



c360 Console Developer Guide

Microsoft Dynamics CRM 4.0 compatible

Monday, January 21, 2008

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Overview

The c360 Console Developer Guide demonstrates the Custom Content Cell feature. The Custom Content Cell enables CRM administrators to create their own content cells apart from those which are in the default list. A custom cell can also be created as a 'subscriber' cell with the ability to retrieve object information from the context selected in the 'publisher' cell.

Creating a Custom Content Item

To create a custom content item, click on the 'Add Content Item' button on the Console toolbar.

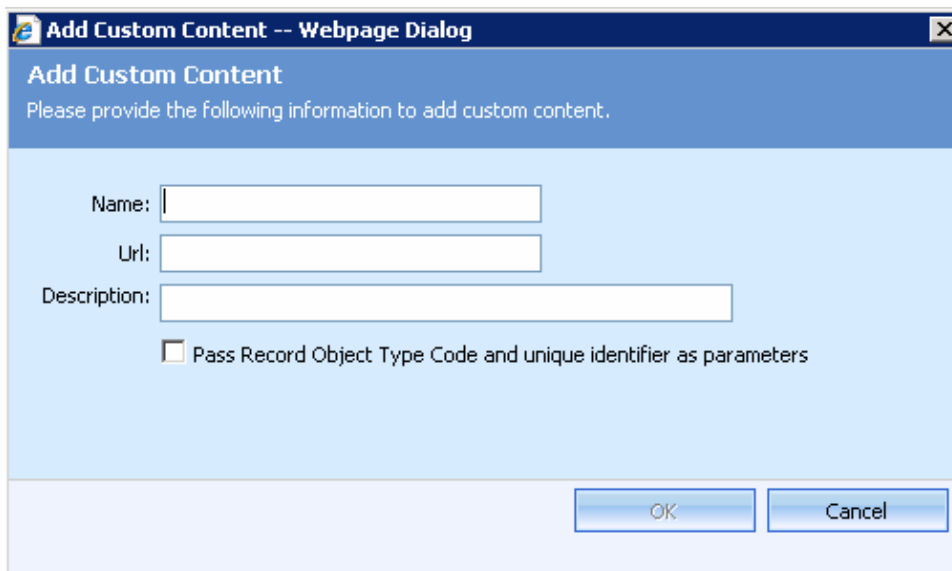


Figure 1: Add Content Item

A dialog, as shown in Figure 1, will appear which will ask for the following:

Name: The name of the cell which has to be added. This field is mandatory.

Url: The URL which this content cell will refer to. This field is mandatory. The URL should begin with 'http://' if the page being accessed is not a part of the Console virtual directory.

Description: The description for the cell which has been added.

A checkbox: This will expose the identity of the currently selected record in the publisher cell.

Adding a Custom Content Cell to Console

Once the custom content cell has been added, it can be used on the Console like the other cells. To do so, simply click on 'Add Content' in a Console column and a dialog will appear as shown in figure 2.

