



AlarmPoint Mobile Gateway for BMC Remedy Service Desk

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1. Introduction

This document defines software requirements, installation, configuration, and integration demonstrations for using the BMC Remedy Service Desk with the AlarmPoint Mobile Gateway. These integration notes are intended for administrators and other technical readers.

1.1 Summary

AlarmPoint is an interactive alerting application, designed to capture and enrich important events, to route those events to the right person on any communication device, and to give that person the ability to solve, escalate, or enlist others to resolve the events remotely.

AlarmPoint allows you to take critical business information and contact the right people via voice phone, SMS, two-way pagers, instant message, and email.

Through integration modules, the AlarmPoint System can become the voice and interface of an automation engine or intelligent application (the Management System, such as BMC Remedy Change Management). When Remedy detects a change request that requires attention, AlarmPoint places phone calls, sends pages, messages, or emails to the appropriate personnel, vendors or customers.

The AlarmPoint System is also persistent, escalating through multiple devices and personnel until someone accepts responsibility or resolves the request. Once contacted, the AlarmPoint System gives the notified person instant two-way communication with BMC Remedy. Responses are executed immediately on BMC Remedy, enabling remote resolution of the incident.

This integration supports creating, viewing, and updating BMC Remedy Service Desk incidents through the use of the AlarmPoint Mobile Gateway, AlarmPoint Integration Agent, and Web Service Calls.

You will need to modify this configuration to suit your particular business requirements and adjust it to suit your expected loads. The default integration features loading list values directly from Service Desk; in a high-volume production system, this can significantly affect performance. Consider your expected volume of requests to the Mobile Gateway, and your server capacity when designing your own integration.

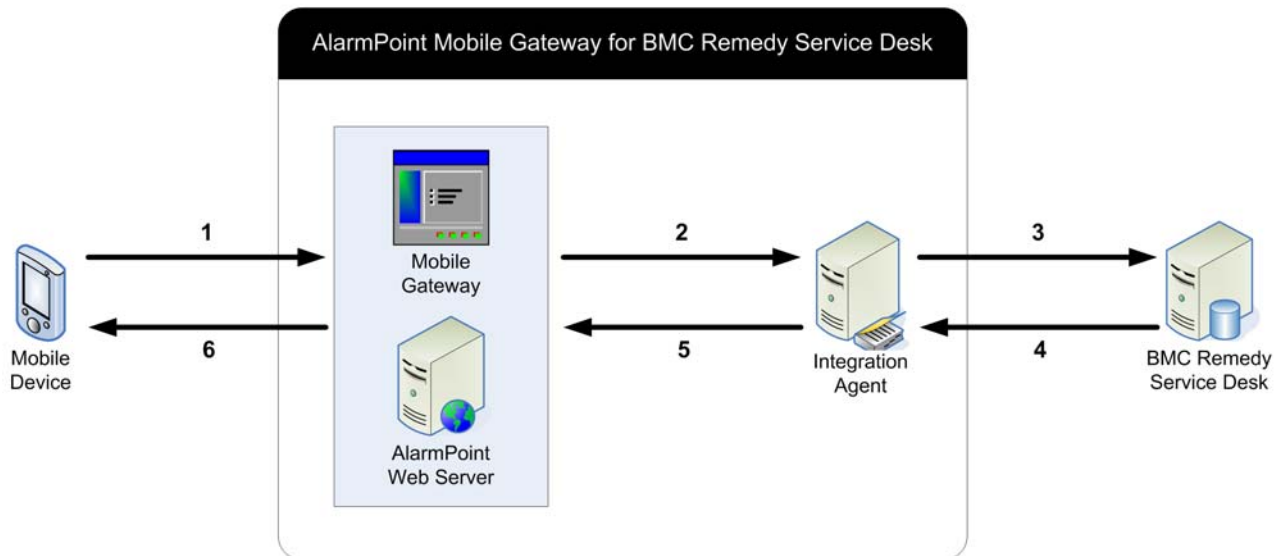
1.1.1 Benefits

With the AlarmPoint Mobile Gateway, the appropriate technician can create, view, and update Service Desk incidents directly via a mobile device web browser. Information about Service Desk incidents can be displayed on the mobile device and updated in real-time.

