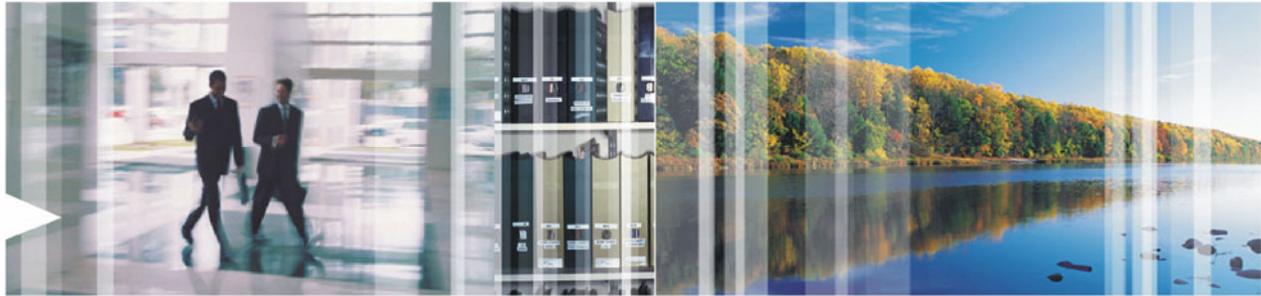


AlarmPoint® Adapter for BMC® Remedy AR System by AlarmPoint Systems User Guide



Supporting

AlarmPoint Adapter for BMC Remedy AR System by AlarmPoint Systems

November 30, 2007



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United States and Canada

Address BMC Software, Inc. 2101 CityWest Blvd.
Houston TX 77042-2827

Telephone 713 918 8800 or
800 841 2031

Fax 713 918 8000

Outside United States and Canada

Telephone (01) 713 918 8800

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 - machine type
 - operating system type, version, and service pack or other maintenance level such as PUT or PTF
 - system hardware configuration
 - serial numbers
 - related software (database, application, and communication) including type, version, and service pack or maintenance level
- sequence of events leading to the problem
- commands and options that you used
- messages received (and the time and date that you received them)
 - product error messages
 - messages from the operating system, such as file system full
 - messages from related software

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1. Introduction

1.1 Summary

This document defines software requirements, installation, configuration, running select applications, and integration demonstrations for using the Remedy AR System with the AlarmPoint software suite. These integration notes are intended for administrators and other technical readers.

To help expedite the integration, a brief overview of the Remedy AR System installation is provided, but is not a substitute for documentation provided by Remedy.

This integration document does not cover Subscription panels within AlarmPoint Enterprise. While this is valuable for many large installations, its impact on the integration is negligible.

The integration assumes the following:

- the Remedy AR System is installed and operational
- AlarmPoint is installed and operational
- the required users and groups are configured

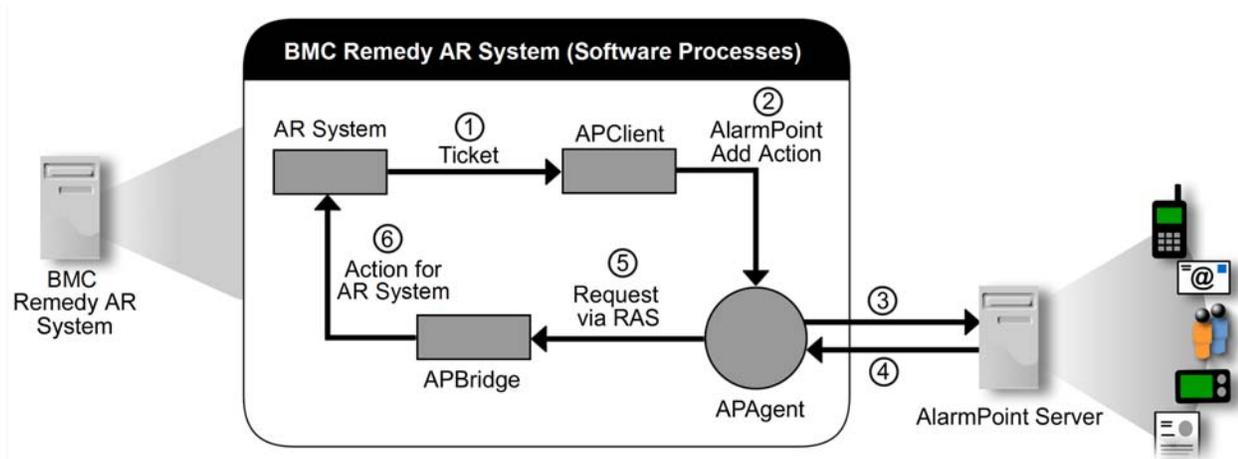
The Remedy AR form application provided with this integration is for demonstration purposes only. You may need to modify several components to suit your business requirements for the Remedy AR system.

In particular, review the data fields referenced in the AlarmPoint Java Client – Remedy AR integration file to ensure they match your Remedy AR application. It is recommended that you set up a demonstration system as described in this documentation to become familiar with the integration before you deploy it into a pre-production or production environment.

Most importantly, plan to adjust the integration to meet your production system needs.

1.1.1 Architecture

The following figure depicts the major software components involved with the integration:



1.1.2 Overview

The following steps provide a general description of how the integration works, with respect to the previous figure:

1. Someone creates a new ticket in the system by clicking the **Save & Notify** button, shown later in the integration.
2. A Filter is used to call AlarmPoint Client, which then maps the input data for AlarmPoint Agent.

3. AlarmPoint Agent sends a message with the problem to AlarmPoint.
4. After a page is sent, the recipient replies with **ACCEPT**. The **ACCEPT** message is returned to the AlarmPoint Agent.
5. AlarmPoint Agent provides details of the selection to the AlarmPoint Bridge.
6. The AlarmPoint Bridge updates the BMC Remedy AR System with the new status (e.g., **WIP - Work In Progress**).

In addition to the **ACCEPT** message, the recipient of the notification may choose to submit a **REASSIGN** message. In that event, status would be set to **Reassigned**.

1.2 System Requirements

The following products are used in this integration:

- Remedy AR System 5.1 or later
- AlarmPoint 3.0.2.1 or later
- AlarmPoint Java Client 3.0.2 or later

1.2.0.1 Supported operating systems and versions

The integration is BMC certified with Remedy AR System 5.x, and has been tested with Remedy AR System 6.x and 7.0. The testing was internal testing at AlarmPoint Systems and is not re-certification testing, which will be scheduled. The current testing was not 100% across all systems or Remedy versions, but HP-UX, Solaris, and Windows testing was performed against various versions listed.

1.3 Conventions & Terminology

This section describes how styles are used in the document, and provides a list of definitions.

1.3.1 Conventions

Some instructions appear in the following format: **MENU > OPTION**; for example, **File > Open** means click the **File** menu, and then click the **Open** menu option.

Words in **bold** typically reference text that appears on the screen.

Words in monospace font represent the following:

- text that must be typed into the computer
- directory and file names

1.3.1.1 Unix Installation Notes

Although this integration document shows a two-way integration with Windows, this section contains information on how to apply the instructions for a Unix-based installation.

- **Directory Paths.** The paths in this document (except where explicitly stated) are listed in Windows format. Simply substitute the given paths with their Unix equivalents. For example, the AlarmPoint Java Client is installed with the Windows path of:

```
C:\APAgent
```

Under Unix, the equivalent path follows:

```
/opt/alarmpointsystems/APAgent
```

1.3.2 Terminology

With respect to the BMC Remedy Action Request System, the following definitions apply:

Term	Meaning
Alarm	Item of interest detected by BMC Remedy Action Request System
Event	One or more items associated with an alarm
UUID	Unique identifier associated with an alarm

With respect to the AlarmPoint System, the following definitions apply:

Term	Meaning
AlarmPoint Admin	Administrative tool to control AlarmPoint Agent
AlarmPoint Agent	Communication layer between third-party applications (e.g., a Management System) and AlarmPoint
AlarmPoint Bridge	AlarmPoint Agent uses this to interact with BMC Remedy AR System. For users wanting to develop their own integration, consult the AlarmPoint Bridge JavaDoc included with your integration package.
AlarmPoint Client	The Management System uses this to communicate with the AlarmPoint Agent
AlarmPoint Application Server Node	The core AlarmPoint application, consisting of various components that process events and perform notifications.
AlarmPoint Java Client	Umbrella term for the AlarmPoint Admin, AlarmPoint Agent, AlarmPoint Bridge, and the AlarmPoint Client (both Java and native versions)
AlarmPoint Notification Server Node	Delivers notifications to a person in a variety of ways (pager, phone, e-mail, etc.)
AlarmPoint System	Umbrella term for all AlarmPoint software components
AlarmPoint Web User Interface	Browser-accessible interface for controlling AlarmPoint components and information.
Management System	A synonym for BMC Remedy Action Request System
Alert	Item of interest that typically generates a notification for a person or group
Contact Type	Medium through which a person is contacted (e-mail, phone, pager, etc.)
Device	Hardware experiencing problem (e.g., a network server.)
Situation	What has happened with the device
Target	Person or group who should be notified of the alarm
User Guide	The AlarmPoint User Guide (deployment dependent)

2. Installation

2.1 AlarmPoint System

This integration requires the following AlarmPoint applications to be installed:

- AlarmPoint
- AlarmPoint Developer IDE
- AlarmPoint Java Client

2.1.1 AlarmPoint

Consult the *AlarmPoint Installation and Administration Guide* for details.

2.1.2 AlarmPoint Developer IDE

Consult the *AlarmPoint Developer's Guide & Scripting Reference* for details.

2.1.3 AlarmPoint Java Client

The AlarmPoint Java Client is the communications bridge between the AR System and AlarmPoint. It allows the AR System to notify AlarmPoint when a problem occurs, and informs the AR System of AlarmPoint response actions. It is required that the AlarmPoint Java Client be installed on the same computer as the AR System.

For installation information, consult the *AlarmPoint Java Client Guide*.

2.2 BMC Remedy AR System

To prepare for the installation, obtain a copy of the AR System from BMC. The product will install with a demo license which is sufficient to try out the sample integration with AlarmPoint.

The following software components must be installed to demonstrate the two-way integration:

- Database (Oracle or SQL Server)
- BMC Remedy AR System Server
- BMC Remedy AR System User Tool
- BMC Remedy AR System Admin Tool

If there are any unexpected errors during installation, consult the documentation provided by BMC.

Note: *For Unix installations, the BMC Remedy AR System Server is the only AR System component installed on Solaris or HP-UX. The BMC Remedy AR System User Tool and the BMC Remedy AR System Admin Tool must be installed on a machine with a Windows operating system.*

2.2.1 Database

Before the AR System can be installed, you must install and configure a database. Microsoft SQL Server 2000® Personal Edition is used for this example integration, and the following steps serve as a guide for an SQL database installation. If a different database is being used, skip this section.

Note: *The database used for the AR System does not need to be the same database used by AlarmPoint.*

1. Click **SQL Server 2000 Components**.
2. Click **Install Database Server** to start the Microsoft SQL Server Installation Wizard.
3. Click **Next**.
4. Choose **Local Computer**.
5. Click **Next** until **Mixed Mode** is shown.
6. Choose **Mixed Mode**, and check **Blank Password**; in a production environment a secure password would be used.
7. Click **Next** until **Finish**.
8. Click **Finish**.
9. Restart the computer.

Note: *If you intend to use a remote Oracle database for Unix installations, the Oracle client must be installed. For more information, refer to the Oracle client documentation.*

2.2.2 BMC Remedy AR System Server

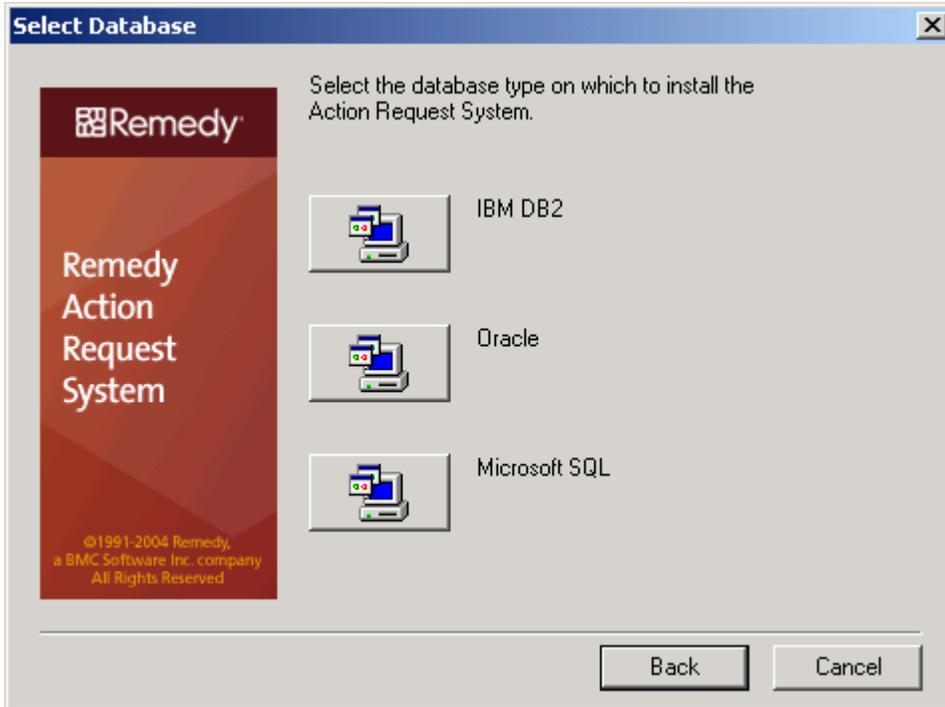
This section is a brief guide to installing the BMC Remedy AR System Server. The steps explain how to install AR System 5 on Windows 2000, but can be used as a guide for installing AR System 6 and 7 on a Windows or Unix system as the process is similar.