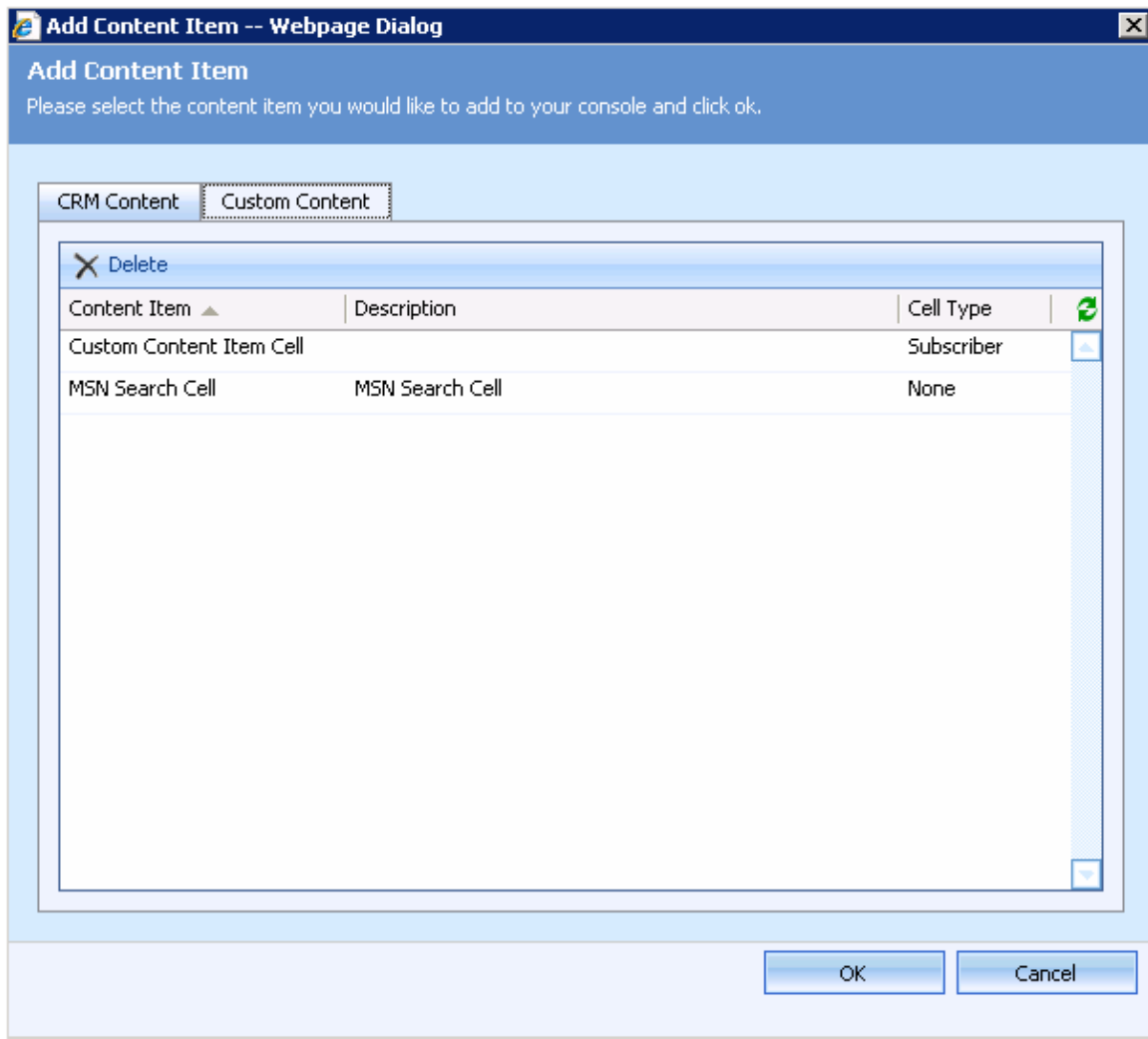


Figure 2: Adding a Custom Content cell onto a Console Column

Now, select the required cell and click Ok. The selected cell will be added onto the Console column.

Sample Content Items/Cells

1 – Custom Content Item of ‘Subscriber’ Type

This example shows how to add a custom content item of ‘subscriber’ type. Note when you install Console, a sample content item is also installed. This page contains precompiled .NET code to display the Object Type and Object Id. This page is found in the Console installation directory under ‘CustomPageTest.aspx’

Subscriber content cells listen for changes to the Publisher Cell and display data related to the selected record.

Add a new Custom Content item as per values below. This is illustrated in Figure 3.

