM Administrator).



# About Portal Searching

CSM provides multiple search tools to help efficiently and thoroughly search and filter CSM data, locating one record or a set of records. Searching tools for the Portal include:

1. **Quick Search:** Quick Search allows you to perform a simple, single-use query that quickly displays search results according to their **Relevancy** ranking. This means the records most likely to be relevant to your search string display at the top of the results.
2. **Saved Search:** A Saved Search finds all records meeting commonly-defined criteria. Saved Searches are meant to be reused and can be accessed from multiple places.
3. **Knowledge Search:** A Knowledge Search is a search that runs against the Cherwell Knowledge Base to quickly find solutions. Knowledge Searches can also treat existing records in CSM as Knowledge Sources. Search results display according to their **Relevancy** ranking, which means the records most likely to be relevant to your search string display at the top of the results. On the [Out-of-the-Box \(OOTB\) IT Portal Site](#), the Find Help Dashboard contains an Action link that opens the OOTB IT Portal Site Knowledge Article Dashboard. This Dashboard displays a Knowledge Search bar as well as the Most Popular Knowledge Articles.



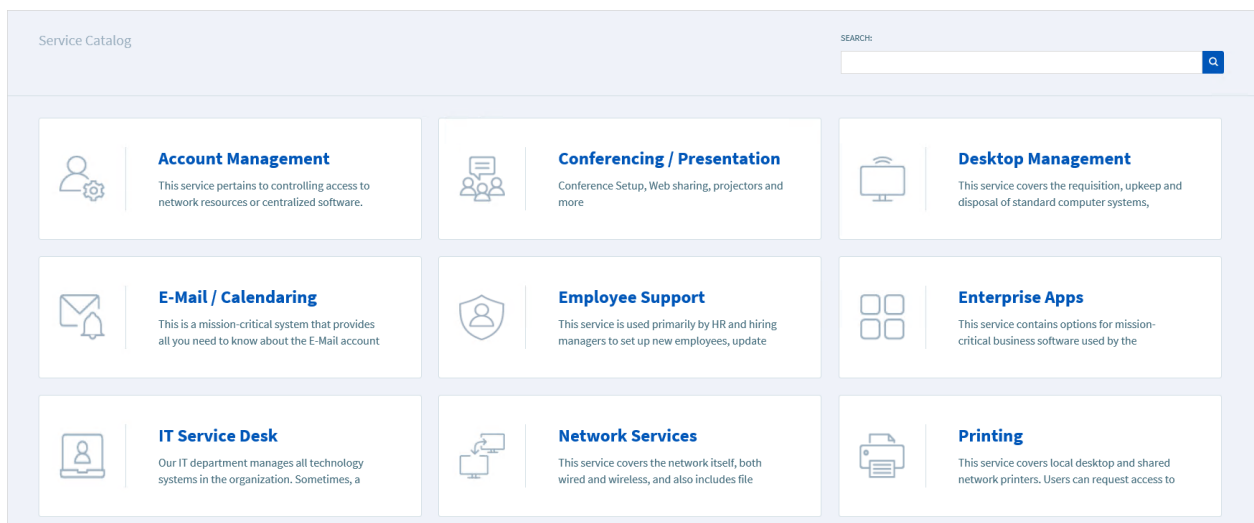
CSM provides an OOTB Quick Search and a variety of OOTB Saved Searches. Use the Search feature as-is, or modify it to meet the needs of your organization.

# About the Service Catalog

The OOTB Service Catalog displays Service Catalog items with an icon (optional), title, and description in card format. The number of columns adjust according to the size of the User's screen.

The following services are in the OOTB Service Catalog:

- **Account Management:** Pertains to network access and passwords.
- **Conferencing/Presentation:** Encompasses conference setup, web sharing, projectors, and more.
- **Desktop Management:** Covers end-user computer equipment and OS, anti-virus, and miscellaneous software.
- **E-mail/Calendaring:** Contains e-mail and calendaring software and account management.
- **Employee Support:** Used primarily by HR and hiring managers to set up new employees, update their information, or request an employee separation task.
- **Enterprise Apps:** Contains options for business software used by the organization.
- **IT Service Desk:** Used primarily by an IT department to manage technology systems in the organization.
- **Network Services:** Covers the network itself, both wired and wireless. It includes file sharing and backup/restore services.
- **Printing:** Covers local desktop and shared network printers. Users can request access to network resources, request toner/ink, or request a local printer of their own, pending approval.
- **Telephony/Fax:** Covers telephony equipment (desktop and mobile) and fax machines.
- **Web Services:** Includes external (Internet) and internal (Intranet) requests.



The OOTB Service Catalog has a search feature that produces a list of suggested matches after typing three characters into the search box. You can search on the title and description of Service Catalog items.

The drop-down menu of suggested results will show up to five suggestions. Click the **More...** link to view additional suggestions. Select the **Search** button or hit the **Enter** key to view all search results.

The Cards with Search style was introduced to the OOTB Service Catalog in CSM 9.2.0. If you upgraded from a version of CSM than 9.2.0, you can [implement the Cards with Search](#) styling.



**Note:** When a user's screen size is small enough that only one column of cards is displayed, the card icon will be hidden.

## About Service Carts

A Service Cart is an e-commerce tool that allows Customers to add multiple Service Requests to a single order, and then temporarily hold the items until they are ready to submit the full order. When the order is submitted, each Service Request automatically creates associated Tasks based on related Service Catalog Template Work Units. Technicians fulfill the Service Requests in CSM, and Customers view and track the Service Requests (and Service Request history) on the My Service Orders page of the Customer Portal.

### My Service Cart

\$ 0  
 Total - 8/29/2019

[Cancel Order](#)

#### Services Ordered

| Cart Itm..                              | Service Requested      | Ordered On        | Incident.. | Status  |
|---|------------------------|-------------------|------------|---------|
| <input checked="" type="radio"/> 7046-1 | Request Webcam         | 8/29/2019 8:57 AM | 102380     | In Cart |
| <input type="radio"/> 7046-2            | Submit Service Request | 8/29/2019 8:58 AM | 102381     | In Cart |

[Continue Shopping](#)
[Submit Order](#)

CSM Provides an OOTB Service Cart as a Major Business Object for Customers to use in the [OOTB IT Portal](#).



**Note:** Service Cart can be used to support Multi-Sourcing Service Integration (MSI) and Service Integration and Management (SIAM). For more information, see [The Relationship between CSM and Multi-Sourcing Service Integration and Service Integration and Management](#).

# About Portal Visualizations

A Visualization is an interactive graphical representation of related data, represented as a relationship chain with colored nodes (boxes) and links (arrows). Defined alerts can also be added to indicate potential risk. Portal Visualizations look and behave similarly to [Visualizations in the Browser Client](#). Examples include:

- Configuration maps (records that are linked using a common factor).
- Organization charts.

In the Portal, Users can:

- View a Visualization using the Visualization button on the menu bar.



**Note:** In order to open the Visualization in the Portal, the Visualization feature must be added to the Out-of-the-Box (OOTB) IT [Portal Site menu bar](#).

## Good to know:

- Actions, Dashboards, Visualizations, Calendars, Widgets, and Searches can be viewed, accessed, or run in the Portal; however, they are managed (created, edited, deleted, etc.) and configured (security rights and defaults) only in the CSM Desktop Client and CSM Administrator.
- The Portal Visualization window provides much of the same functionality as the Desktop Visualization window and includes the toolbar, Main pane, Aerial pane, and Legend; however, the Portal Visualization window does not include a menu bar.

# OOTB IT Portal Sites

CSM provides an Out-of-the-Box (OOTB) IT Portal Site to get started.

The Site is built using OOTB Site Items and predefined properties (below). We recommend that you implement the OOTB Site so that you can explore the features, and then modify it or create new Sites to meet the needs of your organization. OOTB Site Items include:

- **Home Dashboard:** Directs Customers to log and/or view Incidents and Service Requests, find help by browsing Knowledge Articles and FAQs, and manage their devices through Service Requests. Also displays live metrics (global and personal) and a live Announcement Board.



**Note:** CSM also provides a not logged-in Dashboard for anonymous Customers. This Dashboard is simple and provides access to only a few self-service operations (example: Resetting a password).

- **Service Catalog:** Displays all available Services in a dynamic card format.
- **Metrics:** Displays detailed metrics for the Customer (My Items), department (Department Items), and records (Status and Problems). Metrics are displayed by using Dashboards.
- **Portal-specific Incident, Change Request, and Knowledge Article Forms:** Simple Forms help Customers log and manage their own records.

OOTB IT Portal Site properties include:

- **General properties:** Defines the name (*IT*) and associated Document Repository (*Default Portal Documents*).
- **Display properties:** Defines the Startup Item to display when first accessed (a Dashboard named *Portal (not logged in)*) and the alternate Startup Dashboard to display upon login (*Portal Default*). Also defines the Theme and Search Control (both are OOTB).
- **Banner properties:** Defines the title and subtitle, as well as the colors.
- **Footer properties:** No footer is used.
- **Menu bar properties:** Defines which items to display on the menu bar (Home, Service Catalog, My Devices, IT Calendar, Charts and Items, and Service Orders).
  - Reset Password is a conditional menu item that only displays when the Portal (not logged in) Dashboard is active.
  - The BeyondTrust Chat Request menu item is also conditional and displays only when BeyondTrust is enabled.
  - Service Orders is conditional and only displays when the Service Cart Enabled Stored Value is set to True. This value must be set for each language.
- **Localization properties:** Translated Sites are available for Spanish, French, German, and Brazilian Portuguese. You can override certain properties for each translated Site.

## Related concepts

[Implementing a Portal](#)

[Create a Custom Portal](#)

[Navigate the Portal Site Announcement Board](#)

[About the Service Catalog](#)

[Define Localization Properties for a Site](#)



# Portal Good to Know

A Portal Site is a collection of self-service information in a Customer Portal that is dedicated to a topic or function.

Note the following characteristics of a Portal:

- The Portal is personal (you can display different Views for different Customers).
- The Portal allows Anonymous access (Customer is not required to log in), though access to data is limited.
- If a Portal Site requires a log in, Customers must have [Portal login credentials](#), which means they must have a Customer Record with defined credentials and security rights.
- Content can be real-time or static and is organized using a set of highly configurable [Sites](#) that you create for your Customers.
- A Portal Site can contain any number of Site Items, including [Business Objects/records](#) (Customers can create and edit records), [Actions](#) (including powerful create options and interactive [One-Step Actions](#)), [Action Catalogs](#), [Dashboard](#) and [Widgets](#), [Document Repositories](#), [HTML pages](#), [Reports](#), [Search Groups](#), and [Searching](#).
- When a Customer first accesses a Site, a default Startup Item is displayed; this can be an [Action Catalog](#) (special Widget), a [Dashboard](#), a [Document Repository](#), an [HTML page](#), a [Report](#), or a [Saved Search](#) (used to display a list of records). A Customer can access other Site Items using the Site menu bar.
- To help getting the system started, CSM provides an [OOTB IT Portal Site](#). This OOTB IT Portal Site is built using OOTB [Site Items](#) (example: An [OOTB Service Catalog](#), Portal-specific forms, service desk-specific Dashboards, an OOTB Document Repository, etc.) and predefined properties (Startup Item, alternate Startup Item, header/footer, menu bar, etc.). [Implement](#) and use this OOTB IT Portal Site as-is, [tailor it](#), or [create new Sites](#) to meet the needs of your organization.
- You may see random characters in a Portal page's URL. These are related to query strings, and are normal behavior.

Always consider the following:

- CSM is highly configurable. As a result, a User's system may vary from the Out-of-the-Box content in our documentation.
- [Security rights](#) control access to CSM functionality and are configured in the Security Group Manager in CSM Administrator (**Security > Edit Security Groups**). For more information, see [Configure Portal Security Rights](#).

## Using a Portal

When working with Portals, Users and Customers can:

# Log in to a Portal

While Users and Customers can reach the Portal without logging in if allowed, functionality is limited until a login is complete.

## To log in to a Portal:

1. Provide: **http://server/CherwellPortal** where *server* is the location where CSM Browser applications are installed.

This opens the default Site chosen by the system administrator.

**Tip:** To navigate to a specific Site, specify the Site in the URL (ex: <http://server/CherwellPortal/Marketing>).

2. Depending on the design of the Portal, the User might need to click the **Login** link to log in to the Portal Site. Consider that not all Portals and Sites require login.
3. Provide **login credentials** (User Name and Password).



**Note:** If Windows/LDAP login was enabled, provide the Windows credentials.

4. Click **Login**.

## Navigate to a Site

If a Portal contains multiple Sites, site options display in the Site Selector, which is located in the Portal application bar. The list of Sites varies depending on whether or not you are logged in, which Sites the system administrator has chosen to expose using the Site Selector, and your security rights.

You can also navigate to a Site directly by name using the URL `http://server/CherwellPortal/SiteName` where *server* is the server where the CSM Browser Applications are installed and *SiteName* is the name of the Site you want to visit. If you enter an invalid value or you omit the SiteName, you are taken to the default Site.

## Log a Portal Record

The Customer Portal allows you to easily log Incidents and Requests using the Service Catalog. There are two types of records you can log using the Customer Portal:

- Incident: An Incident is an unplanned interruption to a Service or a reduction in the quality of a Service (ex: Something is not working).
- Request: A Service Request is a request for information, advice, a Standard Change, or access to a Service (ex: Installation of new software). The Request form in the Portal will contain different fields depending upon the type of service requested (ex: New Device vs. Network Request).

In the Portal, Incidents and Service Requests (often called Requests) are stored together in the Incident Business Object. The Categorization (Service/Category/Subcategory) identifies the record as either an Incident or Request and is decided by the Service chosen in the Service Catalog. You can also log an Incident or Request using the [Affects Me Too](#) link on a Problem logged by another Customer or User.

# Log a Portal Incident

Customers can log an Incident from either the Service Catalog or a Configuration Item Form and they can log a Service Request directly from the Service Catalog.

## To log an Incident or Request from the Service Catalog:

1. In the **Service Catalog**, click **Submit Incident** or **Request** in the appropriate tile.
2. Complete the Incident Form.

There is a [Rich Text Editor](#) available for this section.



**Note:** To submit an Incident on behalf of another person, select the **Submit on behalf of another user** check box.

3. Click the **Submit** button.

A window opens to notify you of the Incident ID number.

4. View the new Incident or Request by doing one of the following:
  - Click the **My Open Tickets** tile to view the open Incident or Request in the My Incidents and Open Requests section.
  - Click the **number** next to Incident Tickets or Service Requests in the My Items section.



**Remember:** When you use the *Submit on behalf of* feature, you are the requester and the person you're submitting the Incident for is the Incident owner. The Incident owner is the only one who can edit or add attachments to the Incident. Ensure requesters understand this restriction so they can include all relevant information prior to submitting the Incident.

## Affects Me Too

Affects Me Too functionality is a way to log an Incident or Request that links to a similar, pre-existing Problem in the Portal. When the Affects Me Too link displays on a Problem, a new Incident or Request can be created with a unique ID number simply by clicking on the link.

## Navigate the Portal Site Announcement Board

The Portal Announcement Board provides a collaborative environment for Customers (either internal or external employees) to share information in real-time. The Announcement Board can be customized using the Widget Manager.

On the Portal Announcement Board, Users can [View an Announcement Topic](#).



# View an Announcement Topic

## To view an Announcement in the Announcement Board:

1. On the home page, click an announcement link in the Announcements from the Service Desk section.

The Announcement topic opens.

On the Announcement topic page, Users can:

- View the Message (a more detailed explanation of the problem/concern/announcement).
- Read the responses from other Customers and Users.
- [Add a Comment](#).
- See who posted the Announcement.

# Create a New Announcement Topic

To create a new announcement in the Announcement Board:

1. Click **Charts and Items** and then select **My Items** to open the My Items Dashboard.
2. Click the **New Announcement** link in the My Announcement Topics section. The Announcement Topic page opens.
3. Specify the **Subject**.
4. Detail the question or concern in the Message field.
5. Click the **Save** button.

# Add a Comment

To add a comment from the **Announcement Topic** page:

1. Open an existing Announcement topic.
2. Click the **Add a Comment** link.

The Comment prompt opens.

3. Provide a comment.
4. Select **OK**.

## Navigate Portal Knowledge Articles

Customers and technicians can access Knowledge Articles (How To Articles) to help solve issues without having to log Incidents. Find Knowledge Articles in the Portal:

- Using the [Search Control](#).
- Using the Search Knowledge Base search bar on the Out-of-the-Box (OOTB) Portal home page.
- Using the OOTB Knowledge Article Dashboard. Open the Dashboard by clicking Charts and Items>Knowledge Articles on the menu bar.

From a Knowledge Article, Users can:

- Read through the Article Content.
- Allow technicians and other Customers to know if an Article resolved your issue:
  - Click **Yes** if the Article helped.
  - Click **No** if the Article did not help. The Incident is logged and a new window opens with the Incident ID.
- Add a Comment by clicking the Add Comment link.

Customers can view or hide comments using the [vertical splitter bar](#).

- Vote on the Knowledge Article by clicking the Like this Article link to let other Customers and Users know that the Article was helpful or informative.

# Create a Knowledge Article in the Portal

Only members of the Portal Workgroup Manager [Security Group](#) have the rights to create new Knowledge Articles in the Portal by default.

## To create a new Knowledge Article in the Portal:

1. In the OOTB IT Portal Site, open the Knowledge Article Dashboard by clicking Charts and Items>Knowledge Articles on the menu bar.
2. Click the **Create a Knowledge Article** link in the Search Knowledge Articles section. If the link is not visible, review your Security Rights.
3. Select an **Article Type**.
4. Provide a **Title** and the **Article Content**.
5. Click **Save**.

# View Knowledge Articles as Anonymous User

If enabled, Anonymous Users can view knowledge articles to help solve issues without having to log in to the CSM Portal.

## To view knowledge articles as an Anonymous User:

1. Open a browser and navigate to the CSM Portal Home page.
2. In the **Search** field, type one or more keyword(s) related to a knowledge article you want to view and press **Enter**.
3. In the search results, click the link to the knowledge article you want to view.



**Note:** Anonymous users can only view records. Login is required for Users who want to interact with or edit records in the Portal.