The benefit is that this process is immediate and may be done remotely – providing users with an efficient method of handling Service Desk issues from any mobile device. In addition, the Service Desk Integration can be updated to notify AlarmPoint Users on their mobile device with a link to the mobile view of the incident, allowing the user to update the Incident remotely.

1.1.2 Architecture

This section provides a high-level overview of the major components for this integration.



The following steps occur for each action initiated by a mobile user:

1. A user sends a request from a mobile device to the AlarmPoint Mobile Gateway.
2. The Mobile Gateway processes the request and relays instructions to the AlarmPoint Integration Agent.
3. The Integration Agent communicates with BMC Remedy Service Desk via Web Services.
4. The response is sent via Web Services to the Integration Agent.
5. The Integration Agent processes and wraps the response and sends it back to the Mobile Gateway.
6. Rendered results are sent back to the mobile device.

1.2 System Requirements

This integration requires the following products and components:

- AlarmPoint 4.0 (patch 004 or later) with AlarmPoint Integration Agent 4.0
OR
AlarmPoint 3.2.1 (patch 012 or later) with AlarmPoint Integration Agent 3.2.1
- BMC Remedy Action Request System 7.1 patch 007
- BMC Remedy Mid Tier 7.1 patch 007
- BMC Remedy Service Desk 7.0.03

Consult the respective user manuals for a detailed list of hardware and supporting software requirements.

Note: All AlarmPoint browser pages have been designed to work with BlackBerry Handheld Software v4.2.x. The browser-accessible pages may not display properly on mobile devices with other software versions.

1.2.1 Supported Operating Systems

The following operating systems are supported by this integration:

- Microsoft Windows 2003 (validated)
- Sun Solaris 9, 10
- HP-UX PA-RISC B.11.23
- AIX 5.3
- Linux RedHat AS/ES 4, 5

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.

Directory placeholders

The location to which you install AlarmPoint is referred to throughout this document as <APHOME>.

- For example, the C:\Program Files\AlarmPointSystems\AlarmPoint\webserver\webapps\cocoon\jsp folder in a default AlarmPoint Windows installation would be referred to within this document as <APHOME>\webserver\webapps\cocoon\jsp.

The location to which you install the AlarmPoint Integration Agent is referred to throughout this document as <IAHOME>.

On Unix systems, the AlarmPoint Integration Agent is typically installed in /opt/alarmpointsystems/integrationagent. On Windows systems, it is installed in the default directory C:\Program Files\AlarmPointSystems\IntegrationAgent.

Note: *Except where explicitly stated, the directory paths in this document are listed in Windows format. Unix users must substitute the given paths with the Unix equivalents.*

1.3.2 Terminology

With respect to BMC Remedy Service Desk, the following definitions apply:

Term	Meaning
Incident	Item of interest detected by Service Desk.
Work Info	Refers to an item in the Work Info History.

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

Term	Meaning
AlarmPoint Integration Agent	A flexible JavaScript processing engine that allows third-party management systems to expose their functionality to mobile and web-based users, while leveraging the AlarmPoint infrastructure to provide high security and fault tolerance
AlarmPoint Application Server Node	The core AlarmPoint application, consisting of various components that process events and perform notifications.
AlarmPoint Web User Interface	Browser-accessible interface for controlling AlarmPoint components and information.
AlarmPoint Notification Server Node	Delivers notifications to a person in a variety of ways (pager, phone, email, etc.)
AlarmPoint System	Umbrella term for all AlarmPoint software components
Management System	A generic term for BMC Remedy Service Desk
User Guides	The AlarmPoint documentation suite, which includes the <i>AlarmPoint Installation and Administration Guide</i> , the <i>AlarmPoint Developer's Guide & Scripting Reference</i> , the <i>AlarmPoint User Guide</i> , and the <i>AlarmPoint Integration Agent Guide</i> .

2. Installation

The integration assumes the following:

- BMC Remedy Service Desk is installed and operational
- the ARS User Application is installed
- the ARS Administrator Application is installed
- BMC Remedy Mid-Tier is installed and operational (for Web Services)
- AlarmPoint is installed and operational
- the required users and groups are configured

2.1 AlarmPoint System

This integration requires the following AlarmPoint applications to be installed:

- AlarmPoint
- AlarmPoint Integration Agent

2.1.1 AlarmPoint

For installation instructions, refer to the *AlarmPoint Installation and Administration Guide*.

Note: When installing AlarmPoint, you must select the option to install the AlarmPoint Webserver.