Name: “Sample Content Item Cell”

Url: “\c360\Console\CustomPageTest.aspx”

Description: “Sample Custom Content Item cell included with Console”
 Checkbox indicating whether to pass to the cell record information

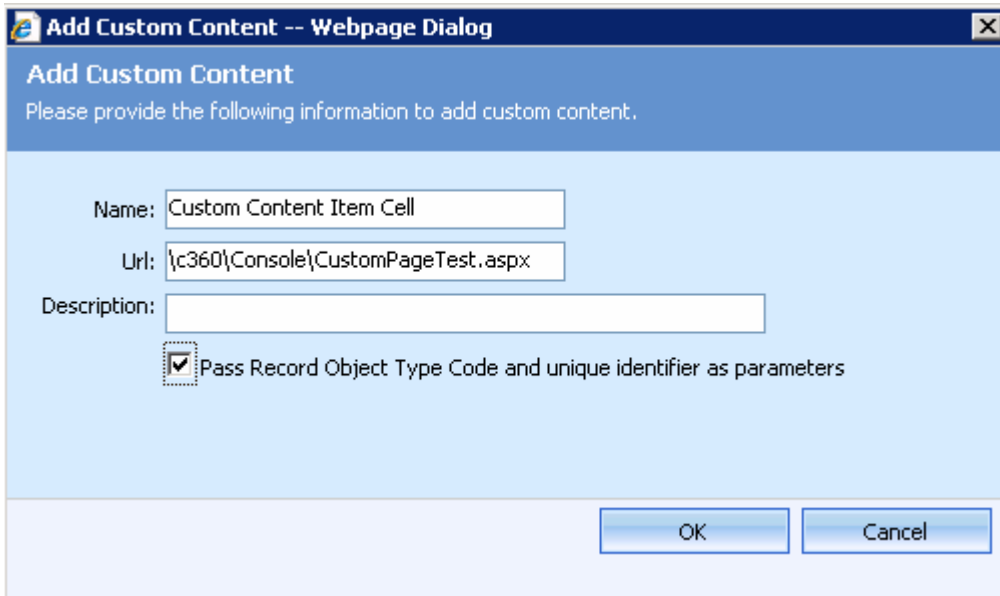


Figure 3: Adding a new Custom Content Item of ‘Subscriber’ Type

This cell is of the type ‘Subscriber’. This cell works in collaboration with any of the ‘Publisher’ cells in the Console and displays the **Object Type** and **Object Id** for the record marked / selected in the publisher cell. These values are displayed using the following query strings:



Object type: Request.QueryString["OType"]
Object Id: Request.QueryString["oId"]

Add this new Custom Content Item cell to the Console column by clicking on 'Add Content'. The "Sample Content Item Cell" will appear in the Custom Content tab as illustrated in Figure 4