# Designing a Portal

Portal design is important. Before creating a Portal:


- [Answer some questions about audience, scope, and purpose.](#)
- [Review some Portal design tips.](#)
- [Consider how CSM features, such as Security and Site Items play into design.](#)
- [Start with the OOTB IT Portal Site for design ideas.](#)

# Portal Design Worksheet

Before creating a Portal, you should ask yourself some basic questions to help drive the design.

| Question  | Consideration  |
|---|--|
| 1. <b>Who is your audience (in other words, who are your Customers)?</b>  |  |
| a. Are your Customers internal employees? External? Both?   | <ul style="list-style-type: none"> <li>• <a href="#">Portal login credentials</a>.</li> <li>• <a href="#">Anonymous login/Security Groups</a>.</li> </ul>  |
| b. Are your Customers experienced? IT personnel who can complete tasks by themselves? Novice Customers who need guidance? Both?                     | <ul style="list-style-type: none"> <li>• Number of Sites (single Site or one for each expertise level).</li> <li>• <a href="#">Site Item</a> and navigation design (simple or sophisticated).</li> <li>• Portal <a href="#">Views</a> (personalize and secure what Customers see).</li> <li>• Automation (Add <a href="#">One-Step Actions/Actions</a> to simplify tasks).</li> </ul> <p><b>Tip:</b> Expose Customers only to the information they need.</p>     |
| c. Do your Customers have different interests (different Teams/different responsibilities (ex: General Status for Managers, Requesters of IT, etc.) |  |
| d. Are your Customers International?  | <ul style="list-style-type: none"> <li>• <a href="#">Localization</a>.</li> </ul>  |
| 2. <b>What will your Customers need to do in the Portal?</b>  |  |
| a. Will your Customers view/monitor data (Reports, Dashboards)? Interact with data (Action Catalog/create Incident or Service Request)? Both?       | <ul style="list-style-type: none"> <li>• Add data-driven Site Items (<a href="#">Reports</a>, <a href="#">Dashboards</a>, Document Repositories, etc.) or action-driven Site Items (Actions to create/edit records, run One-Step Actions, launch CSM Managers, etc.).</li> <li>• <a href="#">Security Groups/security rights</a> (View, Create, Delete).</li> <li>• <a href="#">record ownership</a>.</li> <li>• <a href="#">License consumption</a>.</li> </ul> |
| b. What activities do your Customers need on a Site (ex: run a Report, create an Incident, access documents (Doc Repository), etc.?                 | <ul style="list-style-type: none"> <li>• Create <a href="#">Site Items</a> that deliver what Customers need most.</li> <li>• Make information easy to find (Startup Item should be informative).</li> </ul>  |



| Question  | Consideration  |
|---|--|
| c. Will your Customers need searching capabilities?                       | <ul style="list-style-type: none"> <li>• <a href="#">Display a Search Control</a>.</li> <li>• Display <a href="#">Saved Searches</a> to automate Common searches.</li> <li>• Add an <a href="#">Action</a> to display the Search Manager (allows custom Searches).</li> </ul>  |
| d. Will your Customers need to access documents?                          | <ul style="list-style-type: none"> <li>• Display a <a href="#">Document Repository</a>.</li> </ul>   |
| e. Will your Customers need to access other websites?                     | <ul style="list-style-type: none"> <li>• Display an External <a href="#">HTML page</a> or an <a href="#">External Site</a>.</li> </ul>   |
| <b>3. Will your Customers need access to data other than their own?</b>   |  |
| a. Will your Customers need to view/edit other Customers' records?        | <ul style="list-style-type: none"> <li>• <a href="#">Record ownership</a>.</li> <li>• <a href="#">License consumption</a>.</li> </ul>  |
| <b>4. Will different Customers need different Security?</b>               |  |
| a. Will you allow Customers to access data without logging in?            | <ul style="list-style-type: none"> <li>• <a href="#">Anonymous login/Security Groups</a>.</li> <li>• Different Startup Items for logged-in/anonymous Customers.</li> </ul>   |
| b. Will you <i>require</i> a login?                                       | <ul style="list-style-type: none"> <li>• Customers will need <a href="#">Portal login credentials</a>.</li> </ul>  |
| c. Will some Customers need view-only rights? Will some need edit rights? | <ul style="list-style-type: none"> <li>• <a href="#">Anonymous login/Security Groups</a>.</li> </ul> <p> <b>Note:</b> For more information about considerations and some helpful design tips, see <a href="#">Portal Design Considerations</a> and <a href="#">Portal Design Tips</a>. For more information about Security (Security Groups, license consumption, scope, etc.) refer to the <a href="#">Security documentation</a>. For more information about Site Items (including how to create each), see their respective documentation.</p> |

# Portal Design Tips

The following are some tips to help design a Portal that meets the needs of your Service Desk and your Customers:

- **Make it easy to find:** Layout and navigation are important. Strategically place important information or commonly-accessed Services in obvious places. Use tables, bullets, columns, and headings to elegantly organize information into logical and clearly-labeled groupings. Enhance navigation by using an intuitive menu bar, Actions, links, etc.
- **Make it easy to use:** Keep it simple. Simplify Forms and Service Catalogs so that Customers are only exposed to the information they need. Use Customer-friendly language so that Customers feel comfortable with the content. Automate common tasks using One-Step Actions/Actions and templates.
- **Make it personal:** The Portal is highly customizable so make each Customer's experience relevant and personal. Create custom Dashboards and Forms, expose only relevant Services and Knowledge Articles, dazzle Customers with meaningful graphics, colors, logos, etc.
- **Make it enticing:** Do not underestimate the visual experience. Employ visual elements, such as graphics, symbols, and colors, to convey information and embellish the aesthetic. Use consistent, browser-friendly fonts and colors (or themes) to ensure stability and cohesion.
- **Make the Startup Items count:** Your Startup Items set the tone for your Portal and Sites. Select an Out-of-the-Box (OOTB) IT Portal Site that effectively introduces your Portal. Designate a Site Startup Item that immediately communicates the purpose of your Site and provides clear access to common Actions. For example, select an Action Catalog that clearly communicate your Service offerings or a Dashboard that provides status, common Actions, and links.
- **Proactively share:** Post Advisories and Bulletins (Known Errors, outages, solutions, etc.) to help avoid potential issues. Set expectations by communicating your Services and policies to avoid confusion and misunderstandings.

# Portal Design Considerations

Consider the following when designing your Portal:

- CSM is highly configurable. As a result, a User's system may vary from the Out-of-the-Box content in our documentation.
- **Customer Security Groups:** Users (Service Desk professionals working in CSM) and Customers (End-Users using the Customer Portal to conduct self-service activities) perform different functions in CSM and, therefore, require different security. For more information, see [User and Customer Security Groups](#).
- **Security rights:** Security rights control access to CSM *functionality* and *data*. For example, to create a Dashboard, you must have security rights to access the Dashboard Manager (functionality). To view, add, edit, or delete the Description Field in an Incident record, you must have security rights to access the Incident Business Object and the Description field (data). For more information, refer to [Security Rights](#) in the [Security documentation](#).
- **Anonymous Access (allow Customers to access Portal data without logging in):** CSM provides an Anonymous Security Group for Customers who need to access the Portal without logging in. The Portal Client uses this Anonymous Security Group to define security rights for those anonymous Customers. For more information, refer to [Anonymous Security Group](#) in the [Security documentation](#).
- **Portal Views:** Use a Portal Form View to create Customer-specific versions of your Forms. A Portal View allows you to expose data to Customers in a more secure and Customer-friendly way. For more information, refer to [Form Views](#) in the [Forms documentation](#).
- **Record ownership:** Access to records is controlled through record ownership. Typically, a Customer owns and can access her own records. However, record ownership rights can be extended to managers, Workgroups, and Workgroup managers so that Customers can update records that are owned by another Customer. For more information, refer to [Record Ownership](#) in the [Security documentation](#).
- **License consumption:** A Customer can view, create, and edit her own records without consuming a license. With security rights, a Customer can also view, and in some cases, edit (through a One-Step Action) another Customer's records without consuming a license. For more information, see [Portal License Consumption](#).
- **Site scope:** CSM provides a Site scope, which allows you to limit CSM Items (Dashboards, Reports, One-Step Actions, etc.) to a specific Portal Site. For more information, refer to [Scope](#) in the [Security documentation](#).
- **Startup Site Items:** Each Site has a designated Startup Item (ex: a Dashboard) which is displayed by default when the Site is first accessed. If desired, a different Startup Item can be displayed upon login so that information can be more securely or appropriately filtered based on credentials. For more information, see [Site Items](#).
- **External Sites:** The Portal can link to external websites using a simple link to a URL. For more information, see [External Portal Sites](#).

# Portal License Consumption

A Customer can view, create, and edit their own records without consuming a license. With security rights, a Customer can also view, and in some cases, use a One-Step Action to edit another Customer's records without consuming a license.

CSM notifies the Customer when a concurrent license is necessary. If the Customer does not have rights to consume a license, they will be told that they cannot edit the record.



**Note:** A Site can be configured to always use a license. This might be done for a management-focused Site where it is assumed that all work is done against other Customer's records).

Portal License consumption rules:

- A Customer logging in to CSM through the Portal to view/edit their own records (they are the Customer Record owner, meaning they are the Requester/Initiator and is associated with the record) *does not* consume one of the concurrent licenses.
- A Customer logging in to CSM through the Portal to access someone else's records (they are not the Requester but has been granted access rights) *does not* consume a license *to view* the record but *does* consume a license *to edit* a record.
- A Customer can run some One-Step Actions without consuming a license:
  - One-Step Actions Actions that do not alter data can be run without consuming a license (ex: Send an e-mail).
  - One-Step Actions Actions that do alter data can be run against records owned by the Requester without consuming a license.
  - One-Step Actions Actions that alter data generally consume a license when run against a record owned by someone other than the Requester. However, there are a handful of situations where a One-Step Action is allowed to change another Requester's record without consuming a license:
    - Creating a journal entry: For example, allowing a Customer to provide feedback on an Incident or Knowledge Article even if they are not an owner/requester.
    - Rating a record: Toggling a logical field or incrementing the count in a numeric field (ex: Allowing a Customer to vote on whether or not they liked a Knowledge Article). The Field must be appropriately configured by the administrator to hold a rating value.



**Note:** For more information about licensing, refer to [License Consumption](#) in the [Security documentation](#).

## External Portal Sites

The Portal can link to external websites using a simple link to a URL. This helps make all of your Customer-facing Sites feel more integrated because CSM and non-CSM Sites show up next to one-another. For example, incorporate your organization's website or a department's website into the Portal, or add a website that supports your hardware.



**Note:** The way your Customer Portal is accessed (via HTTPS or HTTP) will affect the display of an embedded HTML page. For more information about HTML pages, see [HTML Pages Good to Know](#).

### Related concepts

[HTML Pages Good to Know](#)

## Portal Site Design Ideas

CSM provides an [OOTB IT Portal Site](#) to get started. This OOTB IT Portal Site is built using OOTB [Site Items](#) (Dashboards, Forms, etc.) and predefined [properties](#) (Startup item, header/footer, menu bar, etc.). You can use this OOTB IT Portal Site as-is, or tailor it to meet the needs of your organization. Design ideas include:

- Edit the site display for logged-in and not logged-in modes.
- Edit the banner.
- Edit display options for the footer.
- Display your organization logo in the banner and/or footer.
- Display organization Business Hours.

# Implementing a Portal

Steps are required to implement the OOTB IT Portal Site.

Complete the following steps to implement the OOTB IT Portal Site:

1. Review the [OOTB IT Portal Site](#). Understand the OOTB Site Items (Dashboards, the [Service Catalog](#), the Discussion Board, the Document Repository, etc.) and the OOTB properties (header/footer, menu bar, etc.).
2. Configure required Portal settings:
  - a. [Configure the Portal URL](#).
  - b. [Set the default domain](#) in CSM Administrator.
  - c. [Create Portal login credentials](#) (for a Customer). Typically, this is done as part of the Security setup.



**Note:** CSM provides other default settings (ex: Anonymous login, password enforcement rules, etc.); you can change these, if needed, but it is not required.

3. (Optional) Explore [Portal Site design ideas](#).
4. (Optional) [Create a custom Portal](#).

# Create a Custom Portal

CSM is shipped with an Out-of-the-Box (OOTB) IT Portal Site, complete with Portal-specific Forms, Dashboards, etc. We recommend starting with this design, and then tailor it. However, Users can create a Portal from scratch, if needed.

## To create a custom Portal:

1. [Design the Portal](#) (Site items, navigation, security, etc.)
2. Create the Site Items to include on each Site. Users can include the following:
  - [Business Objects/records](#)
  - [Actions](#)
  - [Action Catalogs](#)
  - [Dashboards](#) and [Widgets](#)
  - [Document Repositories](#)
  - [HTML Pages](#)
  - [Reports](#)
  - [Saved Searches](#)
  - [Searching](#) (rich searching, combined searches and results)

**Note:** For more information about how to create each item, see their perspective documentation.

3. [Run the Site Wizard to create one or more cursory Sites](#): Create cursory layout and characteristics for the Site (title, Business Object associations, display, and Document Repository association).
4. [Refine/edit Sites using the Site Editor and Site Properties window](#): Refine the way the Site/Site Items look and behave.
5. [Configure the Portal](#) (settings, login credentials, password enforcement rules, etc.).

## Related concepts

[Portal Sites](#)

[Portal Site Design Ideas](#)

[Steps to Implement the OOTB IT Portal](#)



# Building/Managing a Portal

Portals are highly configurable. When you create your Portal, you decide how many Sites to create, which Site displays by default, how each Site looks, which Site Items are displayed on each Site, and who can access each Site/Item.

To help create/manage your Portal, CSM provides the:

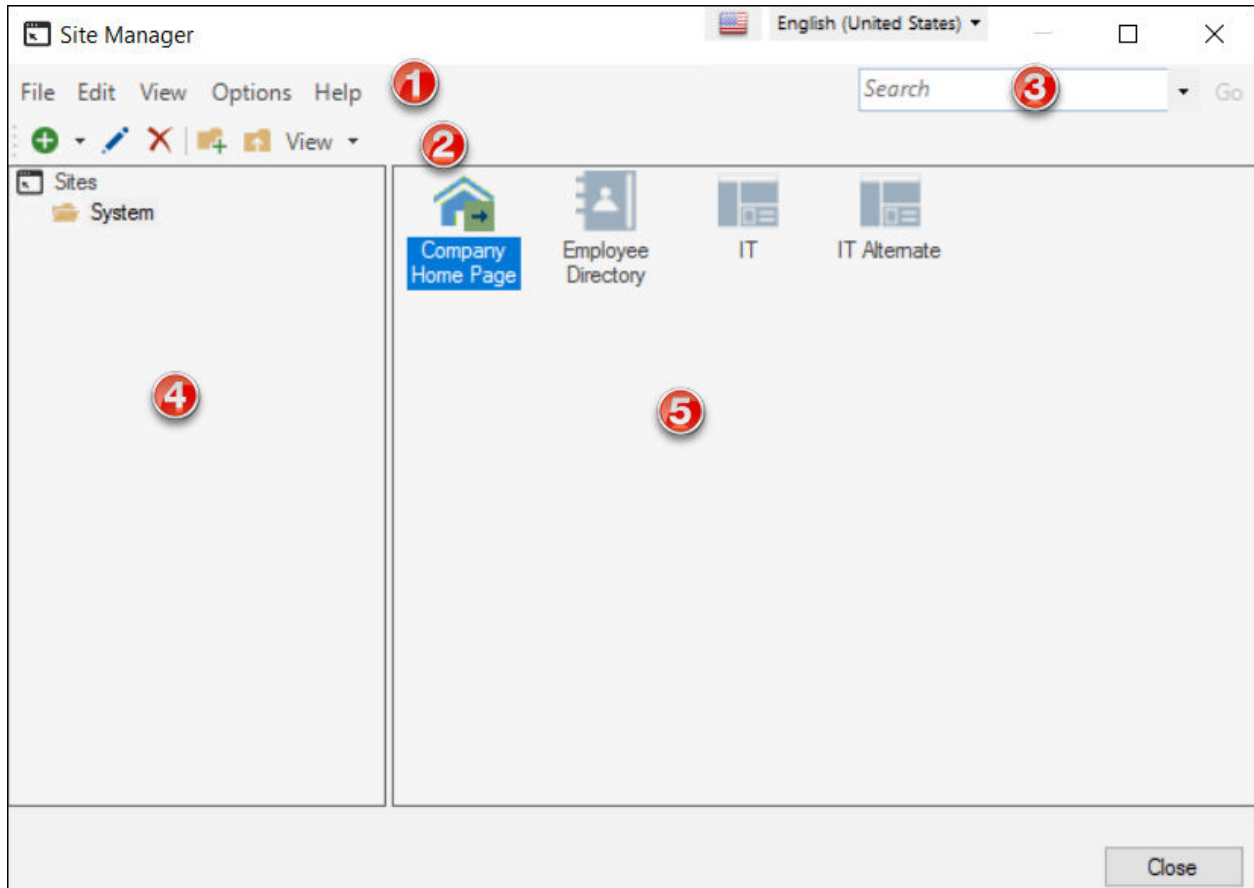
- [Site Manager](#): Helps manage Sites.
- [Site Wizard](#): Walks through the steps to create a cursory Site.
- Site Editor and Site Properties window: Help edit/refine the way Site/Site Items look and behave.
- CSM Item Managers: Help manage Site Items, such as Dashboards, HTML pages, Document Repositories, etc.



**Note:** Good design is important. Before creating a Portal, see [Designing a Portal](#).

# Site Manager

Use the Site Manager to complete [general CSM Item Manager operations](#) for Sites. You can also mark a Site as the default Site for the Portal.



1. **Menu bar:**

Displays a row of drop-down menus available in the Manager.

2. **Toolbar:**

Displays a row of buttons for operations available in the Manager.

3. **Search Control:**

Displays a search box to find specific words or phrases in the Manager.

4. **Manager tree:**

Displays items in a hierarchical tree, organized by scope, and subfolder if applicable. Also lists any Searches run during the session.

5. **Main Pane:**

Displays items by View (Icon, List, or Details (Grid)) and lists search results when a Search is run.

# Open the Site Manager

To open the Site Manager:

- From the [Blueprint Editor menu bar](#) in CSM Administrator, click **Managers>Site Manager**.
- In the CSM Administrator main window, click the **Browser and Mobile** category, and then click the **Site Manager** task.

# Create a Site

The Site Wizard helps you create a basic working Portal. The Site Editor/Site Properties window helps you add refinement. You can forgo refinement, if needed, or you can click Finish at any time in the Wizard and go straight to refining.