2.1.2 AlarmPoint Integration Agent

The AlarmPoint Integration Agent must be installed on the same computer as BMC Remedy Service Desk. For instructions on installing the Integration Agent, refer to the *AlarmPoint Integration Agent Guide*.

2.2 Installing BMC Remedy Service Desk

Consult the Service Desk documentation for instructions on how to install and configure BMC Remedy Service Desk and BMC Remedy Action Request System.

2.3 Installing the Integration

After the BMC Remedy Service Desk and AlarmPoint systems have been installed, integration components must be placed on each system. The integration archive contains updates for AlarmPoint and the AlarmPoint Integration Agent, and files for the BMC BMC Remedy Service Desk Server.

Note: Before installing the integration, shut down or stop all AlarmPoint processes.

Extract the AP-MG-BMC-Remedy-SD archive file.

The significant files and directories (in bold) of the archive are as follows:

```
| -- components
| | -- alarmpoint
```

```

| | '-- mobilegateway
| | | '-- bmcremedysd
| | | '-- libs
| | | '-- apbridge.jar
| | '-- alarmpoint-integration-agent
| | '-- bmcremedysd
| | | '-- lib
| | | '-- bmcremedysd.js
| | | '-- bmcremedysd.xml
| | '-- bmcremedysd
| | '-- APServiceDeskMG.def
|-- documentation
| '-- AP40-MG-BMC-Remedy-SDv70.pdf
| '-- AP40-MG-BMC-Remedy-SDv75.pdf

```

2.3.1 Installing the Web Services Library

To enable Web Service calls between AlarmPoint and the Service Desk server, you must copy the JAR file into the AlarmPoint Webserver library folders.

Source File:

AP-MG-BMC-Remedy-SD\components\alarmpoint\mobilegateway\libs\apbridge.jar

Web Server Destination Directory:

<APHOME>\webserver\webapps\mobilegateway\WEB-INF\lib

Note: *If you have installed more than one web server; install the JAR file into the library folder for each one.*

2.3.2 Installing the Mobile Gateway Integration files

To install the Mobile Gateway, you must copy the JSP files to the AlarmPoint installation folder. If you have more than one web server; repeat the following step for each one:

Copy the bmcremedysd directory from components\alarmpoint\mobilegateway\ in the extracted archive into the <APHOME>\webserver\webapps\mobilegateway\jsp directory of the AlarmPoint installation.

2.3.3 Installing the Integration Service

To install the Service Desk integration service, you must copy the bmcremedysd.js and bmcremedysd.xml Integration Agent files into the integrationservices directory, and then modify the Integration Agent's IAConfig.xml file to include them. Repeat the following steps for each Integration Agent providing the bmcremedysd service:

1. Copy the bmcremedysd directory from components\alarmpoint-integration-agent\ in the extracted archive into the <IAHOME>\integrationservices directory of the AlarmPoint Integration Agent installation
2. Open the <IAHOME>\conf\IAConfig.xml file and add the following line to the service-configs section:


```
<path>bmcremedysd/bmcremedysd.xml</path>
```
3. Open the bmcremedysd.js file (now located in <IAHOME>\integrationservices\bmcremedysd\) and modify the following parameters:
 - **RemedyURL:** replace “localhost” with your Remedy server’s IP address.
 - **RemedyServerName:** replace “REMEDYCM” with the name of the server hosting Remedy webservices.

4. Save and close the `bmcremedysd.js` file, and then restart the Integration Agent.

3. Configuration

Before you can begin using the integration, you must configure BMC Remedy Service Desk and AlarmPoint. This chapter explains the configuration processes required for each product.

3.1 Configuring BMC Remedy Service Desk

Configuring Service Desk for the integration requires the following steps:

- Import the workflow definition file
- Add the AlarmPoint entry for Work Log information
- Configure Product Categorization and Operational Categorization Lists

3.1.1 Importing the Workflow Definition File

The workflow described in this document is provided in a definition file that must be imported into BMC Remedy Service Desk.

To import the workflow definition file:

1. In the Login dialog box for the BMC Remedy Administrator, enter your **User Name** and **Password**, and then click **Accounts**.
2. In the Account dialog box, click **Add**, and then specify the name of the server on which Remedy Service Desk is installed.