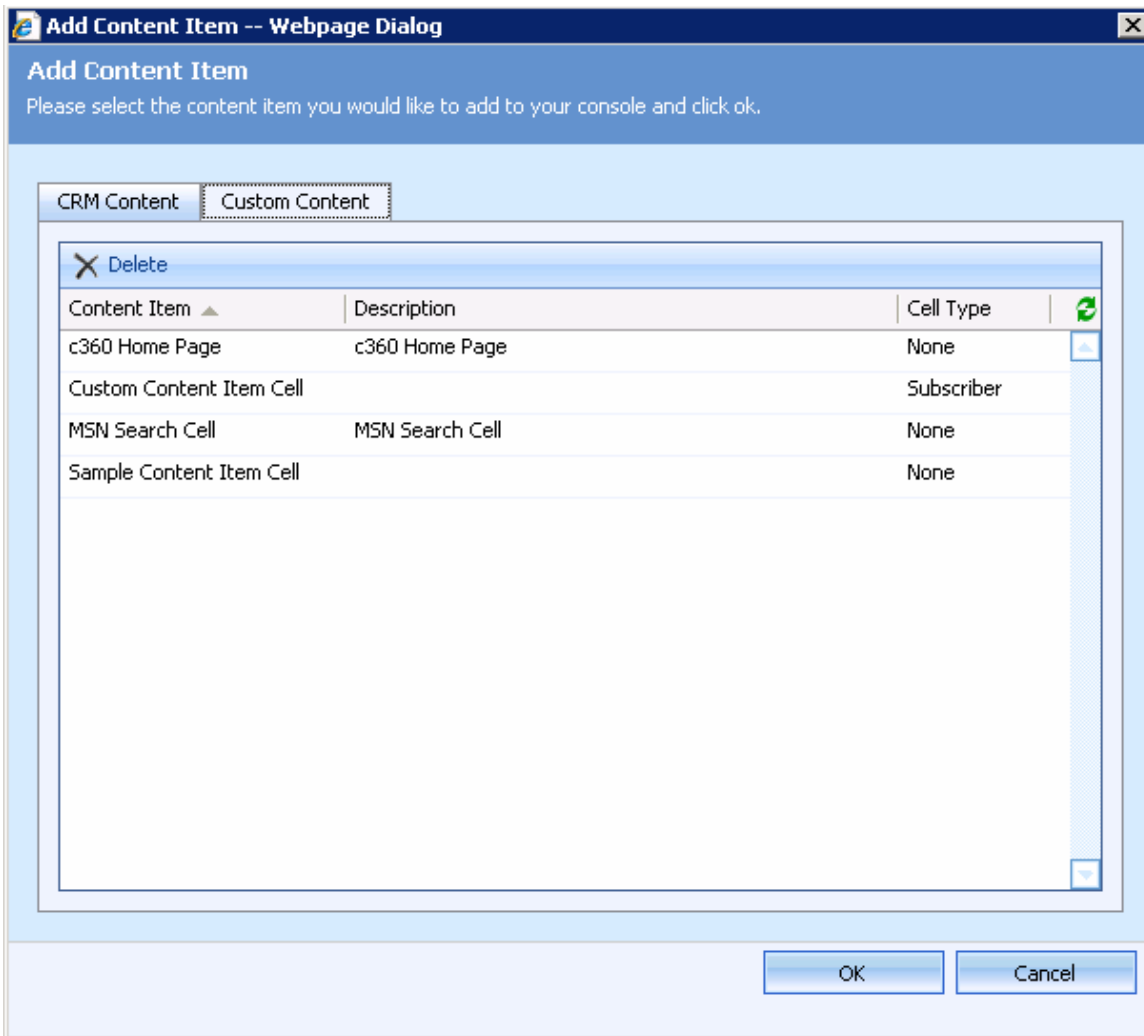


Figure 4: Custom Content Tab

The Console column now contains this sample custom content cell. Figure 5 shows the Content cell in the Console where a Case Record in the Search Publisher cell is the selected context.