## To create a Site:

1. [Run the Site Wizard to create a cursory Site](#): Create cursory layout and characteristics for your Site (title, Business Object associations, display, and Document Repository association).
2. [Refine/edit your Site using the Site Editor and Site Properties window](#): Refine the way your Site/Site Items look and behave.
  - a. [Define general properties for the Site](#): Define the name and title, login requirements, record ownership, the Business Object/record associations (which Business Objects/records the Customers can interact with), and the Document Repository association.
  - b. [Define display properties for the Site](#): Define appearance (color/theme), Startup Site Items, and search capabilities.
  - c. [Define Banner properties for the Site](#): Define what the Site Banner looks like (background color and image, and Banner image) and what text displays on it (title, subtitle, and baseline).
  - d. [Define Footer properties for the Site](#): Define what the Site Footer looks like (background color and image, and Footer image) and what text displays on it (title, subtitle, and baseline).
  - e. [Define menu properties for the Site](#): Define which [Site Items](#) display on the Site menu bar, and which [Actions](#) a Customer can initiate from each.
  - f. [Define Localization properties for the Site](#): Select a default language and override options for translated Sites.

# Create a Site Using the Site Wizard

To create a Site using the Site Wizard:

1. [Open the Site Manager](#).
2. Click the **Create New** button, and then select **Site**.



**Note:** To create an [External Site](#), one that simply displays an existing website, select External Site. The External Site window opens to provide the URL and other options.

Select **Next**.

3. Define basic properties for the Site:

- a. Specify a title for the Site that displays in the Banner.

The Name and Description initially include text that you can refine later. The Name becomes part of the URL for referencing this Site in a browser. The Description is shown in the Site Selector when Customers switch between Sites.

- b. Select a Theme (set of fonts, colors, and options) to be used by different elements. Using a Theme simplifies the cohesive look. You can change the Theme at any time, which automatically updates the various elements.

If the Theme is changed, refresh the browser to view the changes.

- c. Click **Banner image** to launch the Image Manager, and then select an image to display on the Site Banner. You can select an existing image or import a new image.

4. Click **Next**.

5. Select the **Business Objects/records** to include on the Site:



**Note:** These are the Business Objects with which you want your Customers to interact. For example, if you want Customers to be able to view or create Incident records, select the Incident Business Object.

- a. Click **Add** to include Business Objects/records on the Site.



**Tip:** Use the up and down arrows   to order the Business Objects on the Site menu bar and to indicate the relative importance of a Business Object on the Site. Click **Remove** to remove a selected Business Object from the Site.

- b. Select the **Add newly associated objects to site menu** check box to automatically add the associated Business Object to the Site's menu bar.




**Note:** When you add a Business Object to the Site's menu bar, CSM adds a Business Object menu option and some Out-of-the-Box (OOTB) Business Object [Actions](#). For example, if you add Incident to the menu bar, CSM adds an Action to create a new Incident, as well as Actions to launch some Incident searches (My Open, Closed, and Recent Incidents). You can use these Actions, modify them, or create your own when you [define the menu properties](#).



6. Click **Next**.
7. Select the Document Repository to include on the Site:





**Tip:** You can use multiple Document Repositories on a single Site. Within the Site Editor, you can add an Action to display another Document Repository on the Site menu bar.

- Select **Create new document repository named** to create a new Document Repository for this Site. Then, name the Document Repository (or leave the auto-generated name).
- Select **Associate an existing document repository** to use an existing Document Repository for the Site. Click the **Ellipses**  to open the Document Repository Manager, and then select an existing Document Repository or create a new Document Repository.
- Select **Do not associate a document repository** to forgo using a Document Repository on the Site.

Select **Next**.

8. Select a Startup Site Item from the following:
  - a. Select **Dashboard** to display a Dashboard on startup. Click the **Ellipses**  to open the Dashboard Manager, and then select an existing Dashboard or create a new Dashboard.
  - b. Select **Page** to display an HTML page on startup. Click the **Ellipses**  to open the HTML Page Manager, and then select an existing HTML page or create a new internal or external HTML page.
 

 **Note:** The way your CSM Browser Client is accessed (via HTTPS or HTTP) will affect the display of an embedded HTML page. For more information about HTML pages, see [HTML Pages Good to Know](#).
  - c. Select **Other** to display an Action Catalog Widget, a Document Repository, a Report, or a Saved Search on startup. Click the item's **Ellipses**  to open the [Action Manager](#), and then select an existing item.
  - d. Select **The site requires the user to log** check box to require Customers to log into the Site. If you do not require a login, you can specify a different Startup Item for when the Customer finally does log in.



**Note:** A license is consumed when a Customer logs in.

9. Select **Finish**.



## Refine/Edit a Site

Use the Site Editor and Site Properties window (both accessed from within the [Site Manager](#)) to edit a [Portal Site](#) and its [Site Items](#).

# Define General Properties for a Site

Use the General Properties page to edit basic Site features that may have initially been defined in the Site Wizard. Edit and customize the Site title, login requirements, document repository association, and Business Object association.

## To define General properties for a Site:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Select the **General** page.
3. Define general properties for the Site:
  - a. Title: Provide a **title** to display in the Portal UI. The Site title and Banner title were initially created in the Site Wizard, but can be edited here.
  - b. Description: Provide a **description** to display in the Portal UI.
4. Define access options for the Site:
  - a. Show in Site Selectors: Select this check box to include the Site name in the Site Selector drop-down. The Site Selector is located on the Site Application Bar in the Portal Main Page.
  - b. Require login for access to site: Select this check box to require Users to login to the Site.
  - c. Acquire a license at login (so editing other Users' records will not require a prompt): Select this check box to acquire a license for the User upon login.
  - d. Acquire a license on edit (suppress prompt): Select this check box to acquire a license for the User upon editing another User's record while suppressing the prompt to acquire the license (example: A Site intended for managers that are editing other User records).
5. Select Business Objects to associate with the Site:
  - a. Click the **Add** button.
  - b. Select a **Business Object** from the list. Choose Business Objects for Users to interact with (example: If a User needs to view or create Incident records from the Site, select the Incident Business Object).
  - c. Repeat Steps A and B for all desired Business Objects.
  - d. Add newly associated objects to site menu: Select the check box to automatically add associated Business Objects to the Site's menu bar.
6. Select a [Document Repository](#) to include on the Site.
  - a. Select the **Associate an Existing Document Repository** checkbox.
  - b. Click the **Ellipses** button. The Document Repository Manager opens.
  - c. Select an existing Document Repository or create a new Document Repository.
  - d. Click **OK** to close the Document Repository Manager.
7. Click **OK** to close the Site Editor.

# Configure the Customer Portal Site to Allow Anonymous Access

To allow Anonymous access, the Customer Portal site must be configured so that it *does not* require login.

To configure the Customer Portal site to allow **Anonymous** access:

1. In CSM Administrator, select **Browser and Mobile > Site Manager**.
2. Right-click on the site designed as your Customer Portal and select **Edit**.
3. In the **General** tab, clear the **Require login for access to site** check box.
4. Select **OK**.
5. Select **Close**.

# Define Display Properties for a Site

Use the Display Properties page to specify startup Site items, login options, search capabilities, browser tab images, and custom documentation. The Display page can also be used to further refine the Site's appearance and Theme.

## Define General Appearance Properties

To define appearance properties for a Site:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Click **Edit**. The Site Properties page opens.
3. Select the **Display** page.
4. In the **Appearance** section, define the following:
  - a. From the **Theme** drop-down, select a Theme to define sets of colors, styles, and fonts for the Site.
  - b. From the **Use Background** drop-down, select a color to define the Site's background color. For best results, use From Theme as the background color.
  - c. Select the **Show Site Selector on application bar** check box to display the Site Selector drop-down on the Portal Application Bar.
  - d. From the **Keep menu visible when scrolling** drop-down, choose to keep the Site menu bar visible or hidden to when User's scroll. You can also choose to keep the menu bar visible for mobile devices only.
5. Click **OK**.

## Define Browser Tab Properties

To add a custom image to your Site's browser tab:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Click **Edit**. The Site Properties page opens.
3. Select the **Display** page.
4. Select the **Use Favicon** check box.
5. Click the **Ellipses** button. The Image Manager opens.
6. Upload a new image or choose an existing image:
  - a. Click the **New** button to upload a new image (example: your company logo).



**Note:** Favicon images have a size limit of 512K. An error message appears if the uploaded image is too large.

- b. Select an existing image from the Image Manager. The name of the selected image populates the Favicon field.

7. Click **OK** to close the Image Manager.
8. Click **OK** to close the Site Properties page.

## Define Site Startup and Login Options

Define items that appear on Site startup, as well as items that appear after a User has logged in.

The options you set on the Display page apply to the Site's default language. To customize startup and login actions for each Site language, see [Override Site Options for Each Language](#).

To define startup options:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Click **Edit**. The Site Properties page opens.
3. Select the **Display** page.
4. In the **Startup** section, define the following:
  - a. Click the **Ellipses** button to the right of the **Show on startup** to select a **Site Item** to display when a User initially accesses the Site. Site Items include Widgets, Dashboards, Reports, HTML pages, or Saved Searches.
  - b. Select the **Show on login** check box to display a different Site Item when Users log in. Then, click the **Ellipses** button to select a Site Item.
  - c. From the **View** drop-down, select the View to control the behavior and appearance of Business Objects within the Site. Options include:
    - **Role-based**: Based on the default Role associated with the User's Security Group. Different Users see different Business Object Forms based on security.
    - **Portal Default**: Provides the OOTB Portal View for Business Objects within the Site.
    - **Portal Secondary**: A View option for smaller, secondary Sites that may supplement or support your main Site.
    - **Default**: The Default Site View is not recommended because it also displays technician forms, which are not relevant for Site Users.
5. Click **OK**.

## Define Login Options

Customize what Users see on when they log in to the Portal site.

To define login options:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Click **Edit**. The Site Properties page opens.
3. Select the **Display** page.
4. Click the **Login Options** button.
5. In the **Text to display on login dialog** box, provide a custom message for Users when they log in to the Site.

6. Select the **Show privacy link in login dialog** check box to display a link to a Privacy statement, then provide text for the link and the URL to the Privacy document.
7. Click the **Custom avatar image** button to open the Image Manager, then select default images to display for a non-logged-in Customer and a Customer without an assigned avatar.
8. Select the **Redirect User on Logout** check box to automatically redirect Customers to a specified URL when they log out of the Portal. Then, provide the URL or click the **Browse** button and select a website where Customers will be redirected after logging out of the Portal.
9. Click **OK**.

## Define Search Control Options

The options you set on the Display page apply to the Site's default language. To customize Search Control for each Site language, see [Override Site Options for Each Language](#).

To customize Search Control Options:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Click **Edit**. The Site Properties page opens.
3. Select the **Display** page.
4. In the **Search** area, select one of the following options:
  - a. **Use default**: Select this option to use the Search Control options that are based on the list of Associated Business Objects from the General page.
  - b. **Use search widget**: Select this option to use a custom Search Widget. Click the **Ellipses** button to open the Widget Manager, and then select a Widget.
  - c. **No search**: Select this radio button to omit searching from this Site by removing the Search Control. You can still create Search Widgets and place them on Dashboards to allow for target searching.
5. Select the **Require login before showing search results (excluding Dashboards)** check box to require a User to login before performing a search. If a Search is performed without requiring the User to login, the Search results are based on security rights of the [Anonymous Security Group](#).
6. Click **OK**.

## Disable or Enable Custom Portal Documentation

By default, the Portal links Users to the default Cherwell online documentation system. Due to the highly configurable nature of the Portal, a customer may choose to disable this feature or link to a custom online documentation system.

To disable default Portal documentation:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Click **Edit**. The Site Properties page opens.
3. Select the **Display** page.
4. Uncheck the **Show help button** checkbox to remove the default help button from the Portal.

5. Click **OK**.

**To enable custom Portal documentation:**

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Click **Edit**. The Site Properties page opens.
3. Select the **Display** page.
4. Select the **Use custom URL** radio button.
5. Provide an alternate URL in the **Help URL** field (example: a link to an internal documentation system or training documents). This URL replaces the default Cherwell online documentation system URL.



**Important:** The URL must be a full URL (example: <https://www.sample.com>) and not a partial URL (example: [sample.com](http://sample.com)).

6. Click **OK**.

# Define Banner Properties for a Site

Use the Banner Properties page to edit the Site Banner. Some aspects of the Banner may have initially been defined in the Site Wizard. Edit and customize the Banner size, color, fonts, and associated images.

## To define Banner properties for a Site:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Select the **Banner** page.
3. Select the **Show Header** checkbox to display a Banner at the top of the Site.
4. Define a Banner background by doing one of the following:
  - Click the **Color Selector** button to select a background Banner color.
  - Click the **Image** button to select an image to use as the Banner background.
5. Define a Banner image (example: your company's logo):
  - a. Click the **Browse** button. The Image Manager opens.
  - b. Select an image.
  - c. Click **OK**.
  - d. Provide **pixel dimensions** for the image in the Size field.
  - e. Click the **Align** drop down to edit the alignment of the image within the Site Banner.
6. Provide a **Title** for the Site in the title field.
7. Click the **Image Selector** button in the Title area to change the color of the title.
8. Provide a **Subtitle** for the Site in the subtitle field.
9. Click the **Image Selector** button in the Subtitle area to change the color of the subtitle.
10. (Optional): Provide any additional text for the Site Banner in the **Baseline Text** field (example: copyright notices).
11. Define a Hamburger Menu image (example: your company's logo):
  - a. Click the **Browse** button. The Image Manager opens.
  - b. Select an image.
  - c. Click **OK**. The selected image appears in the Hamburger Menu image preview field.



**Note:** CSM automatically scales images to a height of 25 pixels. The hamburger menu bar replaces the Portal menu bar on mobile screens and browser windows sized below 768 pixels.

12. (Optional): Select the **Fixed Height** check box to make the Banner a fixed, specified height. If unchecked, the Banner resizes to accommodate selected text, images, and margins.
13. (Optional): Select the **Extend Banner to Application Bar** check box to automatically resize the Banner based on the Site's Application Bar.
14. Click the **Margins** button to define top, bottom, right, and left margins around Site text.



15. Select **OK**.

# Define Footer Properties for a Site

Use the Footer Properties page to define background color, images, text, font, and Footer size.

The Site Footer is located at the bottom of the Site, and can provide additional general information (such as a copyright notice) or aesthetic value. Use a Site's Footer Properties page to define:

- What the Footer looks like (background color and image, and Footer image).
- What and how text displays on the Footer (title, subtitle, and baseline text, fonts, and colors).
- The Footer's height and position (relative to a margin).

## To define Footer properties for a Site:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Select the **Footer** page.
3. Select the **Show Footer** check box to display a Footer at the bottom of the Site.
4. Define a Footer background by doing one of the following:
  - Click the **Color Selector** button to select a background Banner color.
  - Click the **Image** button to select an image to use as the Banner background.
5. Define a Footer image (example: your company's logo):
  - a. Click the **Browse** button. The image manager opens.
  - b. Select an image.
  - c. Click **OK**.
  - d. Provide **pixel dimensions** for the image in the Size field.
  - e. Click the **Align** drop down to edit the alignment of the image within the Site Banner.
6. Provide a **Title** for the Site Footer in the title field.
7. Click the **Image Selector** button in the Title area to change the color of the title.
8. Provide a **Subtitle** for the Site in the subtitle field.
9. Click the **Image Selector** button in the Subtitle area to change the color of the subtitle.
10. (Optional): Provide any additional text for the Site Footer in the **Baseline Text** field (example: copyright notices).
11. (Optional): Select the **Fixed Height** check box to make the Footer a fixed, specified height. If unchecked, the Footer resizes to accommodate selected text, images, and margins.
12. Click the **Margins** button to define top, bottom, right, and left margins around Site text.
13. Select **OK**.

# Define Menu Bar Properties for a Portal Site

Use the Site Menu Properties page to define menu items, Actions, tooltips, Expressions, and Security options for the Site menu bar.

The Site menu bar is located below the Banner and lists the Site Items, as well as any Actions that support the items. Use a Site's Menu Properties page to define:

- Which Site Items display as menu items on the Site menu bar.
- Which Action the menu item initiates: Display a Dashboard, Service Catalog, or Document Repository; run a report, display a record, etc.
- The Help text that displays on the menu item's tooltip.
- Expressions for showing/hiding and enabling/disabling menu items.
- Security options for showing/hiding and enabling/disabling menu items: For example, Always show, show only for Anonymous (not logged-in Customers), or show only for Logged-in Customers.
- Display options (separators) for groups of menu items.

## Add Menu Items to Site Menu Bar

To add menu items and define menu item properties:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Select the **Menu** page.
3. Select the **Show Menu** check box to add a menu bar to the Site.
4. Select the **Add Action** button.
5. Select an **Action** to add to the menu bar. For more information, see [Define Business Object Actions](#) or [Refine/Edit a Site Reference](#).
6. Define general properties for selected Action:
  - a. Action name: Cannot be changed, displays the name of the selected Action.
  - b. Display text: Specify the **text** to display in the menu bar.
  - c. Select the **Image Manager** button.
  - d. Select an existing image or import a new image to represent the Action in the menu bar (example: a house icon for Home).
  - e. Help text: Specify a **tool tip** to display when the cursor is on the menu item.
7. (Optional): Define an Expression to display in the menu bar:
  - a. Select the **Visible** check box. An Expression can still be imported if this check box is unchecked. If so, the Expression still runs in the background and is not visible in the menu bar.
  - b. Select the **Ellipses** button to import an existing expression or select the **Custom Expression** button to create a new expression. Imported expressions populate the Visible Expression drop-down.
8. (Optional): Define an Expression to enable or disable an item in the menu bar:

- a. Select the **Enabled** check box.
  - b. Select the **Ellipses** button to import an existing expression or select the **Custom Expression** button to create a new expression. Imported expressions populate the Visible Expression drop-down.
9. Select security options from the drop-down menus to define rights for displaying, enabling, or disabling the menu item:
    - Visible: Select whether menu items are visible for all Portal Customers (Always), only Logged-In Portal Customers (Logged-in Only), or only Portal Customers who are not logged in (Anonymous Only).
    - Enabled: Select whether menu items are enabled for all Portal Customers (Always), only Logged-In Portal Customers (Logged-in Only), or only Portal Customers who are not logged in (Anonymous Only).
    - Rights: Assign Portal rights to make menu items visible/enabled for a Customer Security Group.
  10. (Optional): Select the **Begin Group** check box to display a horizontal line before menu items on sub-menus to separate the sub-menu from other items.
  11. Select the **Show toolbars** check box to show/hide toolbars on Business Object Forms within the Portal Site.
  12. Repeat Steps 4-10 for all desired menu items. Selected menu items populate the left-hand Action pane.
  13. Select **OK**.

**Related concepts**[About Actions](#)[Create Portal Login Credentials \(for a Customer\)](#)[Refine/Edit a Site Reference](#)

# Define Localization Properties for a Site

Use the Localization page to select the default language for a Site and to override the startup action, login action, and custom Search Widget for each Site translation.

