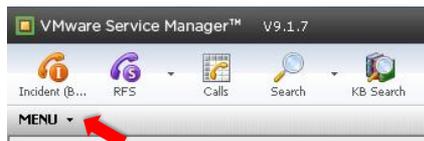


## VSM Searching

The search functionality of VMware Service Manager is one of VSM's strongest features, providing access to thousands of records ranging from people and locations to assets and tickets. All of these records can be accessed through a fully customizable search tool.

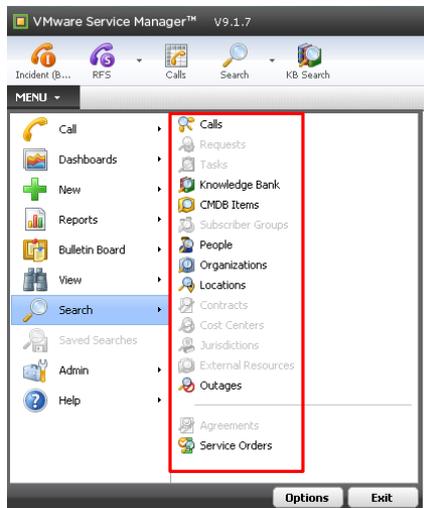
### To Access the Search features:

1. Click **MENU**.



2. Click **Search** from the Menu drop-down.

3. Click the appropriate **Search** category.



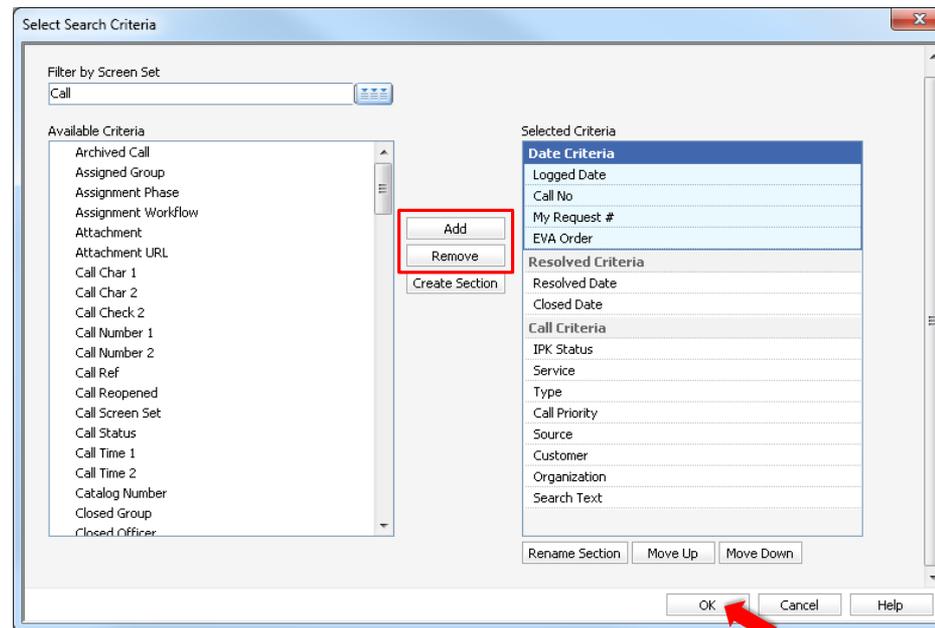
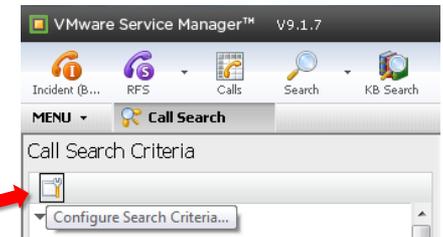
**Note:** For a description of the different records, proceed to the *Searching Categories* section.

## Criteria Searching

All records within VSM are pre-configured with defined criteria. Therefore, each search is customizable with the *Search Criteria* function.