To install the BMC Remedy AR System Server:

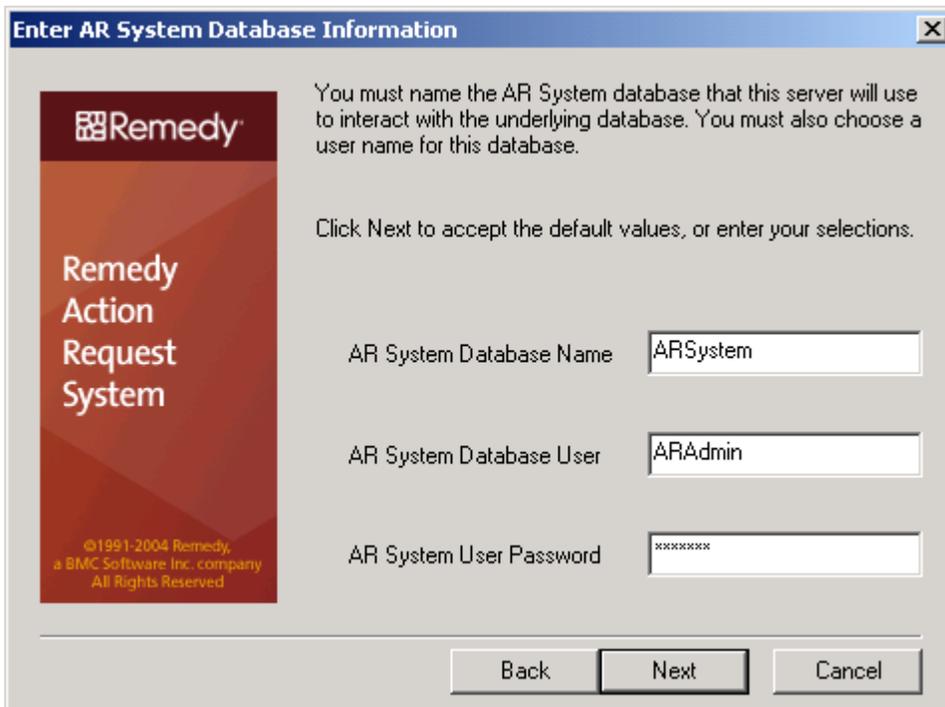
1. From the BMC Remedy Media Source, run `server.exe` to begin the installation process.



2. Click **OK**.
3. Continue through the installation Wizard until the following panel appears:



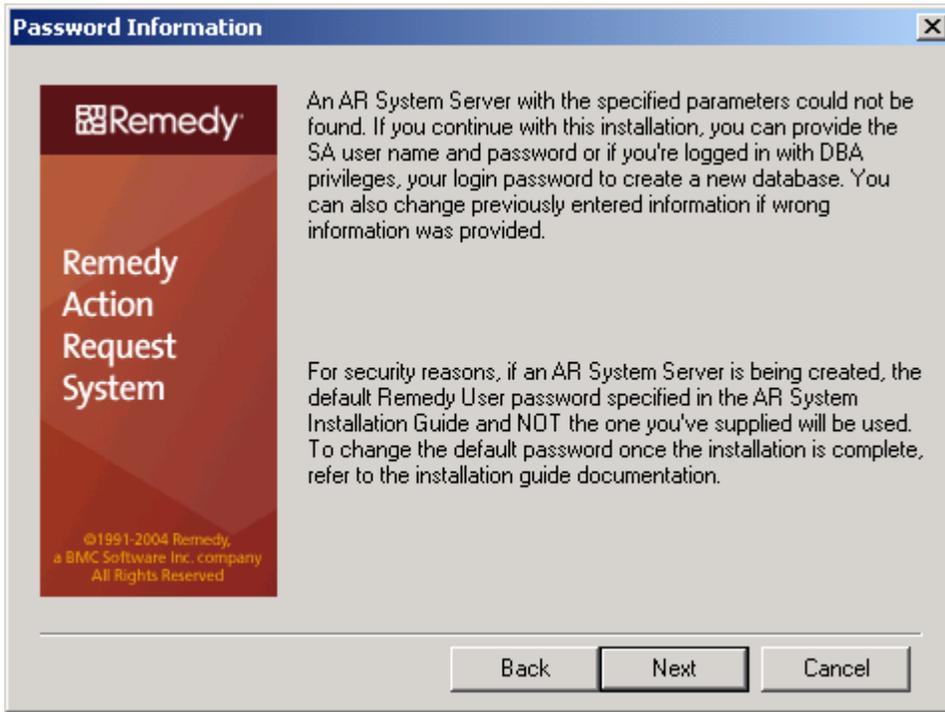
4. Click the button associated with the Database type chosen for the installation. The subsequent installation instructions for database connectivity use the Microsoft SQL example installation. For installations using different databases it is likely the database connectivity steps will differ from the following and are beyond the scope of this document.
5. Continue through the installation Wizard until the following panel appears:



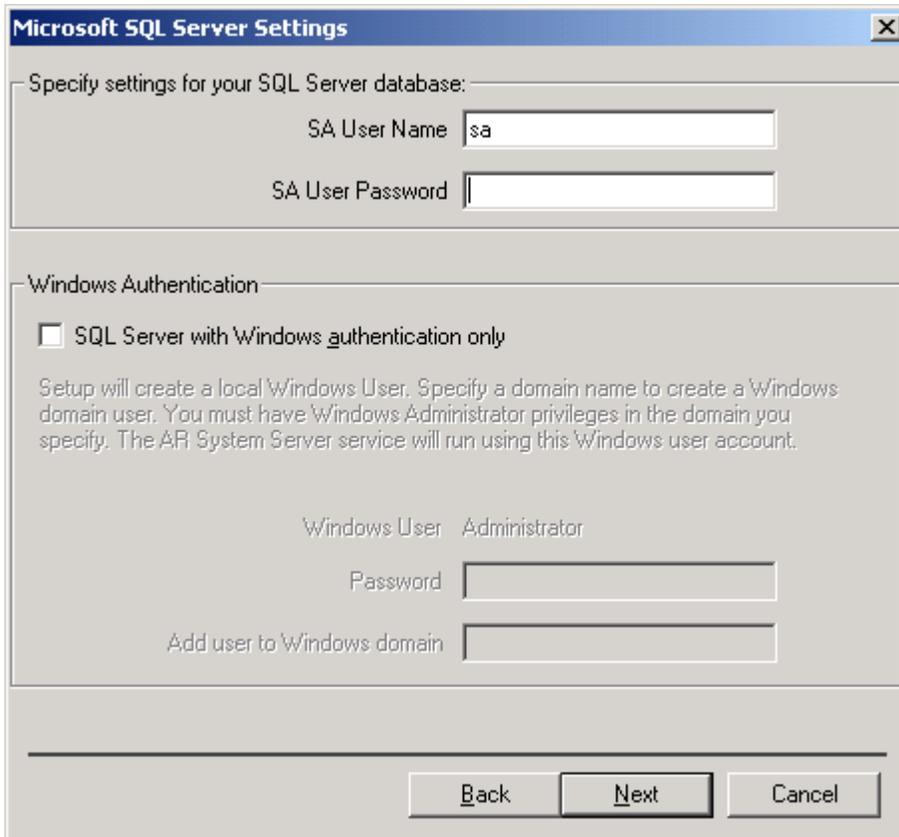
6. Type in an **AR System User Password**. For the purposes of this example, use **ARAdmin**.

7. Click **Next**.

- If the installation wizard displays the following warning, you can safely ignore it, and click **Next**:



8. Do not provide an **SA User Password**. However, in a production environment, provide a secure password.



The screenshot shows the "Microsoft SQL Server Settings" dialog box. It is divided into two main sections. The first section, "Specify settings for your SQL Server database:", contains two text input fields: "SA User Name" with the value "sa" and "SA User Password" which is empty. The second section, "Windows Authentication", has a checkbox labeled "SQL Server with Windows authentication only" which is currently unchecked. Below this checkbox is a paragraph of text: "Setup will create a local Windows User. Specify a domain name to create a Windows domain user. You must have Windows Administrator privileges in the domain you specify. The AR System Server service will run using this Windows user account." Underneath this text are three text input fields: "Windows User" with the value "Administrator", "Password" which is empty, and "Add user to Windows domain" which is empty. At the bottom of the dialog box are three buttons: "Back", "Next", and "Cancel".

9. Click **Next**.

10. Continue through the installation Wizard until the following panel appears:



The screenshot shows the "Setup Complete" dialog box. On the left side, there is a vertical banner with the Remedy logo at the top, followed by the text "Remedy Action Request System" and a copyright notice at the bottom: "©1991-2004 Remedy, a BMC Software Inc. company All Rights Reserved". The main area of the dialog box contains the following text: "AR Server Setup complete." followed by "If you would like to install the Remedy Email Engine, you can do so at this time by executing Emaild.exe". Below this is the instruction "Click Finish to complete Setup." At the bottom center of the dialog box is a single button labeled "Finish".

11. Click **Finish**.
12. Restart the computer.

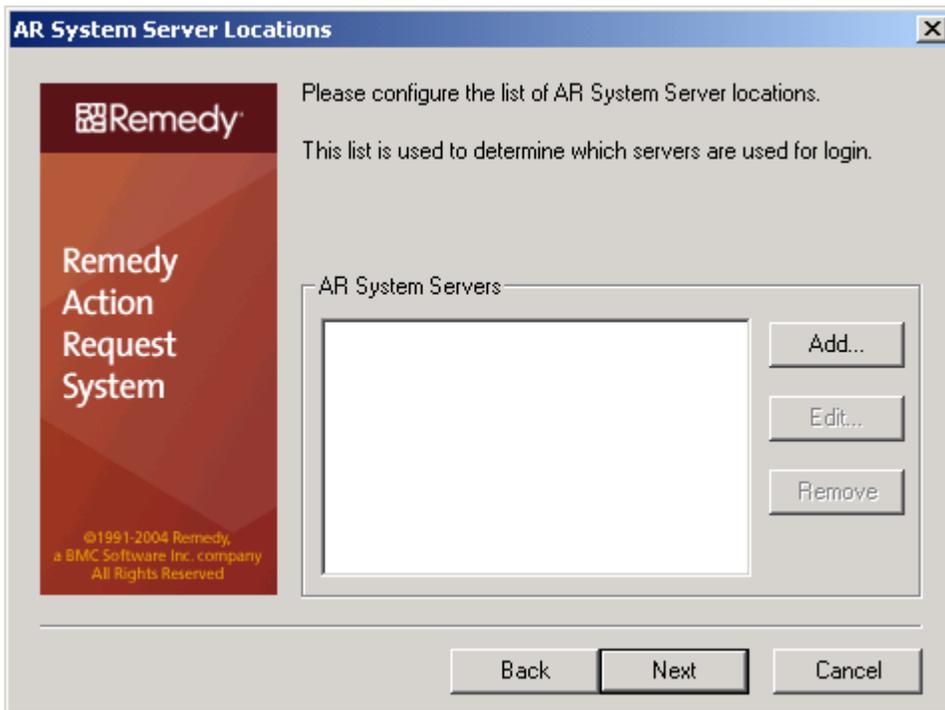
2.2.3 BMC Remedy AR System User Tool

This section is included as a brief guide to installing a new copy of the BMC Remedy AR System User Tool. It may be used on numerous versions of the Windows operating system; this section provides installation steps for Windows 2000.