## To define Localization properties for a Site:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Click **Edit**. The Site Properties page opens.
3. Select the **Localization** page.
4. From the **Default Language** drop-down, select the default language to display in the Language Selector on the Site Application Bar.
5. Select the **Show language selector on application bar** check box to show the language selector for the Site; clear the check box to hide the language selector.
6. Select **OK**.

## Override Site Options for Each Language

By default, each Site uses the startup action, login action, and custom Search Widget defined on the [Display Properties](#) page. You can override these options for each language.

To override Site options for a language:

1. Open a Site in the Site Editor (**CSM Administrator > Site Manager > Portal Site Name**).
2. Click **Edit**. The Site Properties page opens.
3. Select the **Localization** page.
4. Select the language you want to override, and then click **Edit**.
5. From the **View** drop-down, select custom Views you may have defined for the language. If you use a Role-based View, the View associated with an appropriately assigned language is used.
6. Select the **Custom Startup Action** check box, and then select the startup action for the translated Site. For example, if you have a translated Dashboard or HTML Page, you can select that. See [Define Site Startup and Login Options](#).
7. Select the **Custom login action** check box, and then select the login action for the translated Site. See [Define Site Startup and Login Options](#).
8. Click the **Login options** button to override login options for the translated Site. For example, you can set alternative text or a Privacy Link on the login window.
9. Select **OK**.

## Related concepts

[Translating Strings for Portal Sites](#)

[Using Language Packs to Translate Portal Strings](#)

# Refine/Edit a Site Reference

Additional details for refining and editing a Site.

## Available Menu Bar Actions

The following are Actions that can be added to the menu bar:

- One-Step™ Action: Runs a One-Step Action. You can choose to run an existing One-Step Action or create a new One-Step Action.
- Command: Runs a system command applicable to the Portal. Categories include:
  - Managers: Adds a command to launch an [Item Manager](#) so that a Customer can choose an item to open/run (example: Add the Report Manager to the Site menu bar so that Customers can choose to run an available Report).
  - Recent Items: Provides a Recent Items list that displays the last five (5) items of the specified type selected by the Customer (example: the last five Reports run by the Customer). This makes sense if you have made the Manager available.  
**Note:** Recent Items lists must be placed inside folders (they cannot be at the top level of the Site menu bar), and it is recommend that they be placed as the last item in the folder.
  - Chat: Includes commands related to [remote support services](#) (example: BeyondTrust) (only available if you have [Chat and Remote Support Connector Settings](#) enabled in CSM Administrator).
  - (Other) Business Object Search: Provides common Site searches (example: Business Object to search, how the results should be sorted, whether to limit to the current Customer, limit to Open or Closed records, etc.).
  - (Other) Create Business Object: Creates a new Business Object (record) but with several powerful options, such as a One-Step Action to run as part of the creation process and whether a custom Form should be displayed (which can be different than the OOTB Form used for viewing a Business Object).
  - (Other) Go to Edit Mode: Puts a Business Object record into edit mode so that a Customer or User can immediately edit it. This command is designed to be used in an Execute Command One-Step Action, which is the automated equivalent of a Customer or User clicking the Edit button in the Portal.
  - (Other) Home: Takes the Customer to the Startup Item (Dashboard, HTML page, etc.).
  - (Other) New Bus Ob Drop-down: Automatic command that displays a default list of create commands for all Associated Business Objects for the Site.  
**Note:** This command must be placed in a folder.
- Dashboard: Displays a Dashboard. You can display an existing Dashboard or [create a new Dashboard](#).
- Report: Runs a Report. You can run an existing Report or create a new Report.
- Search: Runs a Saved Search. You can run an existing Saved Search or create a new Saved Search.

- Page: Displays an HTML page. You can display an existing HTML page or create a new HTML page.
- Document Repository: You can display an existing Document Repository or [create a new Document Repository](#).
- Action Catalog: Displays an Action Catalog. You can display an existing Action Catalog or create a new Action Catalog.
- Folder: Adds a folder to the toolbar so that you can organize Actions into another level.  
**Note:** Some Actions also allow you to limit scope and Associated Business Object (select the activated Options button). We recommend that you limit Customers to just the Site scope and make items available in just that scope.

### Available Site Items

Available Site Items that can be selected for a Portal Site include:

- Action Catalog, (special [Widget](#)), a [Dashboard](#), a [Document Repository](#), an [HTML page](#), a [Report](#), or a [Saved Search](#) (used to display a list of [records](#)).

## Select a Startup Portal Site

If you have more than one Site on your Portal, you can choose a Site to first display if the Customer goes to the main (or an invalid URL): `http://MyServer/CherwellPortal`.

Customers can also go directly to a particular Portal Site by specifying it as part of the URL:

`http://MyServer/CherwellPortal/IT`

### To select a Startup Portal Site:

1. [Open the Site Manager](#).
2. Right-click and **Site**, and then select **Set as Default**.
3. Select **OK**.



## Troubleshoot a Portal Site

Use the following table to troubleshoot Portal issues.

| <b>Problem</b>                                  | <b>Solution</b>   |
|---|---|
| Cannot access tools to create a Portal or Site  | Check your functionality rights (CSM Administrator>Security>Edit security groups>User Security Group>Rights tab).   |
| Customer cannot access a Portal or Site         | Check the Customer's functionality rights (CSM Administrator>Security>Edit security groups>Customer Security Group>Rights tab).   |
| Customer cannot access data on a Portal or Site | Check the Customer Security Group's data rights(CSM Administrator>Security>Edit security groups>Customer Security Group>Business Objects tab).  |
| Portal does not display correct form            | Make sure the forms where designed in the Portal View not in the Default View.  |
| Query does not work                             | Make sure the query is set up correctly (that is, not limited to a particular group, etc.). Also, check security; records might not show up if the Customer does not have appropriate rights. |
| Automatic Actions not working                   | Make sure automatic Actions are run from the Portal View not the Default View.  |
| Customer can edit another Customer's record     | Change the record ownership rights.   |
| <i>Windows Account not registered</i> message   | Create login credentials for the Customer.  |

# Configuring a Portal

Configuration steps are required before Customers can access a Portal.

Required steps include:

- [Configure Portal security rights](#).
- [Configure Client Application settings](#) (URL, timeout, and access to RSS Feeds).
- (Optional) [Specify a default domain for the Portal](#).
- (Optional) [Configure login, authentication, and inactivity settings for the Portal](#) (only if you want them to be different from the Desktop Client).
- [Configure anonymous login settings](#).
- [Configure Cherwell credential settings \(User/Customer password rules\)](#).
- [Configure Miscellaneous Browser/Portal Settings](#).
- [Create Portal login credentials \(for a Customer\)](#).



**Note:** The majority of the configuration is conducted from the Browser and Mobile Settings page in CSM Administrator.

# Configure Portal Security Rights

Because Portal access must be set differently for Anonymous Browsers as well as logged-in Customers, there are several places that Portal security rights must be set in CSM Administrator before Users and Customers can access the Portal. The following are all the rights that must be configured for Anonymous Browser and Portal Customers:

- [Application rights](#)
- [Browser and Mobile device rights](#)
- [Calendar rights](#)
- [Chat Service Integration rights](#) (BeyondTrust)
- [Command Manager rights](#)
- [Dashboard rights](#)
- [Document Repository rights](#)
- [HTML Page rights](#)
- [Knowledge rights](#)
- [Record locking rights](#)
- [One-Step Action rights](#)
- [Report rights](#)
- [Searches rights](#)
- [Security features rights](#)
- [Sites rights](#)
- [Sites Manager rights](#)
- [Users rights](#)
- [Visualization rights](#)
- [Web Service One-Step Action rights](#)

# Track Portal Use With Google Analytics

You can use Google Analytics to track User selections, such as mouse clicks and taps, in the Customer Portal.

For example, you can track:

- User logins
- Portal Site usage
- Dashboard usage
- Service Catalog, including categories and services, usage
- Searches (from the toolbar Quick Search only)
- Action Link clicks from the home page

User information, search criteria, and other data entered by Users is not tracked.

## Configuring Google Analytics for the CSM Portal

Prerequisites:

- You must have a Google Analytics account and access to the tracking ID for that account. The tracking number follows this format: UA-XXXXXX-X. For details, visit the [Google Analytics](#) site.
- A basic understanding of Google Analytics and how it tracks and reports site usage will help you analyze CSM tracking data. [Free training videos](#) are available from Google.

### To configure Google Analytics for CSM:

1. In the CSM Administrator main window, click the **Settings** category, and then click the **Edit System Settings** task.
2. Select the **Advanced** page.
3. Select the **Google Analytics Tracking ID (Portal)** check box, and then add your tracking ID to the box.



**Important:** Be sure to enter your tracking ID exactly as it is provided by Google Analytics.

4. Click **OK**.

### Related concepts

[Tips for Using Google Analytics with CSM](#)

[Configure Global Advanced Settings](#)

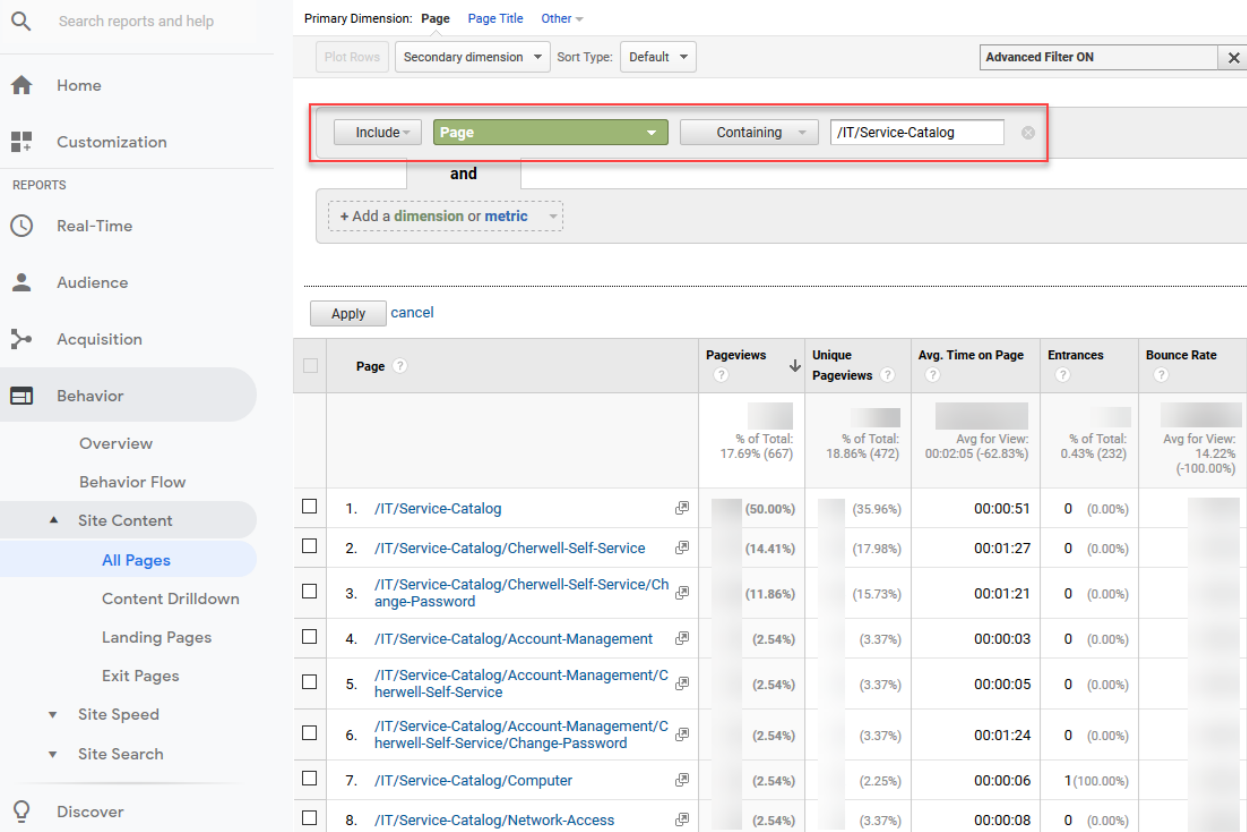
# Tips for Using Google Analytics with CSM

Google Analytics is a powerful tool for tracking, reporting, and analyzing data from web sites. This topic provides a few tips for using Google Analytics with CSM. For detailed guidance, refer to the [Google Analytics documentation](#).

## Use Views to Segregate Site Data

Depending on your reporting needs, you may choose to create views in Google Analytics for each Portal Site. This enables you to easily see tracking information specific to each Portal Site.

For example, you can create a view to track data for the Portal IT Site. You can see page views for all pages for that Site for a specific time period or you can filter the list of pages to specific areas, such as the Service Catalog.

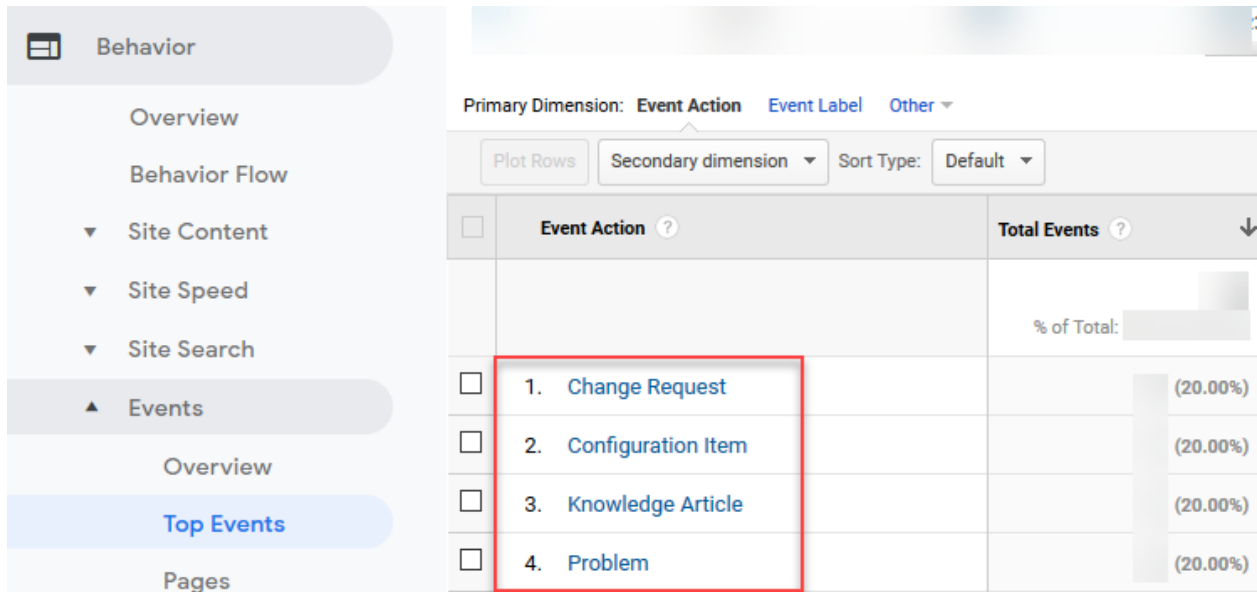


The screenshot shows the Google Analytics interface with a filter applied to the Page dimension. The filter is set to 'Include' and 'Page' containing '/IT/Service-Catalog'. The table below displays the resulting data for various pages.

| Page  | Pageviews                | Unique Pageviews         | Avg. Time on Page                | Entrances               | Bounce Rate                     |
|---|--------------------------|--------------------------|----------------------------------|-------------------------|---------------------------------|
|   | % of Total: 17.69% (667) | % of Total: 18.86% (472) | Avg for View: 00:02:05 (-62.83%) | % of Total: 0.43% (232) | Avg for View: 14.22% (-100.00%) |
| 1. /IT/Service-Catalog  | (50.00%)                 | (35.96%)                 | 00:00:51                         | 0 (0.00%)               |                                 |
| 2. /IT/Service-Catalog/Cherwell-Self-Service                                    | (14.41%)                 | (17.98%)                 | 00:01:27                         | 0 (0.00%)               |                                 |
| 3. /IT/Service-Catalog/Cherwell-Self-Service/Change-Password                    | (11.86%)                 | (15.73%)                 | 00:01:21                         | 0 (0.00%)               |                                 |
| 4. /IT/Service-Catalog/Account-Management                                       | (2.54%)                  | (3.37%)                  | 00:00:03                         | 0 (0.00%)               |                                 |
| 5. /IT/Service-Catalog/Account-Management/Cherwell-Self-Service                 | (2.54%)                  | (3.37%)                  | 00:00:05                         | 0 (0.00%)               |                                 |
| 6. /IT/Service-Catalog/Account-Management/Cherwell-Self-Service/Change-Password | (2.54%)                  | (3.37%)                  | 00:01:24                         | 0 (0.00%)               |                                 |
| 7. /IT/Service-Catalog/Computer   | (2.54%)                  | (2.25%)                  | 00:00:06                         | 1(100.00%)              |                                 |
| 8. /IT/Service-Catalog/Network-Access   | (2.54%)                  | (3.37%)                  | 00:00:08                         | 0 (0.00%)               |                                 |

## Tracking User Interactions

Events differ from page views because they provide data on how Users interact with your Portal. For example, you can use Events to learn which Business Objects that Users are selecting when they search for records from the toolbar Quick Search.



The screenshot shows the Google Analytics interface for the Behavior section. The left sidebar lists various navigation options, with 'Events' selected. The main content area displays a table of event actions. The table has two columns: 'Event Action' and 'Total Events'. The 'Event Action' column lists four items: '1. Change Request', '2. Configuration Item', '3. Knowledge Article', and '4. Problem'. Each item has a checkbox to its left and a percentage of '(20.00%)' to its right. A red box highlights the first four rows of the table.

| <input type="checkbox"/> | Event Action ?        | Total Events ? |
|--------------------------|-----------------------|----------------|
|                          |                       | % of Total:    |
| <input type="checkbox"/> | 1. Change Request     | (20.00%)       |
| <input type="checkbox"/> | 2. Configuration Item | (20.00%)       |
| <input type="checkbox"/> | 3. Knowledge Article  | (20.00%)       |
| <input type="checkbox"/> | 4. Problem            | (20.00%)       |

CSM events include:

- Logins
- Menu selections
- Searches
- Action Links

Events are located in the Behavior area of Google Analytics.

