

Overwrite the predefined template used by the import mapping

# Overwrite the predefined template used by the import mapping

Thanks to author : [George M. Menegakis](#)

How To :

When you do data exchange, the template defined in the “Item Mapping” is used.

[Image 1: Example of Item Mapping Definition](#)

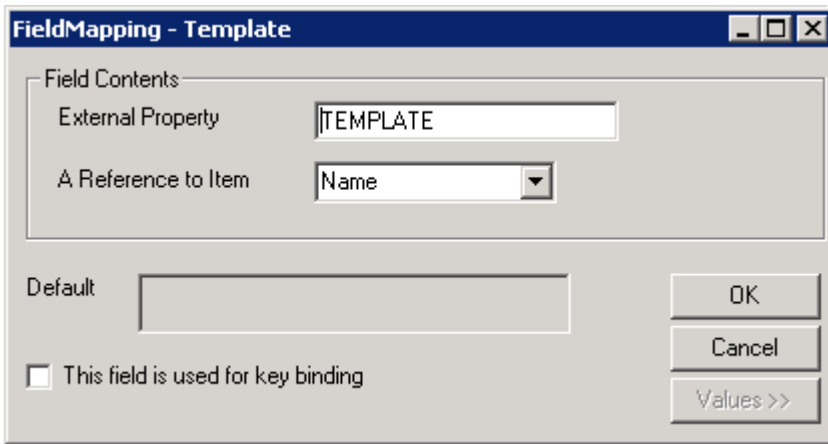
That is, the newly imported items (Service Calls in this case) will use “WEBCAM TO SD” as template.

[Image 2: Field Mapping Definition](#)

Property	Field	Default	Used as	Value Ma
DESCRIPTION	Description			No
WEBCAM_ID	Source ID		Unique key	No
MEDIUM	Medium			No
REG_PERSON	Reg. Person			No
ASS_PER_FROM	Assignment;From pe...			No
SERVICE	Service	EMPTY...		No
CATEGORY	Category			No
PRDD_ID	Configuration Item	EMPTYCI		No
CUST_PEF	Caller	Potentia...		No
TEMPLATE	Template			No
INFORMATION	Information			No
	1st Escalation Date			No
	1st Escalation Sent			No
	2nd Escalation Date			No
	2nd Escalation Sent			No
	3rd Escalation date			No
	3rd Escalation Sent			No
	Locked assignment			No
	Last message in hist...			No

Of course since template is entity, the value there must be mapped to a unique template attribute. Name is the obvious (and the only) choice. This is done by defining a field mapping.

[Image 3: Field Mapping Definition](#)



The image shows a dialog box titled "FieldMapping - Template". It has a "Field Contents" section with two fields: "External Property" containing the text "TEMPLATE" and "A Reference to Item" with a dropdown menu showing "Name". Below this is a "Default" text box. At the bottom left is a checkbox labeled "This field is used for key binding" which is unchecked. On the right side, there are three buttons: "OK", "Cancel", and "Values >>".

Original Posting can be find at : <http://forums1.itrc.hp.com/service/forums/questionanswer.do?threadId=1141146>