1. From the BMC Remedy Media Source, run `user.exe` to begin the installation process.



2. Click **OK** to accept English as the Setup Language, if the above dialog box appears.
3. Continue through the installation Wizard until the following panel appears:



4. Click **Next**, without adding any AR System Servers. This will be done later.
5. Continue through the installation Wizard until the following panel appears:



6. Click **Finish**.

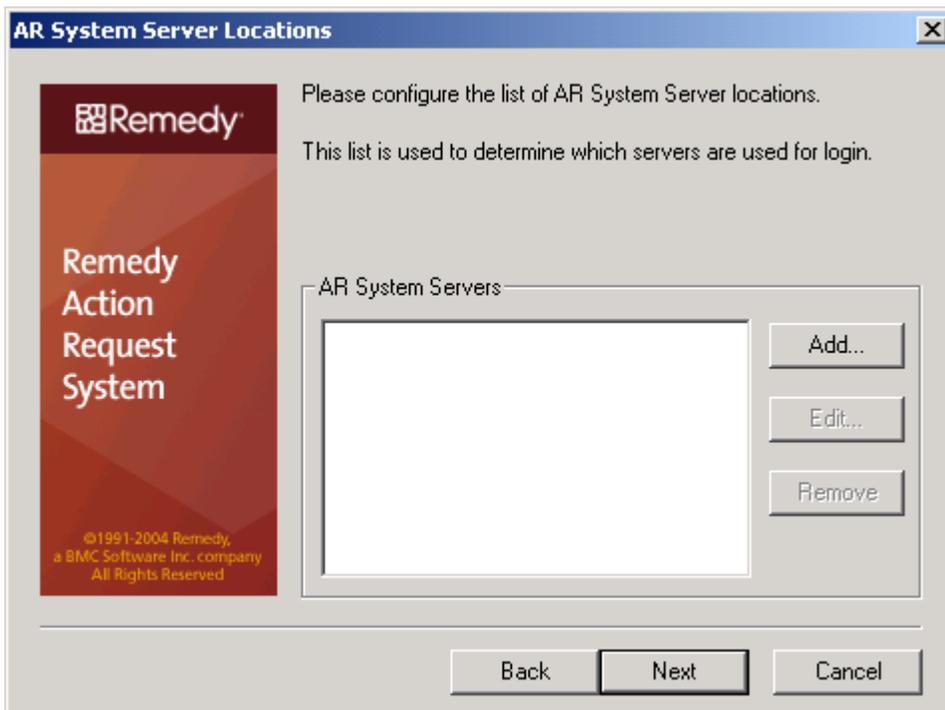
2.2.4 BMC Remedy AR System Admin Tool

This section is included as a brief guide to installing a new copy of the BMC Remedy AR System Admin Tool. It may be used on numerous versions of the Windows operating system; this section provides installation steps for Windows 2000.

1. From the BMC Remedy Media Source, run `admin.exe` to begin the installation process.



2. Continue through the installation Wizard until the following panel appears:



3. Click **Next**, without adding any AR System Servers. This will be done later.
4. Continue through the installation Wizard until the following panel appears:



5. Click **Finish**.

2.3 Integration

After BMC Remedy AR System and AlarmPoint have been installed, you can install the integration components. The integration archive contains integration files for AlarmPoint, the AlarmPoint Java Client and the BMC Remedy AR System.

Note: *This updated integration archive contains the system specific BMC Remedy AR System API files required for the integration.*

To install the integration:

Extract the AP3-BMC-Remedy-ARS.zip file.

The significant files and directories of the archive are as follows:

```

|-- components
| |-- alarmpoint
| | |-- scripts
| | | '-- AP3-BMC-Remedy-ARS.aps
| | '-- vox (English voice files)
|-- alarmpoint-java-client
| |-- BMC Remedy API
| | |-- HP-UX
| | | '-- arapi701
| | |-- Solaris
| | | '-- arapi701
| | '-- Windows
| | | '-- arapi701
| |-- apbridge.jar
| '-- remedy.xml
'-- bmc-remedy-ar

```

```
| |-- alarmpoint.def  
| |-- Report.arx  
|-- documentation  
| |-- AP3_BMC_Remedy_AR_System_Integration.pdf  
|-- release-notes.txt
```

2.3.1 AlarmPoint Java Client

The following items must be installed for the AlarmPoint Java Client to communicate with the AR System:

- **Integration Script:** `remedy.xml`
- **AlarmPoint Bridge:** `apbridge.jar`
- **AR System API:** `arapi701`

To install the AlarmPoint Java Client files:

1. Locate the Integration files for the AlarmPoint Java Client in the extracted archive, by default in:
`AP3-BMC-Remedy-ARS/components/alarmpoint-java-client`
2. Copy `remedy.xml` to `APAgent/etc/integrations/`.
3. Copy the `arapi701` folder specific to the operating system on which the AR System is installed to `APAgent/`.
4. Copy `apbridge.jar` and the following jar files from the `arapi701` folder to `APAgent/jre/lib/ext`:
 - `arapi70.jar`
 - `arutil70.jar`
 - `axis.jar`

Note: `axis.jar` is a Windows specific component.

3. Configuration

This section explains and describes the configuration changes required for AlarmPoint and the AR System.

3.1 Configuring AlarmPoint

Configuring AlarmPoint requires the following steps:

- Configure the AlarmPoint Java Client
- Import the AlarmPoint script package
- Install the voice files
- Define an Event Domain
- Set up a User with a two-way text phone

Note: *Stop the AlarmPoint Java Client before configuring AlarmPoint.*

3.1.1 Configuring the AlarmPoint Java Client

The AlarmPoint Java Client requires several modifications to files and variables.

3.1.1.1 APAgent.xml

To configure the domain mapping file to identify the remedy.xml file, add the following line to the <install-dir>\APAgent\etc\APAgent.xml file:

```
<alarmpoint-agent-client id="remedy" filename="integrations/remedy.xml" />
```

3.1.1.2 remedy.xml

To configure the integration file to connect to the AR System Server, make the following changes to the <install-dir>\APAgent\etc\integrations\remedy.xml file.

1. Locate the following code:

```
String remedyUser    = "Demo";  
String remedyPass    = "";  
String remedyServer  = "localhost";
```

2. Replace the values (“Demo”, “”, and “localhost”) with the values from your AR System installation; do not remove the double quotes.

Note: *There should be two occurrences of the AR System log on information.*

3.1.1.3 APAgent.conf

To modify the APAgent’s configuration file to identify the java library:

For Windows installations, edit the C:\APAgent\etc\APAgent.conf file as follows:

- After the APAgents environment variables (-D parameters) are declared add:

```
#Include Remedy API
-Djava.library.path="C:\APAgent\arapi701"
```

Note: *Do not include a trailing \ in the path as it prevents the Java library loader from finding the shared dll's for the Remedy API.*

3.1.1.4 Environment Variables

Before modifying the Environment Variables so that the AR System Java API can be found, ensure that you have Administrator access.

To modify the Environment Variables:

1. Update the java.library.path environment variable:

- For Windows, include the extracted AR System API path (ie. C:\APAgent\arapi701) in the Windows environment variable PATH.
- For Unix, edit /opt/alarmpointsystems/APAgent/APAgent, and change the JAVACMD variable to include the extracted Remedy API:

```
-Djava.library.path="/opt/alarmpointsystems/APAgent/arapi701\"
```

Note: *Incorporate the line before the -Dapagent.home variable in the JAVACMD variable.*

The resulting JAVACMD variable should look like:

```
JAVACMD="\"${JAVAEXEC}\" ${JAVADEBUG} ${MINMEM} ${MAXMEM} -
Djava.library.path="/opt/alarmpointsystems/APAgent/arapi701\" -
Dapagent.home=\"${INSTALL_DIR}\" -Dpython.home=\"${INSTALL_DIR}/jython\" -
Dwebapp=APAgent APAgent"
```

Note: *Match the exact case of the Unix path.*

2. Add the shared library paths to the /opt/alarmpointsystems/APAgent/APAgent launch script:

- For Solaris, after the line:

```
JAVAEXEC="${INSTALL_DIR}/jre/bin/java"
```

Insert the lines:

```
LD_LIBRARY_PATH="/opt/alarmpointsystems/APAgent/arapi701:${LD_LIBRARY_PATH}"
export LD_LIBRARY_PATH
```

- For HP-UX, after the line:

```
JAVAEXEC="${INSTALL_DIR}/jre/bin/java"
```

Insert the lines:

```
SHLIB_PATH="/opt/alarmpointsystems/APAgent/arapi701:${SHLIB_PATH}"
export SHLIB_PATH
```

Note: *To load properly, the HP-UX shared library files must have their execute bit set. Otherwise, exception errors occur when executing APBridge from Remedy's Response Action Script in the AlarmPoint Java Client environment.*

3.1.2 Importing the AlarmPoint script package

This step requires the AlarmPoint Developer IDE.

To import the AlarmPoint Script Package:

1. Launch the IDE, and configure the database connection (refer to the AlarmPoint Developer IDE Help or the *AlarmPoint Developer's Guide & Scripting Reference* for details).
2. Click **Workspace > Import**.
3. Select the AP3-BMC-Remedy-ARS.apx file extracted from the integration archive to:
 - AP3-BMC-Remedy-ARS/components/alarmpoint/scripts/
4. In the File dialog box, click **Open**, and then click **OK**.
5. Right-click the **Remedy (Business)** folder.
6. In the Validation dialog box, select **Validate**.
7. Right-click the **Remedy (Business)** folder, and then click **Check In**.
8. In the Check In dialog box, click **Create**.
9. In the Check In dialog box, click **Remove**, and then click **Close**.
10. Close the IDE.

3.1.3 Install Voice Files

These files must be installed on an AlarmPoint deployment running a Voice Device Engine. For more information, refer to the *AlarmPoint Installation and Administration Guide*.

To install the voice files:

1. Copy all of the files in the AP3-BMC-Remedy-ARS/components/alarmpoint/vox folder from the extracted integration archive to the following Node installs folder:

```
node\phone-engine\Datastore\domains\common\recordings\english\phrases
```

Note: *This integration provides only English voice files.*

3.1.4 Define an Event Domain

The AlarmPoint webserver must be running to perform this portion of the integration.

To define an Event Domain:

1. Login to AlarmPoint as a Company Administrator, and click the **Developer** tab.
2. On the Event Domains page, click **Add New**.
3. Enter the following information into the form:
 - **Name:** remedy

- **Description:** BMC Remedy AR System Integration
 - **Script Package:** Remedy
4. Click **Save**.
 5. Log out of AlarmPoint.

Note: *It is strongly recommended that you use the Event Domain Name specified above. For the integration to be successful, the Event Domain name must match the Client ID of the AlarmPoint Java Client.*

3.1.5 Setting up a two-way Device

By default this integration is set up to use the default demonstration User, “bsmith”. Follow the steps below to ensure the User exists and has a virtual two-way text phone Device:

Note: *The AlarmPoint webserver must be running to perform this portion of the integration.*

To set up a two-way Device:

1. Login to AlarmPoint as a Company Administrator, and click the **Users** tab.
2. On the Find Users page, click **S**.
3. In the list of returned Users, click **Smith, Bob**.
4. On the Details for Bob Smith page, in the Common Tasks pane, click **User Devices**.
5. Verify that a virtual text phone Device exists.
6. Click **Reorder**, and set the virtual phone to be the first Device in the list.
7. Click **Save**.
8. Log out of AlarmPoint.

Note: *If this user is missing, create a user with a User ID of “bsmith” and add a virtual text phone Device for the User. For more information and instructions on how to perform these tasks, refer to the AlarmPoint User Guide.*

3.2 Configuring the BMC Remedy AR System

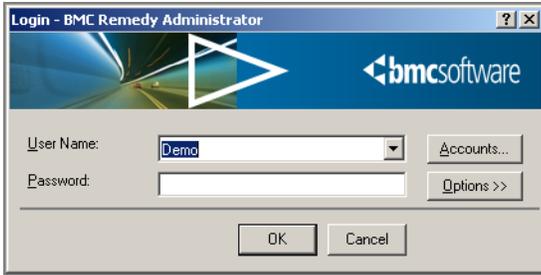
Configuring the AR System requires the following steps:

- Importing the example workflow which contains the example forms with filter and active link settings
- Importing example Report Data
- Setting User Translation

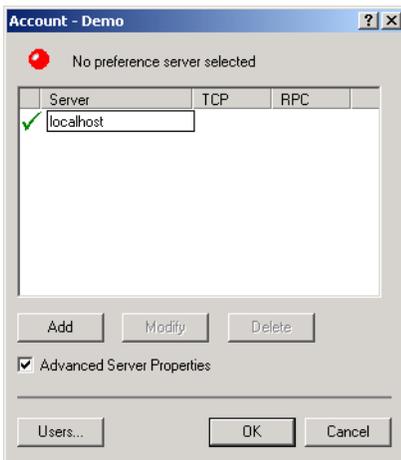
3.2.1 Import the Workflow Definition File

The workflow described in this document is provided in a definition file. The steps to import it follow:

1. Run the Remedy Administrator tool (**Start > Programs > Action Request System > BMC Remedy Administrator**).
2. Provide a **User Name** (use the Demo account with no password).