#### **Related concepts**

[Track Portal Use With Google Analytics](#)

[Configure Global Advanced Settings](#)

# Implement the OOTB Service Catalog

The Cards with Search style was introduced to the OOTB Service Catalog in CSM 9.2.0. If you upgraded from a version of CSM prior to 9.2.0, you can implement the Cards with Search theme two ways:

- [Edit the existing Service Catalog Widget](#)
- [Create a new Widget to act as your Service Catalog](#)

## **Related concepts**

[About the Service Catalog](#)

[Example: Enable Anonymous View of Service Catalog](#)

# Implementing the OOTB Service Catalog (Using an Existing Service Catalog Widget)

To update an existing Service Catalog to take advantage of the Cards with Search style introduced in the 9.2.0 OOTB Service Catalog, perform the following steps:

1. Go to the Widget Manager, right-click Service Catalog, and select **Edit**. In the Display page, select **Cards with Search** from the Style drop-down.
2. If necessary, add a description field in each lookup table, then add the field to the associated form.
3. Select the **Show Image next to each command** checkbox.
  - a. Choose **Field with Image** to select a source for the image. The fields available in the drop-down are related to the Action Business Object selected on the Actions page.
  - b. Choose **Expression** to build an expression to provide an image.



**Note:** To use card images on a single-level Service Catalog, ensure the Action Business Object you choose has a field that stores images.



# Implementing the OOTB Service Catalog (by Creating a New Service Catalog Widget)

To create new Service Catalog using the Cards with Search style introduced in the 9.2.0 OOTB Service Catalog, perform the following steps:

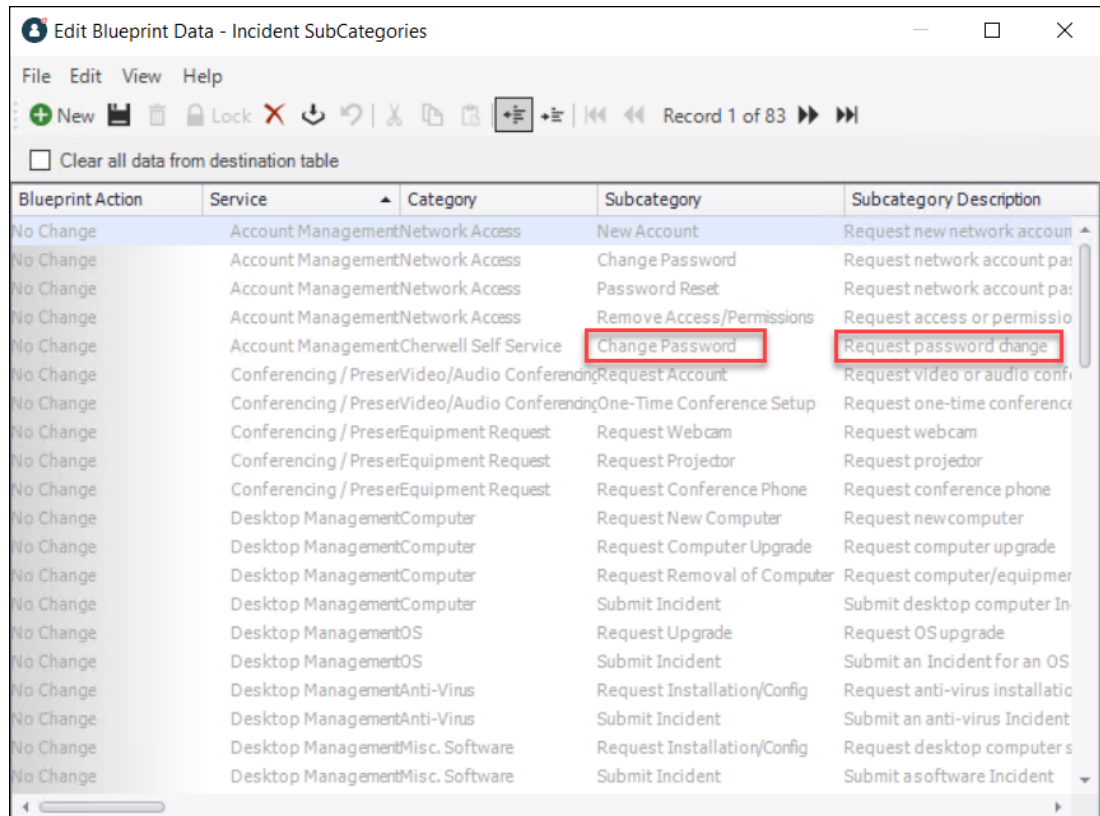
## Create a New Service Catalog Widget

1. In CSM Administrator, create a new Blueprint.
2. Open the Widget Manager and create a new Action Catalog Widget.
3. In the Widget dialog, select the Display page. Choose **Cards with Search** from the **Style** drop-down menu.
4. The image on each parent-level card will show up as either custom images or pre-9.2.0 OOTB images. In the Groups page, select the **Display Options** button for the top-level Group.
5. Select the **Show image next to each item** checkbox.
6. Select the **Field with Image** radio button, then select Linked Image from the drop-down menu.
7. Complete the rest of the necessary fields to complete the Service Catalog Widget.

## Map Description Fields

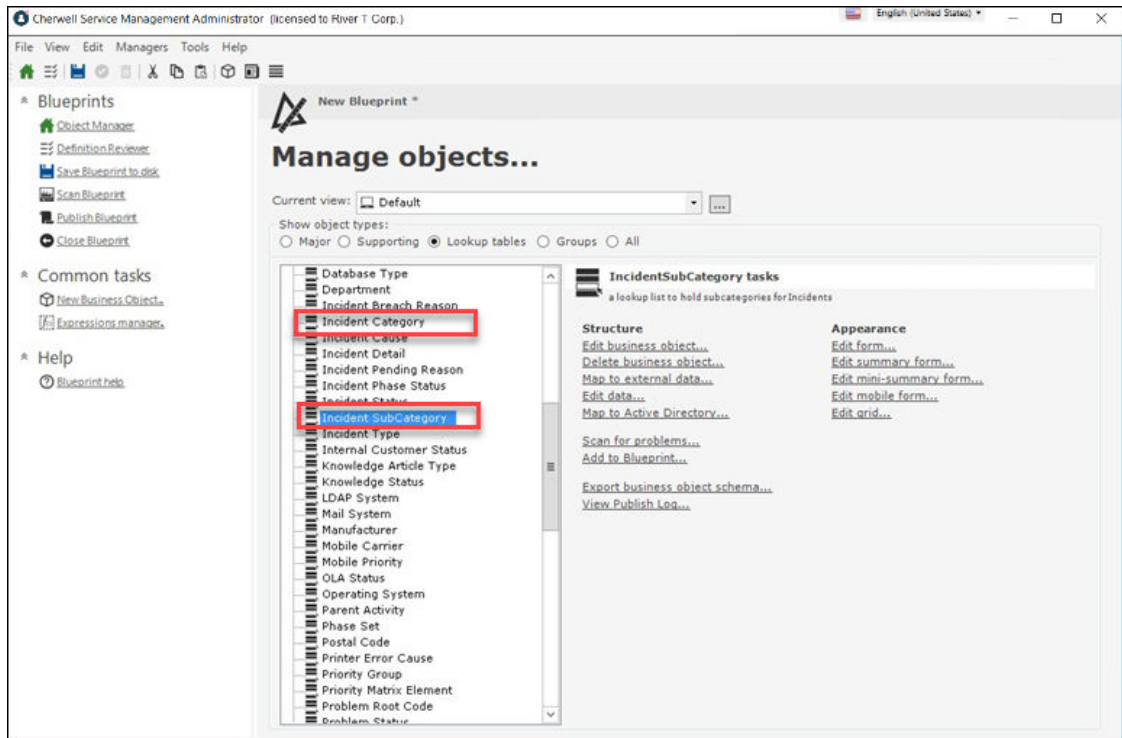
8. **Important:** The Incident Category and Incident SubCategory lookup tables also need a description field to take advantage of the Cards with Search theme. The title and description text in each parent-level card are mapped to the description fields in the Service Major Business Object. The child-level cards are mapped to description fields in the Incident Category and Incident SubCategory Lookup Tables.



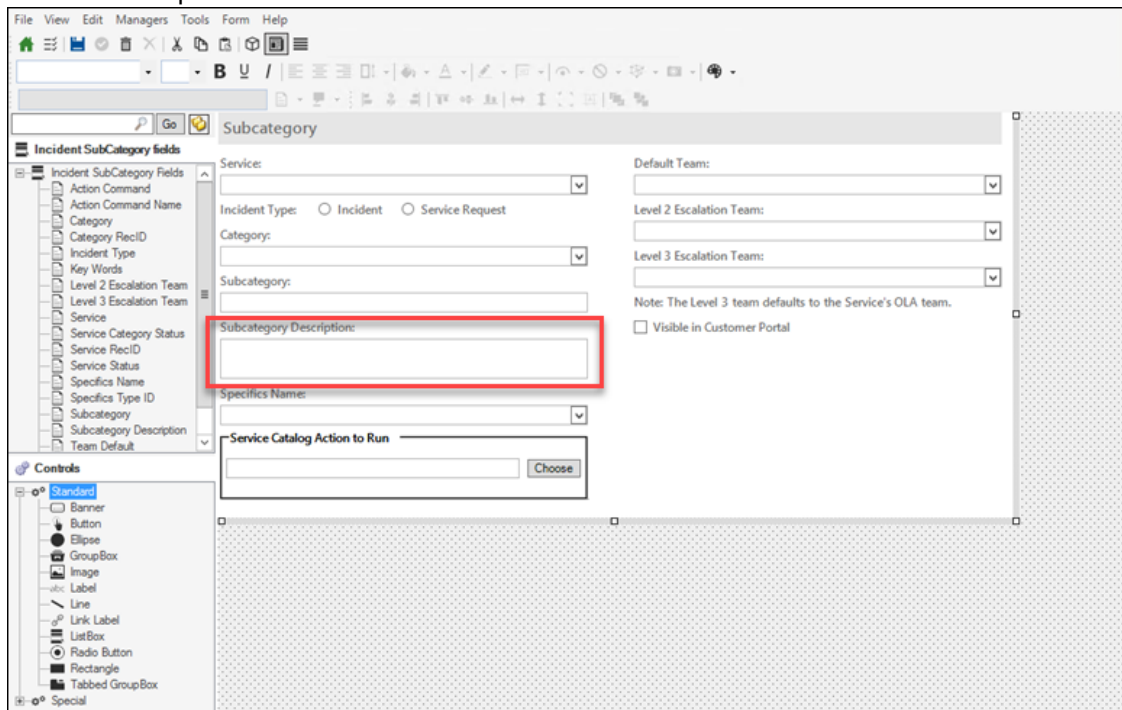


| Blueprint Action | Service                                       | Category                    | Subcategory                 | Subcategory Description        |
|------------------|---|-----------------------------|-----------------------------|--------------------------------|
| No Change        | Account ManagementNetwork Access              | Network Access              | New Account                 | Request new network account    |
| No Change        | Account ManagementNetwork Access              | Network Access              | Change Password             | Request network account pa     |
| No Change        | Account ManagementNetwork Access              | Network Access              | Password Reset              | Request network account pa     |
| No Change        | Account ManagementNetwork Access              | Network Access              | Remove Access/Permissions   | Request access or permisso     |
| No Change        | Account ManagementCherwell Self Service       | Cherwell Self Service       | Change Password             | Request password change        |
| No Change        | Conferencing / PreserVideo/Audio Conferencing | Request Account             | Request Account             | Request video or audio conf    |
| No Change        | Conferencing / PreserVideo/Audio Conferencing | One-Time Conference Setup   | Request Account             | Request one-time conference    |
| No Change        | Conferencing / PreserEquipment Request        | Request Webcam              | Request Webcam              | Request webcam                 |
| No Change        | Conferencing / PreserEquipment Request        | Request Projector           | Request Projector           | Request projector              |
| No Change        | Conferencing / PreserEquipment Request        | Request Conference Phone    | Request Conference Phone    | Request conference phone       |
| No Change        | Desktop ManagementComputer                    | Request New Computer        | Request New Computer        | Request new computer           |
| No Change        | Desktop ManagementComputer                    | Request Computer Upgrade    | Request Computer Upgrade    | Request computer upgrade       |
| No Change        | Desktop ManagementComputer                    | Request Removal of Computer | Request Removal of Computer | Request computer/equipmen      |
| No Change        | Desktop ManagementComputer                    | Submit Incident             | Submit Incident             | Submit desktop computer In     |
| No Change        | Desktop ManagementOS                          | Request Upgrade             | Request Upgrade             | Request OS upgrade             |
| No Change        | Desktop ManagementOS                          | Submit Incident             | Submit Incident             | Submit an Incident for an OS   |
| No Change        | Desktop ManagementAnti-Virus                  | Request Installation/Config | Request Installation/Config | Request anti-virus installatic |
| No Change        | Desktop ManagementAnti-Virus                  | Submit Incident             | Submit Incident             | Submit an anti-virus Incident  |
| No Change        | Desktop ManagementMisc. Software              | Request Installation/Config | Request Installation/Config | Request desktop computer s     |
| No Change        | Desktop ManagementMisc. Software              | Submit Incident             | Submit Incident             | Submit a software Incident     |

- If your database does not have a description field in those Lookup Tables, perform these substeps:
- Add description fields to the Incident Category and Incident SubCategory Lookup Tables.



b. Add the description field to the associated forms.



**Add New Widget to the Portal menu**

9. Open the Site Manager.
10. Right-click the Portal site you wish to add the new Service Catalog Widget to and select **Edit**.
  - a. Select the **Menu** page.
  - b. Click the **Add action** down arrow
  - c. Select **Add Action Catalog action...**

The Widget Manager opens.

11. Select the new Widget.

# Enable Anonymous View of the Service Catalog

The Customer Portal can be configured to allow Anonymous Users to view the Service Catalog without having to login.



**Note:** Anonymous access requires some initial configuration. See [Anonymous Security Group](#) for specific information.

Enable Anonymous view of the Service Catalog Business Object and then determine the way(s) in which you prefer to enable the Service Catalog for [Anonymous](#) view on the Customer Portal, including configuring the Service Catalog to show on startup, as a menu item enabled for anonymous access, or as an Action Catalog Widget enabled for Anonymous access.

## Enable Anonymous View of the Service Catalog Business Object

1. In CSM Administrator, select **Security > Edit security groups**.
2. In the **Group** drop-down list, select the [Anonymous Security Group](#) (OTB: *Anonymous Browser*).
3. Select the **Business Objects** tab.
4. In the **Business Object** drop-down list, select the Service Catalog Business Object (OTB: *Service*).
5. Select the **View** check box for the Business Object and all associated fields. You must also grant **View** permissions to any additional Business Objects associated with the selected Business Object (e.g., Incident Category, Incident SubCategory).
6. Select **Save**.
7. Enable Anonymous View of any additional Business Objects associated with the Service Catalog that should be visible to Anonymous Users.
8. Configure at least one of the following views for Anonymous Users.

## Configure the Service Catalog to Show on Startup

1. In CSM Administrator, select **Browser and Mobile > Site Manager**.
2. Right-click on the site designed as your Customer Portal and select **Edit**.
3. Select the **Display** tab.
4. In the **Show on startup** field, browse for and select *Service Catalog*.
5. Select **OK**.
6. Select **Close**.

## Enable Anonymous View of an Action Catalog Widget

An Action Catalog Widget (OOTB Example: *Service Catalog*) can be used to build a dynamic Service Catalog that is organized by Category and Service, and is capable of executing Actions. Anonymous Users can be enabled to view the Service Catalog through this Widget when they select a link to the Action Catalog from a Dashboard, Menu link, or Button.

1. [Open the Widget Manager](#).
2. [Create an Action Catalog Widget](#) or modify an existing Action Catalog Widget (OOTB Example: *Service Catalog*) by right-clicking on the existing Widget and selecting **Edit**.
3. In the **General** tab, follow the steps to [define the General Properties for the Action Catalog Widget](#). Select the **Allow Anonymous Access to Action Catalog in the Portal** check box. When selected, the Action Catalog is viewable to Anonymous Users.



**Note:** When this check box is cleared, the Action Catalog is **not** viewable to Anonymous Users even if the associated Business Object(s) are configured to allow Anonymous access.

4. Add a link to the Action Catalog from a Dashboard, Menu link, or Button.

## Configure the Service Catalog as a Menu Item with Anonymous Access

1. Enable Anonymous View of an Action Catalog Widget (see above).
2. Follow the steps to [add menu items to a site menu bar](#).
  - a. If the Action Catalog action already exists in the menu (OOTB: *Service Catalog*), select it to view the menu properties. If the Action Catalog action does not already exist in the menu, in the **Add Action** drop-down list, select **Add Action Catalog action** and select the specific Action Catalog (OOTB: *Service Catalog*).
  - b. In the **Security Options** section, select the **Visible** drop-down list and select **Always** or **Anonymous only**.

## Config Management Page

Use the Browser and Mobile Settings page (**CSM Administrator>Browser and Mobile**) to access many of the Portal and Browser Client management and configuration tasks, including:

- Site Manager: Use to manage Portal Sites.
- Browser Application Settings: Use to configure URLs, session timeouts, and RSS Feeds.
- HTML Page Manager: Use to manage HTML Pages.
- Document Repository Manager: Use to manage Document Repositories.
- Twitter Account Manager: Use to manage Twitter Accounts.
- Web Services Manager: Use to configure web services used for One-Step Actions.
- Edit Mobile Configuration: Use to set defaults (Dashboards, Business Objects, and Actions) for the entire system or for each Role for Cherwell Mobile™.
- Open Mobile Dashboard Editor: Use to manage Mobile Dashboards specifically designed for use on mobile devices.

# Add a Portal Login Command to a Customer Portal Dashboard, Menu, or Form


Use the Portal Login Command as the action for a Button or Link on a Customer Portal Dashboard or Form. The Portal Login Command can also be added as an action in a Customer Portal Menu.

When the Button, Link, or Menu item is selected in the Customer Portal, the User is prompted with a Login dialog.



**Note:** The Portal Login Command is not supported in the CSM Desktop Client, CSM Browser Client, or One-Step Actions.

## Add a Portal Login Command to a Dashboard

1. Open the CSM Administrator and select **Create a New Blueprint**.
2. In the **Managers** menu, select **Dashboards > Dashboard Manager**.
3. Select the Portal Dashboard you wish to edit and select **Edit**.
4. In the left pane, select and drag a **Button** or **Link** onto the Dashboard.
5. Right-click on the **Button** or **Link Label** and select **Widget properties > Widget properties**.
6. Click the **Ellipses** button  to the right of the **Action** field.
7. In the left pane, select **Commands**.
8. In the middle pane, select **System > Other**.
9. In the right pane, select **Portal Login**.
10. Select **OK** and **OK** again.
11. Make any additional changes to the control (Example: change displayed text from "Button" to "Login").
12. **Save** the changes.


## Add a Portal Login Command to a Menu

1. Open the CSM Administrator and select **Site Manager**.
2. Right-click on **IT** and select **Edit**.
3. In the left pane, select **Menu**.
4. In the middle pane, select **Add Action > Add Command Action**.
5. In the left pane, select **System > Other**.
6. In the right pane, select **Portal Login**.