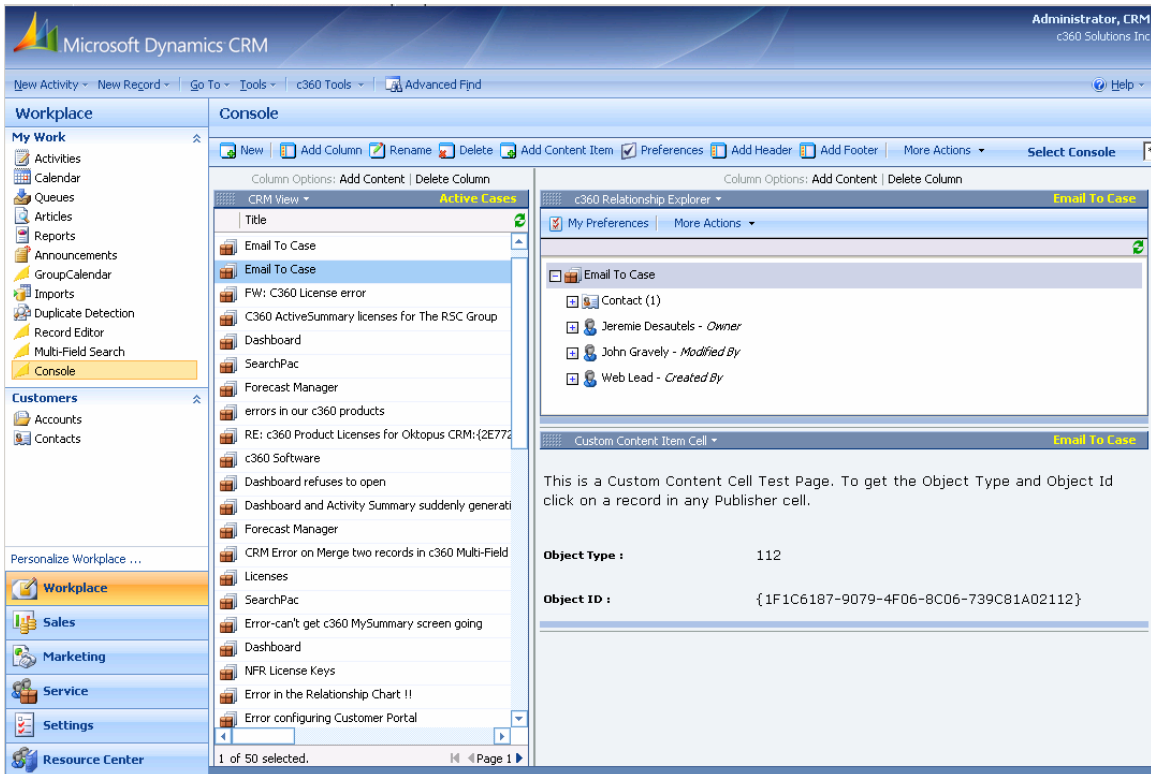


Figure 5: Custom Content Cell with Case Record as the Selected Context

Figure 6 shows the Custom Content cell in the Console with a Case Record in the Search Publisher cell being the selected context.