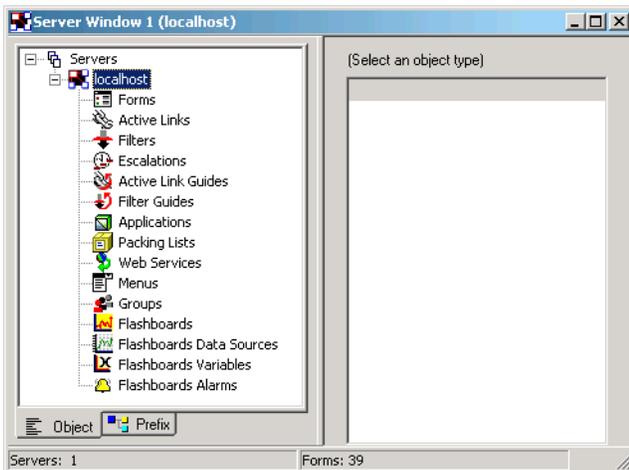


3. Click **Accounts** (do not click **OK**).
4. Provide the name of the server by clicking the **Add** button (use localhost), as shown below.

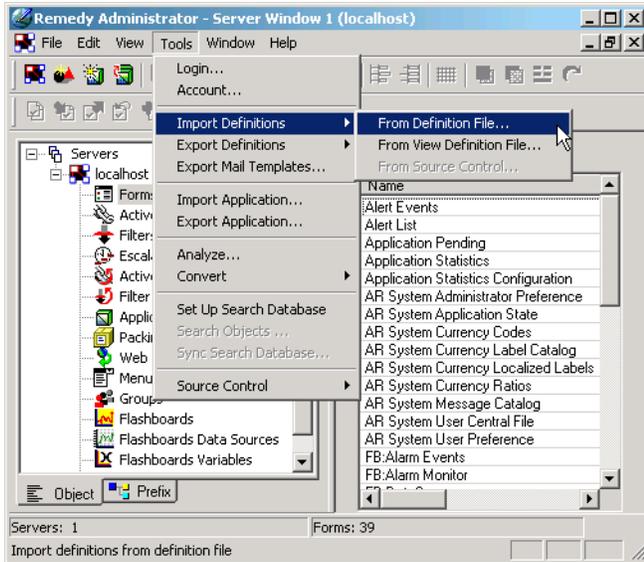


Note: *If the Remedy AR Server is installed on Solaris, this is the IP address of the Solaris machine.*

5. Click **OK** to close the **Account** dialog.
6. Click **OK** to login. You may safely dismiss any errors or warnings that appear upon login.
7. Within the **Server Window 1** dialogue box, highlight the server as shown.



8. From the Remedy Administrator menu, select **Tools > Import Definitions > From Definition File**.



9. Browse to the location of the `alarmpoint.def` file (by default, located in `AP3-BMC-Remedy-ARS/components/bmc-remedy-ar`) and select it.
 - Note that this file should have been copied from the AlarmPoint computer to the Remedy AR System server.
10. Click **Open**.
11. In the **Import Definitions** dialog, click **Add All**, and then click **Import**
12. Click **OK** to close the **Import Complete** alert box.
13. Click **Close** to close the **Import Definitions** dialog.

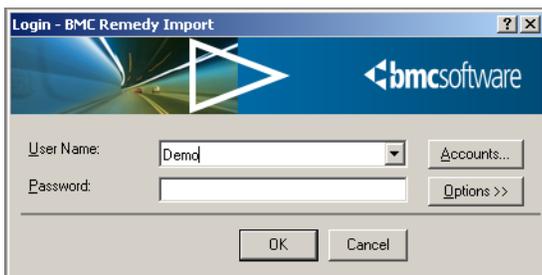
3.2.2 Import Example Report Data

The example report data is used by the forms to provide categories, items, and types for end-users to select when using this example integration.

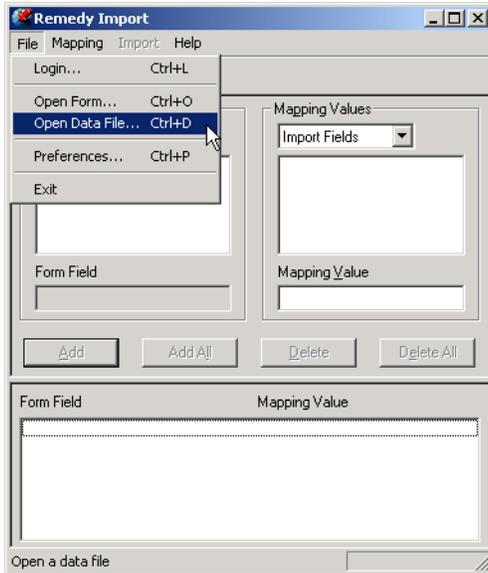
1. Run the BMC Remedy Import tool (**Start > Programs > Action Request System > BMC Remedy Import**).

Note: *Remedy 5.1 uses AR System Import, instead of BMC Remedy Import.*

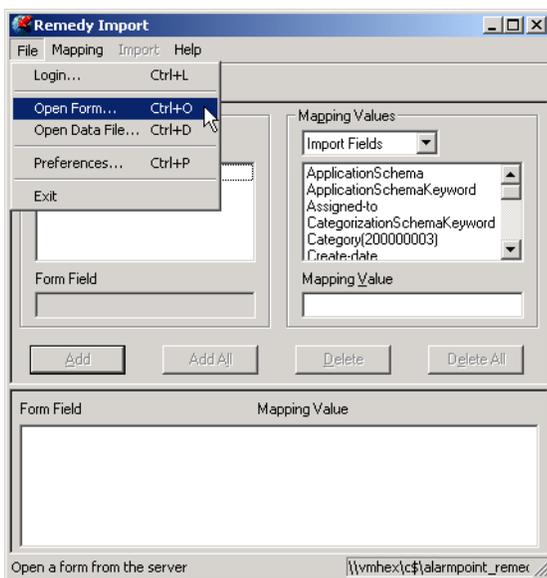
2. Provide a **User Name** (use the Demo account with no password).



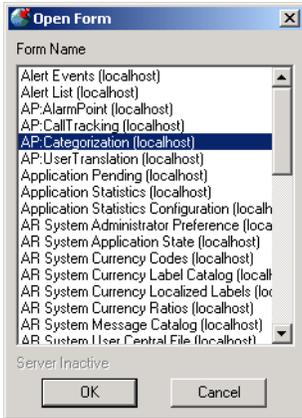
3. Click **OK**.
4. From the Remedy Import tool menu, select **File > Open Data File**.



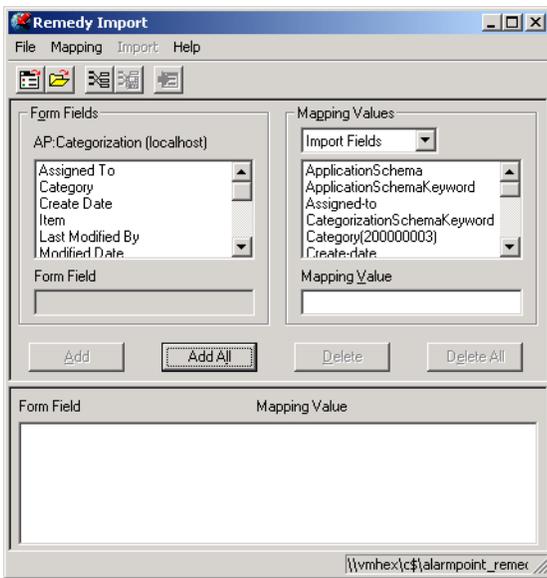
5. Browse to Report . arx file (by default, located in AP3-BMC-Remedy-ARS/components/bmc-remedy-ar), select it, and then click **Open**.
6. From the Remy Import tool menu, select **File > Open Form**.



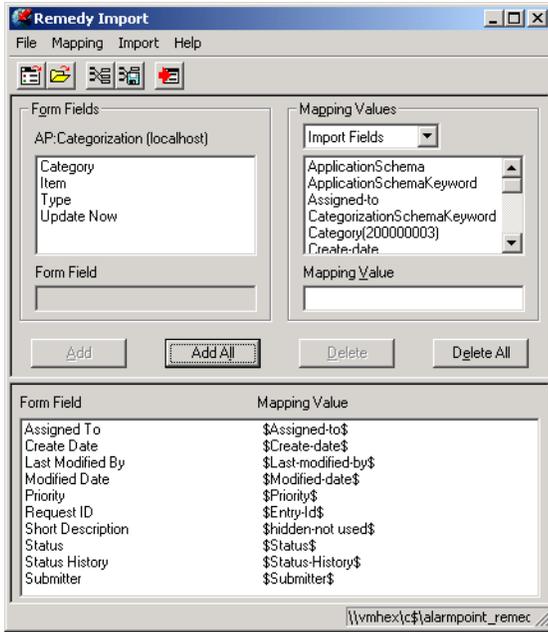
7. Highlight the **AP:Categorization** form, as shown below.



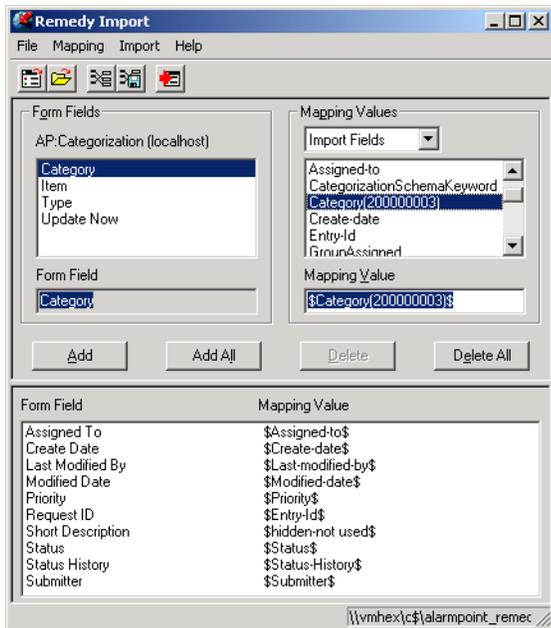
8. Click **OK**.



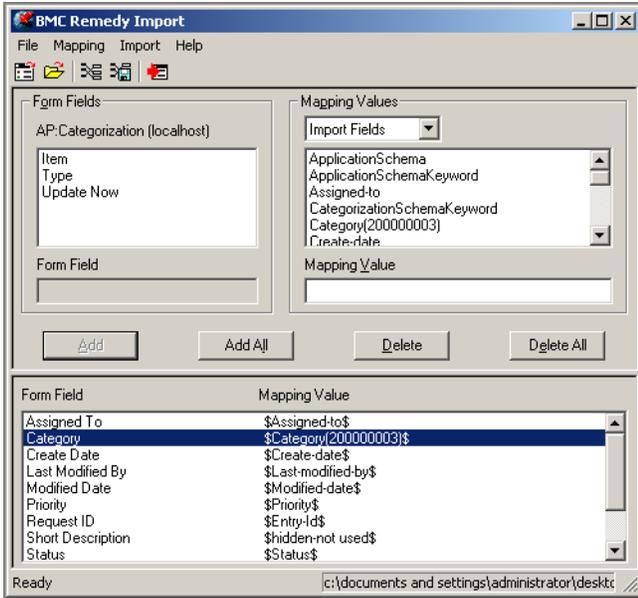
9. Click **Add All**.



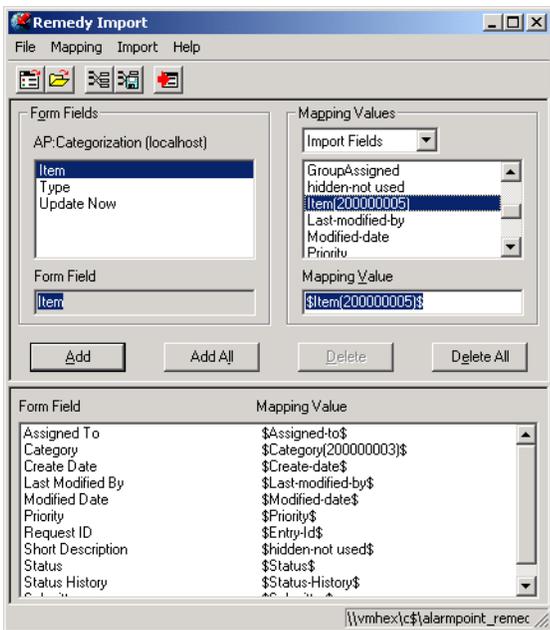
10. Under **Form Fields**, **AP:Categorization**, select **Category** and select the corresponding **Mapping Value** as follows:



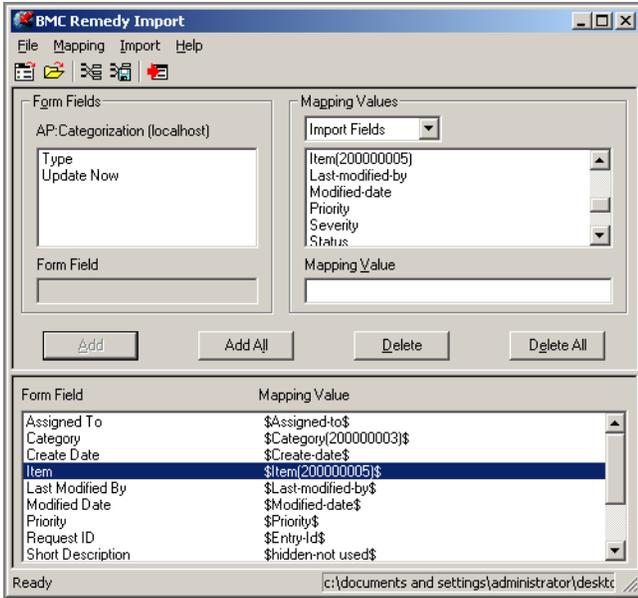
11. Click **Add**.



