

BMC Remedy ITSM – Mobility Best Practices Version 7.6.04 Getting Started Guide

Supporting Server and Clients for Android, Apple iOS, and BlackBerry



June 2011

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- Search a database for problems similar to yours and possible solutions.
- Order or download product documentation.
- Report a problem or ask a question.
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- Product information
 - Product name
 - Product version (release number)
 - License number and password (trial or permanent)
- Operating system and environment information
 - Machine type
 - Operating system type, version, and service pack
 - 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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- Submit a new issue at <http://www.bmc.com/support>.

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BMC Remedy ITSM – Mobility Best Practices Version 7.6.04 Getting Started Guide

Overview

BMC Remedy ITSM - Mobility Best Practices is a system for mobilizing the BMC Service Request Management application and Approval Central application. BMC Remedy ITSM - Mobility allows a user to browse and search through the BMC Service Request Management Service Catalog for Service Request Definitions and to then submit Service Requests (SRs) from a mobile device. Updates to those SRs are then automatically synchronized to the user's mobile device, after which the user is alerted with a ring tone and/or vibration on the smart phone.

BMC Remedy ITSM - Mobility also allows a user to view their list of approvals, and to approve, reject, or hold those approvals. They can also submit questions and comments for approvals.

Installation

BMC Remedy ITSM - Mobility is a client-server architecture. As such it requires the installation of a server component and a "smart client" mobile phone component

Server Installation

The server installation is done via a single installer file. All the components required to install and run the BMC Remedy ITSM - Mobility Server are contained within this single installer package.

Hardware Requirements

The following are the hardware requirements for installing the BMC Remedy ITSM - Mobility server. The full installation should be installed to a single computer.

Item	Requirement
Processor	32-Bit, 1.5GHz or better
Minimum Memory	2 GB
Recommended Memory	4 GB
Minimum Hard drive storage	10 GB

System Requirements

The following are the system requirements for installing the BMC Remedy ITSM - Mobility server.

Item	Requirement
BMC Remedy ITSM - Mobility Server	
Operating system	Microsoft Windows Server 2003 R2 Microsoft Windows Server 2008 (32 or 64 bit) Microsoft Windows XP Microsoft Windows 7 (32 bit)
OS components	Microsoft .NET Framework Version 2.0 (x86) or 3.5 (Not 3.5 SP1)
Browser	Mozilla Firefox 3.5.3 or later Internet Explorer 7.0.5730.13 or later Apple Safari 4.0.3 or later
Web server	None – Apache 2.2 embedded
Database	None – Redis (data store) 2.2.5 embedded
Static IP address	To support the sending of alerts from Remedy filters to the BMC Remedy ITSM - Mobility server.
BMC Remedy Server	
BMC Service Request Management versions	2.2 Patch 2 (For ARS 7.01) 2.2 Patch 4 (For ARS 7.5) 7.6.00 Patch 2 (For ARS 7.6) 7.6.03 (for ARS 7.6.03) 7.6.04 (for ARS 7.6.04)
Approval Central versions	7.5 thru 7.6.04
BMC Remedy AR System versions	Remedy AR System 7.x (including 7.5 and 7.6.03 and 7.6.04)
BMC Remedy prerequisites	Web Services must be installed and running and accessible by the Remedy server. Failure to do this will prevent BMC Remedy ITSM - Mobility from receiving alerts from Remedy. This in turn means that the user will have to manually update their SRs and SRDs on the mobile client.

Network Requirements

Item	Requirement
BMC Remedy ITSM - Mobility server	<ul style="list-style-type: none"> • Must have access to the BES server to send alerts to BlackBerry devices • Must have access to the Remedy server to access SRM data.
BMC Remedy server	<ul style="list-style-type: none"> • Must have access to the BMC Remedy ITSM - Mobility server, to allow Remedy to send alerts to BMC Remedy ITSM - Mobility
BES Server	<ul style="list-style-type: none"> • Must have access to the BMC

	Remedy ITSM - Mobility server, to allow BlackBerry smart clients to connect to the BMC Remedy ITSM - Mobility server.
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Installing the BMC Remedy ITSM - Mobility Server

The installation of the BMC Remedy ITSM - Mobility server is a straightforward process utilizing a single install process. Have the following information at hand before beginning the installation:

1. BMC Remedy ITSM - Mobility server IP address
2. BMC Remedy AR System server IP address
3. BMC Remedy AR System server Admin username and password
4. BlackBerry Enterprise Server (BES) IP address

Please see [Appendix A – BMC Remedy ITSM - Mobility Server Installation Process](#) for the step-by-step installation instructions.

Managing the BMC Remedy ITSM - Mobility Server

Please see [Appendix C – Managing the BMC Remedy ITSM - Mobility Server](#) for information on how to manage the BMC Remedy ITSM - Mobility server.

Troubleshooting the BMC Remedy ITSM - Mobility Server

If you suspect the BMC Remedy ITSM - Mobility Server is not operating correctly, follow the troubleshooting steps in [Appendix D – Troubleshooting the BMC Remedy ITSM - Mobility Server](#)

Removing the BMC Remedy ITSM - Mobility Server

Please see [Appendix B – BMC Remedy ITSM - Mobility Server Uninstall Process](#) for the step-by-step uninstall instructions.

Smart Client Installation and Execution

The BMC Remedy ITSM - Mobility server supports mobile clients installed on BlackBerry, Apple iOS, and Android devices. The use of the BMC Remedy ITSM - Mobility Server and its connected mobile clients assumes basic knowledge of:

1. Managing BlackBerry devices on a BES server within the enterprise. No instructions (beyond what is unique for the BMC Remedy ITSM - Mobility Server) will be given in this Guide on how to set up the BES server itself or on how to deploy the BMC Remedy ITSM - Mobility mobile client to the BlackBerry device.

2. Managing iOS devices (iPhone, iPad, iPod), including the use of device-side profiles and installing applications from the iTunes store.
3. Managing Android devices, including installing applications from the Android Market

BlackBerry Operating System

For instructions on how to install, connect and test the BlackBerry smart clients, please see [Appendix F – Installing Smart Client for BlackBerry OS](#).

iOS Operating System

For instructions on how to install, connect and test the BlackBerry smart clients, please see [Appendix G – Installing Smart Client for iOS](#)

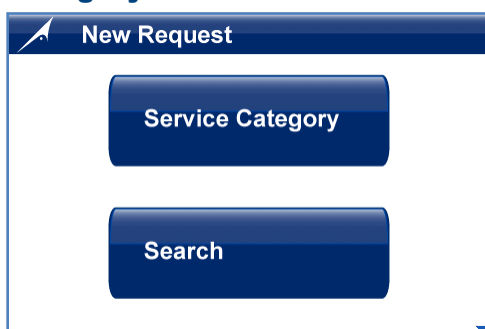
Checking the Mobile Client / Server Install

Once the installation and first a sync are complete it is a good idea to run a few tests to make sure everything is working as expected. The screen shots shown here are from the BlackBerry, but the same tests can be run on any mobile client.

Test 1: All SRDs Were Synchronized

Based on the user credentials that were entered, check the number of SRDs that were synchronized and make sure they match the SRDs for that user within the BMC Service Request Management system.

From the Main Menu, select “New Request”. Then, select “Service Category”.



Select one of the SRD Categories

Choose Category
Facilities Services Building security, office equipment, furniture, office supplies, cubicles, and HVAC related services.
Telecommunications Services Telephone, cell phone, pager, voice-mail, and conference call related services.
IT Services for Users Common user requests for IT services, including hardware, software, network, and systems access.
Advanced IT Services Advanced user and IT internal requests, including new project requests, application and server deployments, and database or network management requests.
Desktop Services

View all the SDRs in this Category and make sure they match the SRDs in this Category on the Remedy User Tool for this user. Do the same thing for each Category in the screen above. Make sure no Categories or SRDs are missing.

Select one SRD using the trackball/trackpad

Other Requests Make a request for service. Use this request type only when you cannot find another more specific request. An IT specialist will review your request and provide advice or assistance on how to make the request. Note that the specified turnaround time is only for someone to respond to your request, not the completion of the work.
Password Reset Request a new password for a system or application that you currently have access.
Enhancement Request Provide suggestions for improving an existing application or service. Note that the turnaround time specifies how long it will take to provide an initial feasibility and priority assessment, not a commitment to complete your request in this timeframe.

View the Service Request Definition and make sure it matches the SRD in the Remedy User Tool.

Service Details
Request Name: Enhancement Request
Description: Provide suggestions for improving an existing application or service. Note that the turnaround time specifies how long it will take to provide an initial feasibility and priority assessment, not a commitment to complete your request in this timeframe.
Turn around: 5 days(s)

Select the Menu button and choose “Request Now”.

Service Details

Request Name
Enhancement Request

Description
Provide suggestions for improving an existing application or service.

Note that the turnaround time specifies how long it will take to provide an initial feasibility assessment, not a commitment to request in this timeframe.

Request Now

Back

Main Menu

View all the questions in the SRD and make sure they match the questions in the Remedy User Tool.

Provide Information

Name of application or service to be enhanced

Summary of desired enhancement and business purpose (use attachments if necessary)

Business urgency of enhancement 1-Critical

Expected Date 09/26/2009, 11:43PM

Required Date Choose Date

Phone ####

To check to see if submission of SRDs is working, complete the questions for one SRD and select the “Submit” button. A background thread will be started and the submission will be synchronized to the BMC Remedy ITSM - Mobility Server and in turn into Remedy. Log into Remedy as this user and check the SR list for this user. Make sure the submission succeeded and is listed in this user SR list.

11:43PM

Required Date Choose Date

Phone ####

Email ahogg@aeroprise.com

Instructions

SUBMIT

Test 2: All SRs were synchronized

Based on the user credentials that were entered, check the number of SRs that were synchronized and make sure they match the SRs for that user within the BMC Service Request Management system.

Select My Requests from the Main Menu. All of this user's SRs are listed. Make sure the list matches what this user sees in the Remedy User Tool.

My Requests	
Aero1Food Procurement	08/26/2009, 01:14AM Waiting Approval
Aero3_Server Re-Imaging Requests	09/08/2009, 08:53PM Waiting Approval
Aero1Server Re-Imaging Requests	08/28/2009, 04:59PM Waiting Approval
Aero1Server Re-Imaging Requests	08/26/2009, 09:02PM Waiting Approval
Aero1Server Re-Imaging Requests	08/26/2009, 10:03PM Waiting Approval
Aero29_Server Re-Imaging Requests	08/28/2009, 05:03AM Waiting Approval
Aero1Desktop Re-Imaging	09/08/2009, 07:07PM Waiting Approval

Test 3: SRD Alerts are Sent to the Mobile Client

In Remedy, acting as an Admin, select one of the SRDs that has been synchronized for this user and make it offline. An alert should be sent to the mobile client and that SRD should be synchronized and removed from the mobile client. There should be no UI to the user that this is occurring. Select the same SRD and make it online. A second alert should be sent to the mobile client and that SRD should be synchronized and added to the mobile client. There should be no UI to the user that this is occurring.

Test 4: SR Alerts are Sent to the Mobile Client

In Remedy, acting as a user who has privileges to change the status of one of the SRs that the user has entered (for example a Manager who must approve a request), change the status of one or the user's SRs. An alert should be sent to the mobile client and that update to the SR in question should be synchronized. Once the sync has completed a pop-up message should appear to the user.

Test 5: Message Log Update Alerts are Sent to the Mobile Client

In Remedy, acting as a user who has privileges to update message logs for that users submitted SRs, submit a new message log. An alert should be sent to the mobile client and that update to the SR in question should be synchronized. Once the sync has completed a pop-up message should appear to the user.

BMC Remedy ITSM - Mobility Server Installation

It is important to note that BMC sells two separate server platforms. One server platform is deployed to mobilize BMC Remedy ITSM, and this server platform is deployed to mobilize BMC Service Request Management and Approvals. These two servers cannot co-exist on the same server machine or image.

Before beginning the BMC Remedy ITSM - Mobility Server installation process, please be sure you have the environment configured correctly. Refer to Server Installation above for details.

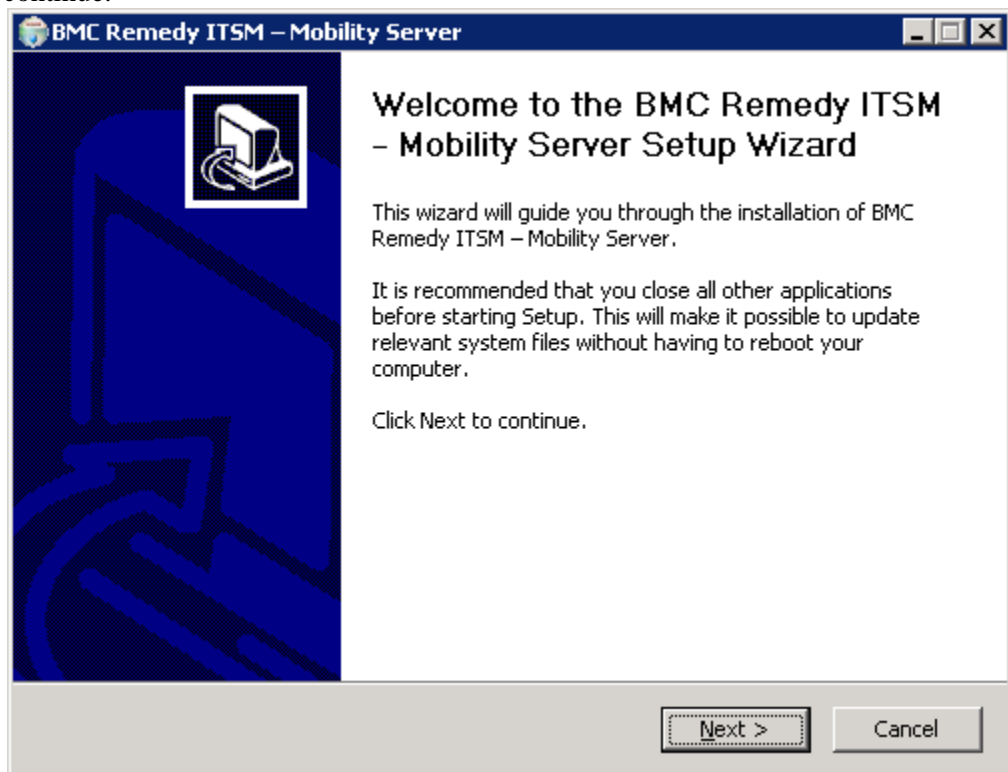
If the BMC Remedy ITSM - Mobility Server has been previously installed on this machine, be sure to run the uninstall before attempting a new installation. Failure to do so will result in a corrupt and non-functioning installation.

Installation process

Follow the steps below to install the BMC Remedy ITSM - Mobility Server.