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

3. Click **OK** to close the Account dialog, and then click **OK** again to log in.
4. In the Server Window dialog box, select the server.
5. Click **Tools > Import Definitions > From Definition File**.
6. Select the `components\bmcremedysd\APServiceDeskMG.def` file in the extracted integration archive, and then click **Open**.
7. In the Import Definitions dialog, click **Add All**, and then click **Import**.
 - If you have already imported a workflow definition file, ensure that you select the **Replace Objects on the Destination Server** check box, but note that any changes you have made to those objects will be lost. If you are sure the changes you made are necessary for your installation, ensure that the existing objects will work with the objects being imported, and do not select the **Replace Objects on Destination Server** check box.
8. When the import is complete, click **OK**, and then click **Close**.

3.1.2 Adding the AlarmPoint entry for Work Log Information

To enable more informational annotations, add the AlarmPoint category to the HPD:WorkLog form.

To add a WorkLog menu:

1. Log in to the BMC Remedy Administrator tool.
2. In the Server Window, select **Forms**, and then double-click **HPD:WorkLog**.

3. Double-click the **Work Info Type** field.
4. Click the **Attributes** tab, and then select **General**.
5. In the **Value** and **Alias Value** fields, type AlarmPoint.
6. In the **ID** field, enter a unique ID.
7. Click **Add After**.
8. Click **File > Save Form**.

3.1.3 Configuring Product Categorization and Operational Categorization Lists

The `configuration.jsp` file specifies the lists used by the AlarmPoint Mobile Gateway when searching for Product Categorizations and Operational Categorizations. These lists must be customized for your deployment.

To configure the Categorization lists:

1. Open the `<APHOME>\webserver\webapps\mobilegateway\jsp\bmcremedysd\configuration.jsp` file.
2. To specify the Product Categorization Tier 1 lists, locate the following section, and replace the values within quotes with the Product Categories Tier 1 values (this is also used when searching for Product Categorization Tier 2 and Tier 3 values from the Mobile Gateway):

```
List<String> productCategorizationTier1 = new ArrayList<String>();
productCategorizationTier1.add("Hardware");
productCategorizationTier1.add("Miscellaneous");
productCategorizationTier1.add("Network");
productCategorizationTier1.add("Service");
productCategorizationTier1.add("Software");
```

3. To specify the Operational Categorization lists, locate the following section, and replace the values within quotes with the Operational Categories Tier 1 values (this is also used when searching for Operational Categorization Tier 2 and Tier 3 values from the Mobile Gateway):

```
List<String> productOperationalTier1 = new ArrayList<String>();
productOperationalTier1.add("Request");
productOperationalTier1.add("Faliure");
```

4. Save and close the `configuration.jsp` file.

3.2 Configuring AlarmPoint

Configuring AlarmPoint requires the following steps

- Define an Event Domain.
- Define an Integration Service.
- Define Custom Fields
- Add an AlarmPoint Mobile Gateway User.

3.2.1 Defining an Event Domain

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

Note: *If the “bmcremedysd” Event Domain is already configured in AlarmPoint (for use with the AlarmPoint for BMC Remedy Service Desk Advanced integration), you can skip this section.*

To define an Event Domain:

1. Log in 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:** bmcremedysd
 - **Description:** BMC Remedy Service Desk Integration
 - **Script Package:** BMC Remedy Service Desk

Note: *If the BMC Remedy Service Desk script package option does not exist, leave the Script Package field blank.*

4. Click **Save**.

3.2.2 Define an Integration Service

This integration uses a default integration service of “bmcremedysd”; it is strongly recommended that you use this default integration service. For the installation to be successful, the integration service name must match the service specified in the bmcremedysd.xml file installed on the Integration Agent.

To define an Integration Service:

1. In AlarmPoint, on the Event Domains page, click the **bmcremedysd** Event Domain.
2. On the Event Domain Details page, click **Add New** in the Integration Services area.
3. Enter the following information into the form:
 - **Name:** bmcremedysd
 - **Description:** BMC Remedy Service Desk Integration Service
 - **Path:** bmcremedysd/menu.jsp
4. Click **Save**.

3.2.3 Define Custom Fields

The Mobile Gateway uses custom fields defined in AlarmPoint to hold the login information for Service Desk. By default, the custom fields are “Service Desk User” and “Service Desk Password”; it is strongly recommended that you use these default field names.