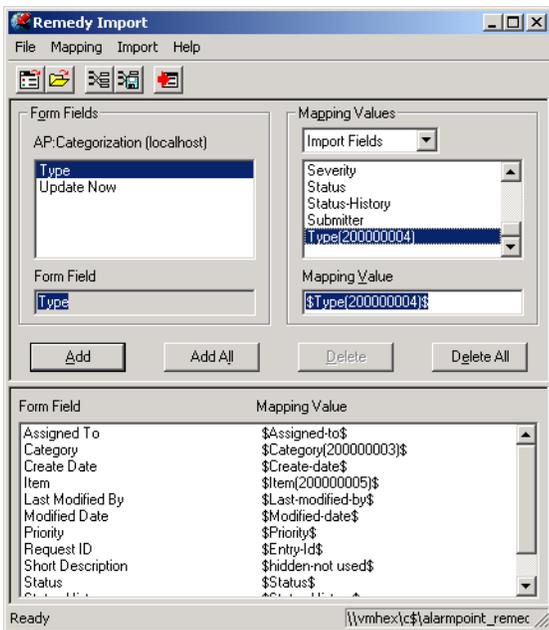
12. Select **Item** from the **AP: Categorization Form Fields** and select the corresponding **Mapping Value** as follows:



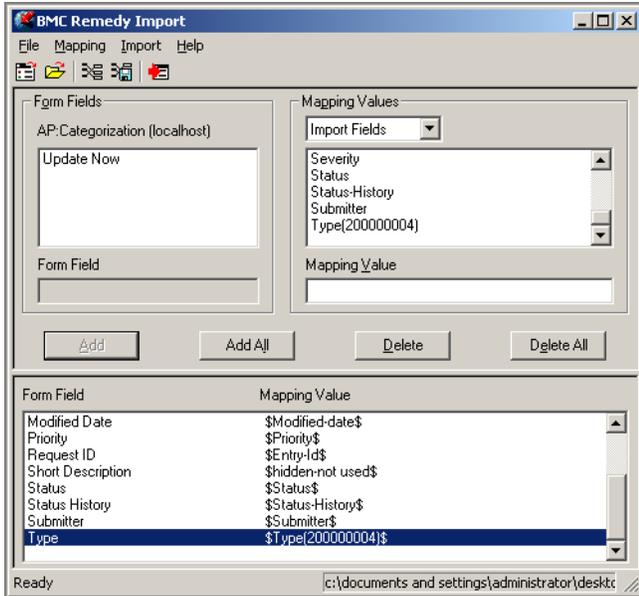
13. Click **Add**.



14. Select **Type** from the **AP: Categorization Form Fields** and select the corresponding **Mapping Value** as follows:



15. Click **Add**.

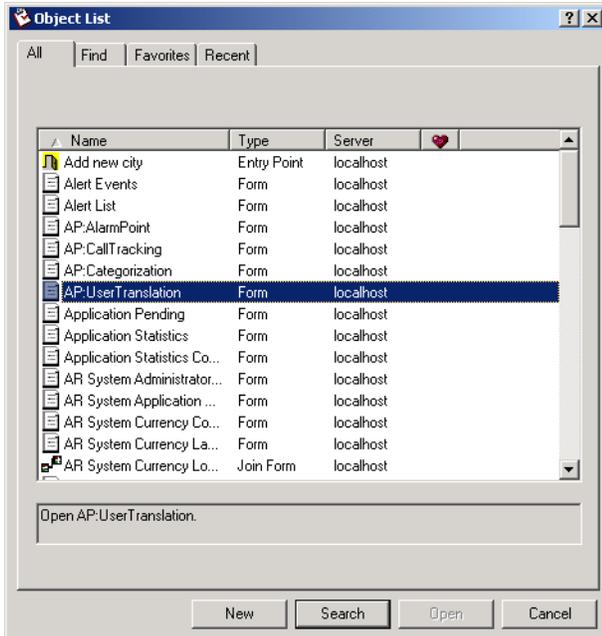


16. Select **Import** from the menu bar.
17. Click **Yes** to confirm the **BMC Remedy Import** dialog.
 - If the **AR System Import – Error** dialog appears, click **Yes to All**.
18. Click **OK** to close the **Import Information** alert box. It is acceptable to have some import errors, but be wary of major errors.
19. Close the **Remedy Import** tool.

3.2.3 User Translation Configuration

AlarmPoint System users must be associated within the AR System.

1. Use the **AR System User** tool (**Start > Programs > Action Request System > BMC Remedy User**)
2. Login as **Demo**.
3. Click **OK**.
4. Select **File > Open > Object List** to open the following dialog box:



5. Highlight the line with a name of **AP:UserTranslation**.
6. Click **New**.
7. Ensure the following details are set within the **AP:UserTranslation (New)** panel:
 - For AlarmPoint:
 - **Login Name:** Demo
 - **AlarmPointID:** bsmith
 - **Status:** Current
 - **Name:** Demo User
 - **Remedy ID:** 1

AP:UserTranslation (New) Save

AlarmPoint Systems

UserID/GroupID Translation Form

User Translation

Login Name	AlarmPointID	Status
Demo	bsmith	Current
Name		
Demo User		
Remedy ID		
1		
Short Description		
n/a		

Close

8. Click **Save**, and then click **Close**.

4. Integration

4.1 Overview

This example is an event-driven notification using both a filter and an active link. Pressing the submit button in the *AP:AlarmPoint* form triggers an active link, that in turn triggers a filter, ultimately resulting in someone being notified by AlarmPoint.

4.1.1 Notification Methods

There are two methods of entering notification information into the AlarmPoint System: manual and event-driven.

1. Manual notification is initiated by pressing a button on a form. For instance, someone may call into the Help Desk reporting a problem. The appropriate technician may need to be notified immediately. The Help Desk person will fill out the required information then press the **Save & Notify** button. The ticket is saved, the AR System workflow creates an Request ID for the ticket (ticket number), and workflow relays the information to AlarmPoint, thereby notifying the appropriate technician. After notification, AlarmPoint replies back to the AR System with the originating Request ID, Technician Notified, their AlarmPoint ID, and the type of notification performed.
2. Event-driven notification is based on a particular classification of a ticket being submitted. For example, imagine the above notification was generated with a Priority of “Critical.” Rules set up within the AR System allow it to automatically notify the appropriate technician based on the Category/Type/Item of the event, or by static assignment. For this type of notification to work, the AR System must be configured to automatically generate events for AlarmPoint.

4.1.2 Forms

The Remedy AR System has forms that are objects in the database. The forms comprise the Graphical User Interface (GUI) through which personnel may input data.

In your integration, you may use any existing forms created for the sample integration within your AR System, and reference those fields, or you may create your own. This documentation assumes that the administrator/developer has an understanding of the AR System and basic knowledge of the creation of forms, active links, filters, and other objects in the AR System.

For this example, forms have been created to simulate an existing Help Desk or Trouble Ticketing System. These forms contain data that automate the control panel. For example, the drop-down boxes that appear, or fields that automatically populate based on certain criteria. These forms and related workflow are available as a packaged definition file, which may be imported into any existing Remedy AR System. They are defined as follows:

- **Form – *AP:AlarmPoint*** is the control panel to demonstrate a ticket being created in the Remedy AR System with a manual method of notifying a group or individual. The key field passed into the AlarmPoint System is “AlarmPointID” Without this information, AlarmPoint would not know whom to contact.
- **Form – *AP:CallTracking*** contains the records of the notifications sent by the AlarmPoint System, useful for reporting purposes. The Notification Information table appears as in tab on the *AP:AlarmPoint* screen and has columns that show the Name, AlarmPoint ID, Last Modified by, and Notification method for each contact attempt made by AlarmPoint.
- **Form – *AP:Categorization*** contains the different Category/Type/Item classifications, for example: Desktop Software/Microsoft Office/Excel.
- **Form – *AP:User Translation*** associates an existing login with an AlarmPoint ID should they be different.

4.2 Active Links and Filters

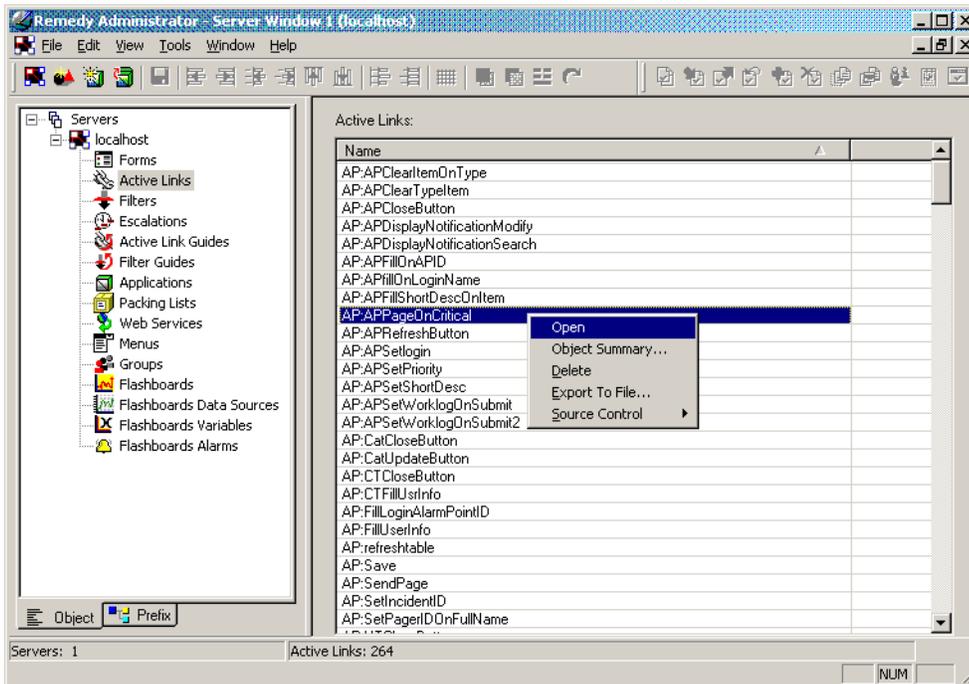
Active Links and Filters are two of the objects within the AR System that allow administrators and developers to program a workflow. Both objects are created via the BMC Remedy Administrator tool.

- Active Links are executed from the client (BMC Remedy User tool). They may be triggered by a number of options such as pressing a button, gain focus/lose focus of a field, upon submitting a form, displaying a form, opening a form and other similar methods.
- Filters are similar to Active Links, but are executed from the server using Administrator privileges. This means that filters can access any field in the AR System database, even if the user does not have access. In addition, Filters can act on virtually any condition that arises in a request.