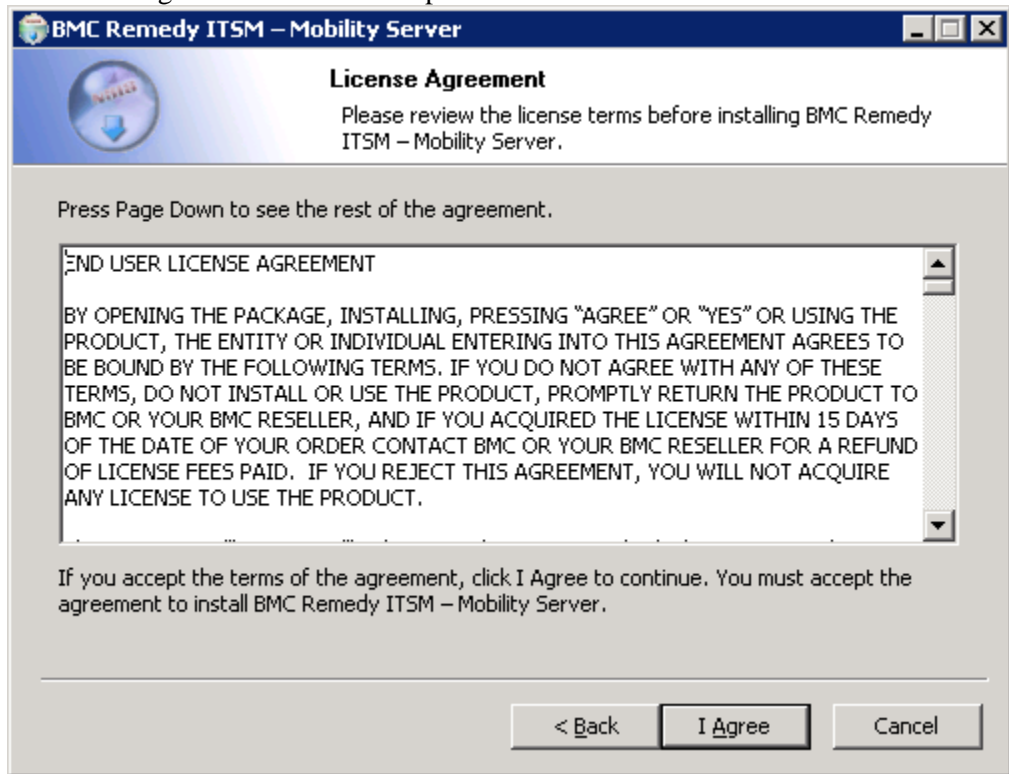
Step 1: Launch the Installer

Locate the BMC Remedy ITSM - Mobility Server installer file and double click on it to launch the installer. The following Welcome screen will appear. Select “Next” to continue.



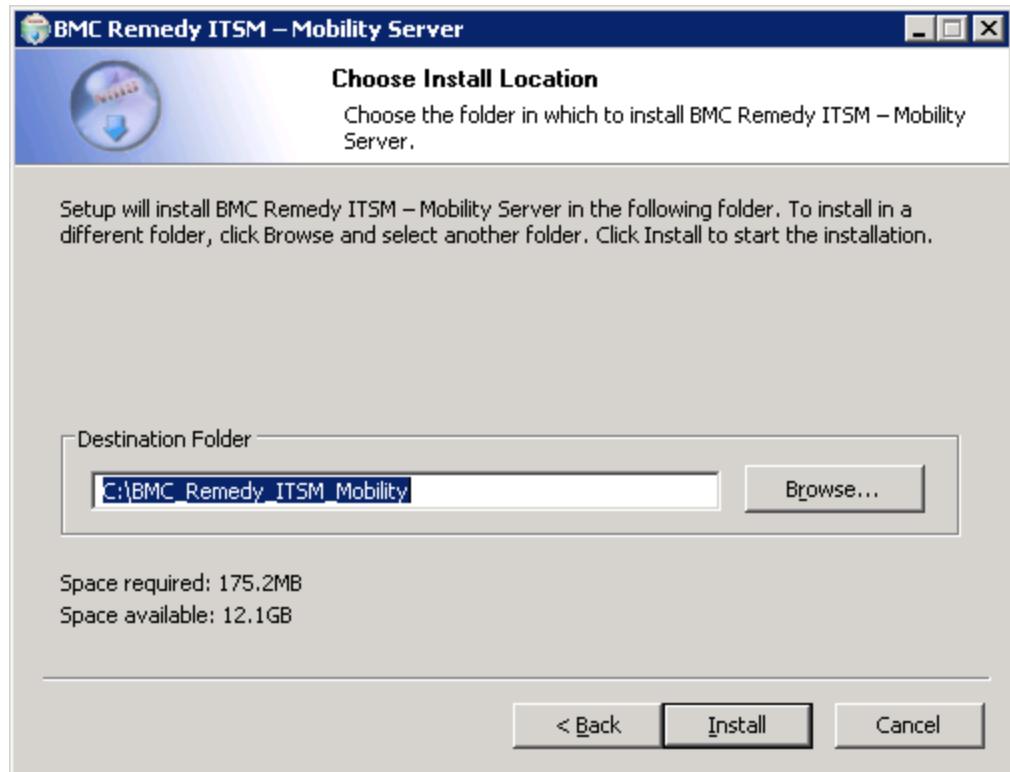
Step 2: Read and Accept the License Agreement.

The license agreement must be accepted in order to continue the installation.



Step 3: Installation Location

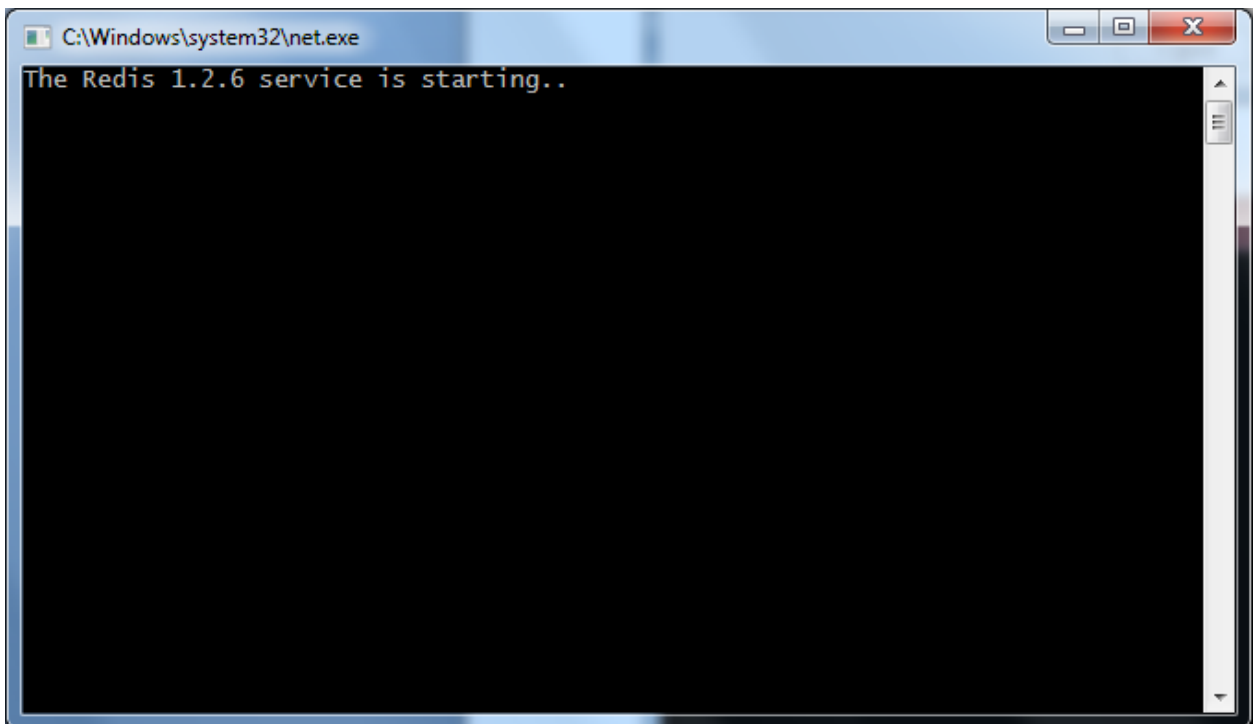
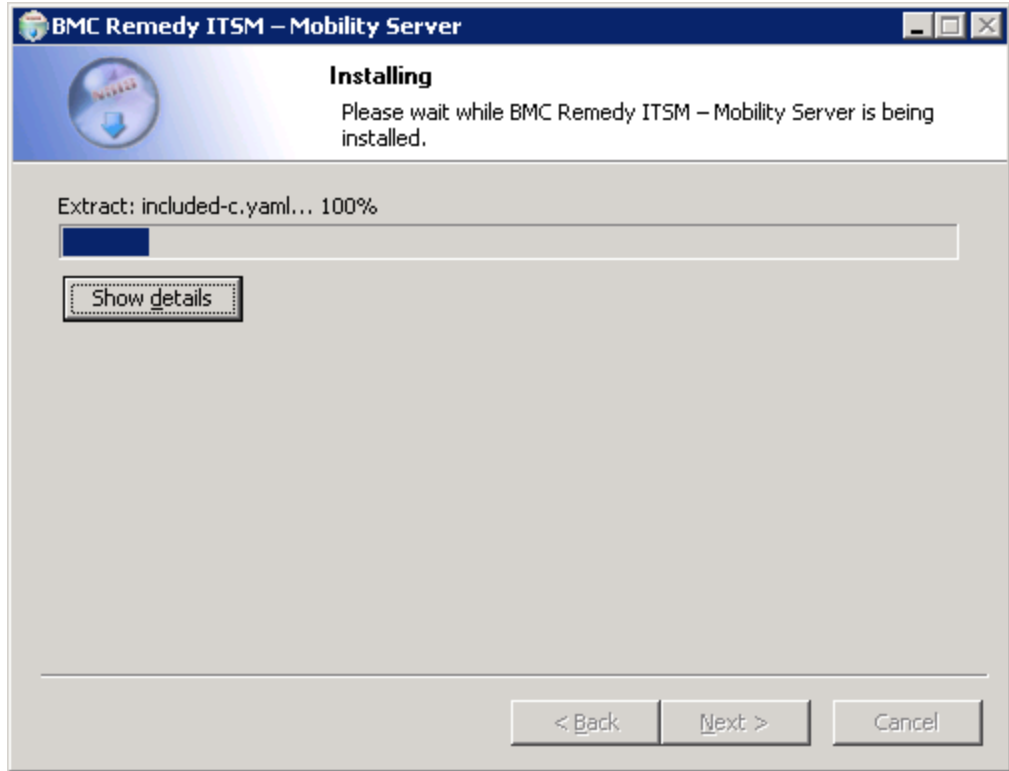
Enter the installation location of the BMC Remedy ITSM - Mobility Server. Remember that if you are deploying BlackBerry clients, then this server must be accessible by the BES server to allow the BMC Remedy ITSM - Mobility mobile client to access it. This server must also have access to the BMC Remedy server in order to fetch each users Catalog of Service Request Definitions and list of Service Requests as well as the users list of pending Approvals requests. Select "Install" to begin the installation of files.



Step 4: Starting the Installation of Files

The installation of files takes approximately 5 minutes. These files include the following components:

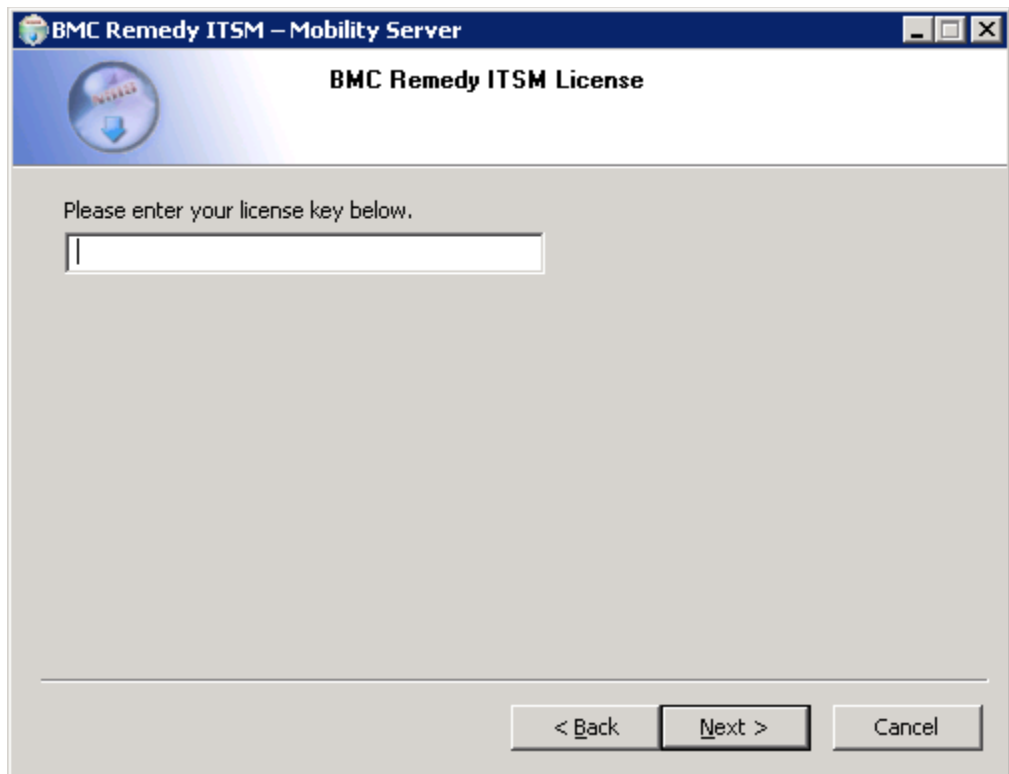
1. The BMC Remedy ITSM - Mobility Server
 - a. Admin Username: rroadmin
 - b. Admin Password: <null>
2. Apache Web Server
 - a. Admin Username: admin
 - b. Admin Password: password
3. Reporting Server
 - a. Admin Username: rroadmin
 - b. Admin Password: <null>



Step 5: License Key

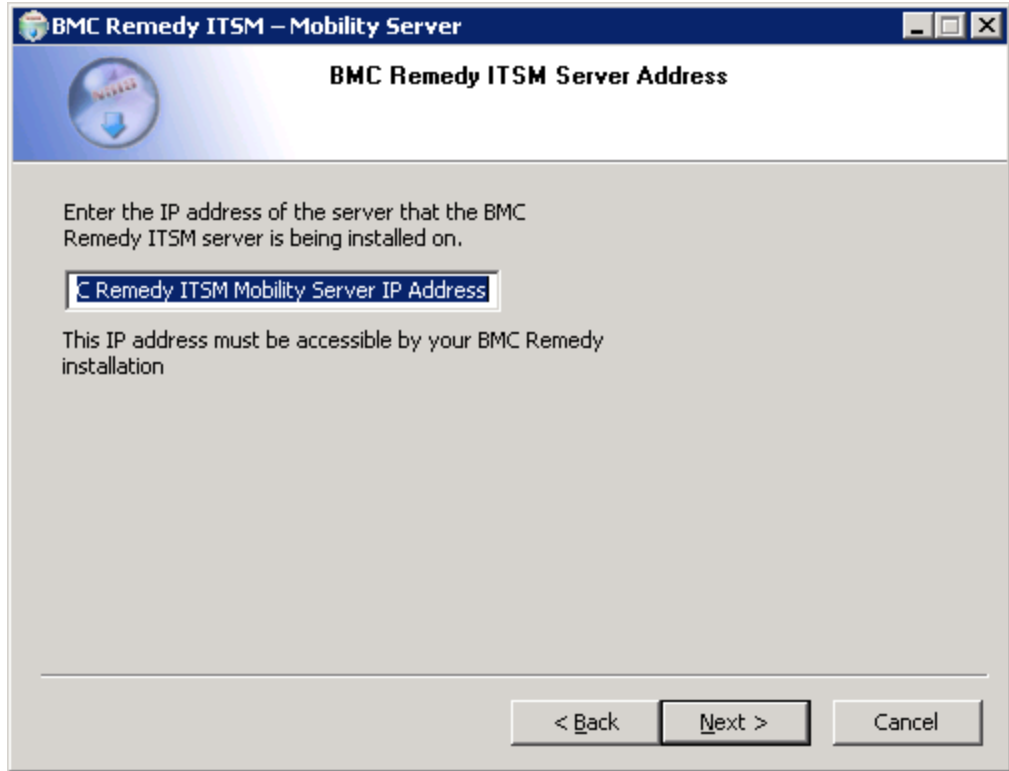
The installation requires a license key. The license key dictates how many devices can be

present on the server at one time. If a user attempts to connect from a mobile client and that user's device is the n+1 device to connect (where n is the license key limit), then that user's login, from that device, will fail.