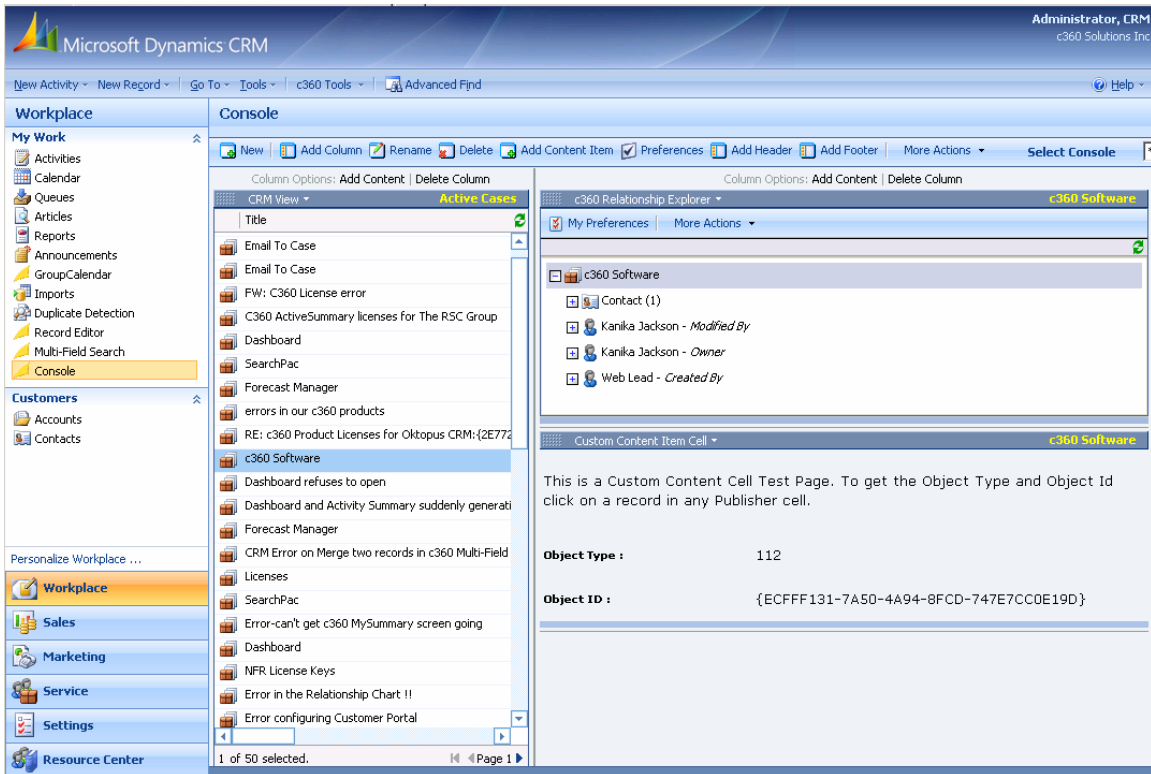


Figure 6: Custom Content Cell with Case Record as the Selected Context

Notice how the Object Type and Object Id are different in the above examples.

2 – Custom Content Item of ‘Non-Subscriber’ Type

This example illustrates how you can incorporate custom content to the Console workspace. In this example, we are going to add a custom content that will reference the <http://www.c360.com> webpage.

Add a new Custom Content Cell by clicking on ‘Add Content Item’ as per Figure 7

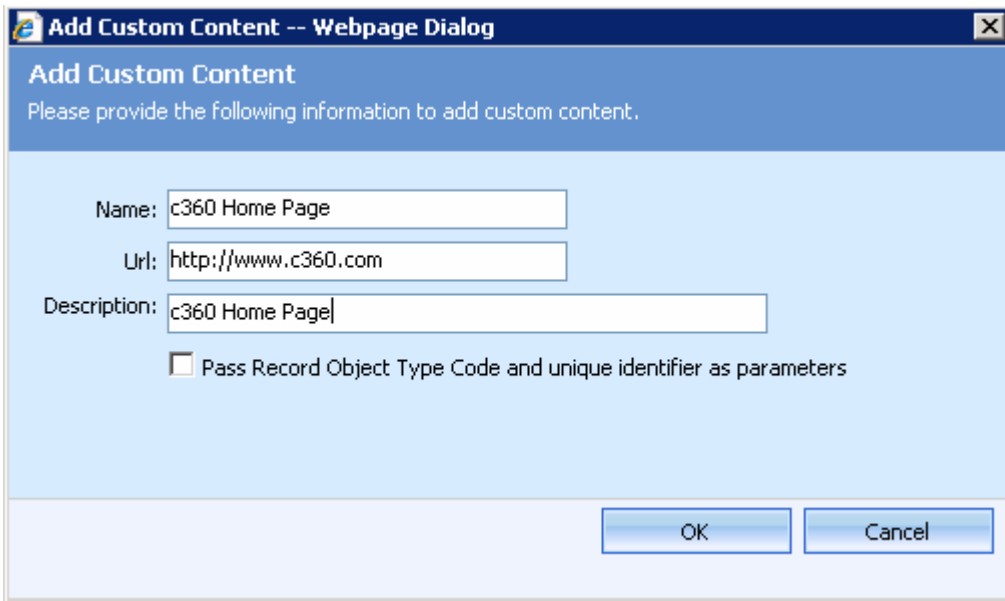


Figure 7: Adding a new Custom Content Item of ‘Non-Subscriber’ Type

Add the ‘c360 Home Page’ custom item in the Console column by clicking on ‘Add Content’. The c360 Home Page Content item will appear in the tab ‘Custom Content’ as illustrated in Figure 8.