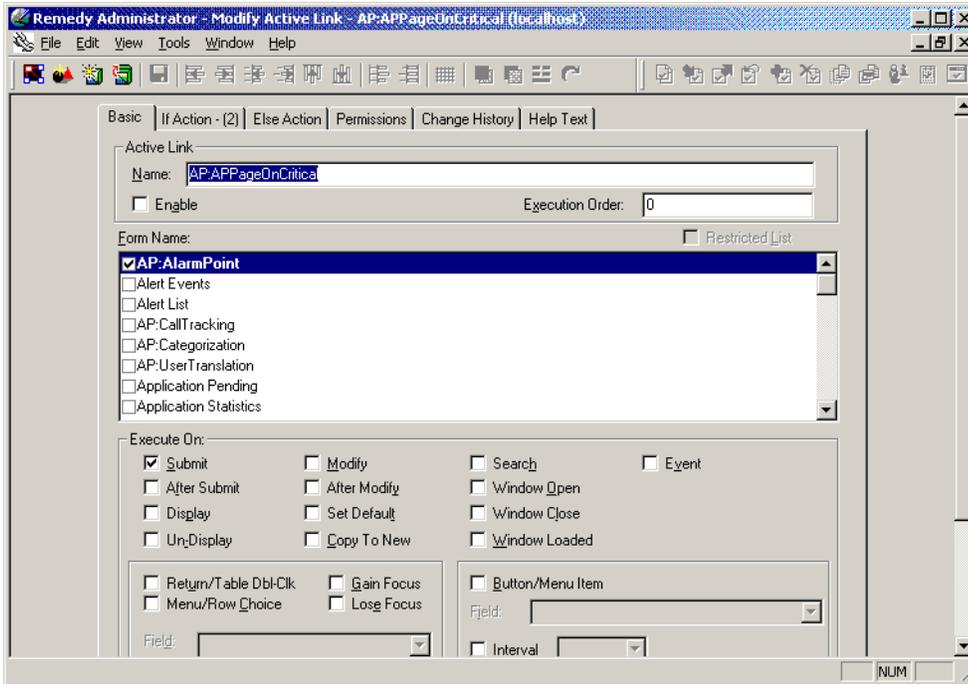
4.2.1 Verifying Active Link Settings

This section shows how to verify the Active Link settings imported in the definition file. In addition, the process in this section can be used to change the Active Link behavior or to set up new Active Links.

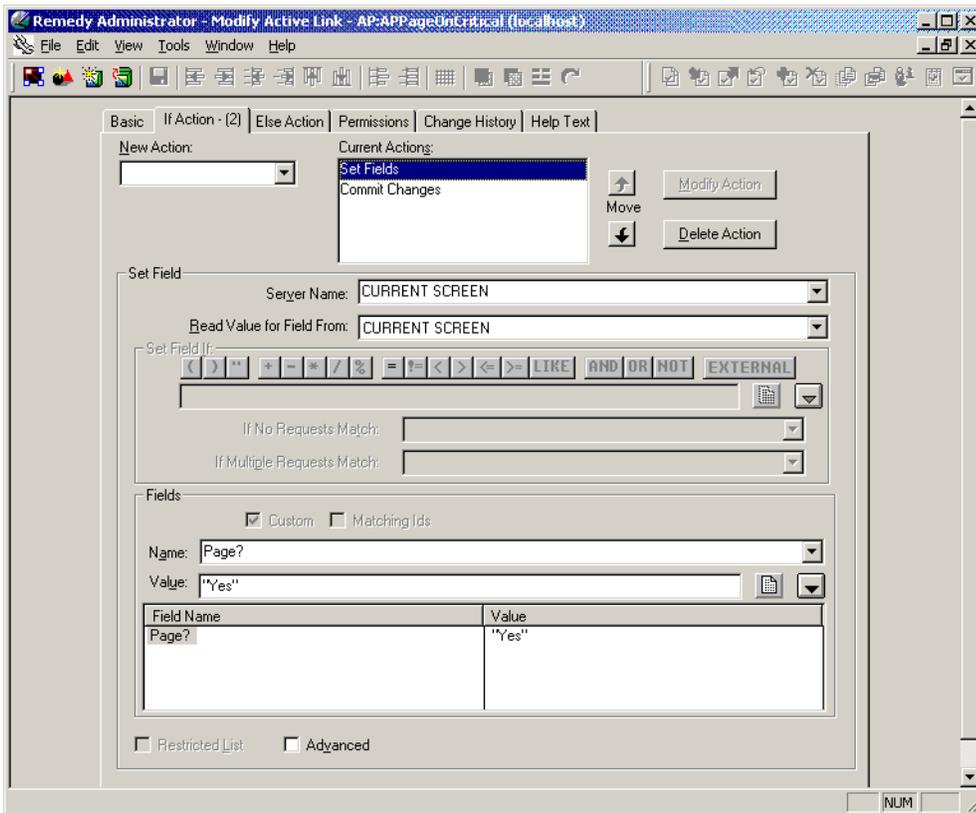
1. Launch the BMC Remedy Administrator tool (**Start > Programs > Action Request System > BMC Remedy Administrator**), if it is not already running.
2. Login as Demo with a blank password
3. If the **localhost** item has not already been expanded, click the plus sign to expand it.
4. Click on the **Active Links** item
5. In the right-hand side menu, right-click **AP:APPageOnCritical** and select **Open** as shown:



6. The following panel appears:



7. Click the **If Action - (2)** tab.



The only **Current Action** defined is **Set Fields**. If **Set Fields** is highlighted, you can see near the bottom of the window that the field **Page?** is set to “Yes”. In this example, this is a flag to a filter. The filter will look to see if the **Page?** field has been set to “Yes” and if it has, send the page.

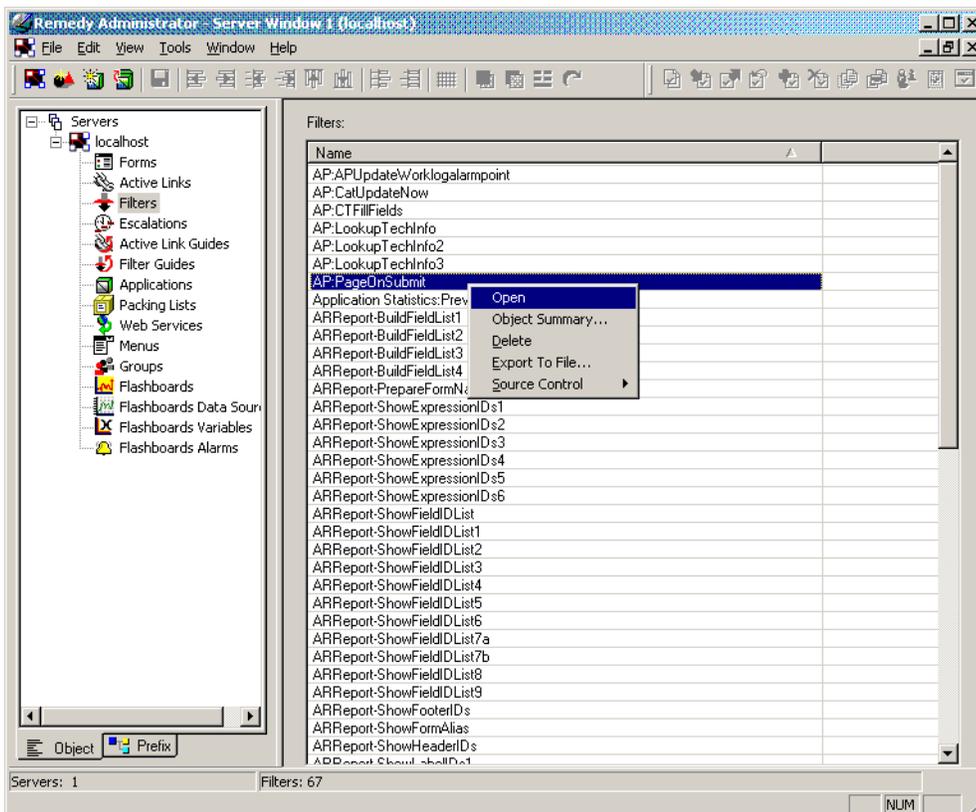
Note: Active Links may have different types of **Current Actions** defined. One of these is a **Run Process** action which would allow an Active Link to make system calls such as sending a message to the AlarmPoint Java Client. However, any calls to the AlarmPoint Java Client will have to be performed on the same machine as the Remedy AR Server. In this example, the Remedy AR Client and the Remedy AR Server are on the same machine so the Active Link could send a message to the Java Client. However, in an actual deployment, this will not likely be the case and any calls to the Java Client must be made by Filters which are run by the Remedy AR Server.

4.2.2 Verifying Filter Settings

This section shows how to verify the Filter setting imported in the definition file. In addition, the process in this section can be used to change the Filter behavior or to set up new Filters.

The filter shown here responds to an active link when a trigger a notification by calling the AlarmPoint Client (APClient) whenever Help Desk personnel choose **Save & Notify** on a form.

1. Launch the Remedy Administrator tool, if it is not already running.
2. Login as Demo with a blank password
3. If the **localhost** item has not already been expanded, click the plus sign to expand it.
4. Click on the **Filters** item
5. In the right-hand side menu, right-click **AP:PageOnSubmit** and select **Open** as shown:



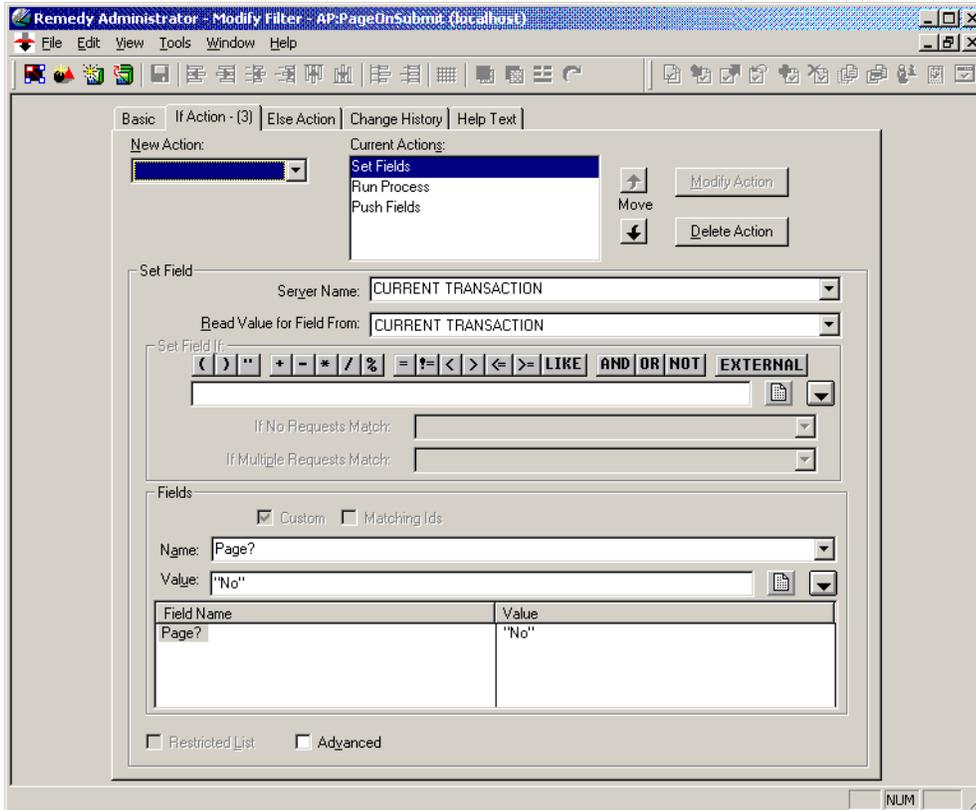
6. The following panel appears:

The screenshot shows a configuration window for a filter. At the top, there are tabs: 'Basic', 'If Action - (3)', 'Else Action', 'Change History', and 'Help Text'. The 'Basic' tab is active. Below the tabs, there is a 'Filter' section with a 'Name' field containing 'AP:PageOnSubmit' and an 'Execution Order' field set to '900'. The 'Enable' checkbox is checked. Below this is a 'Form Name' section with a list of forms. 'AP:AlarmPoint' is selected and checked, while other forms like 'Alert Events', 'Alert List', etc., are unchecked. Below the list is an 'Execute On:' section with checkboxes for 'Submit', 'Modify', 'Delete', 'Get Entry', and 'Merge'. The 'Submit' checkbox is checked. At the bottom is a 'Run If:' section with a logical expression builder and a text field containing the expression: 'Page? = "Yes"'. The logical expression builder includes buttons for parentheses, arithmetic operators, comparison operators, and logical connectors like 'LIKE', 'AND', 'OR', 'NOT', and 'EXTERNAL'.

This Filter is enabled and applies to the **AP:AlarmPoint** form. The **Execute On:** section dictates what action on that form will trigger the filter. In this case, the Filter is triggered when the form is submitted.

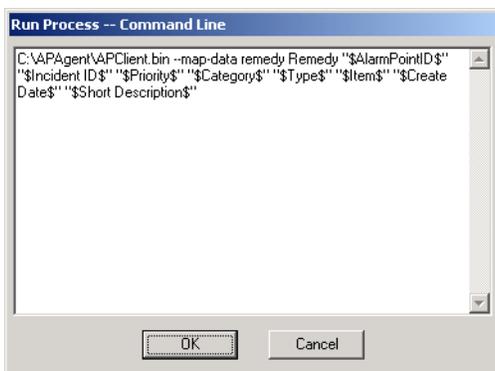
In the **Run If** section, **'Page?'="Yes"** means that this filter should run only if the **Page?** field is set to "Yes". Recall that this is the field our Active Link set to "Yes".