Step 6: BMC Remedy ITSM - Mobility Server IP Address

The installation requires the IP address of the BMC Remedy ITSM - Mobility Server. This IP address must be accessible by the BMC Remedy server that you wish to mobilize. This server address is embedded in the Alert Filters that this installer writes to your BMC Remedy system (if you select to do so later in the installer). The Remedy web services system requires this IP address in order to know where to send the Alerts.

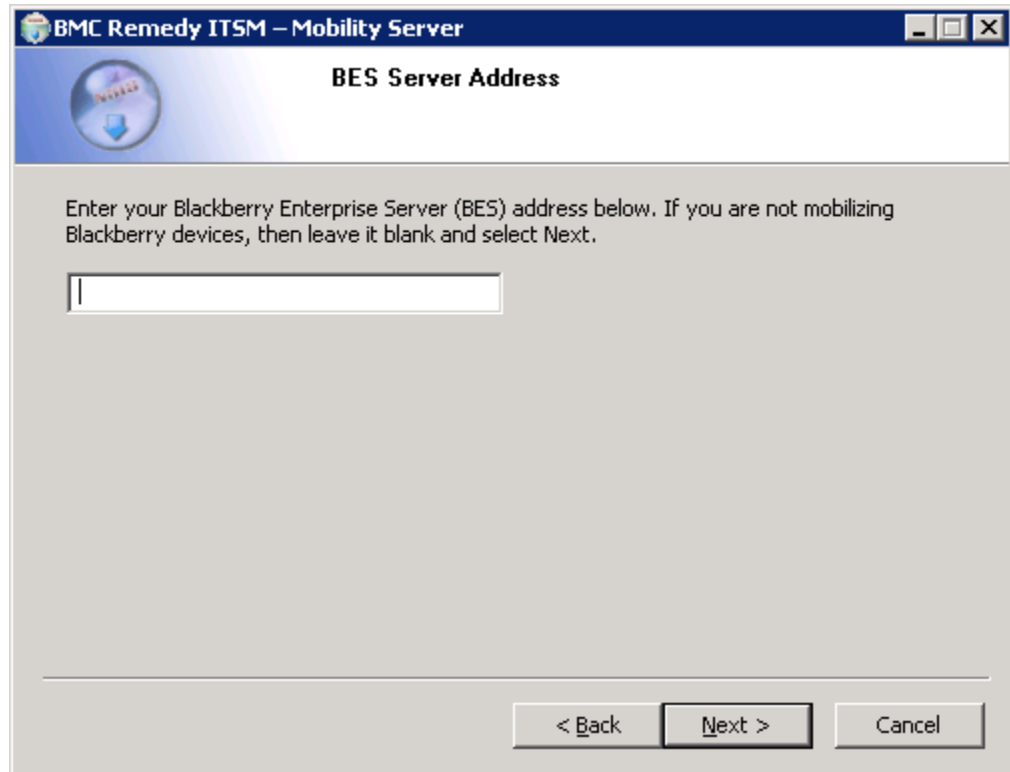


Step 7: Enter BlackBerry Enterprise Server IP Address

If you are deploying BlackBerry clients, then the BMC Remedy ITSM - Mobility Server sends alerts to the BlackBerry mobile client via your company's BES server. In order to do this the BMC Remedy ITSM - Mobility server needs to know the IP address of the BES server. Note: The BMC Remedy ITSM - Mobility server is currently limited to passing alerts to only one BES server. Therefore all mobilized users must be on a single BES server. If they are on multiple BES servers than there must be a single BES server acting as the gateway.

Enter the BES server IP address or internal domain name. Make sure the BMC Remedy ITSM - Mobility server has access to this IP address. If it does not then no alerts will be sent to the users BlackBerry devices.

If you have no BlackBerry users (e.g. all users are on iPhone and/or Android smart phones) then leave this blank and select "Next".



Step 8: Enter BMC Remedy Admin Credentials

The BMC Remedy ITSM - Mobility Server uses a Remedy admin account to be able to access the required components of the Remedy system. This Remedy admin account must not be the “Demo” user and must have the following privileges:

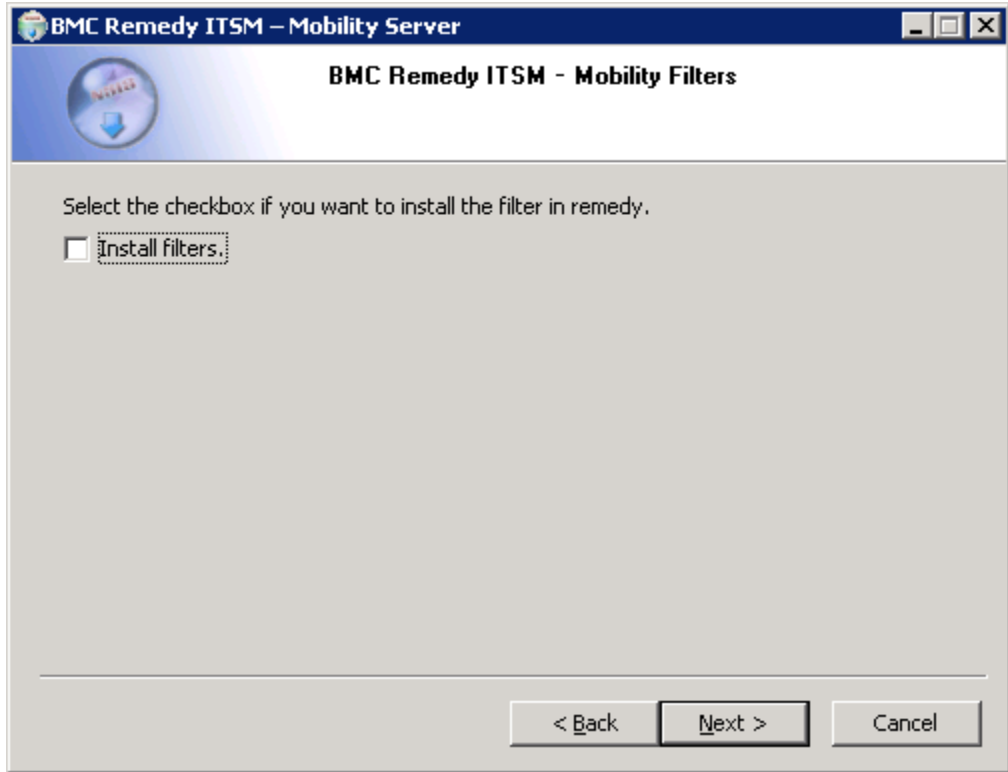
1. Administrator
2. Contact Organization Admin
3. Contact Location Admin
4. Config Categorization Admin
5. Config Group Mapping Admin

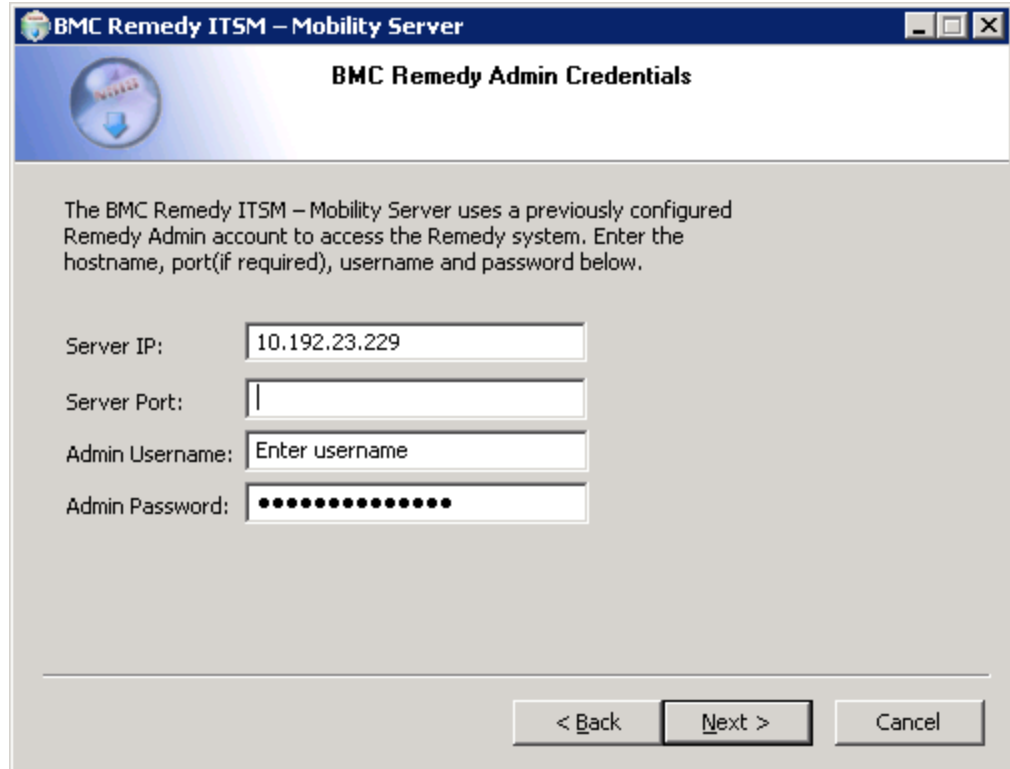
The admin account is used for two main purposes:

1. To install filters and escalations into the BMC Remedy system during installation to enable alerting of Remedy updates to each user’s mobile client.
2. To access BMC Remedy in an ongoing manner to fetch a users information, such as list of SRs. Approvals etc.

As an admin you can elect in the first screen to not install these Filters – this is the default setting. If this option is not selected, then users will have to fetch all updates made to BMC Remedy by manually triggering a sync from their mobile client. Note that these filters and escalations can be imported from an included definition file at a later date if so desired.

Enter the BMC Remedy server IP address, port, and username and password. Once the information is entered and “Next” is selected the installer will attempt to connect to the specified server with the credentials given. If the IP address is wrong or the admin credentials do not pass authentication then an error will be encountered. The installer will not proceed without the correct information.





The BMC Remedy ITSM – Mobility Server uses a previously configured Remedy Admin account to access the Remedy system. Enter the hostname, port(if required), username and password below.

Server IP:

Server Port:

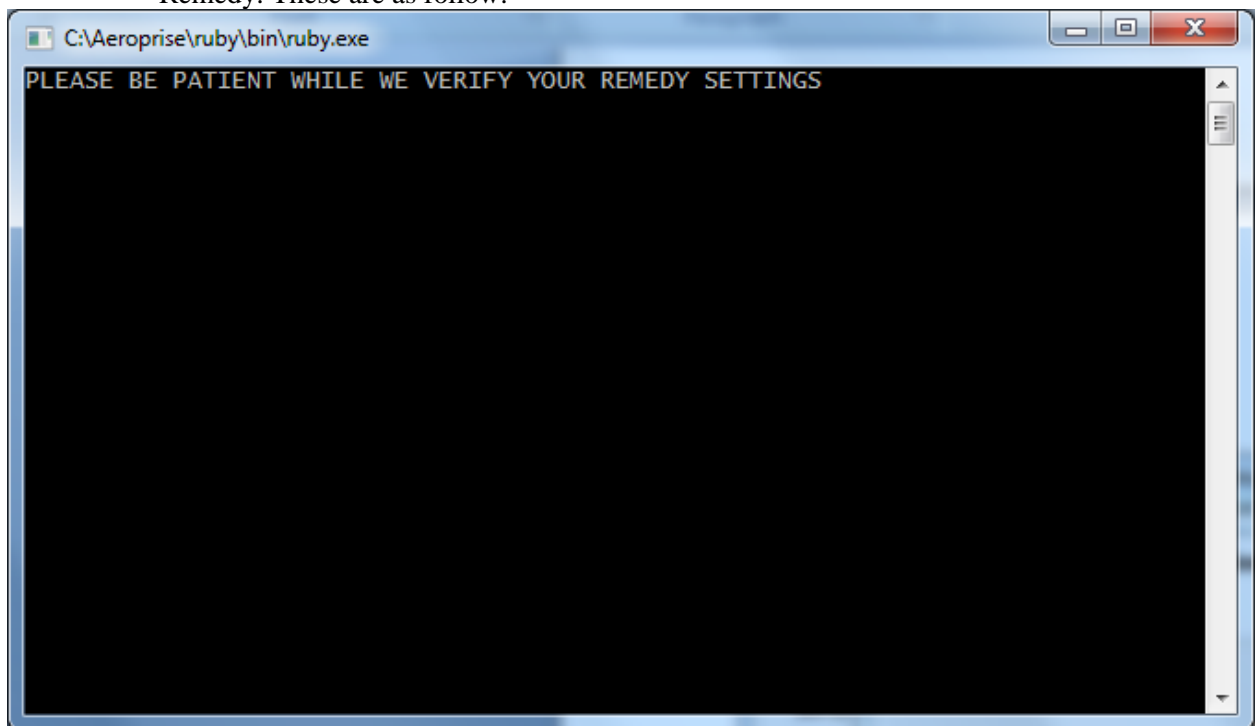
Admin Username:

Admin Password:

< Back Next > Cancel

Step 9: Updating of Remedy Installation

There will be a period of time where the installer is installing Filters and a new group to Remedy. These are as follow:



Filters

Filters are required so that the BMC Remedy ITSM - Mobility server can be notified every time there is a change either to the Service Request Definition catalog or to an individual user's submitter Service Request. When the BMC Remedy ITSM - Mobility server is notified of such a change it first connects to Remedy and fetches the updated data. It then sends a push message out to the mobile client, instructing it to wake up and synchronize with the BMC Remedy ITSM - Mobility server. The client receives the push message, wakes up and connects to the BMC Remedy ITSM - Mobility server to fetch the updated data. Once this is complete, and depending on the change that occurred, the mobile client will either a) go back to sleep (for SRD changes) or b) alert the user via a ring tone, vibration and pop-up message. In this manner the mobile client is always kept up to date without the user having to manually update the client, and/or wait for that update to take place when they want to use the application.

