



ALTIRIS[®]
Connector Pack 6.0 for Remedy
Product Guide

Notice

Altiris Connector Pack 6.0 for Remedy

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Bootworks U.S. Patent No. 5,764,593.

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Other patents pending.

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Chapter 1

Overview

The Altiris Connector Pack for Remedy is an add-on to Connector Solution that allows organizations to extend their investment in the Remedy Action Request System platform, and Remedy Helpdesk and Asset Management applications with inventory data from Altiris' award winning Notification Server repository. The data is a powerful supplement to problem resolution, asset and change management activities, and allows Remedy users to have accurate, detailed information available at their fingertips.

The Connector Pack works on simple principles. An Altiris task triggers the export of XML-formatted device data files on a scheduled, recurring basis and places them in a specified directory. The data files are picked up by another scheduled process that collects the data and inserts/updates it within a special Remedy schema (included), using the Remedy API. Once the data is in the Remedy system, the familiar Action Request System tools, such as escalations and filters, can be used to maintain the Remedy Asset Management or Inventory repositories.

This approach enables all Remedy customers, whether they have an out-of-the-box Remedy application or a highly customized system, to benefit from having Altiris-generated device data available to support business processes. Because it is a supported product that uses easy to understand and managed components, it speeds implementation time, eliminates the need for custom, "one-off" integration projects, and reduces costs.

Quick Links

- [Installing the Connector Pack for Remedy](#) on page 5
- [Setting Up and Using the Connector Pack for Remedy](#) on page 8
- [User Interface](#) on page 20

Chapter 2 Installation

This section tells you how to install the Altiris Connector Pack for Remedy onto the Notification Server.

- [Installing the Connector Pack for Remedy](#) on page 5
- [Uninstalling the Connector Pack for Remedy](#) on page 7
- [Registration](#) on page 7

Installing the Connector Pack for Remedy

This section explains how to install the Connector Pack for Remedy. See [Prerequisites](#) on page 5 before you install or upgrade.

Quick Links

- [Upgrading](#) on page 5
- [Installing](#) on page 6

Prerequisites

- Notification Server 6.0 or higher must be installed on the computer you are installing the Connector Pack for Remedy on. For more information, see *Altiris Notification Server Help*.
- The Notification Server computer with this Connector Pack installed must have network access to a computer with Remedy Action Request System Server running.
- Altiris Connector Solution 6.1 must be installed on Notification Server.

Upgrading

Because of the significant differences between the data model of the 5.x and 6.x versions of the Altiris Notification Server, several changes were necessary on the Remedy side to house the Altiris data. This means that we could not use the Connector for Remedy 5.5 version Remedy schemas and have provided a new set of forms to be used to house the data within Remedy.

This also means that some work may be required to plan and implement an upgrade to the Connector Pack 6.0 for Remedy. On the Altiris side, the extract process and parsing routines work in a similar way and so the work within Notification Server will generally be limited to uninstalling the old version of the Connector Pack and installing the new, and then choosing the data classes you wish to export and configuring the timing frequency.

On the Remedy side, the 6.0 version of the Connector Pack uses virtually no components (forms, active links, filters, and so forth) from the 5.5 version. Instead, a new Remedy definition file with the new components is provided.

If you are upgrading from the Connector 5.5 for Remedy, follow these steps for installation.

To Upgrade the Connector Pack for Remedy

1. Uninstall the Connector 5.5 for Remedy by following the instructions in the Connector 5.5 for Remedy documentation.
2. Install the Connector Pack 6.0 for Remedy (see [Installing](#) on page 6)

Installing

If you are installing this Connector Pack, follow the steps to install the Connector Pack and the Remedy forms and workflow.

To Install the Connector Pack for Remedy

1. Open the Altiris Console.
 - **Click Start > Programs > Altiris > Altiris Console.**
2. Click the **Configuration** tab.
3. In the treeview pane, click **Upgrade/Install Additional Solutions**.
4. In the content pane, click the **Available Solutions** tab.
5. Click the **Segments** sub-tab.
6. Expand either the **Connectors** or the **Partner Solutions** list.
7. Click **Altiris Connector Pack for Remedy**.
8. Click **Start**.