7. Select **OK** and **OK** again.
8. **Close** the Site Manager.

### **Add a Portal Login Command to a Form**

1. Open the CSM Administrator and select **Create a New Blueprint**.
2. In the **Current view** drop-list, select **Portal Default**.
3. Select a Business Object (Example: Knowledge Article) and then select **Edit form**.
4. In the **Controls** pane, select and drag a **Button** or **Link Label** onto the form.
5. Right-click on the **Button** or **Link Label** and select **Control properties**.
6. Click the **Ellipses** button  to the right of the **Action** field.
7. In the left pane, select **Commands**.
8. In the middle pane, select **System > Other**.
9. In the right pane, select **Portal Login**.
10. Select **OK** and **OK** again.
11. Make any additional changes to the control (Example: change displayed text from "Button" to "Login").
12. **Save** the changes.

# CSM Web Applications and Accessibility

To support Users with disabilities, many Browser Client and Customer Portal features are accessible using a keyword and screen reader.

For best results with keyboard navigation, use the Chrome web browser.

## Good to Know

- While CSM OOTB content addresses specific accessibility requirements, it is at the responsibility of each administrator and developer to ensure customized content is configured and designed to meet accessibility requirements.
- Cherwell® strives to ensure that its applications are accessible to users with visual and auditory impairments. There are cases, however, where accessibility may be limited. For details about CSM accessibility, contact Customer Support for the *Cherwell Accessibility Conformance Report* based on the Voluntary Product Accessibility Template (VPAT®) Version 2.1.
- The CSM Web Applications have been tested with the JAWS® (Job Access With Speech) for Windows® screen reader. Other screen readers may provide full or partial capabilities with CSM.

# CSM Web Applications Keyboard Accessibility

Keyboard commands enabled users to navigate the Browser Client and Customer Portal without using a mouse.

## General Keyboard Commands

| Key                   | Action   |
|-----------------------|--|
| Tab                   | Move forward from one link or form control to the next.  |
| SHIFT+Tab             | Move backward through one link or form control.  |
| Enter                 | Activate the selected link or control.   |
| Spacebar              | Select a record or option.   |
| CTRL+Spacebar         | Clear the current selection. For multi-selections, clears or selects while persisting previous selections. |
| Page Up and Page Down | Scroll the page up or down.  |
| Arrows                | Scroll through links and controls on a page.   |
| ALT+Arrow-left        | Move to the previous page.   |
| ALT+Arrow-right       | Move to the next page.   |

## Form Keyboard Commands

Use the following keyboard commands when focus is on a record form or an element on that form.

| Key                 | Action   |
|---------------------|--|
| Enter               | Selects the highlighted item.                    |
| Home                | Selects the first item in a drop-down.           |
| End                 | Selects the last item in a drop-down.            |
| Spacebar            | Selects a highlighted radio button or check box. |
| ALT+down arrow      | Opens a pop-up or a drop-down.                   |
| Esc or ALT+up arrow | Closes a pop-up or drop-down.                    |

## Grid Toolbar and Header Keyboard Commands

Use the following keyboard commands when focus is on the Grid column header.

| Key   | Action           |
|-------|------------------|
| Enter | Sort the column. |

| Key            | Action                                |
|----------------|---------------------------------------|
| Spacebar       | Select and clear items.               |
| ALT+Down arrow | Opens the filter menu.                |
| Esc            | Closes the filter menu.               |
| ALT+M          | Toggles the Multi-column Sort option. |

### Grid Item List Commands

Use the following commands when focus is on the Grid item list.

| Key                   | Action   |
|-----------------------|--|
| ALT+W                 | Applies focus to the Grid item list.                 |
| Enter                 | Expand and collapse cells.                           |
| Space                 | Select and clear cells.                              |
| CTRL+Spacebar         | Select cells, but persist previously selected cells. |
| Page Up and Page Down | Navigate through multiple Grid pages.                |

# Multi-Tab Browsing Support

The Browser Client and Customer Portal allow you to operate in multiple web browser tabs, which enables you to work on multiple pages within CSM. This allows technicians, system administrators, and customers to work more efficiently.

Multi-tab browsing allows you to:

- Log in via the first tab and then load CSM in additional tabs without needing to log in again or consume additional licenses.
- Work with multiple CSM features at the same time. For example, a technician might log an Incident in one tab and view their default Dashboard in another.
- Use the [Culture Selector](#) to select a language and work in the tabs independently within the same session. If a User has multiple tabs open in different languages and the session expires or the User manually logs out, the User is logged out of all tabs. When the User logs back in to a tab, the language for that tab is the last language that was selected before the User logged out.

Culture support for multi-tab browsing support works slightly differently in the CSM Browser Client than the Customer Portal:

- CSM Browser Client: Multi-tab browsing support allows you to open tabs in multiple languages and work in the tabs within the same session. If you have multiple tabs open and select a new culture, only the tab you are selecting that culture from refreshes to display the newly chosen culture. The other tabs remain in the previous culture.
- Customer Portal: Multi-tab browsing support allows you to work in multiple tabs of the same culture within the same session. If you have multiple tabs open and select a new culture, all tabs refresh to display the newly chosen culture. You can't have multiple tabs with different cultures open.

Multiple features use a unique tab display name, which allows Users to easily identify what they are working in each tab. Features that support tab names include:

- **Forms:** Major Business Objects (Incident, Problem, etc.) use the Public ID field to populate the tab name. The Public ID is defined in the Business Object Properties window.
- **Quick Search:** Quick Search results use the phrase *Quick Search Results* and Business Object Quick Search Results use the phrase *<Business Object> Search Results* in the tab name.
- **Saved Searches:** Searches use the phrase *<Search Name> Search Results* in the tab name. Search names are defined using the Search Manager.
- **Tools:** Tool drop-down items (Contact Manager, Table Management, and CMDB) use the phrase *<Tool Name> Search Results* to populate the tab name.
- **Reports:** Reports use the phrase *<Report Name>* in the tab name. Report names are defined using the Report Manager.
- **Dashboards:** Dashboards (Global IT, Portal pages, etc.) use the phrase *<Dashboard Name>* as the tab name. Dashboard names are defined in the Dashboard Properties window.

- **Calendars:** Calendars use the phrase *<Calendar Name>* as the tab name. Calendar names are defined in the Calendar properties window.
- **Quick View:** Quick View selections use the Public ID field to populate the tab name. The Public ID is defined in the Business Object Properties window.
- **Go to Item Functionality:** Go To Item selections use the Public ID field to populate the tab name. The Public ID is defined in the Business Object Properties window.
- **Startup Items:** Portal Site startup items use the phrase *<Startup Item Name>* as the tab name. The startup item name is defined on the Display page of the Site Editor.
- **Service Catalog:** The Service Catalog in the Customer Portal uses the phrase *<Service Catalog>* as the tab name. The tab name is defined in the Widget Properties window of the Service Catalog Widget.
- **HTML Pages:** HTML Pages use the Name field to populate the tab name. The Name is defined in the HTML Page Options window of the HTML Editor.
- **Document Repository:** The Documentation Repository in the Customer Portal uses the phrase *Document Repository* as the tab name.

Multi-tab browsing support is powered by a Command called New Window, which can be found in the [Command Manager](#).

## Open a New Tab in the Browser Client

Use multi-tab browsing support to open a new tab in the Browser Client.

1. Open a web browser.
2. Navigate to the **Browser Client** (<http://MyServer/CherwellClient>).
3. Log in using the appropriate credentials.
4. Click the **User Information** section of the Application Bar and select **New Browser Window**.

A browser window opens in a new tab and displays the default Dashboard.



**Note:** If you open a browser window in a new tab outside of CSM, navigate to the configured URL. Do not copy the URL from the address bar in one tab and use it in another.

5. (Optional) Open up to four additional tabs.  
When the session expires or the User manually logs out, the User is logged out of all tabs. To log back in, the User needs to open new tabs and close the old tabs.

## Open a New Tab in the Portal

Use multi-tab browsing support to open a new tab in the Portal.

1. Open a web browser.
2. Navigate to the **Portal** (<http://MyServer/CherwellPortal/SiteName>).
3. Log in using the appropriate credentials.
4. Click the **User Information** section of the Application Bar and select **New Browser Window**.

A browser window opens in a new tab and displays the default home page.



**Note:** If you open a browser window in a new tab outside of CSM, navigate to the configured URL. Do not copy the URL from the address bar in one tab and use it in another.

5. (Optional) Open up to four additional tabs.  
When the session expires or the User manually logs out, the User is logged out of all tabs. To log back in, the User needs to open new tabs and close the old tabs.



# Add a New Window Command to the Browser Client and Customer Portal

Use the New Window Command to add multi-tab browsing support to additional areas of the Browser Client and Customer Portal.

When the Command is implemented, you can navigate to CSM in additional tabs without needing to log in again or consume additional licenses (the new window opens the main Dashboard by default). Consider creating a One-Step using the [Execute a Command Action](#) to add the functionality to even more areas of your system.

You can add the Command to multiple areas of the Browser Client, including Forms and Dashboards.

For example:

- Add the Command (via a One-Step) to a Knowledge Article form using a [Link Label Control](#) so Users can easily navigate to a new window while keeping Knowledge Article information open.
- Add the Command (via a One-Step) to the Global IT Dashboard so Users can easily navigate to a record while simultaneously viewing their metrics.

You can also add the Command to areas of the Portal, including the menu bar and Forms.

For example:

- Add the Command (via a One-Step) to the menu bar so Users can easily navigate to a new window from anywhere in the Portal.
- Add the Command (via a One-Step) to the read-only Knowledge Article form using a [Link Label Control](#) so Customers can easily navigate to a new window while keeping Knowledge Article information open.



**Note:** For a full list of areas where you can add Commands in CSM, refer to the [One-Step](#) documentation.

# CSM Administrator

Cherwell® Service Management Administrator (CSM Administrator) is CSM's administrative tool, which is used to configure, manage, secure, integrate, and automate your CSM system.

# About CSM Administrator

Use CSM Administrator features to configure and manage your CSM system.

Administrative features include:

- **Automation Processes:** Pause/resume the Automation Process Service, enable/disable Automation Processes, manage automation rules, and define Business Hours.
- **Blueprints:** Configure and manage system definitions (example: Business Objects, Fields, Forms, Grids, etc.) and CSM Items (example: Dashboards, Saved Searches, etc.), and to access definition-driven tools/functionality (example: Directory Service settings, Schemas, etc.).
- **Browser and Mobile Settings:** Edit Browser and Mobile options (HTML Page Manager, Twitter Account Manager, etc.).
- **Database:** Import and export data, and perform system maintenance.
- **E-mail and Event Monitoring:** Pause/resume the E-mail and Event Monitor Service, configure Outlook® Integration, and configure/manage e-mail accounts and settings.
- **Globalization:** Translate text, referred to as "strings," into one or more single-byte languages so Users can use a single CSM installation to view the same data in multiple languages.
- **mApp Solutions:** Transfer bundles of CSM functionality between CSM systems.
- **Performance:** Run the Health Check tool to monitor and optimize system configurations that impact performance.
- **Scheduling:** Pause/resume the Scheduler Service and manage scheduled items.
- **Web Applications:** Build/manage [Customer Portals](#), manage Browser Client settings, and manage browser tools.
- **Security:** Use Security Groups, Roles, Teams/Workgroups, and User/Customer profiles to control people, functionality, data, environment, and sharing.
- **Settings:** Configure Global System settings, such as General settings (example: Search, display, etc.), User Interface settings (example: Task Pane, toolbar, etc.), Table Management settings, etc.
- **Trusted Agents:** Connect to the Trusted Agents Hub and create Trusted Agents service groups.

# Log in to the CSM Desktop Client or CSM Administrator

## To log in to the CSM Desktop Client:


1. Double-click the **Cherwell Service Management icon**  or **CSM Administrator icon**  on the desktop, or click **Start>All Programs>Cherwell Service Management** or **Cherwell Administrator**.



**Note:** If the Automatically Use Connection Without Asking check box was previously selected or if the system administrator already set up a permanent database connection, the database connection window will not open.

2. Select a [database connection](#):



**Note:** Typically, Users connect using an Application Server (3-tier connection), identified by the Application Server icon .

- a. Click the **All Users** tab to view database connections available to All Users or the User tab to view database connections available to only the User logging in.
- b. Click a **database connection**.

**Note:** To create a database connection, click **Add** to launch the Connection Wizard. To modify an existing database connection, click the **database connection**, then click **Edit**. To delete an existing database connection, click the **database connection**, then click **Delete**.

- c. Select the **Automatically Use Connection Without Asking** check box to automatically use this database connection each time CSM is launched. Afterward, the prompt is no longer available to select a connection.
  - d. Click **OK**.
3. Provide the CSM login credentials:
    - a. User ID: Provide the **CSM login ID** (this could be domain name/network Username or just Username).
    - b. Password: Provide the **CSM password**. Passwords are case-sensitive.
 

**Tip:** By default, there is a User ID called CSDAdmin with a password of CSDAdmin in the Demo and Starter databases.
    - c. Automatically Login Without Asking: Select this check box to automatically use the above information at the next log in. This avoids a login prompt.
    - d. Click **OK**.
    - e. If a User is assigned to more than one CSM [Role](#) (and have not previously selected the Automatically Use Selected Role check box), the Choose Role window opens.

4. Select the login Role for the session:
  - a. Click the appropriate **Role**.
  - b. Always Use Selected Role: Select this check box to automatically use the selected Role at the next log in. This avoids the Role prompt.

# Tour the CSM Administrator User Interface

The CSM Administrator User Interface (UI) is dynamic and changes to show helpful and appropriate options for the administrative tasks being performed. Generally, the Main window shows the following items:

- Menu bar: Access general administrative tasks.
- Task Pane: Access common administrative tasks, and administrative tasks organized by category.
- Main Pane: View data and to perform the majority of your administrative tasks.

When you first log in to CSM Administrator, the Main Pane displays a [Getting Started page](#) to help initially configure the system. After initial configuration, the Main Pane automatically displays the Home page




, which lists the administrative task categories.

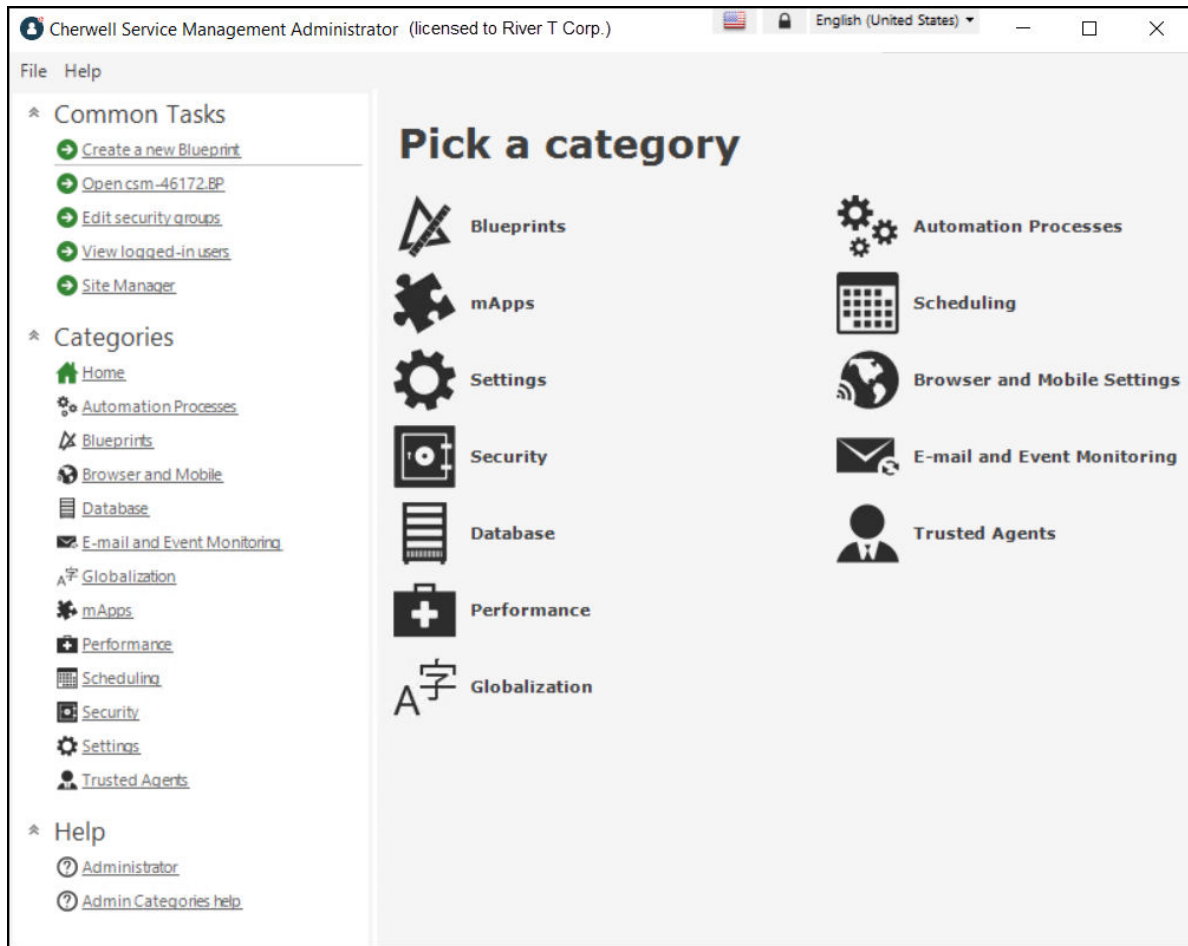
When working in a [Blueprint](#), the entire UI (menu bar, Task Pane, and Main Pane) dramatically changes to accommodate the [Blueprint Editor](#), which is required to perform Blueprint operations.