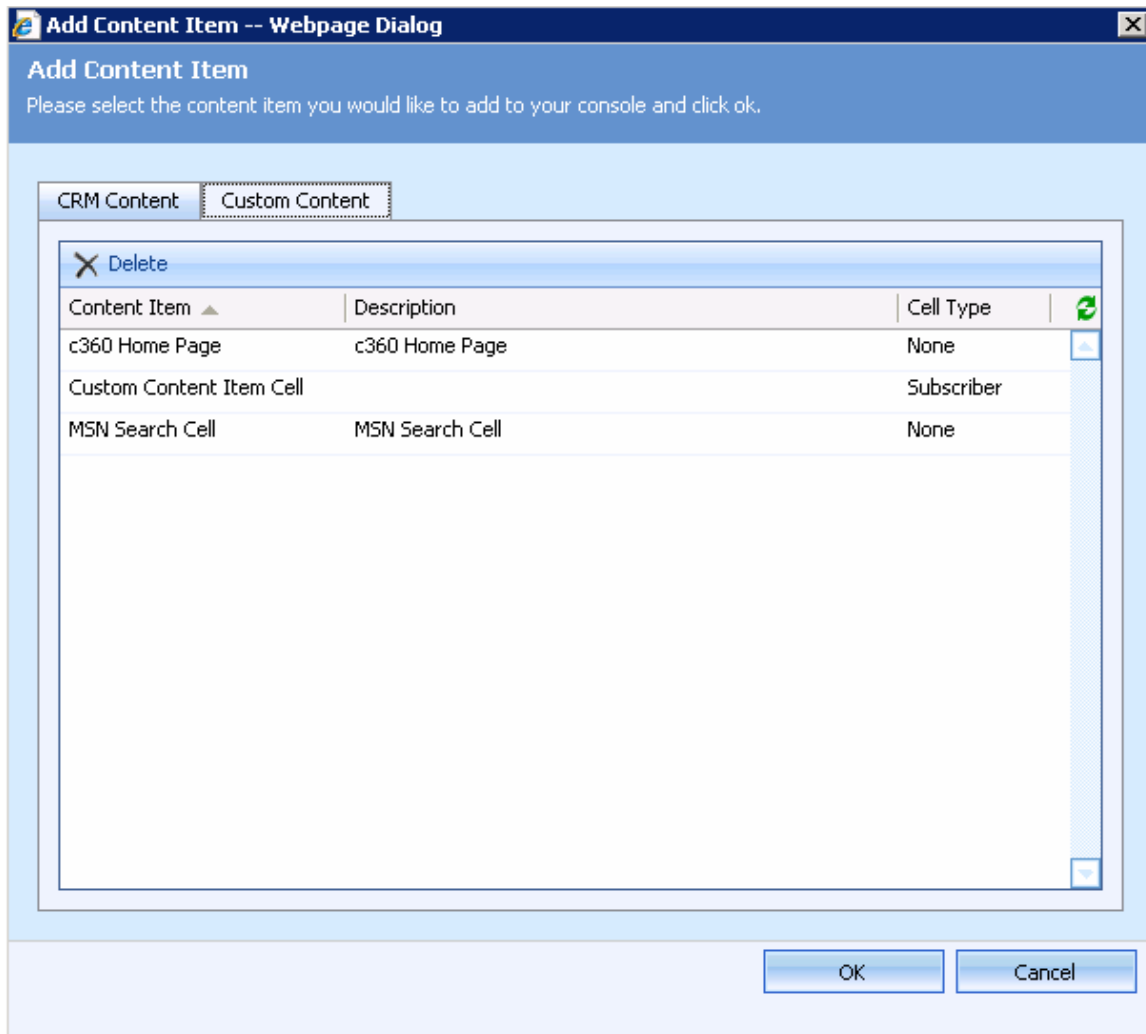


Figure 8: Custom Content Tab

The Console column now contains the newly created c360 Home Page content item in its own cell. This is illustrated in Figure 9.