To Install the Remedy forms and workflow for the Connector Pack

1. Locate the definition files included with the Connector Pack. They are:
 - a. `altiris_extract_application.def` – This contains the basic forms and workflow for the Connector Pack.
 - b. `altiris_itsm_asset_inventory.def` – This contains additional forms and workflow to be used to make inventory data available in the Remedy Asset Inventory component of Remedy ITSM Help Desk and Change Management 5.6.
 - c. `altiris_itsm_asset_management.def` – This contains additional forms and workflow to be used to make inventory data available from the Remedy Asset Management 5.6 application.

Note

The `altiris_extract_application.def` file must be imported first and for all scenarios. Either the `altiris_itsm_asset_inventory.def` file OR the `altiris_itsm_asset_management.def` file may be imported depending on whether Remedy Asset Inventory or Remedy Asset Management is also installed. See [Install the Altiris Connector Agent](#) on page 8.

2. Import the DEF file(s) using Remedy Administrator. If necessary copy the DEF file(s) to a computer with Remedy Administrator. In Remedy Administrator, select the **Tools** menu, then **Import Definitions > From Definition File**. Open the DEF file(s) to import. Click **Add All** to add the objects to import. Click **Import**. For details on importing, refer to the Remedy documentation.

Note

Do not select **Replace Objects on the Destination Server** before clicking **Import** unless you have a reason to do so. Depending on the version of your Action Request System, if you are importing a form object, you can potentially delete the data inside the form by selecting this.

Uninstalling the Connector Pack for Remedy

To uninstall the Connector Pack for Remedy

1. Open the Altiris Console.
 - Click **Start > Programs > Altiris > Altiris Console**.
2. Click the **Configuration** tab.
3. In the treeview pane, click **Upgrade/Install Additional Solutions**.
4. In the content pane, click the **Currently Installed** tab.
5. Click the **Remove** button next to **Altiris Connector Pack for Remedy**.

To uninstall the Altiris Connector Agent from the Remedy server

1. Remove the Altiris Connector Agent by running Add/Remove Programs in the Control Panel.
2. Manually delete the Remedy objects that were created by the Connector Pack.

Registration

Each Altiris product comes with a 7-day trial license that is installed by default. You can register and obtain a 30-day evaluation license through our Web site at www.altiris.com or purchase a full product license.

To view your current license, open the Altiris Console, click the **Configuration** tab, and select **Licensing**.

For more information, see "Licensing Altiris Software" in the *Altiris Getting Started Guide* on the product CD or on our Web site at www.altiris.com/support/documentation.

Chapter 3

Using the Connector Pack for Remedy

Quick Links

- [Setting Up and Using the Connector Pack for Remedy](#) on page 8
- [User Interface](#) on page 20
- [Troubleshooting](#) on page 22

Setting Up and Using the Connector Pack for Remedy

This section walks you through the steps you need to export data from Notification Server, download the Connector Agent, configure the Connector Agent for the data import, and perform a data import. This section assumes that you have successfully installed the Connector Pack for Remedy on your Notification Server and have Remedy set up.

To successfully set up and use the Connector Pack, follow these Quick Steps in order.

Quick Steps

- [Install the Altiris Connector Agent](#) on page 8
- [Configure the Data Export](#) on page 11
- [Run a Data Export](#) on page 12
- [Configure the Data Import](#) on page 14
- [Run a Data Import](#) on page 14
- [Verify the Data Import](#) on page 15

Install the Altiris Connector Agent

The Altiris Connector Agent is used by the Connector Pack to communicate with Remedy. It must be installed before the Connector Pack will work. However, it cannot be installed until after you install the Connector Pack. The Connector Agent installs files and folders on your Remedy server that are needed for performing a data import to Remedy. The Connector Agent installs to the Program Files\Altiris\ConnectRemedyAgent folder.

We recommend that after the Connector Pack is installed, you install the Connector Agent before doing any configuration with the Connector Pack. This lets you create the Import folder inside the ConnectRemedyAgent folder, which is recommended. The Import folder is where the data export component places the XML files that are exported from Notification Server.