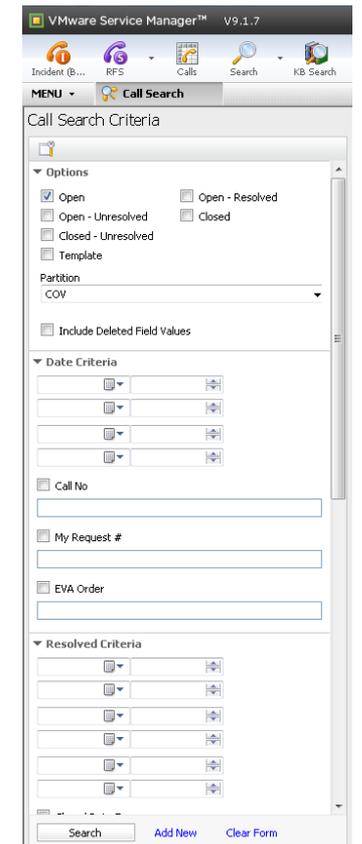
### To Modify the Search Criteria:

1. After having selected the appropriate *Search* category, click the **Wrench Icon** called *Configure Search Criteria*.
2. Add the desired search criteria by **double-clicking** the attribute you wish to add.
  - To remove an attribute, highlight it in the *Selected Criteria* list, and click **Remove**.



3. Click **OK** to save the modifications

4. The new criteria will display in the *Search Criteria* fields on the right of the *Search* screen.





# VMware Service Manager – Searching



## Searching Categories

- Calls
- Knowledge Bank
- CMBD Items
- Person
- Organizations
- Locations
- Outages

## Performing Searches

### To Search *Calls*:

1. From the **Options** section on the search criteria panel, select the options you wish to filter the search results.
  - **Open** searches for open calls (even if they are the responsibility of other officers).
  - **Open - Resolved** searches for resolved calls.  
**Note:** Calls that are *Resolved* remain in *Resolved* state for 7 business days. After 7 business days, the calls are *Closed* and can no longer be *Re-Opened*.
  - **Open - Unresolved** will not be used.
  - **Closed** searches for *Closed* calls.
  - **Closed - Unresolved** will not be used.
  - **Template** searches for call templates.
  - **Partition** will always be **COV**.
2. Click the **Date Criteria**, **Resolve Criteria**, and **Call Criteria** search criteria headings to select your search criteria. You can expand or collapse a section by clicking the section heading.  
**Note:** As soon as you type in a search field, the checkbox for that field is automatically selected. You can also select a checkbox first, and then select the criteria for a field.

3. Click **Search**. The results are displayed in a browse table located in the right hand window.

### To Search the *Knowledge Bank*:

The Knowledge Bank functionality is not currently in use in VSM.

### To Search *CMBD Items*:

1. From the **Options** section on the search criteria panel, select the CMBD item you wish to search for and other filter options.
  - Select **Configuration Items** to search for configuration items.
  - Select **Services** to search for services.
  - Select **Service Actions** to search for service actions.
  - Select **Service Bundles** to search for service bundles.
  - Select **Active** to search for currently active CMBD items.
  - Select **Deleted** to search for deleted CMBD items.
  - Select **Template** to search for template CMBD items.
  - The **Partition** will always be **COV**.
2. From the **CMBD Item Criteria** and **Linked Criteria** sections, select more search criteria.
3. To add more fields to your search criteria, click **Configure Search Criteria** and configure your search criteria.
4. Click **Search**. The results are displayed in a browse table located in the right hand window.

### To Search *Persons*:

1. Filter your search using the search criteria in the left panel.
2. To add more fields to your search criteria, click

**Configure Search Criteria** and configure your search criteria. Select your search criteria.

3. Click **Search**. The results are displayed in a browse table located in the right hand pane.

### To Search *Organizations*:

1. Enter your search criteria using the fields provided.
2. Click **Search**. The results display in the browse table located in the right-hand pane.

### To Search *Locations*:

1. Enter your search criteria using the fields provided.
2. Click **Search**. The results display in the browse table located in the right-hand pane.

### To Search *Outages*:

1. Filter your search using the search criteria in the left panel. The default options include:
  - **Open**
  - **Closed**
  - **Unplanned**
  - **Planned**
  - **Partition:** The Partition will always be **COV**.
2. Use the **Linked Item Criteria** and **Date Criteria** to specify more criteria for your search.
3. Click **Search**. The matching outages display in the results pane.