Note: *These custom fields are optional and do not need to be defined for the Mobile Gateway to function.*

To define the custom fields:

1. In AlarmPoint, click the **Admin** tab.
2. In the Administration menu on the left side of the screen, click **Custom Fields**.
3. Click **Add New**.

4. Enter the following Information into the form:
 - **Field Name:** Service Desk User
 - **Type:** Text
5. Click **Save**.
6. Click **Add New**.
7. Enter the following Information into the form:
 - **Field Name:** Service Desk Password
 - **Type:** Password
8. Click **Save**.

Note: *For more information about custom fields see the AlarmPoint Installation and Administration Guide.*

3.2.4 Creating a Mobile Gateway User

The “Has Mobile Access” check box on the User Details page determines whether a User can log into the Mobile Gateway. You can grant access to an existing User by selecting the Has Mobile Access check box, or create a new User and select the check box while adding them.

To allow the default User to access the Mobile Gateway:

1. In AlarmPoint, 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, select the **Has Mobile Access** check box.
 - If you defined the custom fields, enter the **Service Desk User** and **Service Desk Password** information into the custom fields.
5. Click **Save**.

Note: *For more information about Mobile Gateway Users see the AlarmPoint Mobile Gateway Guide.*

4. Software Component Integration

It is recommended that the applications be run in the following order:

- BMC Remedy Service Desk
- AlarmPoint Integration Agent
- AlarmPoint Application and Notification Server Nodes

Consult the respective user manuals for details on starting these applications.

4.1 Query for an Incident

The following validates that the Mobile Gateway, Integration Agent, and BMC Remedy Service Desk are properly configured.

To query for a incident:

1. Log in to the Mobile Gateway as bsmith:



- If more than one Integration Service is available, select the **bmcremedysd** service:



2. If prompted, enter the Service Desk login credentials specified in the custom fields:



3. Click the **Query Incidents** menu item:

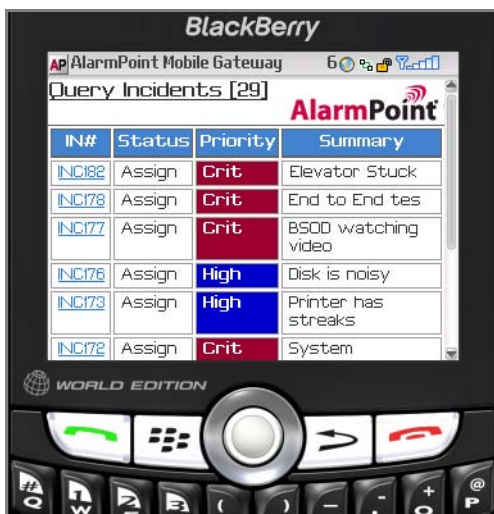


4. Enter the search terms using the fields and drop-down lists:



5. Click **Submit Query**.

- The Mobile Gateway should display a list of all Service Desk incidents matching the search criteria:



6. Click the **IN#** (Incident Number) for an incident to view its details:



7. To resolve the issue, select **Resolve Incident** from the drop-down list at the top of the screen, and then click **Go**:



8. Type a summary in the **Resolution** field, and then click the **Browse** button beside the Reason field to select a resolution code. Click **Resolve** to apply the resolution and return to the Incident Details screen:



The following screens illustrate some of the other navigational tools and options available through the AlarmPoint Mobile Gateway for BMC Remedy Service Desk:

Resolution Options and Work Info:



5. Optimizing and Extending the Integration

This section describes some of the available methods you can use to optimize or extend AlarmPoint Mobile Gateway for BMC Remedy Service Desk.

5.1 Exposing a New Field

In order for a new field that has been exposed in the Service Desk APSDI_HPDI_HelpDesk_WS.HelpDesk_Detail_Query form to be displayed on the Mobile Gateway, you must modify the JSP files.

To add a field to display:

1. Open the <APHOME>\webserver\webapps\mobilegateway\jsp\bmcremedysd\includes\updateFields.jsp file in an editor.
2. Add an entry to the fields and fieldTypes variables; for example:

```
fields.put("Field Name", "Field Label");
fieldTypes.put("Field Name", "Field Type");
```

- If the field is required, add a variable to requiredFields; for example:

```
requiredFields.add("Field Name");
```

- The fieldNames variables use ::: to represent parent to child relationships. For example, Classification:::Operational_Categorization:::Tier_1 represents Tier_1 in the following XML sample:

```
<Classification>
...
<Operational_Categorization>
  <Tier_1>Hardware</Tier_1>
  ...
</Operational_Categorization>
...
</Classification>
```

Note: To escape a colon, use \:.