See Also

- [Configure the Data Export](#) on page 11

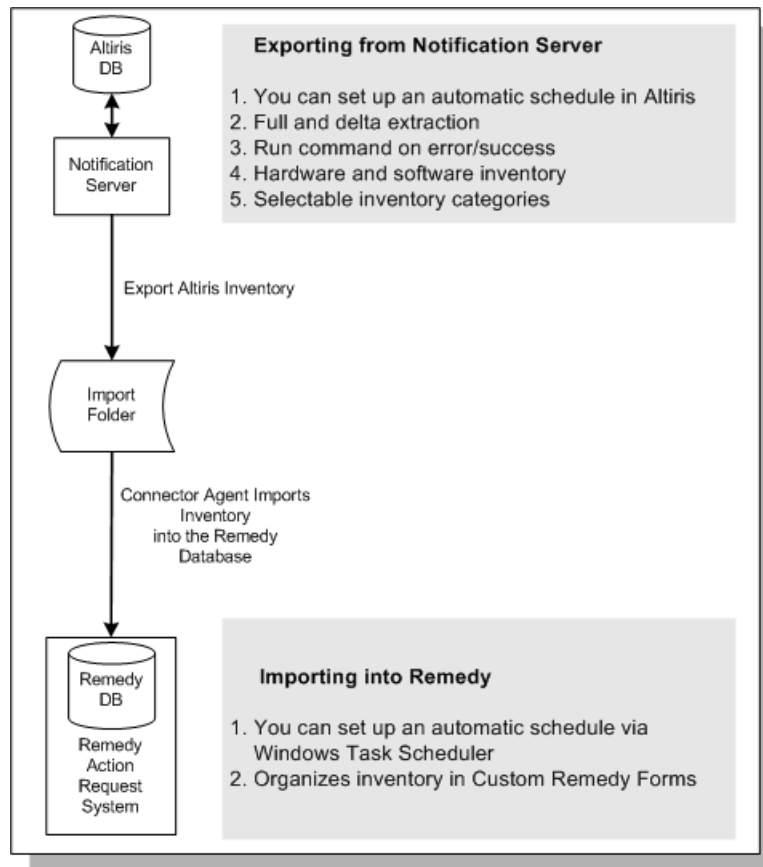
The following folders and files are included in the Connector Agent installation

- Configuration.xml – This file is used to set up your configuration for data import.
- Lib – This folder contains the Java application files that perform the data import.
- Def – This folder contains DEF (definition) files for creation of Remedy objects. One or more of these files should be imported into Remedy based on your needs. To import a definition file into Remedy, open Remedy Administrator, click **Tools > Import Definitions > From Definition File**, navigate to the definition file and select it and click **Open**, click **Add All** to add the objects to import, and click **Import**. See [To Install the Remedy forms and workflow for the Connector Pack](#) on page 6.
 - Altiris_extract_application.def – The set of base Connector Pack forms and workflow. This file should always be imported.
 - Altiris_itsm_asset_inventory.def – The integration form and workflow to create Remedy Asset Records where only the Asset Inventory (“asset lite”) solution is installed as a component of Remedy Help Desk 5.6 or Remedy Change Management 5.6. Import this file if Asset Inventory is installed.
 - Altiris_itsm_asset_management.def – The integration form and workflow to create Remedy Asset Records where the full Asset Management 5.6 solution is installed. Import this file if Asset Management Solution is installed.

Note

If you import this file, do not import the altiris_itsm_asset_inventory.def file.

- Arm – This folder contains the following ARM file:
 - Altiris_events.arm – The AR System Email Template for processing e-mail text into the event management form, Altiris Events. This ARM template should be added to an e-mail template in the AR System Email Template form by following the instructions found in the *Action Request System 5.1.2 Email Engine Guide*. Also, this text file should be used as a template in the Altiris Console when building an e-mail in the Notification Policies section. The full text of the e-mail template should be preserved in the E-mail Action in Notification Server, with data for the fields added at the end of the field lines. See [Altiris Events](#) on page 18.



The Connector Agent does not need to be installed on the Remedy server. For simplicity, it can be installed on the Notification Server and will communicate with any Remedy server through the Remedy API.

To Install the Connector Agent onto a Notification Server

1. From the Notification Server, open an internet browser.
2. Access the Altiris Console and click the **Configuration** tabview.
3. In the treeview pane, navigate to **Configuration > Solutions Settings > Connectors > Remedy > Download Agent Install**.
4. Install the Connector Agent to the Notification Server by clicking the **Open** button in the File Download window that appears. This is installed in the Program Files\Altiris\ConnectRemedyAgent folder.

Note

If the File Download window does not appear, you can click the **click here** link to install the Connector Agent.

Note

If you have Software Delivery Solution installed, you can create a package that deploys the Connector Agent to one or more Notification Servers.