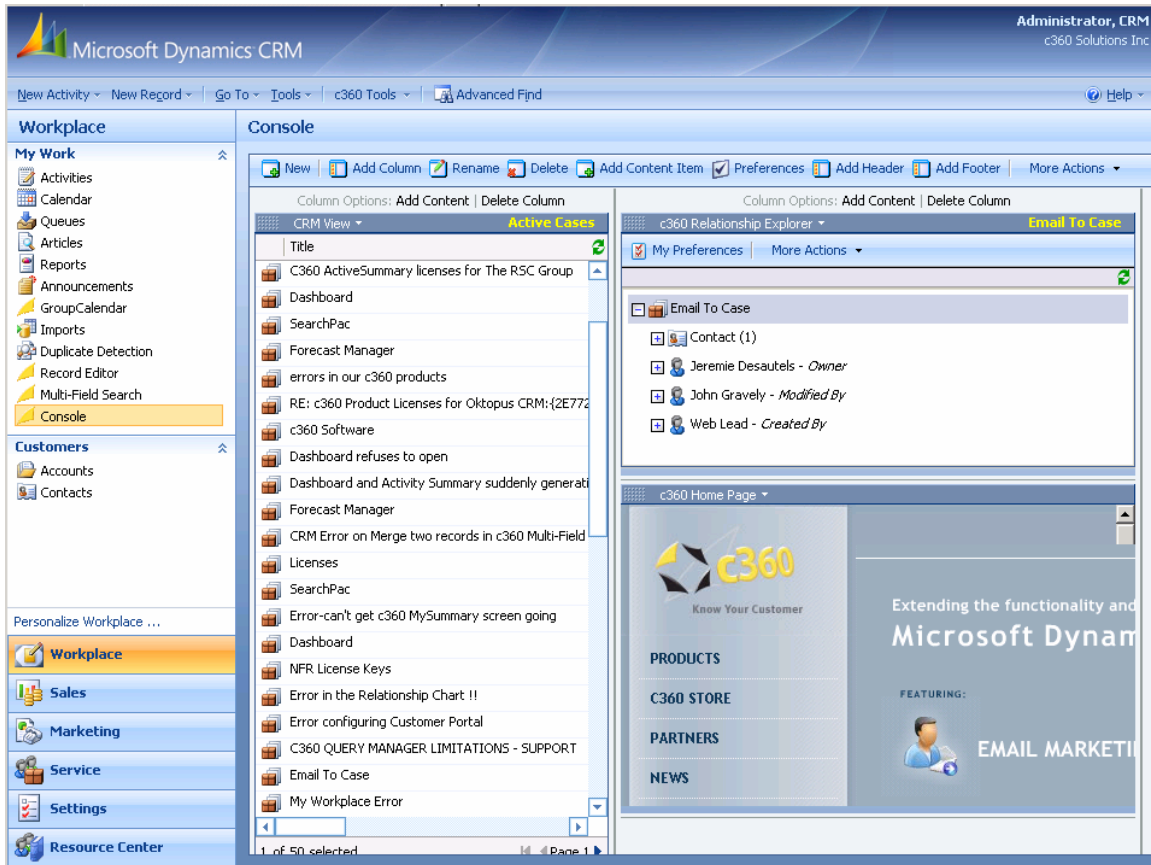


Figure 9: Console with c360 Home Page cell



Appendix A: Troubleshooting

Q. I cannot see the 'Add Content Item' button on my Console screen?

A. You need to run the following SQL script on the SQL server where Microsoft CRM resides. Please copy/paste below script in a Query Analyzer window

```
use c360_Solutions;

INSERT INTO
db_ContentItems(ContentItemID,Name,IsCollapsible,MinWidth,MinHeight,Url
,IsConfigurable,CreatorUserId,ContentItemType,ConfigureUrl,DefaultParameters,ContentDescription,ContentType,lang)

VALUES ('2396CA67-F33B-40F3-ACD7-0B6F25A95C00','Demo Custom
Cell',0,'300','400','/c360/Console/content/products/productpage.aspx',0
,'2a8ecae9-10db-4455-85bb-7f7282aa5ada','2','','<ProductConfig
ProductURL="\c360\Console\CustomPagetest.aspx" CellHeight="150"
Scrolling="yes"/>','Demo Custom Cell','DATABASE_SUBSCRIBER','english')
```