3. Save and close the JSP file.

Table 5-1. Possible Field Types

Field Type	Description
Notice	Renders the Field Label as an italicized message string.
Text	Displays the value of this field in an editable text input.
TextArea	Displays the value of this field in an editable text input for multiple lines.
Disabled	Displays an input box containing the value, but does not allow input.
List	If a list is defined, a drop-down list will be displayed for this field. See “Defining static lists”, below.

Once you have added the field details to the `updateFields.jsp` file, you must add an entry to the `diffIncident.jsp` to save your new field information using a Web Service call. (For more information about creating Web Services, refer to the BMC Remedy Service Desk user manuals.)

To save the new field information:

1. Open the `<APHOME>\webserver\webapps\mobilegateway\jsp\bmcremedysd\diffIncident.jsp` file in an editor.
2. Add an entry similar to the following example:

```
if ( statusUpdated )
{
    // Update Status
    webService = "APSDI_HPD_HelpDesk_WS";
    operation = "MG_Set_Status";
    esr = mobileGatewaySession.createExternalServiceRequest();
    esr.setAction( "sendGenericRequest" );
    Map<String, String> statusFields = new LinkedHashMap<String, String>();
    statusFields.put("Status", updatedStatus );
    statusFields.put("z1D_Action", "MODIFY" );
    statusFields.put("Incident_Number",
    (String)updatedIncident.get("Incident_Number" ) );
    statusFields.put("Status_Reason", (String)updatedIncident.get("Status_Reason" )
    );
    esr.addToken("fields", statusFields);
    esr.addToken("operation", operation);
    esr.addToken("webService", webService);
    esr.addToken("requestNS", webService);
    esr.addToken("responseNS", webService);
    %>
    <%@ include file="includes/sendRequest.jsp"%>
    <%
    status = (String)resps.getResponse();
    %>
}
```

3. Set the `webService` variable to the name of a Web Service created in BMC Remedy Administrator.
 - By default, in Web Services created with BMC Remedy Administrator request namespace (`requestNS`) and response namespace (`responseNS`) take on the value of the Web Service Name (`webService`).
4. Save and close the JSP file.

In the `(String)updatedIncident.get("Status_Reason")` section, “Status_Reason” is the `fieldName` set in the file `updateFields.jsp`.

Note: *This integration does not currently support modifying Incidents created via Web Services.*

5.1.0.1 Defining static lists

Static lists can be defined in `loadLists.jsp`:

```
//Add the values for Reported Source fields
List<String> reportedSource =
    Arrays.asList( new String[] {
        "",
        "Direct Input",
        "Email",
        "External Escalation",
```

```

        "Fax",
        "Systems Management",
        "Phone",
        "Voice Mail",
        "Walk In",
        "Web",
        "Other"
    });
    staticLists.put( "ReportedSource", reportedSource );

```

In the above sample, "ReportedSource" can be used as a Field Type.

5.2 Add a Custom Query to the Home Page

To add a custom query and link to the home page, add the following to the <APHOME>\webserver\webapps\mobilegateway\jsp\bmcremedysd\configuration.jsp file installed on the Mobile Gateway:

```
MAIN_MENU_OPTIONS.put( "Query Label", "Qualification" );
```

Note: For more information about constructing *Qualifications for Service Desk*, consult the *BMC Remedy Service Desk documentation*.

5.3 Creating a URL Alias

The urlAlias.jsp page in the Mobile Gateway is used to drive directly from an AlarmPoint notification to the Create Incident or Update Incident screens. It supports the following parameters:

Name	Description
newIncident	If this parameter is set, a new incident will be created and you will be taken to the Create Incident Mobile Gateway screen. If it is not specified, set this value to "1".
IncidentID	The incident number of the incident to update. If the newIncident parameter is not set, this field must be set to a valid incident number.
Field Name	The name of an API Caption of a field for the incident. For each parameter set, it will update the field on the incident with that value