5. Create an Import folder in the Program Files\Altiris\ConnectRemedyAgent folder. This name and location is the default but can be changed to meet your needs. See [Configure the Data Import](#) on page 14 for more information.
6. Create an Archive folder in the Program Files\Altiris\ConnectRemedyAgent folder. The Connector Agent places all processed data XML files in this folder. This name and location is the default but can be changed to meet your needs. See [Configure the Data Import](#) on page 14 for more information.

Configure the Data Export

This section walks you through the steps of creating a data export configuration. Data export configurations are used for exporting data to the Import folder (by default). You can create as many configurations as you want. For more information, see [Configure Data Exports](#) on page 20.

After you have created a configuration, you can use it to export data from Notification Server to XML files and place them in a UNC path.

See Also

- [Run a Data Export](#) on page 12

To create a data export configuration

1. Open the Altiris Console.
 - a. Click **Start > Programs > Altiris > Altiris Console**.
2. From the **Configuration** tab, in the treeview pane, navigate to **Configuration > Solutions Settings > Connectors > Remedy > Configure Data Exports**.
3. In the **Name** field, enter the name for the configuration.
4. In the **Description** field, enter a description for the configuration.
5. In the **Folder Path for Export** field, enter the path for the XML files to be exported to. By default in the Configuration.xml file, this path is Program Files\Altiris\ConnectRemedyAgent\Import.
6. In the **Collection To Export** field, select the collection which contains the data you want to export.
7. Select **Only Export Changes** if you want to only export changes each time after the first full data export.

Note

The first data export for any configuration will always be a full data export. Thereafter, a full data export will be performed only if the **Only Export Changes** checkbox is cleared. If a full export is selected, the Connector Pack will still attempt to update records within Remedy any time it has data regarding a particular resource. Thus, the decision on what is actually a delta will be handled entirely by the Altiris export process.

8. In the **Data Classes to Export** section, select all of the data classes that you want to export. We recommend that you start with Basic Inventory. After you see what gets exported with Basic Inventory, then you can add more data classes as desired.

Note

In tests run by Altiris, the data export/import process took approximately 7 seconds per computer when only basic inventory was selected. Your time may vary depending on your system configuration. Remember, the more data classes that you select, the slower the data export/import will be.

9. In the **Scheduling** section, select **Enable Schedule**, then select the schedule that you this data export to run on. This lets you automate the data export to fit your needs.
10. Click the **Apply** button to save all changes and add this configuration to the configuration list.

Run a Data Export

This section walks you through the steps of running and verifying a data export.

Note

The first time the Data Export runs, it will perform a full data export. If the **Only Export Changes** checkbox is selected, it will perform a delta export (only changes are updated). If you want to perform a full export at any time, clear the **Only Export Changes** checkbox, apply the changes and run the data export.

You can automate the data export by creating different configurations on the Configure Data Exports page to fit your needs. Each configuration can be run on a schedule.

See Also

- [Configure the Data Export](#) on page 11
- [Configure the Data Import](#) on page 14

To Export Data from Notification Server

1. Open the Altiris Console.
 - a. Click **Start > Programs > Altiris > Altiris Console**.
2. From the **Configuration** tab, in the treeview pane, navigate to **Configuration > Solutions Settings > Connectors > Remedy > Configure Data Exports**.
3. In the content pane, select a configuration that is created.
4. In the toolbar, click the **Run the Selected Configuration** icon.

Note

You can click the **Test the Selected Configuration** icon to make sure the data export works without performing a full data export. This tests all of the queries of which the data export is composed to ensure that they run appropriately; however, no export files are produced. There should be up to 10 data export XML files in the directory you specified. You can view one or more of these files to make sure that the data export worked correctly.

Note

Even if you did not select any data classes, resource records will still be exported containing very minimal information, including the resource name. This information, however, can be quite useful. Once it is imported into Remedy, you will be able to double-click on the resource name, open Resource Manager, and view all of the data on that resource that is in the Notification Database. If you have Carbon Copy installed, you can then access that resource directly from Resource Manager.

To verify the data export

Verify the data export by checking the Import folder. There should be one or more XML files in this folder. They are named "Altiris" followed by the date and time.

The Data Export XML File

Inventory data is exported in groups of whole classes based on the category or sub-category selected in the **Data Classes to Export** section.

Here is an example of the formatting of a data export XML file:

```
<nsDataExport>
  <columns>
    column data...
  </columns>
  <exportExecution>
    <rows>
      <row>
        row data...
      </row>
      <row n>
        row data...
      </row n>
    </rows>
  </exportExecution>
</nsDataExport>
```

The exporting process assures the following:

- During a full data export, all data classes on the host computer will show up in a data export XML file.
- During a delta data export, only classes that have changed will show up in a data export XML file.