The following 23 filters are installed:

Filter Name	Form	Order	Run If	Action
_aero.rho.deleteRecord	_aeroprise.message.queue	100	'ztmp.EventFlag' = "DELETE"	command : Application-Delete-Entry "\$SCHEMA\$" \$Request ID\$
_aero.rho.markErrorFlag	_aeroprise.message.queue	105	'ztmp.EventFlag' = "COMMUNICATION_ERROR"	set-field : Status = Error, clearEntry - \$TIMESTAMP\$ + (((60 * 60) * 24) * 15) Goto Execution order 999
_aero.rho.send.SRDNotification	_aeroprise.message.queue	900	('ztmp.EventFlag' = "INVOKE") AND ('Event' = "AERO.RHOSYNC.SRDNOTIFICATION")	set-field: messageSent=\$TIMESTAMP\$ WEB Service: http://192.168.10.191:3000/aeroprise/wsdl
_aero.rho.send.SRNeedsAttention	_aeroprise.message.queue	900	('ztmp.EventFlag' = "INVOKE") AND ('Event' = "AERO.RHOSYNC.SRNEEDSATTENTION")	set-field: messageSent=\$TIMESTAMP\$ WEB Service: http://192.168.10.191:3000/aeroprise/wsdl
_aero.rho.send.workInfo	_aeroprise.message.queue	900	('ztmp.EventFlag' = "INVOKE") AND (set-field: messageSent=\$TIMESTAMP\$ WEB Service: http://192.168.10.191:3000/aeroprise/wsdl

			'Event' = "AERO.R HOSYNC .SRMWO RKINFO")	
_aero.rho.setNeedsAttention.False	_aeroprise.message.queue	500	('Event' = "AERO.R HOSYNC .SRMWO RKINFO") AND ('dataElement4' = \$NULL\$)	Set-field: dataElement4="FALSE"
_aero.rho.setNeedsAttention.True	_aeroprise.message.queue	500	('Event' = "AERO.R HOSYNC .SRMWO RKINFO") AND ('dataElement4' != \$NULL\$)	Set-field: dataElement4="TRUE"
_aero.rho.setSRID	_aeroprise.message.queue	500	('serviceRequestID' = \$NULL\$) AND ('Event' = "AERO.R HOSYNC .SRNEED SATTE NTION")	Set-Field: serviceRequestID=\$RequestNumber\$
_aero.rho.xmlReturnHandler	_aeroprise.message.queue	905	('xmlReturnMsg' != \$NULL\$) AND ('xmlReturnMsg' != 'DB.xmlReturnMsg')	set-field : Status=Sent Clear Entry - \$TIMESTAMP\$ + (((60 * 60) * 24) * 15)
_Aero.SRD.onlineChannelAlert	SRD:ServiceRequest Definition	900	'TakeSRDOfflineFlag' != 'DB.TakeSRDOfflineFlag'	push-field : See Filter....
_Aero.srm_request.exitAeropriseGuide	SRM:Request	500	None	Exit Guide

_Aero.srm_request.getGroupID.RequestedBy	SRM:Request	205	'Requested By Login ID' != \$NULL\$	set-field : See Filter....
_Aero.srm_request.getGroupID.RequestedFor	SRM:Request	208	'Requested For Login ID' != \$NULL\$	set-field : See Filter....
_Aero.srm_request.onModifyAeropriseChk	SRM:Request	200	'Status' != 'DB.Status'	Call Guide:_Aero.srm.evaluate
_Aero.srm_request.onSubmitAeropriseChk	SRM:Request	200	(\$CLIENT-TYPE\$ = 9) OR (\$CLIENT-TYPE\$ = 3)	Call Guide:_Aero.srm.evaluate
_Aero.srm_request.RequestorEqualsSame	SRM:Request	500	'z1D Char18' = "TRUE"	Go To Guide Label: requestedBy
_Aero.srm_request.RequestorEvaluation	SRM:Request	500	'Requested By Login ID' = 'Requested For Login ID'	Set-Field: z1D Char18="TRUE"
_Aero.srm_request.sendUpdate.RequestedBy`!	SRM:Request	206	('z1D Char17' != \$NULL\$) AND ('z1D Action' = "AERO.EVENT.REQUESTEDBY")	push-field : See Filter....
_Aero.srm_request.sendUpdate.RequestedFor`!	SRM:Request	210	('z1D Char17' != \$NULL\$) AND ('z1D Action' = "AERO.EVENT.REQUESTEDFOR")	push-field : See Filter....
_Aero.srm_workInfo.getGroupID.RequestedBy	SRM:WorkInfo	100	('RequestedBy' != \$NULL\$)	set-field : See Filter....

			AND (\$USER\$!= "AR_ESC ALATOR ") AND (\$USER\$!= "Remedy Applicatio n Service")	
Aero.srm workInfo.ge tGroupID.R equestedFor	SRM:Wor kInfo	105	('Requeste dFor' != \$NULL\$) AND ('Requeste dFor' != 'Requeste dBy') AND (\$USER\$!= "AR_ESC ALATOR ") AND (\$USER\$!= "Remedy Applicatio n Service")	set-field : See Filter....
Aero.srm workInfo.se ndUpdate.R equestedBy	SRM:Wor kInfo	103	('z1D Char04' != \$NULL\$) AND ('z1D Char14' = "AERO.E VENT.RE QUESTE DBY")	push-field : See Filter....
Aero.srm workInfo.se ndUpdate.R equestedFor	SRM:Wor kInfo	110	('z1D Char04' != \$NULL\$) AND ('z1D Char14' = "AERO.E VENT.RE QUESTE DFOR")	push-field : See Filter....

The workflow will fire according to the following test cases:

For Service Requests

1. When a service request is created for an BMC Remedy ITSM - Mobility user.
2. When that service request moves throughout the SRM:Request lifecycle. E.g. when the status of the ticket changes, the BMC Remedy ITSM - Mobility Server will get a notification.

For WorkInfo objects

Whenever a work info entry is created for an BMC Remedy ITSM - Mobility user, an alert will be sent to the BMC Remedy ITSM - Mobility Server.

For SRDs

When the online status of an SRD is changed within the BMC Service Request Management application, the BMC Remedy ITSM - Mobility Server will get an alert. The alert will provide details on whether the current SRD is either 'online' or 'offline' and what the current status of the SRD is. It is important to note that the BMC Remedy ITSM - Mobility Server is only concerned with SRDs that are in a 'Deployed' state. All SRDs are started in an 'offline' state, until they are actually deployed. It is at this juncture that the BMC Remedy ITSM - Mobility Server receives an alert and actually tries to sync the SRD definition from Remedy.

Escalations

Escalations are required so that the output of the filters above can be communicated to the BMC Remedy ITSM - Mobility server.

Escalation name	Form	Interval (secs)	Action
_aero.msgQueue.checkFor PendingItems	_aeroprise.mes sage.queue	60	set-field : ztmp.EventFlag\INVOKE\
_aero.msgQueue.checkFor WSErrors	_aeroprise.mes sage.queue	3600	set-field : ztmp.EventFlag \COMMUNICATION_ERROR \
_aero.msgQueue.checkTo ClearLog	_aeroprise.mes sage.queue	Thurs, 4am	set-field : ztmp.EventFlag \DELETE\

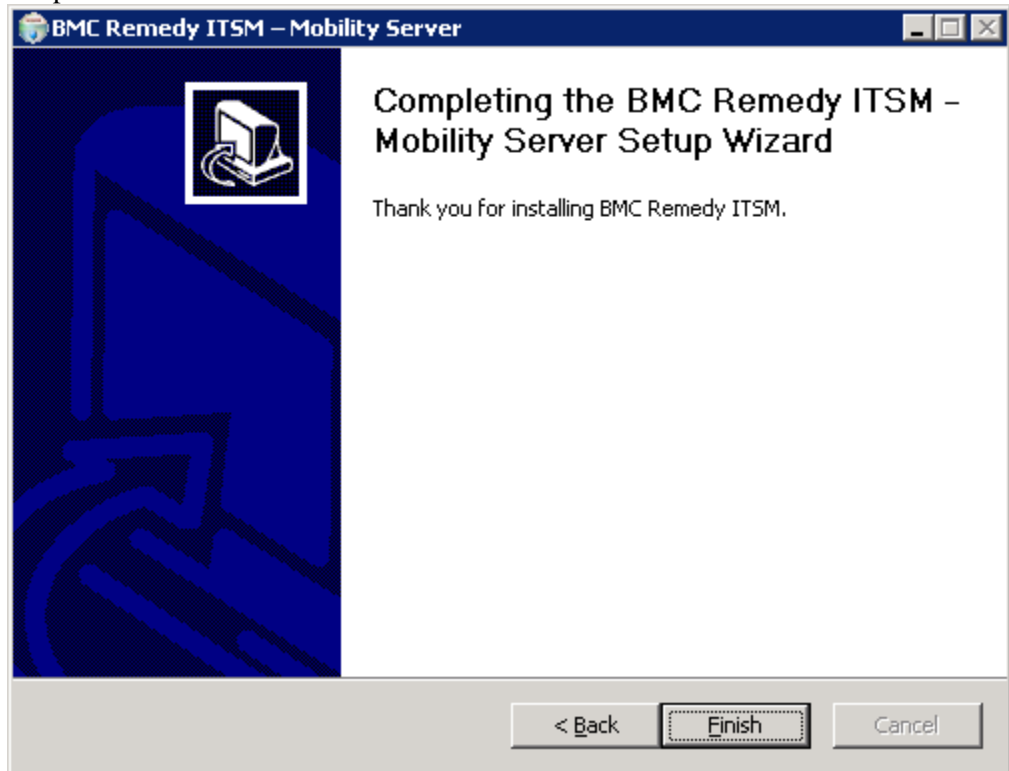
Groups

Two new Groups are added to the Group form within Remedy. These groups are as follows:

1. Aeroprise_SRM
2. Aeroprise_Approvals

These groups are used by the BMC Remedy ITSM - Mobility Server to authenticate which users are permitted mobile access via the mobile client, and to which "application" those users are allowed access. The Administrator must add relevant users to each of these groups. In other words, if User A is to be allowed access to SRM only then they should be added to the "Aeroprise_SRM" group only.

Once this process is complete the following screen will be seen. The installation is complete.



Step 10: Reboot the Server

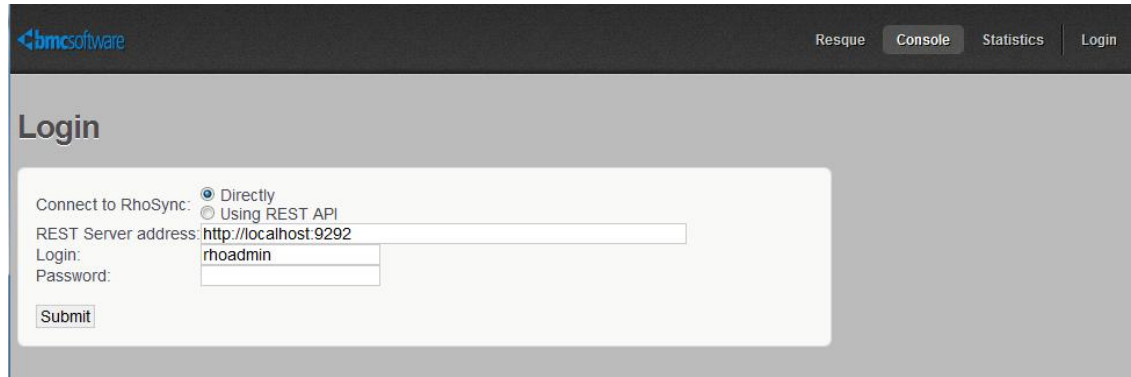
Once the installation is complete the server must be rebooted.

Step 11: Checking the Installation

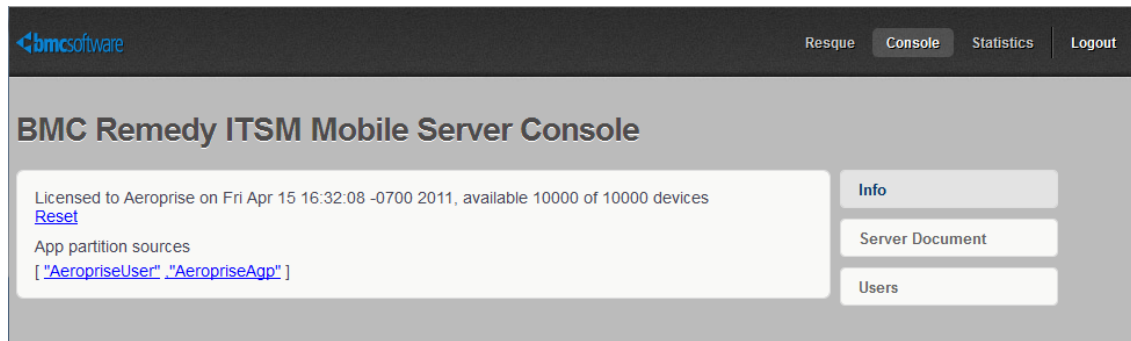
Once the installation is complete and the server has been rebooted, perform the following steps to check the installation.

Check the BMC Remedy ITSM – Mobility Server

1. From a different machine, that has network access to the installed server, enter the installed servers' IP address in a browser Window, thus: `http://<ip_address>`. You should see the following UI.



2. Select “Console”, and then login with the default credentials of “Rhoadmin” and <blank>. If you can login you will see the UI below, and the system is up and running and responding correctly.



Check that the Filters have been added to Remedy

1. Log into the BMC Remedy system using the BMC Remedy Administrator tool
2. Check for the presence of the Groups (Aerprise_SRM and Aerprise_Approvals), one form (_aerprise.message.queue) , 23 filters and 3 escalations mentioned above that were installed by the BMC Remedy ITSM - Mobility installation.

Check Remedy Web Services and Access to BMC Remedy ITSM - Mobility WSDL

1. Log into the BMC Remedy system using the BMC Remedy Administrator Tool as an administrator.
2. Open the Filter “_aero.rho.send.SRDNotification”.
3. Open the “If Action” tab, and select the second “Set Fields” action. You will see the screen below.

The screenshot shows the configuration interface for a 'Set Fields' action in the BMC Remedy Administrator Tool. The interface includes several sections:

- Navigation:** Tabs for 'Basic', 'If Action - (2)', 'Else Action', 'Change History', and 'Help Text'.
- Action Management:** A 'New Action' dropdown menu, a 'Current Actions' list containing two 'Set Fields' entries, and 'Move' and 'Delete Action' buttons.
- Set Field Configuration:**
 - Server Name:** 192.168.10.92
 - Read Value for Field From:** WEB SERVICE
 - Choose Wsdl:** http://192.168.10.168:3004/aeroprise/wsdl (with a 'Load' button)
 - Web Service:** AeropriseService
 - Choose Port:** AeropriseAeroprisePort
 - Choose Operation:** SrdNotification
 - Basic Authentication:** Fields for 'User Name' and 'Password'.
 - Mapping Info:** 'Input Mapping...' and 'Output Mapping...' buttons.
 - Options:** 'Restricted List' and 'Advanced' checkboxes.

4. Click on the Load button to load the WSDL from the BMC Remedy ITSM - Mobility server. If this is successful then a) the Remedy web services is up and running and b) the BMC Remedy ITSM – Mobility server WSDL is up and running and responding correctly.