7. Click the **If Action - (3)** tab.



Notice that the link has both a **Set Fields** action and a **Run Process** action defined. The **Set Fields** action sets the **Page?** field back to “No” and the **Run Process** action sends a message to the AlarmPoint Client.

8. Select **Run Process** from the **Current Actions** list.
9. Update the **Command Line** to point to the installation location of the AlarmPoint Java Client. It should read as follows:



Note: For Unix installations, this path must be the installation directory of the APAgent. By default, this is /opt/alarmpointsystems/APAgent/APClient.bin.

This is the command line executed when this Filter is triggered which takes values from the **AP:AlarmPoint** form and sends the message to the AlarmPoint Client.

The AlarmPoint Agent configuration file (APAgent.xml) and the arguments provided on the command line shown in the above figure are mapped using the following section in the configuration file:

```
<alarmpoint-agent-client_id="remedy"
  <mapped-input_method="add" subclass="action"
    <parameter_index="1" type="string">action_script_set</parameter>
    <parameter_index="2" type="string">person_or_group_id</parameter>
    <parameter_index="3" type="string">incident_id</parameter>
    <parameter_index="4" type="string">rempriority</parameter>
    <parameter_index="5" type="string">category</parameter>
    <parameter_index="6" type="string">type</parameter>
    <parameter_index="7" type="string">item</parameter>
    <parameter_index="8" type="string">create_date</parameter>
    <parameter_index="9" type="string">short_desc</parameter>
  </mapped-input>
```

The command line items are mapped as follows:

Command Line Item	Token	Description
--map-data	none	Tells the AlarmPoint Client (APClient) to <i>parse</i> notification data from the command line.
remedy	none	AlarmPoint Agent Client ID as shown in the above XML code section that tells APClient what values to expect, and the token names to use per value.
Remedy	action_script_set	Action Script Set used by AlarmPoint to handle sending notifications
\$AlarmPointID\$	person_or_group_id	Value for the person or group ID to be notified of the event
\$Incident ID\$	incident_id	A unique identifier for this event; it must not be blank
\$Priority\$	rempriority	The example integration priority for the event
\$Category\$	category	The example integration category
\$Type\$	type	The example integration type
\$Item\$	item	The example integration item
\$Create Date\$	create_date	The timestamp of when the problem was saved
\$Short Description\$	short_desc	A brief summary of the problem

See the *AlarmPoint Java Client Guide* for more details on the AlarmPoint Java Client command line syntax.

10. Close the **Modify Filter** panel.
11. Do not choose to accept the changes unless you have made modifications that you would like to save.

4.3 Software Component Validation

This section verifies that the following components are running and in an operational state:

- The AlarmPoint System
- The Remedy AR System Server

4.3.1 AlarmPoint System

Verify that the following components are active and can communicate:

- AlarmPoint System
- BMC Remedy AR System

4.3.1.1 AlarmPoint System

Depending on the Operating System, there are two ways to check that the AlarmPoint Java Client and Server are configured and communicating. Both of the following examples presume a default installation.

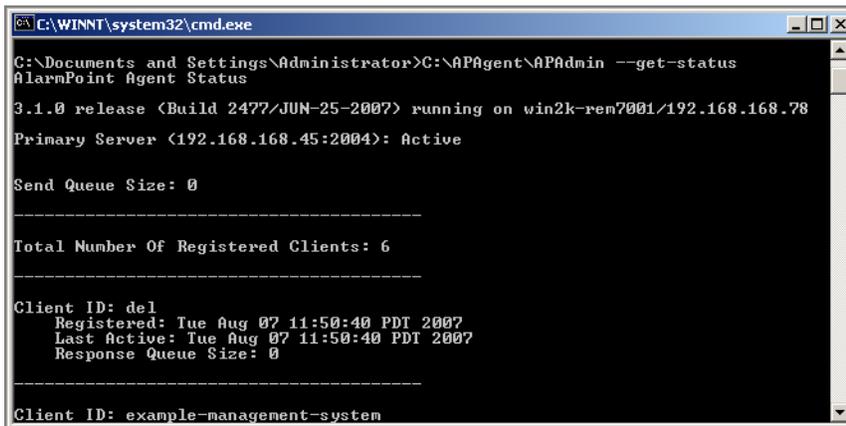
- Using Windows, open a command prompt (**Start > Run > cmd > OK**), then type the following:

```
C:\APAgent\APAdmin --get-status
```

- Under Unix, type the following from a shell prompt:

```
/opt/alarmpointsystems/APAgent/APAdmin --get-status
```

The following figure shows an example of successful output from running APAdmin:



```
C:\WINNT\system32\cmd.exe
C:\Documents and Settings\Administrator>C:\APAgent\APAdmin --get-status
AlarmPoint Agent Status
3.1.0 release <Build 2477/JUN-25-2007> running on win2k-rem7001/192.168.168.78
Primary Server <192.168.168.45:2004>: Active

Send Queue Size: 0

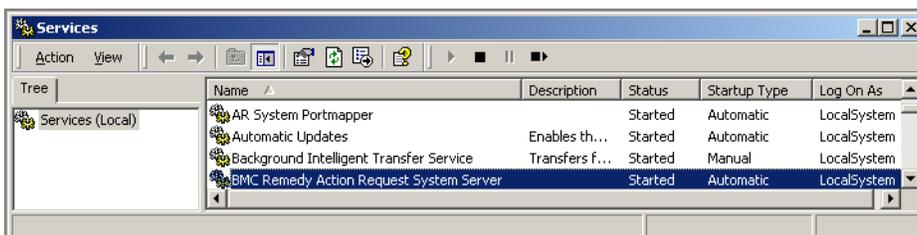
-----
Total Number Of Registered Clients: 6
-----
Client ID: del
Registered: Tue Aug 07 11:50:40 PDT 2007
Last Active: Tue Aug 07 11:50:40 PDT 2007
Response Queue Size: 0
-----
Client ID: example-management-system
```

- The above output represents a successful configuration. The third line indicates that the AlarmPoint Java Client (version 3.1.0 build.2477) is running on the server win2k-rem7001 with an IP of 192.168.168.78. The line following indicates that the Primary Server (AlarmPoint) is Active on a machine with IP of 192.168.168.45 communicating over port 2004. If the Primary Server is not Active there is a configuration or connectivity problem between the AlarmPoint Agent and the AlarmPoint Server. Consult the user manual for troubleshooting.

4.3.1.2 Remedy AR System

Windows:

For a Windows deployment, to verify that the Remedy AR System Server is active, open **Windows Services**. You should see a line similar to the one highlighted in the following figure:



AlarmPoint notifications are triggered from Remedy AR System workflow. This workflow may be initiated either by automated means, such as a button that is pressed, or by specified events.

Unix:

For a Unix deployment, to verify that the AR System Server is active, run:

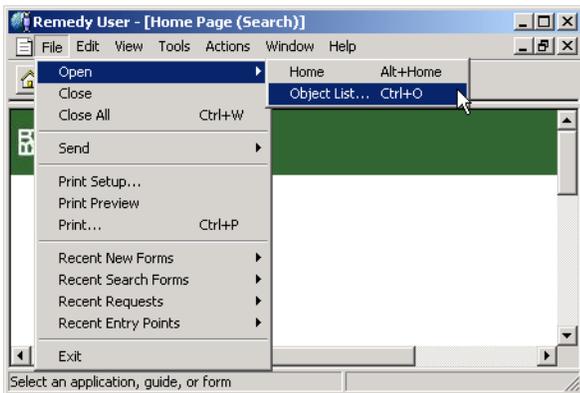
```
/usr/ar/{AR Server Instance Name}/bin/arsystem start
```

If the AR Server is running, a message is displayed; if it is not running, the AR Server attempts to start. If the AR Server starts successfully, a confirmation message is displayed.

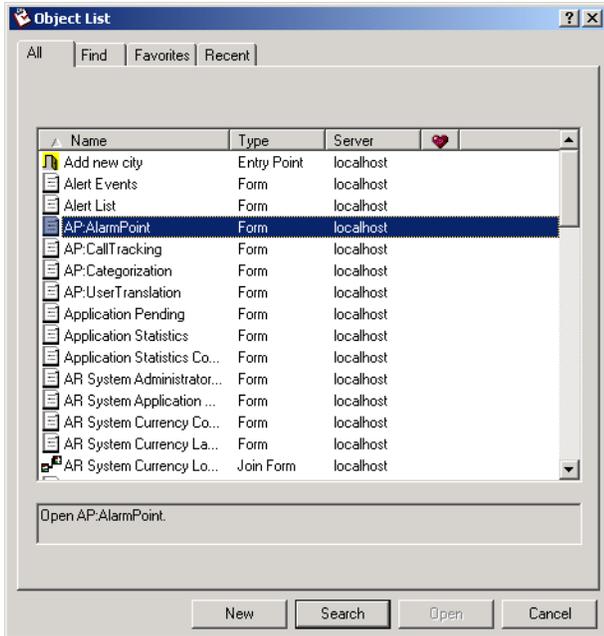
4.4 Testing the Integration

By now, the example integration should be fully installed and configured. This section walks through triggering a notification using the example integration forms that were imported.

1. Run the BMC Remedy User tool (**Start > Programs > Action Request System > BMC Remedy User**), and login using the **Demo** account.
2. Select **File > Open > Object List**.



3. From the **Object List** dialog, select **AP:AlarmPoint** form as shown below:



4. Click **New** to display the AlarmPoint form.
5. Fill out the details as shown in the following screen capture:

AlarmPoint Systems

AlarmPoint Notification Information

Incident ID: AP Priority: Low Status: Assigned

Category: Hardware Type: Laptop Item: External battery

Name: Demo User Login Name: Demo AlarmPointID: bsmith

Short Description: not used Submitter: Demo

Work Log

Save & Notify Close

6. Click **Save & Notify**. The **Save & Notify** button will cause the ticket to be saved, and a ticket number to be generated. This action takes place after all other active links perform their respective actions (having an execution order less than 999). Since active links are executed at the BMC Remedy User client level, a Filter must be applied to call the AlarmPoint Client to trigger the notification (rather than linking the action directly to the Save button).
7. Do not close the **Remedy User** tool, or the AlarmPoint form.

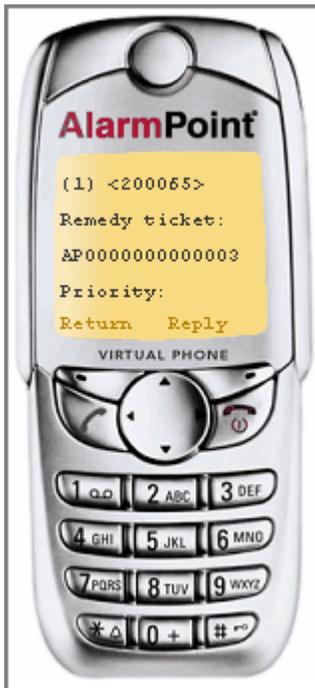
4.5 Responding to a Notification

This section describes how to respond to a page using the default user's virtual phone:

1. When a call arrives for the default user, the virtual phone appears and indicates the number of calls that have been received:



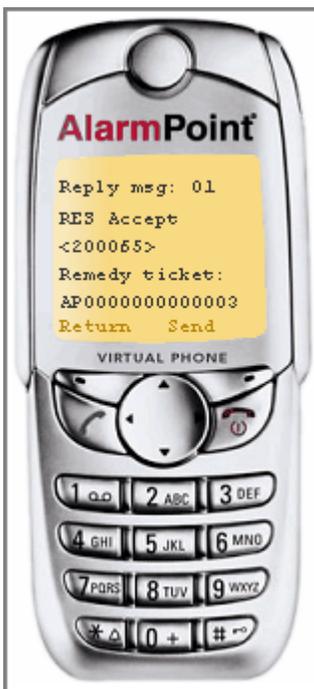
2. To see the first call, click **Select**:



3. Scroll down using the arrow buttons to view the call details and the list of possible replies:



4. Click **Reply**, and then type **RES Acknowledge**:

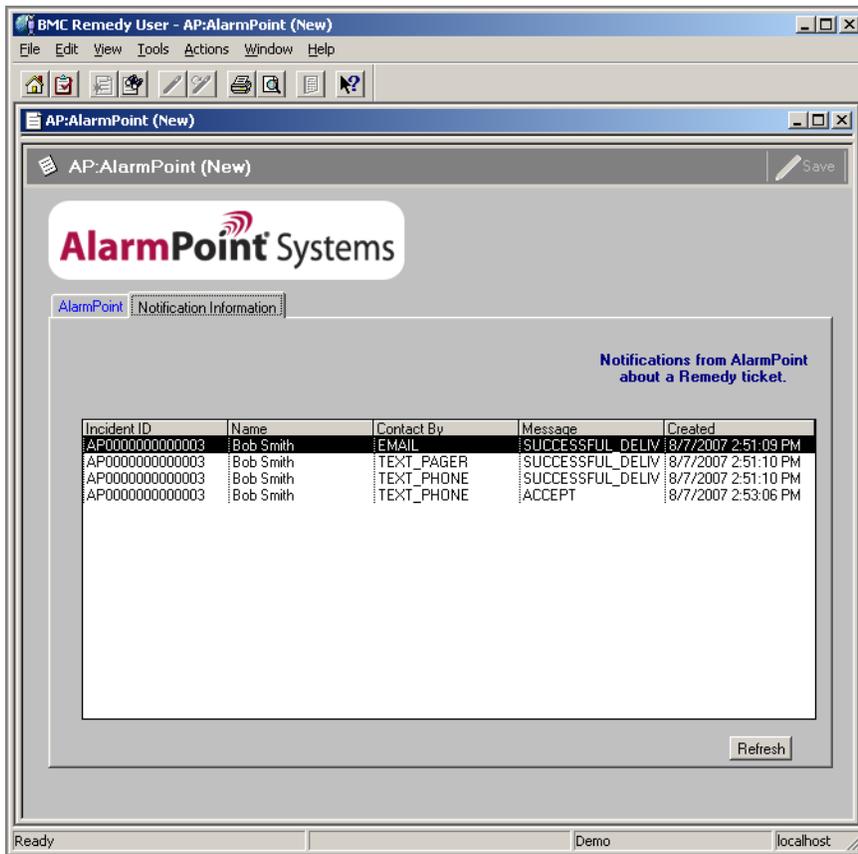


5. Click **Send**, and AlarmPoint will send the acknowledgement of the Event to the AR System.

4.6 View Request Results

1. After completing the steps in the above two sections, return to the **BMC Remedy User** tool.

2. Click the **Notification Information** tab.



This form shows the results for the last incident to occur. In this case, it was incident **AP0000000000003**.