Errors

Errors that occur during the Data Export are entered in the Notification Server error logs. For more information on these log files, see "Error Logging" in *Altiris Notification Server Help*.

Configure the Data Import

To configure the data import, you need to change the Configuration.xml file on the Remedy server. This file contains the default configuration for importing data. This file is found in the Program Files\Altiris\ConnectRemedyAgent\Lib folder. This section discusses the Configuration.xml file and how to configure it to run a data import.

Attribute	Description
importFolderPath	The folder where the XML files get exported to. This is also the path that the Connector Agent uses to place data in Remedy.
importArchiveFolderPath	The folder where the Connector Agent places all processed data XML files.
resourceForm	This should not be changed unless Altiris Support directs otherwise. The default is "ATRS Resource"
extendDataClasses	Controls action when a new inventory data class is encountered. When true, a corresponding Remedy form is created by the Connector Pack to contain the data. When false, the new inventory data will not be able to be imported, but a message will be printed in the log indicating the name of the data class and the fields should the Remedy administrator wish to create the form. This also controls creation of new fields when additional attributes are found for an existing data class.
filePath	The path to the log file. The log file contains status information as well as Remedy errors that occur during import. The log file name is Log.txt.
verbose	True includes more verbose logging information that is used for debugging. False is the default.
remedyServer	The name of the Remedy server. This should be the valid server name or IP address of the location where Remedy is running. The default is "localhost".
remedyUser	The user name for logging onto the Remedy application server. The default is "demo".
remedyPassword	The password for logging onto the Remedy application server. The default is no password.
remedyTcpPort	If the Remedy server needs a specific TCP port for connection, it can be entered here. The default is blank.
remedyAuthString	If the Remedy authentication requires an Auth String parameter, it can be entered here. The default is blank.

Run a Data Import

After you have performed a data export and configured the Configuration.xml file, the next step is to run a data import.

In the Program Files\Altiris\ConnectRemedyAgent folder, run the ConnectRemedyAgent.bat file. This batch file imports the data found in the Import folder into Remedy.

After the files have been imported, they are placed in the Archive folder.

Notification Server keeps a log of the import. The **Error Logging** item lets you view this log (on the Altiris Console, click the **Configuration** tab and navigate to **Configuration > Server Settings > Notification Server Settings > Error Logging**).

Important

Remedy needs to be running in order to perform a data import.

Notes

- The ConnectRemedyAgent.bat file calls the Java runtime environment which launches an executable Jar file, sets the memory that you want to have allocated to that application, and then calls the Jar executable. The Jar executable is what actually performs the data import.
- By default, the Connector Agent allocates 256 MB of Java runtime memory. This memory is used to store the data before it gets placed in Remedy. You can change this default higher or lower depending on how much memory you have available. The performance of the data import increases when the Java runtime memory is increased.
- The speed of the data import depends on how many computers you are importing, how many data classes you exported, and whether or not you are performing a delta (update-only) data import. Remedy uses numerous rules for importing data and may take some time importing data. The data import process takes quite a bit longer than the data export process. The first time you perform a data import, it will take longer than subsequent delta data imports.
- If an item is no longer associated with a resource, it will be removed (deleted) from Remedy. Example: if a computer is no longer associated with a hard drive, that relationship is broken, and the hard drive is deleted from Remedy. If the hard drive were now linked to another resource, it would be present in Remedy, but with a new record – the old one having been deleted.

See Also

- [Verify the Data Import](#) on page 15

To automate the process of importing data into Remedy

You can automate the data import by setting up the Windows Task Scheduler on the Remedy server. The following steps walk you through this process.

1. On the Remedy server or the server where the Remedy Connector agent is installed, open the **Control Panel**.
2. Select **Schedule Tasks**.
3. Double-click **Add Scheduled Task** to run the Scheduled Task Wizard.
4. Select the ConnectRemedyAgent.bat file as the program to run (found in Program Files\Altiris\ConnectRemedyAgent).
5. Select the schedule that meets your needs.

Verify the Data Import

When you import inventory data into Remedy, you will be able to open Resource Manager in Remedy and view all of the data on that resource that is in the Notification

Database. If you have Carbon Copy installed, you can then access that resource directly from Resource Manager.