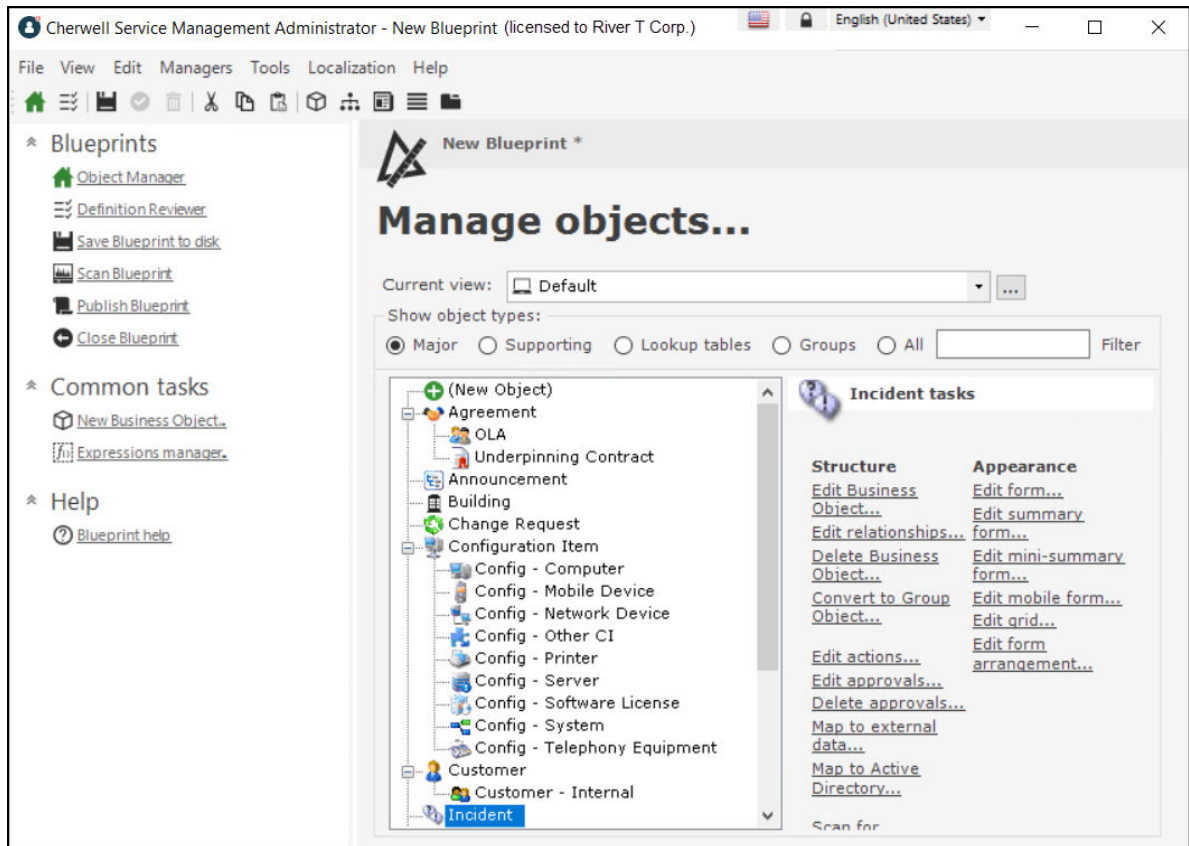
**Note:** For more information about the Blueprints and the Blueprint Editor, see the [Blueprint documentation](#).

The following figure shows two sample Main windows:

- The Home view that appears when logging in to CSM Administrator (or click the **Home** button ) and includes categories of functionality.



- The Blueprint Editor, which appears when creating a Blueprint. Notice that the Menu bar and Task Pane change to accommodate whatever item is active in the Main Pane. A toolbar shows when the Blueprint Editor is active.





# CSM Administrator Getting Started Page

By default, CSM Administrator opens a Getting Started page to help set up the CSM system.



**Note:** Also access the Getting Started page by selecting **Help>Go to Getting Started Page**.

Cherwell Service Management Ad... English (United States)

File Help

- Common Tasks
  - Create a new Blueprint
  - Open IncidentV2bp
  - Edit security groups
  - View logged-in users
  - Site Manager
- Categories
  - Home
  - Automation Processes
  - Blueprints
  - Browser and Mobile
  - Config Management
  - Database
  - E-mail and Event Monitoring
  - Globalization
  - mApps
  - Performance
  - Scheduling
  - Security
  - Settings
  - Trusted Agents
- Help
  - Administrator
  - Getting Started help

## Getting Started

Tasks to help set up your Cherwell system

- 1 Organization Info...
- 2 E-mail...
- 3 Active Directory/LDAP...
- 4 Escalations...

Show getting started page on startup

To use the Getting Started page, click the task to complete. Available options include:

- **Organization Info:** Edit the name, the logo, and a theme that represents the organization.
- **E-mail:** Select e-mail addresses to be used in Automation Processes and for various notifications. Edit the e-mail signature in this location.
- **Active Directory/LDAP:** Edit the LDAP settings used to access information in a Directory Service (a directory stored on a server).
- **Escalations:** Select which escalations and notification Automation Processes to enable or disable.

After you complete a task, a green check mark appears over the number of the task. When finished setting up the CSM system and the Getting Started page is no longer needed, clear the check box at the bottom of the window.



**Note:** The Menu bar is limited to File and Help and no toolbar exists. All options are accessed in the panes.

# Global Settings

Global settings control how CSM looks and behaves by default for all Users or in some cases, Users assigned to specific Roles. Configure Global settings from CSM Administrator.

# Configure Global System Settings

Configure Global system settings for Search, Display, Dashboards/Calendar/Visualization, Catalog, Rich Text, Record Locking, Help, and more. Most of these settings can be configured Globally, by Role, and by User.

## To configure the Global System Settings:

1. In the CSM Administrator main window, click the **Settings** category, and then click the **Edit System Settings** task.
2. Click the Search page and configure the Global Search settings: Full Text Search, Quick Search, and Knowledge Search settings.
3. Click the Display page and configure the Global Display settings: Multiple Monitor settings and a default application skin.
4. Click the Dashboards page and configure these Global settings: default Dashboard, Calendar, and Visualization settings.
5. Click the Catalog page and configure the Global Catalog settings: Whether or not to store primary system definitions in a local catalog file on a User's machine, to allow Users to decide whether or not use a definition catalog, and to force catalog files to be rebuilt each time a User restarts a CSM Application.
6. Click the Rich Text page and configure the Global Rich Text settings: Determines how images are stored and shown in Rich Text Fields, size limits, and the custom default font for Rich Text.
7. Click the Locking page and configure the Global Record Locking settings: General Record Locking settings, OOTB Record Locking settings for all Major Business Objects, and Portal Record Locking settings.
8. Click the Globalization page and configure the Global Globalization settings: Determines culture settings for your system. You can override these settings for Roles or for individual Users.
9. Click the Help page and configure the Global Help settings: Help system settings, and whether or not to globally enable/display Process and Terminology Help for Business Objects and Fields. Also configure a custom Support phone number and a custom report error e-mail address.
10. Click the Advanced page and configure the Global Advanced settings: Dashboard Widget refresh, system notifications, web service call settings, and Google Analytics settings.

# Configure Global Search Settings

Global Search Settings are the foundational default search settings when the User and/or Saved Search has not modified these preferences. Global Search Settings are configured in **CSM Administrator > System Settings > Search**.

To configure search functionality and default options across various search types:

|   |  |
|---|--|
| <p><b>Text Search</b><br/>(only applies to <a href="#">Query Builder</a>)</p>                             | <p>Select the default setting for how <b>Query Builder</b> searches fields:</p> <ul style="list-style-type: none"> <li>• <b>All Search Words Should Exist in the Same Field:</b> Returns records only when both words are found in a single Field (example: <i>CSM</i> and <i>Software</i> are found in the same Field).</li> <li>• <b>Search Words Can Be Found in Different Fields:</b> Returns records if both words are found in different Fields in the same Business Object (example: <i>CSM</i> is found in one Field and <i>Software</i> is found in another Field).</li> <li>• <b>Search For Different Forms of the Word:</b> Returns records that have plural and past tense forms of the word and different verb tenses. For example, if the search is for find, the records found will be those with find, finds, found, etc.</li> </ul> |
| <p><b>Quick Search should default to using</b> (only applies to <a href="#">Quick Search</a>)</p>         | <p>Select the default setting for how <b>Quick Search</b> searches fields:</p> <ul style="list-style-type: none"> <li>• <b>All Words:</b> Search uses all words (AND is used to separate words in search). With the <b>Relevancy</b> ranking, "noise" words <b>ARE</b> included in the search (Example: "the" and "will"). An <b>All Word</b> search is better at finding records where the user is looking for records containing all of the words in the search string.</li> <li>• <b>Any Words:</b> Search uses any of the words (OR is used to separate words in search). With the <b>Relevancy</b> ranking, this option ranks records higher that have more of the search words. An Any Word search is better at ranking records by those containing the most instances of any words in the search string.</li> </ul>                           |
| <p><b>Knowledge Search should default to using</b> (only applies to <a href="#">Knowledge Search</a>)</p> | <p>Select the default setting for how <b>Knowledge Search</b> searches fields:</p> <ul style="list-style-type: none"> <li>• <b>All Words:</b> Search uses all words (AND is used to separate words in search). With the <b>Relevancy</b> ranking, "noise" words <b>ARE</b> included in the search (Example: "the" and "will"). An <b>All Word</b> search is better at finding records where the user is looking for records containing all of the words in the search string.</li> <li>• <b>Any Words:</b> Search uses any of the words (OR is used to separate words in search). With the <b>Relevancy</b> ranking, this option ranks records higher that have more of the search words. An Any Word search is better at ranking records by those containing the most instances of any words in the search string.</li> </ul>                       |

# Configure Global Display Settings

Use the Display page in the CSM Administrator System Settings window to configure Global Display settings for Multiple Monitors and Desktop Client Application Skin.

## Multiple Monitors

Specify where to open/restore CSM Application windows after they are closed (if there are multiple monitors):

- **Original Monitor**  
Window opens in the same location on the same monitor where it was last closed.
- **Application Main Window Monitor**  
Window opens in the same location on the same monitor as the application Main window (the upper-left of the main application is the control point if the application straddles multiple monitors).
- **Mouse Pointer Monitor**  
Window opens in the same location on the same monitor as the mouse pointer. This option only differs from the Application Main Window Monitor option when the User uses the keyboard to open windows in CSM, and the mouse pointer is located on a different monitor from the one where the application Main window is located. For example, if you have the CSM Main application on monitor 2, but bring up the One-Step Action Manager and drag it to monitor 1, when you edit an existing One-Step Action, the Manager will appear on monitor 1, even though the main application is still on monitor 2.



**Note:** This setting applies to all CSM databases (example: CSM Administrator) on your current computer. Windows that always open fully on the screen are not governed by these changes. If a window is too large to physically fit on the monitor, it will be snapped to the left and/or top edges depending on if it is too big in just one or both dimensions. You might notice this if you consistently drags windows partially off of the screen and expect them to open that way the next time.

## Application Skin

Select a default application skin from the **Skin** list to control the appearance of the Desktop Client and Administrator Client shells. Options are Cherwell Light (default), Cherwell Blue, or Cherwell Dark.

The skin selected affects all Users by default. However, Users can change the application skin in the Desktop Client, which only affects their personal interface.



**Note:** Users may need to close and reopen the Administrator Client for this change to take effect in that client.

## Web Appearance

You can choose to display form controls with right-angled or rounded corners.

# Configure Global Dashboard, Calendar, and Visualization Settings

Use the Dashboards, etc. page in the CSM Administrator System Settings window to configure a Global default:

- [Dashboard](#) (Home Dashboard)
- [Heads Up Display \(HUD\)](#)
- [Calendar](#)
- [Visualization](#)

**To configure Global Dashboard, Calendar, and Visualization settings:**

|                              |  |
|------------------------------|--|
| Default Dashboard            | Click the <b>Dashboard</b> button to open the Dashboard Manager, and then select an existing Dashboard or <a href="#">create a new Dashboard</a> to use as the system default. |
| Default Heads-up Display     | Click the <b>Dashboard</b> button to open the Dashboard Manager, and then select an existing Dashboard or <a href="#">create a new Dashboard</a> to use as the OOTB HUD.       |
| Default Dashboard Theme      | In the drop-down, select a <a href="#">Dashboard Theme</a> to apply to all Dashboards in the system.   |
| Default Calendar             | Click the <b>Calendar</b> button to open the Calendar Manager, and then select an existing Calendar or <a href="#">create a new Calendar</a> to use as the default.            |
| Default config visualization | Click the <b>Visualization</b> button to open the Visualization Manager, and then select an existing Visualization or create a new Visualization to use as the default.        |

# Configure Global Catalog Settings

When the Desktop Client is initially launched, core system definitions are retrieved from the server and stored in a local catalog file. Definitions do not need to be retrieved again unless a Blueprint is published. Use the Catalog page in the CSM Administrator System Settings window to define Global setting for the catalog, such as whether or not to:

- Store primary system definitions in a local catalog file on a User's machine.
- Allow Users to decide whether or not use a definition catalog.
- Force catalog files to be rebuilt each time a User restarts a CSM Application.

## To configure Global Catalog settings:

|  |  |
|--|--|
| Store Primary System Definition in a Local Catalog File on Users' Machines | Retrieves core system definitions from the server when the Desktop Client is initially launched, and then stores them in a local Definition Catalog file. Definitions do not need to be retrieved again unless a Blueprint is published. |
| Allow Users to Decide Whether or Not to Use a Definition Catalog           | Allows Users to override the above default and set their own personal Catalog defaults in the CSM Desktop Client (Tools>Options>General page).   |
| Invalidate all Current Catalogs  | Forces all local Catalog Files to be built the next time each User starts a CSM Application.   |






# Configure Global Rich Text Settings

Use the Rich Text page in the CSM Administrator System Settings window to:

- Determine how images (example: Embedded screenshots) are stored and shown in Rich Text Fields, including file type (JPEG or PNG), display mode (thumbnail or full), and size limits (in KB or MB).
- Set default font for Rich Text.

## To configure Global Rich Text settings:

|                                |   |
|--------------------------------|---|
| Image Format                   | Select either JPEG or PNG. Images not in a default format are converted to the default image format (either JPEG or PNG).   |
| Default Display Mode           |   |
| Form Images Are Displayed As   | <p>Determines how embedded images are shown in the Rich Text Field:</p> <ul style="list-style-type: none"> <li>• No Image Support: No image is shown.</li> <li>• Small Thumbnails: A small thumbnail of the image is shown.</li> <li>• Medium Thumbnails (default): A medium thumbnail of the image is shown.</li> <li>• Large Thumbnails: A large thumbnail of the image is shown.</li> <li>• Full Images: A full-sized version of the image is shown.</li> </ul>  |
| Zoomed Images Are Displayed As | Select an option (No Image Support, Small/Medium/Large Thumbnails, Full Images (default)) to determine how embedded images in Rich Text Fields are shown in the Rich Text Zoom window.  |
| Size limits                    | <ul style="list-style-type: none"> <li>• Maximum size per image (default is 500 kilobytes)</li> </ul> <p> <b>Note:</b> If the image size exceeds the maximum size, the image will automatically be re-sized to fit within the maximum size limits.</p> <ul style="list-style-type: none"> <li>• Maximum total size for images (default is 3 megabytes)</li> </ul> <p> <b>Note:</b> If the total image size exceeds the maximum size, the images will automatically be re-sized to fit within the maximum size limits.</p> |

|                        |  |
|------------------------|--|
| Custom<br>Default Font | <p>Uses a default font for all Rich Text Fields.</p> <p>Click the <b>Ellipses</b> button to open the Font window. Select a <b>Font</b>, <b>Font style</b>, and <b>Size</b>.</p> <p><b>Note:</b><br/>The Rich Text Editor uses a default font based on the following settings, shown in priority order:</p> <ul style="list-style-type: none"><li>•  Field Properties for a specific Field in a Business Object (example: Resolution fields in Problems).</li><li>• Default font selected in the Global Rich Text settings.</li><li>• Default Theme Form control font.</li><li>• CSM</li><li>• CSM global system font (not configurable)</li></ul> |
|------------------------|--|

# Global Record Locking Setting Options

Define the options below for Record Locking Settings.

|   |   |
|---|---|
| Enable Record Locking   | Enables Record Locking  |
| Unlock Records when User session ends (Recommended)                   | Automatically unlocks all of a User's records when the User logs out of a session. If cleared, the record remains locked until the record is saved (if configured), until the lock expires (if configured), or until the record is manually unlocked.   |
| Update Lock Status and Notify of Any Changes, When Possible           | Automatically shows status and change notifications (example: Reload and Merge) to the lock holder and any other User who might be viewing a locked record. If not selected, Users are notified only if they attempt to edit a record.<br><br><b>Note:</b> Automatic notifications are not available in the Browser Client.   |
| Configure OOTB Record Locking settings for all Major Business Objects | These OOTB settings can be overridden on a per Business Object basis by <a href="#">configuring Record Locking settings for a Business Object</a> .<br><br>Default Lock Type: Select one lock type. <ul style="list-style-type: none"> <li>• <b>None:</b> Does <i>not</i> enforce or inform record locking even though it is enabled for the system. <b>Tip:</b> Use this option to enable record locking for the system but not use it for most Business Objects, then enable/configure Record Locking settings on a per Business Object basis.</li> <li>• <b>Enforced:</b> Prevents Users from editing a record when it is locked by another User (the lock holder).</li> <li>• <b>Informational:</b> Warns Users when a record is currently locked by another User so that Users do not attempt to edit the same record. If two Users do edit the same record, CSM gives Users the option to merge the edits.</li> </ul> |
| Default Lock Type   | <ul style="list-style-type: none"> <li>• <b>None:</b> Does <i>not</i> enforce or inform record locking even though it is enabled for the system. <b>Tip:</b> Use this option to enable record locking for the system but not use it for most Business Objects, then enable/configure Record Locking settings on a per Business Object basis.</li> <li>• <b>Enforced:</b> Prevents Users from editing a record when it is locked by another User (the lock holder).</li> <li>• <b>Informational:</b> Warns Users when a record is currently locked by another User so that Users do not attempt to edit the same record. If two Users do edit the same record, CSM gives Users the option to merge the edits.</li> </ul>   |
| Lock Record Upon Editing  | Automatically locks the record when a User attempts to edit the record. If cleared, Users must manually lock records.   |

|   |   |
|---|---|
| Unlock Record Upon Saving   | Automatically unlocks the record when a User saves the record. If cleared, the record remains locked until the User ends his session (if configured), until the lock expires (if configured), or until the record is manually unlocked.   |
| Lock Expires After  | Enables lock expiration and specifying the <b>time limit</b> in minutes (example: 30). If cleared, the record remains locked until the User ends his session (if configured), until the record is saved (if configured), or until the record is manually unlocked.  |
| Minutes Before Lock Expiration to Notify Users  | Notifies Users of impending expiration and allow renewal before expiration. Users can specify the <b>number of minutes</b> before expiration to notify Users (example: 3 minutes).  |
| Maximum Number of Records a User Can Have Locked at One Time (Per Business Object Type) | Specify the <b>maximum number of records</b> a User can have locked at one time, per Business Object (example: Each User can lock only ten Incidents at a time).  |
| Customer Portal Settings  | <p>Portal Participates in Record Locking (applicable only for enforced locking): Allows Customers working in the Portal to lock records and see locks on records.</p> <p><b>Note:</b> When a Customer attempts to edit a record, the record is automatically locked; and, when the Customer saves the record, the record is automatically unlocked. This prevents Users from editing records at the same time as Customers. However, the Customer does not see messages about locks unless they attempt to edit a record that is locked by another User or Customer.</p> <p><b>Note:</b> If the Portal does not participate in record locking (or record locks are Informational), the Customer is able to edit records even if a User has the record locked. The User is given the option to merge the Customer's edits.</p> |

## Configure Global Help Settings

Use the Help page in the CSM Administrator System Settings window to configure the following Global Help settings:

|                                   |   |
|-----------------------------------|---|
| Alternate Help Site               | Define a custom Help System or site instead of the OOTB CSM Help System. After selecting the <b>Alternate Help Site</b> checkbox, provide an alternate Help System URL.                       |
| Pass Parameters                   | Select the <b>Pass Parameters</b> checkbox to enable passing parameters for the provided Help System URL.   |
| Show Process and Terminology Help | Enables Process and Terminology Help in CSM. Process and Terminology Help text is defined in the Process and Terminology pages in the Business Object Properties or Field Properties windows. |
| Disable Reporting Error           | By default, CSM allows users to send a Report Error e-mail to the Cherwell Support Team. Select the <b>Disable Reporting Error</b> checkbox to disable the send error reports feature.        |
| Alternate Report Error E-mail     | Provide a custom e-mail address for error reports to be sent to instead of the default Cherwell Support Team e-mail address.  |
| Alternate Support Phone Number    | Provide a custom Support Team phone number instead of the default Cherwell Support Team phone number.   |

# Configure Global Advanced Settings

Use the Advanced page in the CSM Administrator System Settings window to configure the following Global Advanced settings:



- How many Dashboard Widgets to refresh simultaneously.
- How long to wait between notification checks.
- How to handle web service calls.