- The first column is the AlarmPoint incident ID, displayed in the response on the virtual phone.
- The second column shows the user or group name that each message was handled by. The example targeted a single user, not a group, so only **Bob Smith** is displayed.
- The third column indicates the Device type used to contact the User or Group.
- The fourth column contains the message re-injected to the AR System from AlarmPoint. In the example, Bob Smith successfully received a notification on three devices (EMAIL, TEXT_PAGER and TEXT_PHONE) as indicated by the message "SUCCESSFUL_DELIV". The "ACCEPT" message indicates that Bob Smith used his Device (TEXT_PHONE) to accept ownership of the event by responding with the "Accept" option presented by AlarmPoint.
- The fifth column shows the date and time.

5. Optimizing and Extending the Integration

5.1 Injecting User Information From Callout Scripts

Because the default Callout scripts does not inject the User's name into the `remedy.xml` Response Action Script, these parameters cannot be used in the Send method. By default, "AlarmPoint" is the user name used to update the CallTracking table for all messages being injected from the Callout scripts.

To have the actual first and last name of the User who was contacted by phone updated in the CallTracking table, you must enhance the Callout scripts and the `remedy.xml` Response Action Script.

To inject the first and last name of the recipient to the RAS from the Callout scripts:

1. Open your AlarmPoint Developer IDE.
2. Check out the Production Callout Script Package.
3. Open both the **callout CONTACT** script and the **authenticate INTERACTION** scripts.
4. Locate a section of code that sends an `ExternalServiceMessage`.
5. Add the following lines after the message is added to the `ServiceMessage` object, and before the send method is executed on the object:

```
$connectionEventMessage.first_name = $recipient.firstName
$connectionEventMessage.last_name = $recipient.lastName
```

6. Repeat the previous two steps for each section that sends an `ExternalServiceMessage`.

Note: *There should be a total of 10 code segments that need to be updated; eight in the callout script, and two in the authenticate script.*

Example:

The following is an example of an enhanced segment of code:

```
$connectionEventMessage.message = "Callout to " & $targetName & " successful (" &
$result & ")."
$connectionEventMessage.first_name = $recipient.firstName
$connectionEventMessage.last_name = $recipient.lastName
@connectionEventMessage::send()
```

To update the CallTracking Table with the appropriate Callout user:

1. Open the `remedy.xml` file (found in `APAgent/etc/integrations`).
2. Locate the `updateCallTracking` function within the Send Method block.
3. Uncomment the following line:

```
//bridge.setField( 700000715L, APDT_first_name + " " + APDT_last_name );
```

4. Comment out the following line:

```
bridge.setField( 700000715L, "AlarmPoint" );
```

5. Save the `remedy.xml` file.

- Restart the APAgent service.

The full name of the User being contacted on their voice Device will now appear within the CallTracking table.

5.2 Data Dictionaries

There are various types of fields that have been created on each form. The following data dictionaries are provided to show the technical details for each form used by the example integration.

5.2.1 AP:AlarmPoint Form

Name	Field ID	Data Type	Size	Opt/Reg	Create Mode
Incident ID	1	Character	15	System	Protected
Submitter	2	Character	30	Required	Open
Create Date	3	Date/Time	4	System	Protected
Assigned To	4	Character	30	Optional	Protected
Last Modified By	5	Character	30	System	Protected
Modified Date	6	Date/Time	4	System	Protected
Status	7	Selection	4	Required	Open
Short Description	8	Character	128	Required	Open
Status History	15	Character	x	System	Open
Login Name	101	Character	30	Optional	Open
Refresh	536870910	Control	4	Display	Protected
Text2	536870913	Trim	4	Display	Protected
Test	700000000	Trim	4	Display	Protected
Page Holder	700000001	Page Holder	4	Display	Protected
Lampooned	700000002	Page	4	Display	Protected
Box	700000006	Trim	4	Display	Protected
Category	700000007	Character	25	Optional	Open
Type	700000008	Character	25	Optional	Open
Item	700000009	Character	25	Optional	Open
Box2	700000010	Trim	4	Display	Protected
Logo	700000011	Control	4	Display	Protected
Save & Notify	700000013	Control	4	Display	Protected
Name	700000015	Character	35	Optional	Open
Lampooned ID	700000016	Character	25	Optional	Open

Name	Field ID	Data Type	Size	Opt/Reg	Create Mode
Priority	700000017	Selection	4	Optional	Open
Work Log	700000018	Diary	x	Optional	Open
Work Log Entry	700000019	Character	x	Optional	Open
Page?	700000025	Character	3	Optional	Open
AP:CallTrackingTable	700000035	Table	?	Display	Protected
Line	700000040	Trim	4	Display	Protected
Line2	700000041	Trim	4	Display	Protected
Close	700000042	Control	4	Display	Protected
Notification Information	700000707	Page	4	Display	Protected
APTicket#Col	700000708	Column	?	Display	Protected
Name Column	700000709	Column	?	Display	Protected
AlarmPoint Id Column	700000710	Column	?	Display	Protected
LastModbyColumn	700000713	Column	?	Display	Protected
AlarmPointSpecific	700000714	Page	4	Display	Protected
Column2	700000722	Column	?	Display	Protected

5.2.2 AP:CallTracking Form

Name	Field ID	Data Type	Size	Opt/Reg	Create Mode
Request ID	1	Character	15	System	Protected
Submitter	2	Character	30	Required	Open
Create Date	3	Date/Time	4	System	Protected
Assigned To	4	Character	30	Optional	Protected
Last Modified By	5	Character	30	System	Protected
Modified Date	6	Date/Time	4	System	Protected
Status	7	Selection	4	Required	Protected
Short Description	8	Character	254	Required	Open
Status History	15	Character	x	System	Protected
Login Name	101	Character	30	Optional	Open
Text3	536870917	Trim	4	Display	Protected
Category	700000007	Character	25	Optional	Open
Type	700000008	Character	25	Optional	Open

Name	Field ID	Data Type	Size	Opt/Reg	Create Mode
Item	700000009	Character	25	Optional	Open
Name	700000015	Character	35	Optional	Open
AlarmPointID	700000016	Character	25	Optional	Open
Priority	700000017	Selection	4	Optional	Open
logo	700000020	Control	4	Display	Protected
Text	700000700	Trim	4	Display	Protected
Page Holder	700000701	PageHolder	4	Display	Protected
Notifications	700000702	Page	4	Display	Protected
Hidden	700000703	Page	4	Display	Protected
AlarmPoint TicketID	700000705	Character	15	Optional	Open
Notification Method	700000706	Selection	4	Optional	Open
Notification Status	700000707	Character	15	Optional	Open
Text2	700000709	Trim	4	Display	Protected
Box	700000710	Trim	4	Display	Protected
Line	700000711	Trim	4	Display	Protected
Close	700000760	Control	4	Display	Protected
Request ID	1	Character	15	System	Protected
Submitter	2	Character	30	Required	Open
Create Date	3	Date/Time	4	System	Protected

5.2.3 AP:UserTranslation Form

Name	Field ID	Data Type	Size	Opt/Reg	Create Mode
Request ID	1	Character	15	System	Protected
Submitter	2	Character	30	Required	Open
Create Date	3	Date/Time	4	System	Protected
Assigned To	4	Character	30	Optional	Protected
Last Modified By	5	Character	30	System	Protected
Modified Date	6	Date/Time	4	System	Protected
Status	7	Selection	4	Required	Protected
Short Description	8	Character	128	Required	Open
Status History	15	Character	x	System	Protected

Name	Field ID	Data Type	Size	Opt/Reg	Create Mode
Button	536870910	Control	4	Display	Protected
Text2	536870913	Trim	4	Display	Protected
Category	700000007	Character	25	Optional	Open
Type	700000008	Character	25	Optional	Open
Item	700000009	Character	25	Optional	Open
Priority	700000017	Selection	4	Optional	Open
Page Holder	700000600	PageHolder	4	Display	Protected
Text	700000601	Trim	4	Display	Protected
Categorizations	700000602	Page	4	Display	Protected
Hidden	700000603	Page	4	Display	Protected
Update	700000605	Control	4	Display	Protected
Update Now	700000606	Character	3	Optional	Open
Box	700000607	Trim	4	Display	Protected
Close	700000612	Control	4	Display	Protected
Text3	700000613	Trim	4	Display	Protected

5.2.4 AP:UserTranslation Form

Name	Field ID	Data Type	Size	Opt/Reg	Create Mode
Request ID	1	Character	15	System	Protected
Submitter	2	Character	30	Required	Open
Create Date	3	Date/Time	4	System	Protected
Assigned To	4	Character	30	Optional	Protected
Last Modified By	5	Character	30	System	Protected
Modified Date	6	Date/Time	4	System	Protected
Status	7	Selection	4	Required	Protected
Short Description	8	Character	254	Required	Open
Status History	15	Character	x	System	Protected
Login Name	101	Character	30	Optional	Open
Button	536870910	Control	4	Display	Protected
Name	536870913	Character	128	Optional	Open
AlarmPointID	700000017	Character	15	Optional	Open

Name	Field ID	Data Type	Size	Opt/Reg	Create Mode
Box	700000500	Trim	4	Display	Protected
Page Holder	700000501	PageHolder	4	Display	Protected
User Translation	700000502	Page	4	Display	Protected
Hidden	700000503	Page	4	Display	Protected
Text	700000504	Trim	4	Display	Protected
Remedy ID	700000508	Character	255	Optional	Open
Text2	700000509	Trim	4	Display	Protected
Box2	700000510	Trim	4	Display	Protected
Text3	700000511	Trim	4	Display	Protected
Close	700000514	Control	4	Display	Protected

6. Frequently Asked Questions

6.1 Why is a command line program used to write tickets?

The command line option to write tickets to the Remedy AR System is for tracking purposes and allows a technician or manager to see how many AlarmPoint notifications went out for a particular ticket. In our example, only call tracking tickets are created showing the notification detail. No new help desk tickets are created with this API.

6.2 Is the AP:AlarmPoint form required?

No. The AP:AlarmPoint form was created on a pristine installation of Remedy AR System 6.0, with no additional, pre-packaged, add-ons to the system. The form was created to demonstrate an example integration. Using the command-line integration, any existing form and workflow may be used, or you may create your own.

7. Contacting AlarmPoint

You can access the AlarmPoint Systems Web Site at <http://www.alarmpoint.com>. From this site you can obtain information about the Company, the Products, Support and other helpful information. You may also access the Customer Support Site from the main web page. In this protected site you will find current product releases, helpful hints, patches, release notes, and other tools provided by AlarmPoint Systems, Inc.

AlarmPoint Systems, Inc.

4457 Willow Road, Suite 220
Pleasanton, CA 94588

Phone: 925-226-0300

Fax: 925-226-0310

E-mail: support@alarmpoint.com

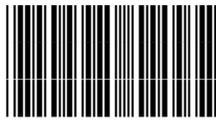
Website: <http://www.alarmpoint.com>

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Notes



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