For example, if you wanted to load the incident with the current events incident_id and update the assignee to be the current User, you would insert the following code into the HTML email section of the presentation script:

```

@person = @event::getRecipient($recipient.owner)
$hasMobileAccess = $person.hasMobileAccess
$accessibleServices = @person::getAccessibleIntegrationServices($event.domain)
$hasAccessToService = $accessibleServices::contains( "bmcremedysd" )
IF ($hasMobileAccess && $hasAccessToService)
    @urlAlias = @event::createUrlAlias()
    @urlAlias::setTarget( "http://localhost:8888/mg/jsp/bmcremedysd/urlAlias.jsp" )
    @urlAlias::setHost( "http://localhost:8888" )
    @urlAlias::setTimeout( 3600 )
    @urlAlias::setParameter( "username", $person.targetName )
    @urlAlias::setParameter( "IncidentNumber", $event.remedy_incident_id )
    @urlAlias::setParameter( "Assignee", $person.targetName )
    $alias = @urlAlias::activate()

```

```
$content.message = $content.message & "<a href=\u0022" & $alias &  
"\u0022>Update  
    Incident " & $event.remedy_incident_id & "</a>"  
ENDIF
```

Note: *For more information about the URL Alias script object method, see the AlarmPoint Developer's Guide & Scripting Reference.*

5.4 Uninstalling

For instructions on removing an AlarmPoint deployment, refer to the *AlarmPoint Installation and Administration Guide*.

6. Configuration Variable Reference

This section outlines and describes the configuration variables available in the Mobile Gateway and Integration Agent.

6.1 Mobile Gateway Configuration Variables

The following configuration variables are contained in the <APHOME>webserver\webapps\mobilegateway\jsp\bmcremedysd\configuration.jsp file installed on the Mobile Gateway:

Variable	Type	Description	Default Value
MAIN_MENU_COUNTS	boolean	Enables the queries on the home page to be run	true
MAIN_MENU_OPTIONS	Map	Defines what queries should be displayed on the homepage.	High Priority Incidents Open Incidents Assigned To Me
PAGINATE_RESULTS	boolean	Enables pagination of lists of incidents	true
RESULTS_PER_PAGE	int	Defines how many results should be displayed on each page of incidents	10
SD_USER_NAME_FIELD	String	Defines the name of the custom field containing Service Desk login credentials	“Service Desk User”
SD_PASSWORD_FIELD	String	Defines the name of the custom field containing Service Desk login credentials	“Service Desk Password”
VERIFY_SD_CREDS	boolean	Enables the validation of entered Service Desk login credentials when loading the homepage	true
SD_LISTS_EXPIRED	long	Defines how long (in milliseconds) to cache list values retrieved from Service Desk	3600000
MAX_SEARCH_RESULTS1	int	Specifies the maximum number of objects returned for the initial search.	25
MAX_CASCADE_SEARCH_RESULTS2	int	Specifies the maximum number of sample objects returned for the second search, based on the results of the initial search.	50
MAX_CASCADE_SEARCH_RESULTS3	int	Specifies the maximum number of sample objects returned for the third search, based on the results of the initial and second searches.	25

Variable	Type	Description	Default Value
SHOW_FINANCIALS	Boolean	Defines whether the financials screen is to be available when viewing an incident's details.	true
SHOW_RELATIONSHIPS	Boolean	Defines whether the relationships screen is to be available when viewing an incident's details.	true

6.2 Search Categorization Variables

The following Product and Operational Categorization lists are defined in the <APHOME>webserver\webapps\mobilegateway\jsp\bmcremedysd\configuration.jsp file:

Variable	Type	Description	Default Values
productCategorizationTier1	list	Contains the Product Categorization Tier 1 values from BMC Remedy. These values are used to populate the Tier 1 drop-down list for Product Categorization searches within the Mobile Gateway.	<ul style="list-style-type: none"> • Hardware • Miscellaneous • Network • Service • Software
productOperationalTier1	list	Contains the Operational Categorization Tier 1 values from BMC Remedy. These values are used to populate the Tier 1 drop-down list for Operational Categorization searches within the Mobile Gateway.	<ul style="list-style-type: none"> • Request • Failure

6.3 Integration Agent Configuration Variables

The following configuration variables are found in the <IAHOME>\bmcremedysd\bmcremedysd.js file installed on the Integration Agent:

Variable	Type	Description	Default Value
remedyURL	String	Defines the URL of the Service Desk web services	http://localhost
remedyServerName	String	Defines the name of the Remedy Service hosting Service Desk web services	REMEDIYSD2k3

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.

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8. Copyright

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