To view the Initial Import Results

1. Open Remedy.
2. Click **Open**.
3. Click the **All** tab.
4. Double-click **Altiris** to open the **Altiris Inventory** window.

Note

There are other Altiris links besides **Altiris** in this list. Look for list items starting with "Altiris" and "ATRS".

5. From the **Resources** tab:
 - a. View the resources and verify them with your Notification Server.
 - b. Double-click on a resource to view data on that resource.
 - c. Open the **Show Details** list to view items relating to the resource.
6. The **Altiris Resource Manager** tab opens Resource Manager which shows data from the Notification Database.

Note

The **Altiris Inventory** window provides a link to the Altiris Console.

Using Inside of Remedy

Altiris provides a number of Remedy forms that provide mapping of key data into the out-of-the-box Remedy ITSM Asset Management or Inventory forms so that it can be used in a meaningful way with the applications that you already have.

Quick Links

- [Remedy User](#) on page 16
- [Remedy Administrator](#) on page 20

Remedy User

When you open Remedy User, you can click **Open** to view the forms that Altiris provides. The Altiris-provided forms begin with either Altiris or ATRS. Altiris forms are typically hidden from everyone but the administrator.

Quick Links

- [Altiris](#) on page 17
- [Altiris Configuration](#) on page 17
- [Altiris Data Class](#) on page 18
- [Altiris Events](#) on page 18
- [Altiris Import Session](#) on page 20

- [ATRS \[\]](#) on page 20

Altiris

The Altiris form is the entry point for viewing Altiris resources in the Remedy system. This can be used by the typical Remedy user.

Search for Asset – This link opens a search page that lets you search for Altiris resources and view their data. To search, enter the search criteria that you want and click **Search**. To search for all resources, leave all fields blank and click **Search**.

Altiris Console – This opens the Altiris Console in a web browser window embedded inside Remedy User.

Resources tabview – This contains a list of the resources imported from Altiris.

To view an individual resource, double-click on the resource name or click the **View Resource** tab. This opens the ATRS Resource page, which lets you view resource data that gets imported by the data extract. On the ATRS Resource page, you can select a data class from the **Show Details** drop-down list to open the Data Class display page. The **Show Details** drop-down list shows all Altiris data classes that are in the Remedy system.

Note

When data is imported from the Connector Pack, forms and tables are added to Remedy. As data classes are expanded and created, the Connector Pack builds forms and tables to hold the data classes and adds them to the **Show Details** drop-down list. In addition, data classes are extended if new fields are created. If you do not want the Connector Pack to build forms and tables for new data classes, you can turn off `extendDataClasses` in the `Configuration.xml` file.

The Data Class display page lists the resource's data class information. The top pane of this page displays the records for the resource and the bottom pane contains data class fields. The first four fields (ATRS Marker Field, ATRS _ResourceGuid, ATRS _id, and ATRS Resource Entry ID) are common among all Altiris data classes. They are used for identification and to link records. The other fields correspond to fields found in the extract files. The fields on this page cannot be modified.

Altiris Resource Manager tabview – This opens the Altiris Resource Manager in a web browser window embedded inside Remedy User. The Altiris Resource Manager provides more detailed information on Altiris resources than are imported into Remedy. The resource that is selected on the Resources tabview is the one that is viewed when you click the Altiris Resource Manager tabview.

Note

To open the Altiris Resource Manager in an external browser, click **Open in External Browser**.

Altiris Configuration

The Altiris Configuration form lets you enter the Notification Server name. This is used when accessing the Altiris Console or Altiris Resource Manager through Remedy.

This form is only available to Remedy administrators.

Note

If you are running your Notification Server on a port other than 80, you need to enter the hostname followed by a colon and the port number. Example: NS1:87.

Altiris Data Class

The Altiris Data Class form lets you search for the Altiris data classes that are in Remedy. This is the data that is used to construct the **Show Details** drop-down list. To search for all Altiris data classes, leave all fields blank and click **Search**.

This form is only available to Remedy administrators.

Altiris Events

The Altiris Events form contains a framework for you to modify and use to receive events from Notification Server. It provides ten fields for you to customize and use. You can add other fields as needed.

This form is only available to Remedy administrators.