Mobilize and Test 1 User

1. Log into the BMC Remedy system using the BMC Remedy User Tool as an administrator, and add one user to the “Aeroprise_SRM” or “Aeroprise_Approvals” group. This will “mobilize” that user.
2. Download and install the BMB Remedy ITSM – Mobility” mobile client (BMC Requests) on a supported device and log in using the BMC Remedy user credentials of the mobilized user. Make sure the client connects to the server, and synchronizes all the SRDs and SRs for that user and all the Approvals. You can check this by checking the SRs listed under “My Requests” and by checking the list of SRDs in the “New Request” screen and by checking the list of Approvals in the “Approvals “tab”.
3. If the client does not connect or SRs or SRDs or Approvals are not correctly synchronized then check [Appendix D – Troubleshooting the BMC Remedy ITSM - Mobility Server](#) for help.
4. Test alerts from BMC Remedy to the mobile client. Alerts only work for SRM today, and not for Approvals.
 - a. Modify an SR for the mobilized user, for example by adding an Activity Log entry to that SR.
 - b. Check the “_aeroprise.message.queue” form to make sure the change was entered on this form. It should look like the image below.

The screenshot shows the BMC Remedy User interface for the form '_aeroprise.message.queue (Modify)'. The form is titled 'Aeroprise Message Queue' and displays the following fields:

Event	AERO RHOSYNC.SRM\WORKINFO
Data Element 1	andrew
Data Element 2	AG000C2937CF4E054kTQc92XfW9N0o
Data Element 3	AG000C2937CF4Ee3JTAHJQVUA2ws-
Data Element 4	TRUE
XML Return	OK
InstanceID	AG000C2937CF4E054kTQc92XfW9N0o
Message Sent	1/11/2011 1:58:59 PM
SR ID	
Status	Sent
Form Object	SRM\WorkInfo
ztrap EventFlag	
Clear Entry	1/26/2011 1:58:59 PM
Request ID	0000000000140
Submitter	andrew
Create Date	1/5/2011 8:39:47 AM
Assigned To	
Last Modified By	AR_ESCALATOR
Modified Date	1/11/2011 1:59:05 PM

The status bar at the bottom indicates '1 Selected', 'Number 49 of 49', 'srm', and '192.168.10.92'.

- c. Wait one minute and then make sure the “Status” field has changed from “Pending” to Sent”. If it does not then check [Appendix D – Troubleshooting the BMC Remedy ITSM - Mobility Server](#) for help.
- d. If the status has changed to “Sent” then check the mobile client to make sure the update is received and synchronized with no user intervention. If the change is not automatically synchronized then check [Appendix D – Troubleshooting the BMC Remedy ITSM - Mobility Server](#) for help.

Uninstalling BMC Remedy ITSM - Mobility Server

Uninstalling the BMC Remedy ITSM - Mobility Server and all its components is a two step process.

Step 1: Uninstalling the Server Components

To uninstall the BMC Remedy ITSM - Mobility Server, find the Uninstall file in the Start menu, and run it.

Step 2: Removing Components from BMC Remedy

The server uninstall process does not remove the following components from the BMC Remedy server. These must be removed manually by the Remedy administrator. All items start with “_aero” or “_Aero” or “_aeroprise” for easy identification.

1. Forms (1)
2. Filters (23)
3. Filter Guides (1)
4. Escalations (3)
5. Groups (3)

Administering the BMC Remedy ITSM - Mobility Server

The BMC Remedy ITSM - Mobility server is relatively self-contained, and requires minimal ongoing administration. The following adjustments may need to be made over time.

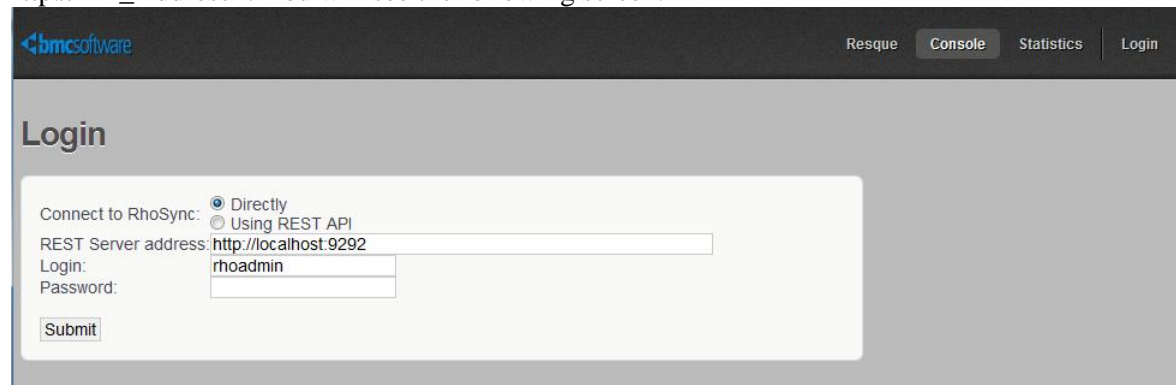
Updates Required for Server Address Changes

Item	Requirement
Remedy server IP address	<p>The BMC Remedy ITSM - Mobility server needs to know where to find the Remedy server. This information was entered during the installation process. If the BMC Remedy servers address changes then it must be updated in the BMC Remedy ITSM - Mobility server. This is changed in the Settings.yml file.</p> <ol style="list-style-type: none"> 1. Open the following folder: <Mobility Server folder>\rhosync\settings 2. Open the “settings.yml” file in a text editor 3. Find the “:remedyip:” line 4. Modify the ip address to the new address 5. Save the file 6. Open the following folder: < Mobility Server folder >\webservice\settings 7. Open the “settings.yml” file in a text editor 8. Find the “:remedyip:” line 9. Modify the ip address to the new address 10. Save the file 11. Restart all “Aeroprise” services
Remedy server Admin credentials	<p>The BMC Remedy ITSM - Mobility server uses admin credentials for fetching SRD/SR and Approvals information from the BMC Remedy server. If this admin credential changes then it must be updated. This is changed in the Settings.yml file.</p> <ol style="list-style-type: none"> 1. Open the following folder: < Mobility Server folder >\rhosync\settings 2. Open the “settings.yml” file in a text editor 3. Find the “:adminuser:” and “:adminpw:” lines 4. Modify the username and password in these lines 5. Save the file 6. Open the following folder: < Mobility Server folder >\webservice\settings 7. Open the “settings.yml” file in a text editor 8. Find the “:adminuser:” and “:adminpw:” lines 9. Modify the username and password in these lines 10. Save the file 11. Restart all “Aeroprise” services

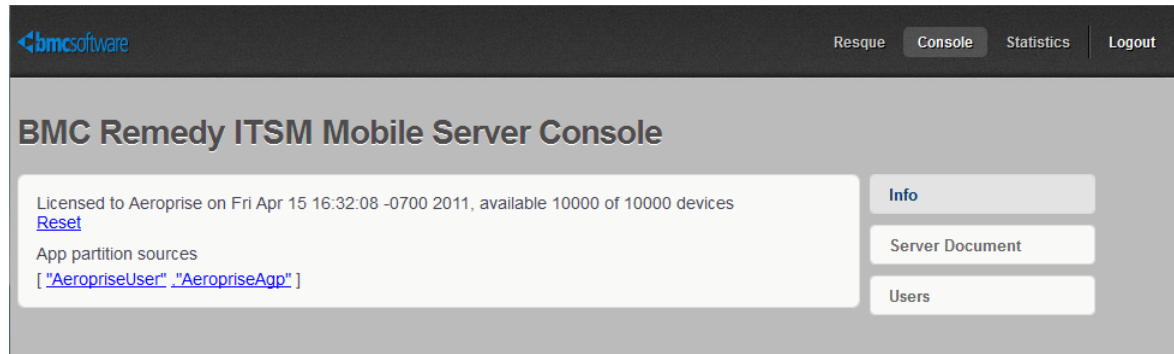
BES Server address	<p>The BMC Remedy ITSM - Mobility server needs to know the address of the BES server for sending Push notifications (Alerts) to the mobile client. This is changed in the Settings.yml file.</p> <ol style="list-style-type: none"> 1. Open the following folder: < Mobility Server folder >\rhosync\settings 2. Open the “settings.yml” file in a text editor 3. Find the “:mdserver:” line within the “:production:” section 4. Modify the ip address of the BES server 5. Find the “:mdserverport:” line and modify the port if required 6. Save the file 7. Open the following folder: < Mobility Server folder >\websoap\settings 8. Open the “settings.yml” file in a text editor 9. Find the “:mdserver:” line within the “:production:” section 10. Modify the ip address of the BES server 11. Find the “:mdserverport:” line and modify the port if required 12. Save the file 13. Restart all “Aeroprise” services
BMC Remedy ITSM - Mobility Server Address	<p>There are three filters that call the BMC Remedy ITSM – Mobility server’s WSDL. Open each one and modify the IP address of the BMC Remedy ITSM - Mobility server. The three filters are:</p> <ol style="list-style-type: none"> 1. _aero.rho.send.SRDNotification 2. _aero.rho.send.SRDNeedsAttention 3. _aero.rho.send.workInfo

Web-Based Administration Console

To access the BMC Remedy ITSM - Mobility Server web interface, go to http://<IP_Address>. You will see the following screen.



Select “Console”, and then login with the default credentials of “rhoadmin” and <blank>. You will see the UI below.



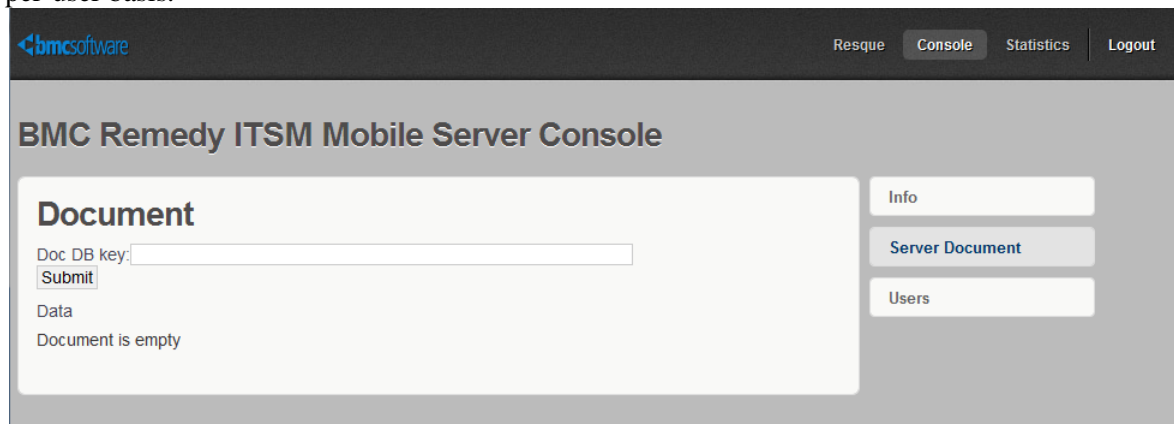
Reset

Warning! Do not select the “Reset” link. This will delete all users and all their data and devices from the system. If you select this link then you will see a warning (“Are you sure?”), and if you select OK then all data will be deleted.

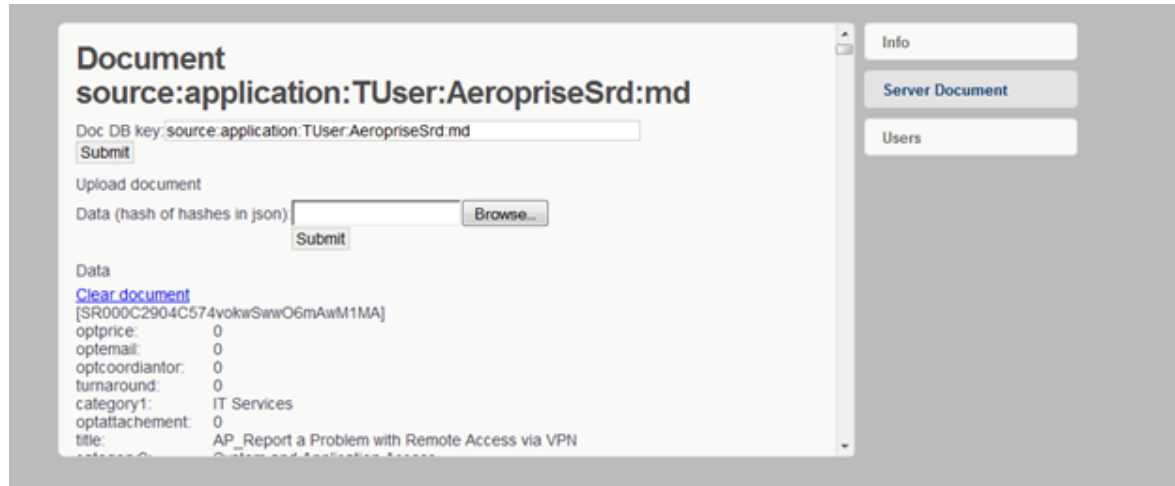
The BMC Remedy ITSM - Mobility Sever has a web-based admin GUI. The following sub-sections detail managing different aspects of the server via this GUI.

Server Document

Under most circumstances an Admin will not need to utilize this functionality. Selecting this link will show the following UI, which is related to the Redis data store. This allows the Admin to view the data held within the BMC Remedy ITSM - Mobility server on a per-user basis.



The “Doc DB key” is the key name that is in the Redis data store. Entering a valid key and selecting “Submit” will result in a screen which shows the data held within that “document”.



Clear Document

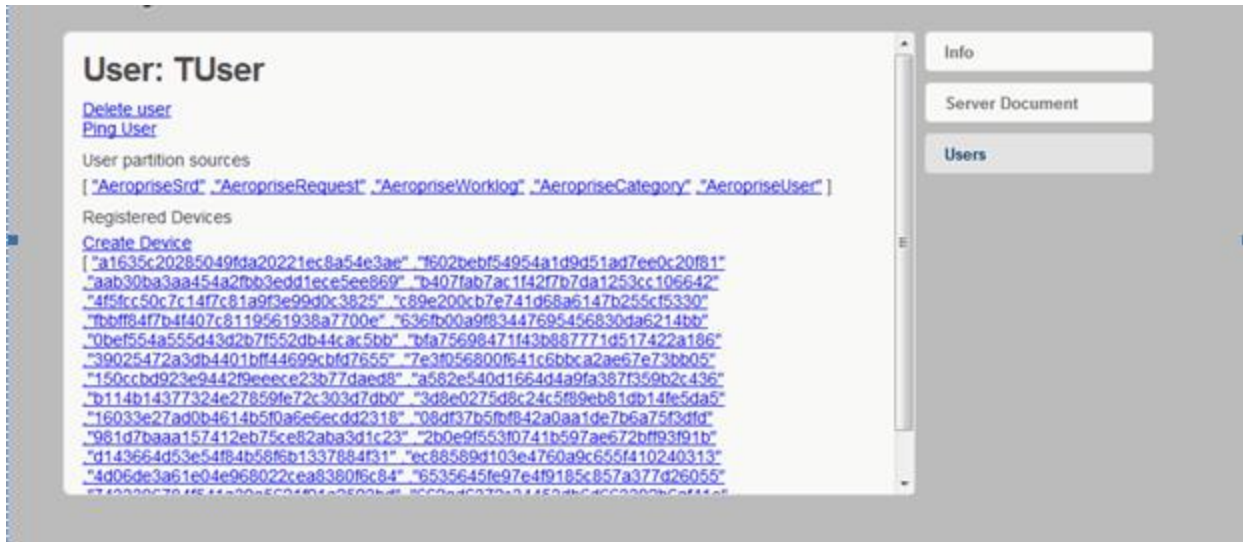
This link appears on the screen if the document had data, as above. Selecting this link will delete all the users' synced data from the BMC Remedy ITSM - Mobility server's Redis data store. On the next sync by this user's mobile client all the data will be re-fetched from BMC Remedy. This function should only need to be used if it is suspected that the data held in the Redis data store is corrupt.