**Note:** No Role or User Advanced settings are available.

- How to configure the Google Analytics Tracking ID to enable tracking for the Customer Portal.

## About configuring the Global Advanced settings:

|                                 |  |
|---------------------------------|--|
| Max simultaneous Widget refresh | <p>Define the maximum number of Widgets that can be refreshed simultaneously (default is 5). Use the up/down arrows to increase/decrease the number.</p> <p> <b>Note:</b> When a Dashboard is set to reload its data, it will combine refresh requests. Increasing this number might make Dashboards update more smoothly, but might also increase network traffic and slow down other Users/operations.</p>   |
| Configure Notification Settings | <p>The Cherwell Application Server sends messages to clients regarding updates (example: Definitions need to be reloaded, Queues need to be updated, or records have been locked, etc.). This information is attached to regular requests from the client to the server. However, if the client has not communicated with the server within the maximum notification time, the client checks for updates.</p> <p>You can set the maximum amount of time between client notification checks and server notification checks.</p> <p> <b>Note:</b> Decreasing these values can make clients get updated data more frequently, but also increase network traffic.</p> |
| Web Service Settings            | <p>The settings defined here might override some of the settings defined when you <a href="#">set up a web service</a>.</p>  |

|   |   |
|---|---|
| <p>Calling Web Services from Client</p>       | <p>Select an option for allowing web service calls from a client.</p> <ul style="list-style-type: none"> <li>• Allow: Select this option to allow web services to be called from a client.</li> <li>• Don't Allow: Select this option to prevent web services from being called by clients. Users who try calling a web service from a client will receive an error.</li> <li>• Force to Server: Select this option to force client web service calls to the server.</li> <li>• Based on Security: Select this option to determine whether a client can call a web service based on <a href="#">security rights</a> (Allow calling web services from client machine).</li> </ul>  |
| <p>Unsecured Calls (HTTP)</p>                 | <p>Select an option for unsecured web service calls.</p> <ul style="list-style-type: none"> <li>• Allow: Select this option to allow unsecured (HTTP) web service calls.</li> <li>• Don't Allow: Select this option to prevent unsecured web service calls. Users who try making unsecured calls receive an error.</li> <li>• Force to HTTPS: Select this option to have all unsecured web service calls forced to HTTPS.</li> </ul>  |
| <p>Allow self-signed certificates (HTTPS)</p> | <p>Select this check box to allow calls to web services with self-signed certificates (certificates not signed through a signing authority such as VeriSign).</p> <p>If this box is cleared, Users receive an error whenever they try to call a self-signed web service.</p>  |
| <p>Auditing</p>                               | <p>Select an option for determining what to audit (log).</p> <ul style="list-style-type: none"> <li>• None: Select this option to audit nothing.</li> <li>• Based on Service Settings: Select this option to audit based on the web service's auditing setting.</li> <li>• All Web Service Calls: Select this option to audit all web service calls.</li> <li>• Server-Based Calls: Select this option to only audit web service calls made from the server.</li> </ul> <p> <b>Note:</b> Web service calls are audited by writing an entry into the Cherwell Application Server log (which can write to a file, to the event log, or to an external logging tool such as Splunk). The log must be <a href="#">configured</a> for web service calls to be captured.</p> |
| <p>Analytics</p>                              | <p>Select the <b>Google Analytics Tracking ID (Portal)</b> check box and provide your Google Analytics Tracking ID to enable the tracking of data for your Customer Portal sites. See <a href="#">Tracking Portal Use with Google Analytics</a>.</p>  |



**Warning:** Using the **Use legacy rules for related data retrieval** check box is not recommended. It allows the system to emulate legacy behavior. Doing so loads Relationships beyond the second level and can severely degrade system performance or cause recursion problems.



# Configure Cherwell Mobile Settings

The Cherwell Mobile applications for iOS and Android were deprecated in March 2019 and are no longer available in their respective application stores. Cherwell Mobile applications that are already installed should continue to work as expected, however.

To replace Cherwell Mobile and accommodate users on any device, including mobile devices, use Adaptive Layouts to design Forms and Dashboards that adapt to different dimensions.

Cherwell Mobile settings define which:

- Mobile Dashboard (Home) to display by default.
- Mobile Dashboard (Alert) to display by default.
- Business Objects to make available. Associated [Saved Searches](#) will also be available.
- Actions/One-Step Actions to allow for each Business Object.

The default Cherwell Mobile settings (either [Global or Role](#)) are initially configured in CSM Administrator. Users with security rights can [configure their personal Cherwell Mobile settings](#).

# Configure Global/Role Cherwell Mobile Settings

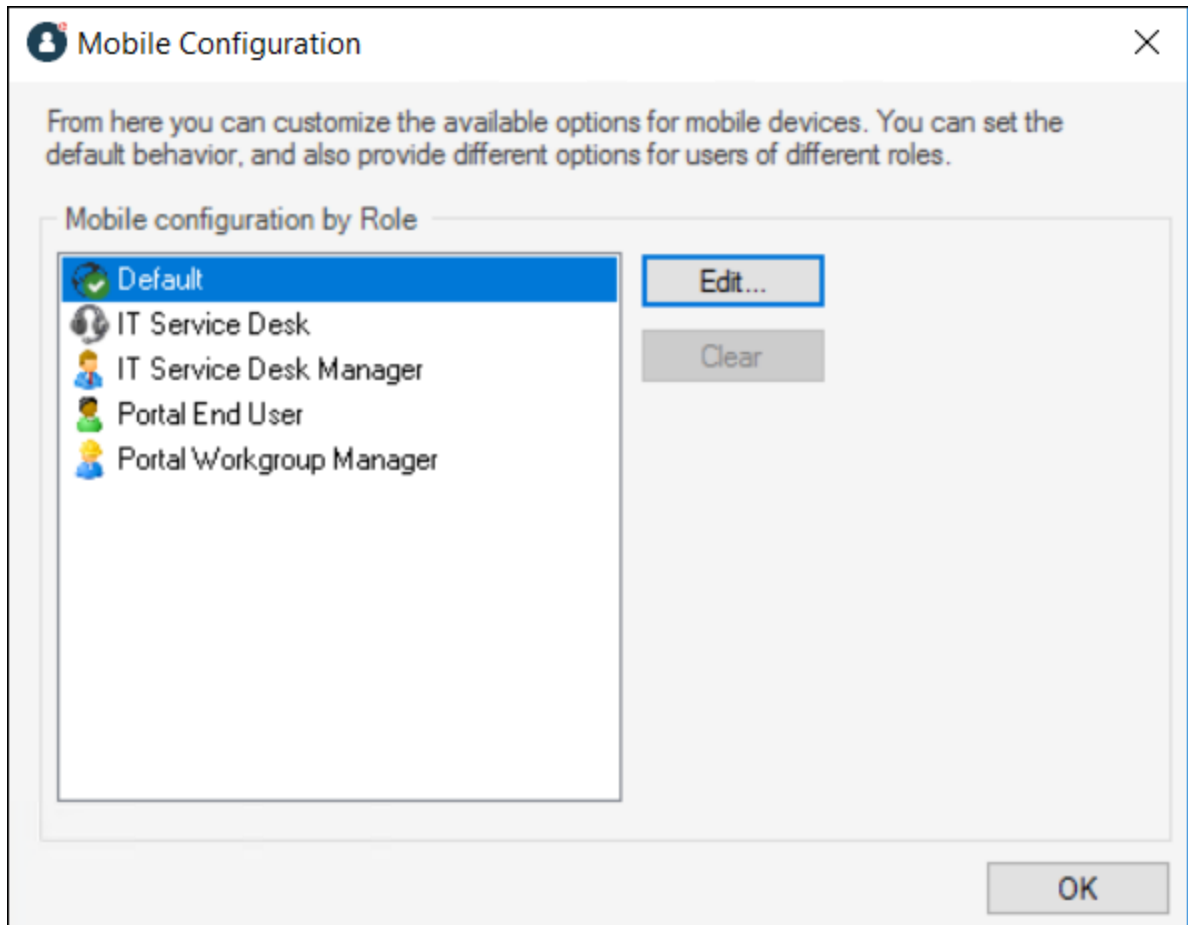
Use the Mobile Configuration window in CSM Administrator to configure how Cherwell Mobile looks and behaves on mobile devices, Globally or by Role. You can configure which:

- Mobile Home Dashboard to display by default.
- Mobile Alert Dashboard to display by default.
- Business Objects to make available. Associated [Search Groups](#) will also be available.
- Actions/One-Step Actions to make available for each Business Object.

## To configure Global/Role Cherwell Mobile settings:

1. In the CSM Administrator main window, click the **Browser and Mobile** category, and then click the **Edit Mobile Configuration** task.

The Mobile Configuration window opens, listing the available Roles (*Default* is a global default, is always defined, and applies for all Users/Roles unless overridden). The small green check mark indicates that settings have been configured for a particular Role.



2. Click **Default** (Global) or a **Role**, and then click the **Edit** button.



**Note:** Our example uses Global. If you select a Role, you have the option to override the Global default and configure Cherwell Mobile settings from scratch.

**Tip:** Click the **Clear** button to clear configured settings for a selected Role. If no defaults are configured for a Role, members of that Role see the Global default settings (which cannot be cleared).

The Mobile Access Setup window opens, listing the objects (Dashboards and Business Objects) currently being displayed on mobile devices.

3. Select default Mobile Dashboards (Home and Alert):

**Tip:** If you do not want to display any Dashboards, remove the Dashboard item from the *List of Objects to Display on Mobile Device* list.

- a. Home Page: Select a default Mobile Home Dashboard.
  - Click the drop-down to select from a list of recently used Mobile Dashboards.

- Click the **Mobile Dashboard** button to open the Mobile Dashboard Manager, and then select an existing Mobile Dashboard or create a new Mobile Dashboard.
  - b. Alerts Page: Select a default Mobile Alert Dashboard.
    - Click the drop-down to select from a list of recently used Mobile Dashboards
    - Click the **Mobile Dashboard** button to open the Mobile Dashboard Manager, and then select an existing Mobile Alert Dashboard or create a new Mobile Alert Dashboard.
4. Select the Business Objects to make available in Cherwell Mobile:



**Important:** In order for a Business Object to be available, it must have the *Show in Search Manager* property set (in the Business Object properties within a Blueprint).

- a. Override List of Objects to Display on Mobile Device: Select this check box to override the current Global default list of Business Objects. This check box does not appear when configuring Global defaults because there is nothing above them to override.
- b. Click **Add**, and then select the **Business Object** to make available on mobile devices.

**Tip:** Click **Edit** to edit a selected item. Click **Remove** to remove the selected item from the list.

Object to display on mobile device

Business object: Incidents

Custom Name: Incident

Actions

- 👉 Set Incident to Resolved
- 📄 Create Problem from Incident
- 🚨 Set Incident to Priority 1
- 🕒 Track Task Time
- 📝 Create a Journal Note

Also show default business object actions

OK Cancel

- c. Define how to display the Business Object in Cherwell Mobile:

- Custom Name: Provide a **display name** to use in Cherwell Mobile. If blank, the Business Object name is displayed.
- Custom Image:

Select the **Image** to open the Image Manager, and then select an existing image or import a new image to represent the item in the UI.

If no image (None) is selected, the default image for the Business Object is displayed.

**Android:** Android devices use standard color images. For the best results, use the images in the BusObs>32x32 folder in the Image Manager. If you are setting up a mobile configuration for use on both Android and iOS devices, use the iPhone-specific images. They will be automatically mapped to equivalent standard images for non-iOS devices.

- d. Select the Actions/One-Step Actions to make available in Cherwell Mobile:
  - i. Click **Add** to add a new Action/One-Step Action to the list.

**Tip:** Click **Edit** to edit a selected item. Click **Remove** to remove the selected item from the list. Use the **Up/Down** arrows to change the order of the Actions/One-Step Actions when displayed in Cherwell Mobile (ex: In the Actions list).

- ii. Define additional options for the list of Actions:
  - Also Show Default Business Object Actions: Select this check box to also make available any default Actions for the Business Object. This option is only available if the Business Object has default Actions available (ex: Approvals have built-in functionality to approve, deny, and abstain).
  - Also Show Global Actions: Select this check box to make available any Actions that were defined for the Business Object as part of the Global default settings.

**Note:** This option is available only if you are configuring settings for a Role.

5. Configure the order of the Actions when displayed in Cherwell Mobile (ex: On the Actions popup list):
  - a. Use the **Up/Down arrows** to order the Actions.
6. Select **OK**.

# Configure Global Task Pane and Search Control Settings

Configure which items appear in the Task Pane or which Search Control is used on the CSM Menu bar. These settings can be applied to globally all Users or for Users assigned to specific Roles.

## To configure Global/Role Task Pane and Search Control settings:

1. In the CSM Administrator main window, click the **Settings** category, and then click the **Edit Default Task Panes and Menu Search** task.



**Note:** *Default* is a Global default and applies for all Users/Roles unless overridden. The small green check mark indicates that Task Pane and Search Settings have been defined for a particular Role. If no defaults are defined for a Role, members of that Role see the Task Pane and Search Settings for the Global default, if defined.

2. Click **Default** (Global) or a **Role**, and then click the **Edit** button.

The Global or Role Task Pane and Search Settings window opens (our example shows how to edit the OOTB task pane and search settings, which applies to all Users and becomes the *Default Task Pane Setup*).

3. Configure Task Pane settings:
  - View or hide sections.
  - Add new sections.
  - Configure sections (only applicable to new sections).
  - Delete sections (only applicable to new sections).
  - Organize sections.
4. View or hide the following sections in the Task Pane (select or clear the corresponding box):
  - Quick Search
  - Common Tasks
  - Actions
  - Queues
  - Process and Terminology
  - Customer Information
5. Add Sections to the Task Pane:



**Note:** Any items added to the Global Task Pane become part of the Global default task pane setup. If editing the Task Pane and Search settings for a Role, select the **Use default task pane setup** check box to use the settings defined for the Global default. This check box must be cleared to add items to a Role Task Pane.

- a. Click **Add**.

- b. Provide a **title** for the Task Pane section.
- c. Click **Add** to open the [Action Manager](#).
- d. Select the CSM Items to show in the Task Pane (Calendars, Commands, Dashboards, Document Repositories, One-Step Actions, Reports, Searches, or Visualizations).
- e. Select **OK**.

**Tip:** Click **Configure** to edit the title and list of Actions for a newly added section. Click **Delete** to delete a newly added Task Pane section. Use the up/down arrows to change the order of Task Pane sections.

6. Customize the [CSM Search Control](#) in the Menu bar Search Options:
  - Use Default: Uses the OOTB Search Menu Search Widget, which allows Users to run a [Quick Search](#) on multiple Business Objects simultaneously (example: Knowledge Article, Incident, Problem, and Change Request). Users can also select a Business Object in the drop-down to search one item at a time (example: Specific Search).
  - Use Search Widget: Uses a specific Search Widget. Click the **Ellipses** button to open the Widget Manager, and then select an existing Search Widget or [create a new Search Widget](#).
  - No Menu Bar Search: Removes the Search Control from the menu bar.

# Configure Custom Global Toolbars

Create and configure custom toolbars to provide quick access to CSM operations for all Users or Users assigned to particular Roles.

## To configure a custom Global toolbar:

1. In the CSM Administrator main window, click the **Settings** category, and then click the **Edit Custom Toolbars** task.

The Configure Toolbars window opens.



**Note:** *Default* is a Global default and applies for all Users/Roles unless overridden. The small green check mark indicates that a custom toolbar has been defined for a particular Role. If no defaults are defined for a Role, members of that Role see the custom toolbar for the Global default, if defined.

2. Click **Default** (Global) or a **Role**, and then click the **Edit** button.

The toolbars for <Global/Role> opens.

3. Click the **Add** button.

4. Define general properties and Actions for the toolbar:

- a. Name: Provide a name for the toolbar. This is the name that shows in the toolbar context menu (in the Desktop Client, right-click toolbar to show a context menu of available toolbars to display).
- b. Show by Default: Shows the custom toolbar in the Desktop Client by default. Otherwise, Users have to manually show it (right-click toolbar>select a toolbar to display).
- c. Add Action: Click this button and select the type of **Action** to add to the custom toolbar.

A CSM Item Manager opens (varies by type of Action selected in the previous step), and then select/create the CSM Item to initiate through the Action.

- d. Select a **CSM Item** (example: A specific Dashboard).

- e. Define properties for the Action:

- Action: Shows the name of the Action as it is recognized by CSM (example: Name of the Dashboard or Report).
- Display text: Provide the **text** to show on the toolbar button if *Show text on button* (below) is selected.
- Image button:

Select the **Image** to open the Image Manager, and then select an existing image or import a new image to represent the item in the UI.

- Help text: Provide a tooltip to show when the cursor is on the menu item.



- Begin group: Shows a horizontal line before the menu item, separating it from other menu items.
  - Show text on button: Shows the Display Text on the toolbar button.
  - f. Add additional Actions to the toolbar.
5. (Optional) Create additional custom toolbars.