The Connector Pack includes an event management function that allows for e-mails generated by the Notification Server to be sent to Remedy and processed into a dedicated form, called Altiris Events. The events can be set up and sent based on any need or criteria that is desired. It is intended to be customized based on your own unique needs using existing Notification Policy/E-mail Automated Action capability built into Notification Server. Examples: create a help desk incident, update an asset record, or record the event for later reporting.

After an event is received in Remedy, further customization is needed to process the message in Remedy and take any needed actions. The particulars are not defined because they are intended for each individual organization to determine and implement.

The Connector Pack provides the communications between Notification Server and Remedy but leaves the origin of the event and the action taken in Remedy up to you to customize and implement.

The e-mail messages are processed using the email template functionality of Remedy. As such, the AR System Email Engine version 5.1.2 - 6.3 is a prerequisite and must be installed. The AR System Email Engine must also be able to receive e-mail messages generated by the Notification Server.

Installation

The AR System Email Engine must be installed on the Remedy server before starting. If it is not, refer to the *Action Request System Email Engine Guide* for installation instructions.

To set up the e-mail processing template used for Altiris events, locate the altiris_events.arm file that is installed where the Connector Pack is installed on the Notification Server. If necessary, copy this file to a computer with Remedy User installed.

To set up the e-mail processing template:

1. Log on to Remedy User as a user with Administrator permissions.
2. Open the form called AR System Email Templates by using **File > Open**.
3. Click **New** to open the form in New mode.

4. Select **Text** for the Template Format, and enter a descriptive name in the **Template Name** field.
5. In the attachment pool, right-click on the line labeled **TemplateAttachment** and add the altiris_events.arm file.
6. Save the record.
7. Now, the incoming mailbox to be used for event message e-mail messages must be selected.
 - a. Open the AR System Email Mailbox Configuration.
 - b. Search for an existing mailbox with Mailbox Function of **Incoming** and Status of **Enabled**, or create one if none exists.
 - c. Verify that the **Email Action** field on the **Advanced Configuration** tab is set to **Parse**.

For details on setting up e-mail processing templates and for configuring mailboxes, refer to the *Action Request System Email Engine Guide* for detailed instructions.

Set up and Testing

To use the event management, the Altiris Console should be started and one or more Notification Policies set up or customized.

Each Notification Policy should include an action of the E-mail Automated Action type. The e-mail should be set up to include the text found in the altiris_events.arm file, with Notification Server variables added to the message to capture the relevant information. Be sure to fill in the Server, Login, and Password lines with appropriate values for your Remedy server.

Example:

```
#AR-Message-Begin                               Do Not Delete This Line
Schema: Altiris Events
Server: remedy.altiris.com
Login: Demo
Password:
Action: Submit
Format: Short
```

```
Field 1 !800000001!: %NS Parameter 1%
Field 2 !800000002!: %NS Parameter 2%
Field 3 !800000003!: %NS Parameter 3%
Field 4 !800000004!: %NS Parameter 4%
Field 5 !800000005!: %NS Parameter 5%
Field 6 !800000006!: %NS Parameter 6%
Field 7 !800000007!: %NS Parameter 7%
Field 8 !800000008!: %NS Parameter 8%
Field 9 !800000009!: %NS Parameter 9%
```

Field 10 !800000010!: %NS Parameter 10%

#AR-Message-End

Do Not Delete This Line

The e-mail action must preserve the text outside of the %-% as shown in the altiris_events.arm file.

To test, run the notification policy on the Notification Server. Allow sufficient time for the generated e-mail to be sent and received by the mailbox on the Remedy server.

Check the contents of the Altiris Events form in Remedy User. You should see a new record created in the form containing the Notification Server Parameters that were included when the message was generated.

Altiris Import Session

The Altiris Import Session form is used to record import sessions from the Connector Pack. This can be used for tracking and diagnostics. Each import session that completes without errors has two status entries: Started and Complete.

This form is only available to Remedy administrators.

Note

If you are experiencing lengthy import times, use this form to view sessions and see if you have multiple sessions with a Started status. If you do, we recommend that you adjust your Windows scheduling to give the import more time.

ATRS []

There are multiple forms that start with ATRS. These forms are the Altiris supporting data class forms.

Remedy Administrator

The forms provided by Altiris are viewable in Remedy Administrator in designer mode. You can view form and field properties in the Remedy Administrator and also make changes to your forms.

User Interface

This section describes the elements that are added to the Altiris Console when this Connector Pack gets installed.