Users

Selecting this link from the Admin Console main UI results in a list of all users within the BMC Remedy ITSM - Mobility server Redis data store. The screen shot below shows the UI.



Select a user name to view the data store documents for that user. Note that all users have the same partition sources.



Delete User

Once in the user-specific screen, select “Delete User” to delete that user from the database. If that user has an existing mobile client installed on a device then on their next sync with the BMC Remedy ITSM - Mobility server they will re-authenticated with BMC Remedy and a new account will be created. The “Delete User” function should only be used if:

1. The user has been de-mobilized in Remedy, and the admin wishes to remove the user from the BMC Remedy ITSM – Mobility server’s data store.
2. The admin suspects that the users data and device info is corrupted.

Ping User

Select “Ping User” to open the UI below.



This sends a push message to the users devices. This function only needs to be used to test alerts to a given users device. It is not used on a day-to-day basis as all alerts are automated.

- Message: The “Message” dialog box contains the message that appears on the pop-up.
- Sources: This field tells the mobile client what data sources to synchronize when it receives the alert. If this field is left blank then no data source is synchronized.
- Badge: This is for the iPhone mobile client only.

- **Sound:** This indicates to the mobile client what sound file to play when the alert is received.
- **Vibrate:** This tells the client to vibrate the phone for a set number of seconds when the alert is received.

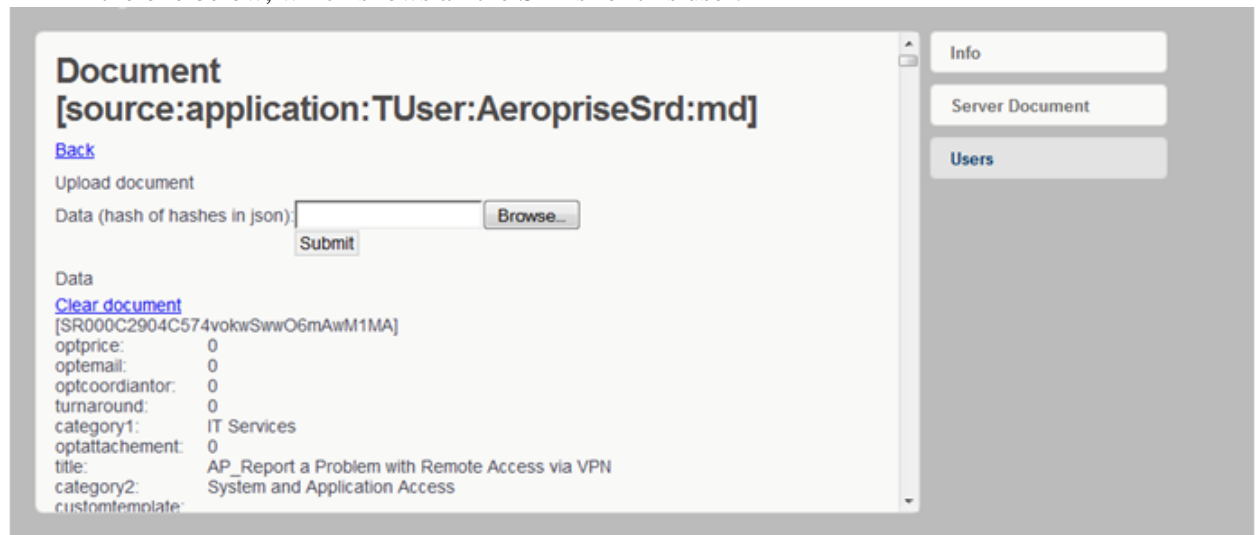
Select the “Ping!” button to send the alert to the mobile client. If a user has multiple devices actively connected then the alert will be sent to all devices.

User Partition Sources

Select a partition source to see its “documents”



The “md” document is the only one of concern. Selecting that link will show a screen like the one below, which shows all the SRDs for this user.



There is no need for an admin to upload a document – this function may be ignored. Note the “Clear Document” link within this UI. If this link is selected then the document in question is cleared. The document will be rebuilt with new data from BMC Remedy on the next sync with the user’s device.

This UI can be used by the admin to check the number of SRDs, for example, that the user has in the BMC Remedy ITSM - Mobility server. This is useful during troubleshooting.

Registered Devices

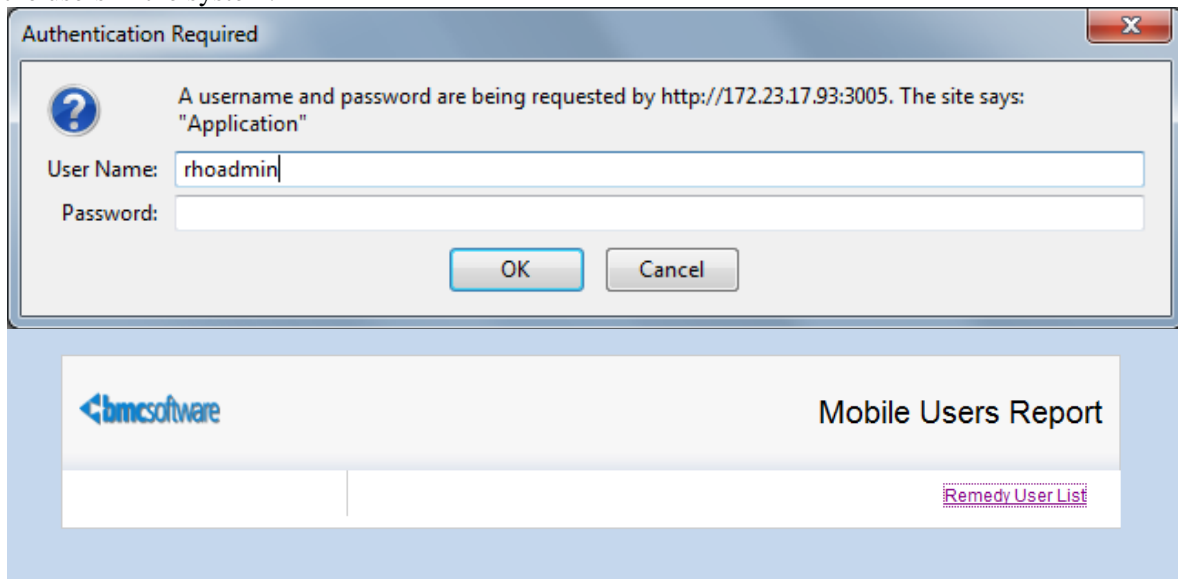
All devices registered to the user in question will be listed here, by device ID. Click on a device ID to open the device UI.



You can see the device type, the device pin, and the BMC Remedy user id in use. For this device you can also see the data documents for this user, for this device. Use the “Delete device” link to delete the device from the users account. It will be recreated the next time the user connects their mobile client and successfully authenticates with BMC Remedy.

Reports

There is no direct link to the reports in the web console. Enter the following URL to access the reports: http://<IP_Address>:3005. You will see the UI below, which lists all the users in the system.



Click on any users name to open the report for that user. You will see the UI below.

• TUser

TUser

Device	Type
4e99e7e599b43168408e8252bd7e2	
7433306784f541a39a5621f91a2593bd	Blackberry
b114b14377324e27859f672c303d7db0	APPLE
150ccb923e944299eece23b77dae98	
0e6f54a555d43d2b7f552db44cac5bb	APPLE
b407fab7ac1f42f07da1253cc106642	
a1635c202850496a20221ec8a54e3ae	
7e3056800841c5bca2ae67e73bb05	
f002bebf54954a1d9d51ad7ee0c2081	
08df37b5fb842a0aa1de7b6a79f3df9	
16033e27ad0b4614b50a6e6ecdd2318	
bfa75898471f43b887771d517422a186	ANDROID
4f5fcc50c7c14f7c81a90e99d0c3825	
6535645f97e4f9185c857a377d26055	
4d05de3a61e04e968022cea83809c84	
2b0e9f5380741b597ae572b89391b	
636fb0a9b3447695456830da5214bb	Blackberry
ec86589d103e4760a9c655410240313	
a582e540d1664d49fa387359b2c436	Blackberry
37de29f929f4f9a84f8e41ec00799d	
981d7baaa107412eb75ce62aba301c23	
3d8e0275d8c24c5f89eb1db14fe5da5	APPLE
39025472a3db4401b84499c9f6655	
c89e200cb7e741d68a5147b25d5330	
662ad5372c34453db6d63302b6a41e	Blackberry
d143664d53e54f84b58f5b1337884f31	Blackberry
aab30ba3aa454a2fb3edd1ece5ee869	
fb0847b4f407c8119561938a7700e	

Authentication date	Ago
2011-Jan-19 10:49:45	6 days
2011-Jan-19 10:52:14	6 days
2011-Jan-19 05:41:18	6 days
2011-Jan-19 05:58:08	6 days
2011-Jan-19 11:37:31	6 days
2011-Jan-19 12:07:05	6 days
2011-Jan-19 12:17:24	6 days
2011-Jan-19 12:47:24	6 days

This report shows the following data about the user in questions:

1. All devices connected to this users account
 - a. BMC Remedy ITSM – Mobility server device ID
 - b. Device Type
 - i. If there is no device type then the connected device is a simulator and not a real device.
2. All authentication dates by this user.
3. All sync dates by this user.

Adding Users to the BMC Remedy ITSM - Mobility Server

It is not necessary to add users to the BMC Remedy ITSM - Mobility Server installation. All users must be preexisting users on the BMC Remedy system, and for BlackBerry users must be users on the BES server in question. Users are mobilized by adding them to the relevant “Aeroprise_xxx” Group that was added to the BMC Remedy system when the BMC Remedy ITSM - Mobility Server was installed. Those users are then automatically added to the BMC Remedy ITSM - Mobility Server when that user logs into the BMC Remedy ITSM - Mobility mobile client for the first time using their BMC Remedy credentials.

Adding Users to the “Assign To” and “Ask Question To” Mobile Client Lists

Within the mobile Approvals application, there is the ability to reassign an Approval to

another user and the ability to ask a question of another BMC Remedy user. In order to control the length of these lists on the mobile client, the following must be done:

1. A group (Aeroprise_Users) must be created in the BMC Remedy server
2. Users must be added to the Group
 - a. Any user added to the group will appear in both lists mentioned above. In other words, if Bill Smith is added to this group, then Bill Smith will appear in the “Reassign To” list on the mobile client and in the “Ask a Question To” list in the mobile client.

Controlling Which SRDs are Seen on a Users Mobile Client

The BMC Remedy admin can control which SRDs and which SRD Catalog Categories are seen on a user’s mobile client. In the current version of the BMC Remedy ITSM - Mobility all the SRDs and Catalog Categories that a user can see on the Remedy User Tool can also be seen on the mobile client. In other words, to control what a user sees on the mobile client the Remedy Admin must modify what a user sees on the Remedy User Tool , via standard Remedy entitlements. There is no additional “filtering” of SRDs and catalog items within the BMC Remedy ITSM - Mobility server.

Troubleshooting the BMC Remedy ITSM - Mobility Server

Follow the instructions below to troubleshoot any BMC Remedy ITSM - Mobility Server irregularities.

Mobile Client Issues

In general you should make sure you have the very latest firmware on your device. Some older firmware versions on the BlackBerry suffer from issues with Java that affect the client's ability to execute and connect to the BMC Remedy ITSM - Mobility server.

Authentication Issues

Issue: The mobile client gives an error message of “No network available. Please check network settings and try again.”

This error is shown when the mobile application cannot detect a valid network connection that is active. Make sure your network connection is turned on and make sure at least one bar of signal strength is showing. Note that a low battery can disable the network connection automatically, and prevent it from being turned back on until the device is recharged sufficiently.

Issue: The mobile client gives an error message of “Could not connect to the sync server”

There is a multi-step process for troubleshooting this error message.

1. All Devices: Make sure your server address in the mobile client is correct.
 - a. BlackBerry: Select the “Menu” button, and then Main Menu. Once at the main menu, select the “Menu” button again and then “Settings”. In the Settings screen, select “Server Settings”. The “Server Address” screen will appear. Select the “Next” button and then check the IP address or URL to make sure it is correct.
 - b. iPhone: Select “Settings”, “Server Settings”. The “Server Address” screen will appear. Check the IP address or URL to make sure it is correct.
2. BlackBerry: Make sure the BES server is allowing the device to access the BMC Remedy ITSM - Mobility server. Open the BlackBerry Browser and enter the BMC Remedy ITSM – Mobility server ip address (http://<ip_address>), as if you are logging into the server's admin console. If the web browser fails to open the server login page then your BES server is preventing access from this device to the BMC Remedy ITSM – Mobility server.

3. Check the BMC Remedy ITSM - Mobility Server.
 - a. Make sure that you can log into the admin console. If the console web UI login page does not appear then make sure that the 5 “Aeroprise” services are installed and running. If they are then stop and restart all 5 services and then try to login to the admin console again.

Issue: The mobile client gives an error message of “Server credentials expired.”

This error message indicates that the user has an account on the server, but that the device is a new device. Retry the connection a second time to successfully connect the new client to the user’s account on the BMC Remedy ITSM - Mobility server.

Issue: The mobile client gives an error message of “You entered an invalid login, please try again.”

This error message indicates that authentication of that username and password failed with BMC Remedy. Therefore this user is not a valid user on the BMC Remedy server to which the BMC Remedy ITSM - Mobility server is connecting.

1. On the mobile client, make sure you have entered the username and password correctly. Re-enter it and try again. Be sure to check capitalization.
2. Log into the Remedy User Tool using the same username and password to make sure you have the correct username and password.

Issue: The mobile client gives an error message of “Remedy user not mobilized. Contact Administrator.”

This error message indicates that the username and password authenticated with BMC Remedy (i.e. the user exists on the BMC Remedy server) but that the user has not been mobilized for BMC Remedy ITSM - Mobility. This means that the user has not been added to any “Aeroprise_xxx” Group on the BMC Remedy server. Log in to the BMC Remedy server as a Remedy admin and add the user to a group (e.g. “Aeroprise_SRM”) and then try again.

Alternatively, the administrator credentials entered during installation are not correct, and do not have “Administrator” privileges. As a result, the user credentials have passed authentication, but the checking for the user within the Group “Aeroprise_SRM” or “Aeroprise_Approvals”, by the “Admin” has failed.

Issue: The mobile client authenticates, and starts to download, but then goes back to the “Welcome” screen.

If the connection between the mobile client and the BMC Remedy ITSM – Mobility server is interrupted for long enough during initial download (such as the device moves out of network coverage) then no error will appear and the client will merely return to the Welcome screen with no data having been saved locally. The lack of a robust error message is a known issue that will be fixed in a later release. Make sure the device has network coverage and try again.

Data Synchronization Issues

Issue: One or More SRDs or SRs Do Not Appear on the Mobile Client

If one or more SRDs or SRs do not make it to the mobile client, then perform the following steps.

1. Make sure that SRD or SR actually appears for the user on the Remedy User Tool.
2. Make sure that the SRD is assigned to “Global” for the company, or to a company name that is valid within the Remedy system. For example, if SRDs are imported from one Remedy system to another, and the imported SDRD was assigned to a company that was valid in the originating Remedy system, but is not valid in the current Remedy system, then those SRDs will show up in the Remedy user tool, but will not be synced to the BMC Remedy ITSM – Mobility server. This is due to a limitation in the Remedy C-API.
3. Check the BMC Remedy ITSM - Mobility Server for the records
 - a. Log into the BMC Remedy ITSM - Mobility Sever web admin console
 - b. Select “Application Users”
 - c. Select the user in question
 - d. Select the relevant “User partition source”, e.g. “AeropriseSrd” for that users SRDs.
 - e. Select the “:md” Document.
 - f. Make sure the records are present for that user. E.g. make sure the list of SRDs listed here matches what is shown for this user when logged into Remedy User.
 - i. If the SRDs are listed and are accurate then the issue is with communication between the client and the BMC Remedy ITSM - Mobility server. Try the synchronization again, making sure you have a good network connection for the duration of the sync. If the SRDs still do not show up, contact BMC customer support for assistance.
 - ii. If the SRDs are not listed or some are missing then the issue is with communication between the BMC Remedy ITSM - Mobility server and BMC Remedy. Contact BMC customer support.

Issue: Cancelled SRs do not show up on the mobile client

The BMC Remedy ITSM - Mobility server does not sync “Cancelled” SRs back to the mobile client. This is done to minimize the number of SRs on the mobile client over time.

Mobile Client UI Issues

Issue: Sometimes the “Cancel” menu item does not show up when an SR is open

The Cancel menu item will only appear if the SR is in one of the following Status states:

1. Draft
2. In Review
3. Pending
4. Waiting Approval
5. Planning
6. In Progress

Issue: Sometimes the “Reopen” menu does not show up when an SR is open

The Reopen menu item will only appear if the SR is in one of the following states:

1. Completed
2. Rejected

Issue: The date and time stamps in the mobile application do not match those in the BMC Remedy User Tool

The date and time stamps on the device are adjusted to reflect the current time and time zone of the mobile device. If the time zone on the mobile app is changed then all the times in the mobile application will also change.

Mobile Client Functionality issues

Issue: I cannot change the ringtone on the mobile device for alerts

For the current version of the mobile application the ringtone is not modifiable. This will change in a future release where the end user will be able to select from any ringtone that they have on the device, purchased or otherwise.

Server Issues

Alerts

Issue: Alerts do not Make it to The Mobile Client

If a relevant change is made on BMC Remedy and no alert makes it to the mobile client, then perform the following steps.

Figure out Where the “chain” is Broken

The alerting mechanism follows a basic flow, thus:

1. Filters fire on certain changes to Remedy SRs and SRDs. These cause Remedy to make an update to the `_aerprise.message.queue` form.
2. An escalation runs once every minute to check for updates to the `_aerprise.message.queue` form. If there are relevant updates then Remedy makes a web services call to an BMC Remedy ITSM – Mobility server WSDL.
3. The WSDL on the server consumes the message from BMC Remedy and acts on it. This triggers the BMC Remedy ITSM - Mobility server to make a C-API call to BMCRemedy to fetch the updated data for the user in question.
4. Once the updated data has been fetched the BMC Remedy ITSM - Mobility server sends an alert to the smart client on the mobile device.
5. The Smart Client “wakes up” and in the background (no UI is shown to the user) makes a connection to the BMC Remedy ITSM - Mobility server to fetch the updated data.
 - a. On an iPhone, if the application is closed, then the user will receive an alert asking them if they want to “View” the information. If they select “View” then the application will be launched, and will at that time connect to the BMC Remedy ITSM - Mobility server to fetch the updated data. This is a security feature of the iPhone operating system.
6. Once the updated data has been synchronized to the mobile client, then depending on the type of update that has been synchronized, the client either “goes back to sleep” or rings and vibrates to alert the user that there is updated data in the Self Service application.

As one can see, there are multiple areas where an error can cause new data created in BMC Remedy to not be automatically synchronized to the smart client on the mobile device. An administrator needs to go through each step methodically and in logical order to see where the failure is occurring.

Filters and Escalations in Remedy

The process in BMC Remedy is defined below. Using this information the BMC Remedy ITSM - Mobility admin must step thru the logical progression and see if the error

occurred in one of the filters or escalations within Remedy.

1. A filter fires in BMC Remedy when the change is made, for example the user adds an SR from the BMC Remedy User Tool.
2. The filter creates a record in the form “_aeroprise.message.queue”
3. An escalation fires once every 60 seconds and updates a display-only field on _aeroprise.message.queue with an EVENT descriptor
4. The updating of that display-only field fires another Filter which makes a call to an external WSDL running on the BMC Remedy ITSM - Mobility server.
5. If that call is successful then the status is set to SENT. If it fails then the status is set to Error.
6. After 15 days another escalation triggers which clears that item from the form.

If any of these steps appears to be failing, then make a correction and start again. For example, for step 4 above, for the filters that trigger the WSDL, make sure the IP address being used is correct and is reachable from the BMC Remedy server. If the IP address is correct and reachable then check to make sure the BMC Remedy ITSM - Mobility server is up and running. You can check the SOAP server WSDL by entering http://<IP_Address>:3004/aeroprise/invoke. This should bring up a list of API methods for BMC Remedy ITSM - Mobility.

API Methods for Aeroprise

- [string SrdNotification\(string instance_id, string status, string active_state\)](#)
- [string SrCrud\(string login, string sr_id, string modified_by\)](#)
- [string SrWorkInfo\(string login, string instance_id, string sr_id, string needs_attention\)](#)

If it does then the SOAP server is running correctly. If it does not then restart the SOAP service.

BMC Remedy ITSM - Mobility Server Fetches Updated data from Remedy

After making a change and seeing that the filters are firing correctly and that the WSDL call is being sent, the next step is to make sure that the BMC Remedy ITSM - Mobility server is successfully calling back into BMC Remedy and fetching the updated data. Make a change (submit an SR) in BMC Remedy and then check the _aeroprise.message.queue form to make sure the item is “Sent”. Once it is, wait a few minutes and then log into the BMC Remedy ITSM - Mobility admin console as described above. Find the user for whom the SR was created and open that user’s master document for the SR source. Check the data held within that source document for the presence of the SR in question. If it is there then the BMC Remedy ITSM - Mobility server is

correctly fetching the updated data from BMC Remedy. Move to the next section. If the SR is not there, then do the following:

1. Check and make sure that the admin username and password being used by BMC Remedy ITSM - Mobility has enough permissions to fetch the SR.
2. Make sure that the IP address being used by BMC Remedy ITSM - Mobility to connect to the BMC Remedy server is accurate and accessible from the BMC Remedy ITSM - Mobility server.

BMC Remedy ITSM - Mobility Server Sends an Alert to Smart Client

The BMC Remedy ITSM - Mobility server does not keep a log of what alerts have been sent to clients. Therefore the admin must check the basic points of connection between the BMC Remedy ITSM - Mobility server and the mobile application.

BlackBerry Devices

The main area of breakdown on BlackBerry devices is at the BES server. Log into the BMC Remedy ITSM - Mobility Admin console and open the “Application Users” list. Then select the user in question and then click the “Ping!” button to ping that user’s device with a test message.

- If the message comes thru to the device then the connection from the BMC Remedy ITSM - Mobility server to the device, via the BES server, is working. If alerts are not making it to the users device when changes in BMC Remedy are occurring, then the issue must be above, with filters or the BMC Remedy ITSM - Mobility WSDL not responding correctly (SOAP server is down, etc.).
- If the message does not come thru then the problem is with the BES server and its connection to the device. Contact your BES administrator for assistance.

iPhone Devices

Log into the BMC Remedy ITSM - Mobility Admin console and open the “Application Users” list. Then select the user in question and then click the “Ping!” button to ping that user’s device with a test message.

- If the message comes thru to the device then the connection from the BMC Remedy ITSM - Mobility server to the device, via the Apple Notification Service, is working. If alerts are not making it to the users device when changes in BMC Remedy are occurring, then the issue must be above, with filters or the BMC Remedy ITSM - Mobility WSDL not responding correctly (SOAP server is down, etc.).
- If the message does not come thru then the problem is with the Apple Notification Service or with settings on the iPhone device itself.

BMC Remedy ITSM - Mobility Smart Client Syncs to BMC Remedy ITSM - Mobility Server

The alert may make it from the BMC Remedy ITSM - Mobility server to the mobile client. However, the mobile client may fail to connect and sync to the BMC Remedy ITSM - Mobility server correctly. The BMC Remedy ITSM - Mobility admin can do two things to check connections to the BMC Remedy ITSM - Mobility server:

1. Go to “Settings” and select “Reset” to initiate a sync to the BMC Remedy ITSM - Mobility server. If this works then connectivity between the mobile client and the BMC Remedy ITSM - Mobility server is working.
2. Check connections and synchronizations from the mobile client to the BMC Remedy ITSM - Mobility server by checking the logs on the mobile client.

- a. BlackBerry

- i. From the Home menu, open the “Media” application.
- ii. Select the BlackBerry Menu button and then “Explore” to open the BlackBerry explorer.
- iii. Go to “Device Memory, home, user, Rho, Self_Service.”
- iv. Within this folder you will see a RhoLog.txt file. Open this file, or for easy analysis on a large monitor send this file to your own desktop email address. Check for any errors in the log file. If there are any, then attempt to fix them and try again.

- b. iPhone

- i. Select the Settings menu item from the footer bar of the Home screen
- ii. Select “About”
- iii. Select the Debug button in the header bar
- iv. Scroll down the page and select “Show log”
- v. Check for any errors in the log file. If there are any, then attempt to fix them and try again.

Server Installation

Issue: The 5 “Aeroprise” services were not installed

The installer requires that the windows that are opened by the installation process are not

closed manually. If any window is closed manually during the installation process then the installation may appear to complete successfully but will in fact have failed. If this issue occurs, then run the uninstall process and then rerun the install process.

Admin Console Issues

Issue: Admin Console returns “Service Temporarily Unavailable”

If you attempt to open the admin console to log in and you receive this error, then the “Aeroprise” services required to run the BMC Remedy ITSM - Mobility server have probably not been installed correctly or are not running. The following services should have been installed and should be running.

1. Aeroprise App Server 1
2. Aeroprise App Server 2
3. Aeroprise App Server 3
4. Aeroprise Soap Server
5. Aeroprise Jobs Server

If they are not installed then redo the installation. If they are installed but not running then start the services and try again. If they are installed and running then try to restart all 5 services and try again.

Unsupported features of BMC Service Request Management

All Versions

The following BMC Service Request Management features are not supported in this version of the solution:

1. Attachments
2. Drafts
 - a. Saving a submittal as a draft
 - b. Viewing drafts
3. Advanced Interface Form –
 - a. The mobile application does not support SRDs that have the “Questions” view implemented with an Advanced Interface Form , such as that used by the Passwords example SRD.
 - b. Such SRDs will appear in the list of SRDs on the mobile client. However, the questions list will be truncated.
 - c. If such an SRD is submitted from the BMC User Tool, then this SR will appear in the mobile client.
4. Broadcasts
5. View Quick Picks
6. Shopping cart
7. Favorites
 - a. Cannot view Favorites
 - b. Cannot add to favorites
 - c. Cannot remove from favorites

SRM 2.2 (Patch 1 thru 4)

1. Question Field types
 - a. The following field types **are** available for use in the Questions page of an SRD.
 1. SING_LINE_INP – single line input. Supported.
 2. SING_ANS_MENU – usually an option list menu. Supported.
 3. MLT_LINE_INP – multiple line input (textarea). Supported.
 4. TWO_ITEMS – Two radio buttons labeled Yes and No. Supported.
 5. SING_ANS_HORZ – Sequence of 5 radio buttons labeled 1 thru 5. Supported.
 6. MLT_ANS_HORZ – Sequence of checkboxes.

1. Supported for SRM 2.2 Patch 2 & 3. Not supported for SRM 2.2 Patch 1.
7. DATE_TIME_TYPE – Date and time. Supported.

SRM 7.6

The following BMC Service Request Management features are not supported in this version:

1. Dynamic Menus
2. Query menus
3. Question Field types

b. The following field types **are** available for use in the Questions page of an SRD.

1. SING_LINE_INP – single line input.
2. SING_ANS_MENU – usually an option list menu.
3. MLT_LINE_INP – multiple line input (textarea).
4. TWO_ITEMS – Two radio buttons labeled Yes and No.
5. SING_ANS_HORZ – Sequence of 5 radio buttons labeled 1 thru 5.
6. MLT_ANS_HORZ – Sequence of checkboxes.
7. DATE_TIME_TYPE – Date and time.
8. Date
9. Time
10. Range
11. Checkbox

Installing Smart Client for BlackBerry OS

The following section covers installing and connecting the BMC Remedy ITSM - Mobility smart client for all supported BlackBerry devices.

BlackBerry OS Versions Supported

The following BlackBerry OS versions are supported:

1. 4.5.0.x
2. 4.6.0.167 and later
3. 4.6.1.114 and later
4. 4.7
5. 5.0

6. 6.0

BlackBerry Enterprise Server Versions Supported

The BMC Remedy ITSM - Mobility server utilizes the push services provided by the BES server to send alerts to the BMC Remedy ITSM - Mobility smart client installed on the BlackBerry devices. The BMC Remedy ITSM - Mobility client on the BlackBerry device also may use the BES server to access the BMC Remedy ITSM - Mobility server, depending on BES Server settings. The following BES versions are supported:

1. 4.1
2. 4.1.5
3. 4.1.6
4. 5.0

Any device to be used with BMC Remedy ITSM - Mobility must be enabled on the BES server. The BMC Remedy ITSM - Mobility server sends alerts to the device's PIN via the BES server. If the BES server does not recognize the PIN then no alerts will be sent to the mobile client.

BlackBerry Enterprise Server - Required Settings

The following settings must be enabled on the BES server to enable the BMC Remedy ITSM - Mobility server and client to communicate.

1. Enable Mobile Data Service for each mobile SRM user
2. Configure an IT Policy that allows access to third party applications
 - a. Set "Disallow Third Party Application Downloads" to FALSE
 - b. Set "Allow Third Party Apps To Use Serial Port" to TRUE
 - c. Set "Allow Third Party Apps to Use Persistent Store" to TRUE
3. Assign that IT Policy to all BMC Remedy ITSM - Mobility mobile client users
4. Enable the BES server Push Server

Using Multiple BlackBerry Enterprise Servers

This version of the BMC Remedy ITSM - Mobility Server can only use one BES Server. All users connecting through a BES server to the BMC Remedy ITSM - Mobility server must do so via a single BES server.

Installing the BMC Remedy ITSM - Mobility mobile client to BlackBerry Devices

This can be done using one of four standard models:

1. Via the handhelds browser
2. Using Over The Air (OTA) push from the BES
3. Using the BlackBerry Desktop Manager

4. From App World

The BMC Remedy ITSM - Mobility Server address is embedded in a JAD file that is distributed with the application. The BES admin must modify the JAD file for the BMC Remedy ITSM - Mobility mobile client and enter the BMC Remedy ITSM - Mobility Server IP address by entering a line “syncserver:<<http://ipaddress/apps/Aeroprise/sources/>>”, where “ipaddress” is the address of the BMC Remedy ITSM - Mobility server.