Quick Links

- [Configure Data Exports](#) on page 20
- [Download Agent Install](#) on page 21
- [Reports](#) on page 22

Configure Data Exports

This page lets you set up one or more data export configurations. After a configuration has been set up, you can select it from the **Select a Configuration** drop-down list and run it.

For best performance, we recommend that you create multiple data exports that run on different schedules. For example, you can create a full data export that exports all of the needed data periodically according to your needs (such as weekly or monthly). Then, create a delta data export that updates your data more often and in less time (such as daily). The Connector Pack gives you the flexibility you need to export the data you want, how you want, and where you want into Remedy.

To access this page

1. In the Altiris Console, select the **Configuration** tab.
2. In the treeview pane, navigate to **Configuration > Solutions Settings > Connectors > Remedy > Configure Data Exports**.

Page Items

Item	Description
Select a Configuration	A drop-down list containing the names of configurations you have created. Select the configuration you want and click an icon in the toolbar to test, run, or delete that configuration.
Name	The configuration name. This is the name that will appear in the Select a Configuration drop-down list.
Description	The configuration description. Enter any description you want.
Folder Path for Export	The full path of a local or network folder where the exported XML files will be placed. This can be any UNC path.
Collection To Export	The collection to export. Data from the collection you select will be exported as XML files.
Only Export Changes	Select this if you want to perform delta exports after the first export. The first export will always export the full data. If this is not selected, each export will be a full export.
Data Classes To Export	The data classes to export. Select one or more data classes from this list to export. We recommend that you start with Basic Inventory. After you see what gets exported with Basic Inventory, then you can add more data classes as desired.
	<p>Note</p> <p>You can select all data classes in a folder by selecting it or expand the folder to select individual data classes inside the folder.</p>
Enable Schedule	Configure when and how often the data export described by this configuration will run.
Apply	Click to save your changes and add this configuration to the configuration list.
Cancel	Click to cancel your changes.

Download Agent Install

This page installs the Connector Agent executable to the Notification Server. When you click on **Download Agent Install**, a File Download window should appear. Click **Open** to install the Connector Agent to the Remedy server.

Note

If the File Download window does not appear automatically, click the **click here** link in the content pane.

Reports

The Data Export component provides several reports that let you view import and export data.

To view these reports

1. Open the Altiris Console.
2. Click the **Reports** tabview.
3. In the treeview pane, navigate to **Reports > Connector > Import/Export Results**.

Troubleshooting

Quick Links

- [General Troubleshooting](#) on page 22
- [Out of Memory Error](#) on page 23

General Troubleshooting

The Connector updates data in Remedy using the remedy API, which defines its own set of error numbers and text. It is possible one or more of these could be returned by the Connector Pack. You should read the error text and/or look up the error number in the appropriate Remedy documentation (example: "Error_Messages_Guide_English.pdf") to determine what the error is and how to address it. Following is a sample error:

```
[5][Wed Jul 06 13:29:00 MDT 2005][0:01:15.529] Results
[6][Wed Jul 06 13:29:00 MDT 2005][0:01:15.529] ReturnCode:
[7][Wed Jul 06 13:29:00 MDT 2005][0:01:15.529] ERROR
[8][Wed Jul 06 13:29:00 MDT 2005][0:01:15.529] Status List : 1
items
[9][Wed Jul 06 13:29:00 MDT 2005][0:01:15.529] Status Struct :
MessageType: 2
MessageNum: 90
MessageText: Cannot establish a network connection to the AR System
server
AppendedText: demow2k3 : RPC: Rpcbind failure - RPC: Timed out
```

"MessageNum" indicates the Remedy error code. "MessageText" is the text of the error returned by Remedy. In this example, the Remedy server was not running when the Connector Pack was started, so it returned message 90, indicating a failure to log in to the server.

Every Remedy error message will be returned in this format, although the particulars of each depend on the error that is returned.

Out of Memory Error

During import, you may receive the following error (this error is logged both in the Parse.log file and on the console):

```
Exception in thread "main" java.lang.OutOfMemoryError <<no stack trace available>>
```

This error happens when the computer runs out of RAM while trying to import data.

The following are solutions to solve this error, in order of preference.

1. Increase the numbers in these parameters which are found in the ConnectRemedyAgent.bat file: -xms256m and -mx256m. The 256 in these parameters represents the amount of memory (in MB) allocated to the java runtime environment. Increase these to 512 or higher (for example, -xms512m and -mx512m).
2. Increase the amount of RAM on your computer.

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