First Launch of Mobile Client – Mobile Client Wizard

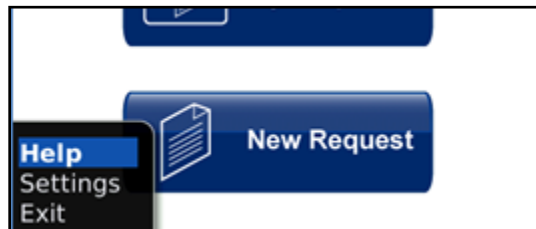
Once the BMC Remedy ITSM - Mobility mobile client is installed to a device, you can run the application and connect it to the BMC Remedy ITSM - Mobility Server and in turn to the user’s data residing in the BMC Remedy system. The BMC Remedy ITSM - Mobility Mobile Client has a first-launch wizard that steps the user thru connecting the mobile client to the relevant BMC Remedy server user account.

Please refer to the iPhone Wizard flow, which is the same on the BlackBerry ([First Launch of Mobile Client - Mobile Client Wizard](#))

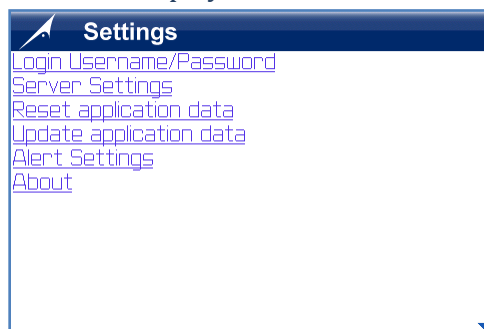
Modifying BlackBerry Mobile Client Settings

The user can make changes to the settings on the mobile client.

From the main menu click the BlackBerry menu key and then select the “Settings” option.



The Settings page allows the user to update their username and password, change the server address, reset application data, update application data, and modify how alerts are displayed on the mobile client.



Modify Server Settings

This allows the user to change the IP address of the BMC Remedy ITSM - Mobility Server.

From the Settings page, select “Server Settings”. Enter the new Server Address and then select “Next”.

The username and password must be reentered if the server address is changed. Enter the relevant username and password and then select “Next”.

Reset Application Data

From the Settings page, select “Reset application data”. As noted this will delete all local data held on the client and will re-sync that data from the BMC Remedy ITSM - Mobility Server. Note that this will trigger the BMC Remedy ITSM - Mobility Server to fetch updated data from the Remedy server. Therefore such a sync can take several minutes to complete.

Update Application Data

There is no screen for “Update Application Data”. Selecting this option immediately starts synchronization to the BMC Remedy ITSM - Mobility server to fetch any updated data. This can be used if an Alert sent from the BMC Remedy ITSM - Mobility server was not received by the mobile client.

Alert Settings

From the Settings page, select “Alert Settings”. The user can change how they are alerted when a change to one of their SRs is synchronized to their mobile client.

About

From the “Settings” page, select “About”. This screen contains the version number of the mobile client and copyright information.

Using the Mobile Client

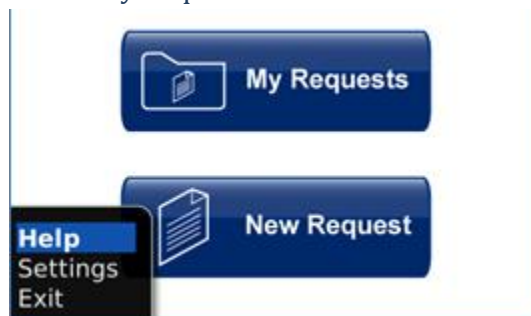
Once the mobile client is open, the user can choose from one of three main options:

1. Viewing that users existing Service Requests
2. Creating a new Service Request
3. Viewing that users pending Approvals

View Existing Requests

All submitted service requests that are visible in the Remedy User desktop application are visible on the mobile client.

Select “My Requests” from the main menu



The user list of SRs will appear, sorted alphabetically. Note that any SRs in the “Closed” state will not sync to the mobile client.

Select a Service Request

My Requests	
AeroFood Procurement	08/26/2009, 01:14AM Waiting Approval
Aero3_Server Re-Imaging Requests	09/08/2009, 08:53PM Waiting Approval
Aero1Server Re-Imaging Requests	08/28/2009, 04:59PM Waiting Approval
Aero1Server Re-Imaging Requests	08/26/2009, 09:02PM Waiting Approval
Aero1Server Re-Imaging Requests	08/26/2009, 10:03PM Waiting Approval
Aero29_Server Re-Imaging Requests	08/28/2009, 05:03AM Waiting Approval
Aero1Desktop Re-Imaging	09/08/2009, 07:07PM Waiting Approval

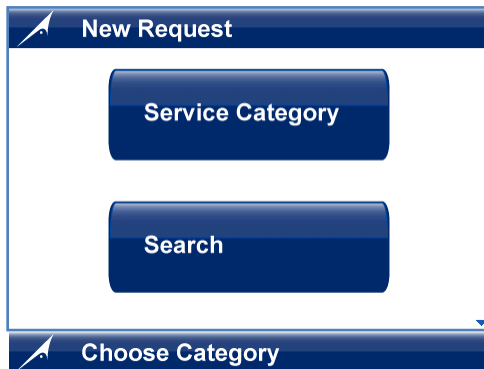
Create a New Service Request

All SRDs (Service Request Definitions) that the user can see in the Remedy User desktop application can be viewed and selected in the mobile client.

Select “New Request” from the main menu



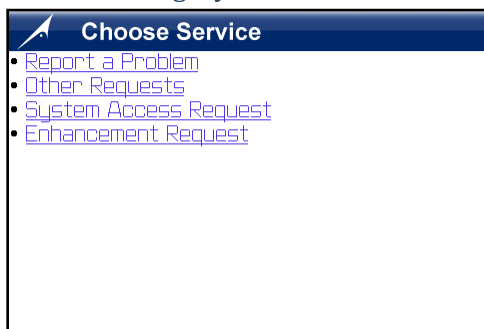
Select “Service Category”



- [Quick Picks](#)
- [Advanced IT Services](#)
Advanced user and IT internal requests, including new project requests, application and server deployments, and database or network management requests.
- [Business Services](#)
Access services for specific business applications, including customer management, order processing, payroll, accounting, and human resources systems.

You will see a list of Categories. Select a Category to display the list of SRDs within that Category.

Select a “Category”



You will see a list of SRDs to choose from. Select one.

View “Service Details” and Request SRD

Service Details
Report a problem or make a request to the Service Desk for assistance

Request Now
Back
Main Menu

The Service Details screen shows the request name, description of the SRD and the turnaround time. If this is the SRD you wish to request, and then click the “Request” button.

Answer SRD “Questions

Provide Information

Brief Summary of the Problem

Description of the Problem (add attachment if necessary)

Problem Area

Problem Classification

Urgency

Phone

Email

Instructions

The list of questions for the chosen SRD is displayed. Items in bold are required questions. They must be answered before the SR is submitted. Answer the questions and then select the “Submit” button.

The smart client connects to the BMC Remedy ITSM - Mobility server and submits the SR in the background. The user can continue to use the SRM mobile client or can use any other feature of the smart phone. If the SR fails to submit the user will be warned with a pop-up error message. The smart client will add the submitted SR to the Pending Queue, and will then try a total of 4 times over the next 60 minutes to submit the SR. If it fails there will be another pop-up warning to the end user, at which time the SR will remain in the pending queue until another connection to the server is made.

Installing Smart Client for iOS

The smart client for BMC Remedy ITSM - Mobility works on a select group of iPhone operating systems and devices, and requires integration with Apples Alert server for the sending of alerts from remedy to the device. The following section covers what is required to install and run an BMC Remedy ITSM - Mobility smart client on an iPhone. For simplicity, reference is made to the “iPhone” throughout this section, but all such references include all supported device types unless otherwise noted.

iPhone OS Versions Supported

The following iPhone OS versions are supported:

1. 3.x
2. 4.x

iPhone Devices Supported

1. iPhone
 - a. Original
 - b. 3G
 - c. 3GS
 - d. 4G
2. iPod Touch
 - a. 1G
 - b. 2G
 - c. 3G
 - d. 4G
3. iPad
 - a. iPad (Original)

NOTE 1: If the iPhone model is a 3G device, then iOS 4.x should not be used. If iOS 4.x is to be used then the device must be an iPhone 3GS or 4. This is due to know performance issues running iOS 4 on a 3G device.

Note 2: It is strongly suggested that a 3GS model or later is used. This will result in the application running much faster and in turn will result in a much more satisfactory end-user experience.

Supporting Alerts to the iPhone

The BMC Remedy ITSM - Mobility server utilizes the Apple Push Notification Service (APNS) provided by Apple. In order to send push notifications to this service, the server sending the push notifications must have a certificate issued by Apple for the application in question. BMC owns the application and cannot deploy the certificate to every customer’s installation of BMC Remedy ITSM - Mobility. As a result, each customers BMC Remedy ITSM - Mobility server must send push notifications to an intermediary

server that is hosted by BMC (and that hosts the Apple push certificate). That intermediary server then sends the push, with the certificate “stamp” to the APNS. As a result of the above model, if a customer wishes for iPhone alerts to work, then the BMC Remedy ITSM - Mobility server installation must be permitted to make the required call to the external, BMC hosted, intermediate server.

Installing the BMC Remedy ITSM - Mobility mobile client to iPhone Devices

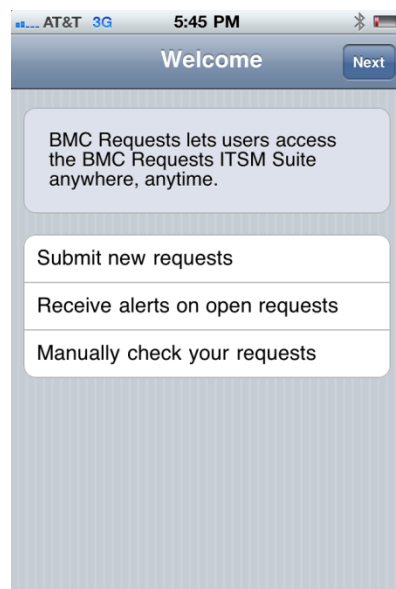
The iPhone client should be downloaded from the Apple App Store. Make sure that any profiles pushed to users phones do not restrict access to the Apple App Store.

Running the iPhone Client

First Launch of Mobile Client – Mobile Client Wizard

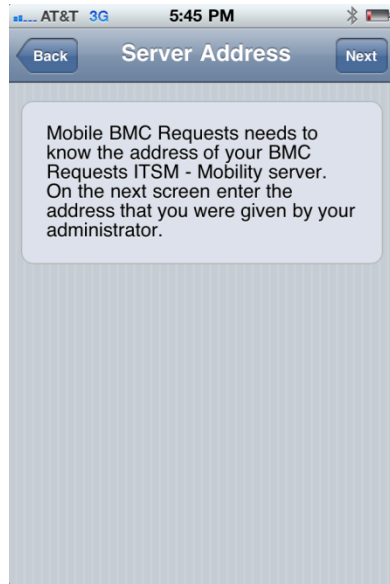
Once the BMC Remedy ITSM - Mobility mobile client is installed to the iPhone, you can run the application and connect it to the BMC Remedy ITSM - Mobility Server and in turn to the user’s data residing in the BMC Service Request Management system. The BMC Remedy ITSM - Mobility Mobile Client has a first-launch wizard that steps the user thru connecting the mobile client to the relevant Remedy server user account.

Welcome Screen



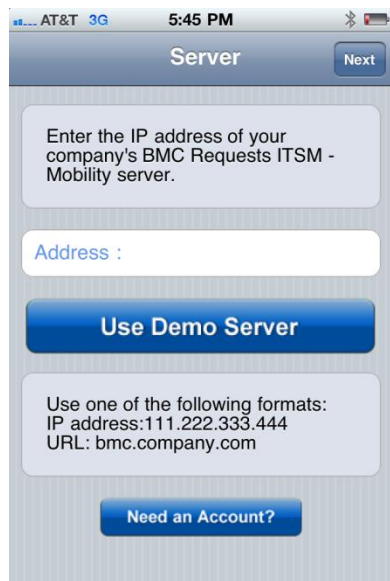
Select “Next” to move to the next screen in the wizard.

Authenticate – Info Screen



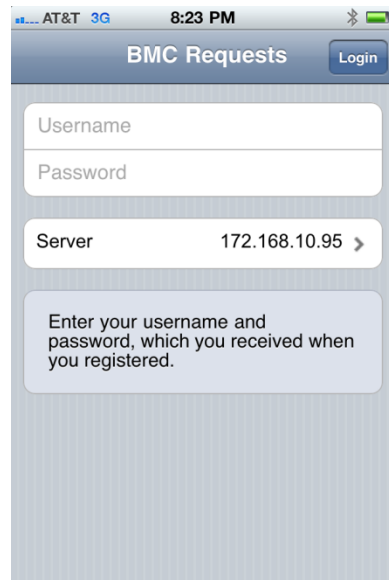
Select “Next” to move to the next screen in the wizard.

Authenticate – Server Address Screen



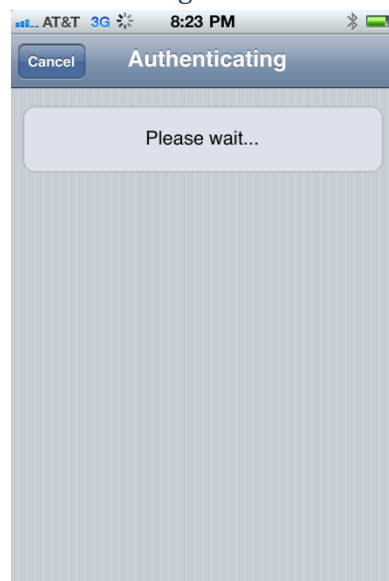
The user enters their BMC Remedy ITSM – Mobility server ip address or domain name. Select “Next” to move to the next screen in the wizard.

Authenticate – User Credentials Screen



The user enters their BMC Remedy Username and Password. Then select “Next” to connect to the BMC Remedy ITSM - Mobility Server.

Authenticating Screen

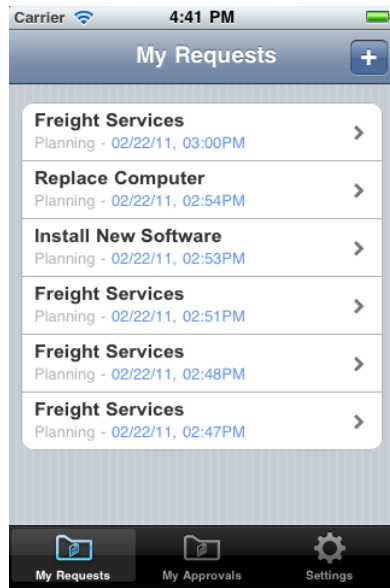


The client is connecting to the BMC Remedy ITSM - Mobility Server, which will in turn connect to the BMC Remedy server and authenticate the user directly with Remedy.

Downloading Screen

If the client passes authentication with BMC Remedy then this screen is displayed. The BMC Remedy ITSM - Mobility Server is synchronizing the users data (SRDs, SRs, Approvals) from Remedy to the mobile client. Depending on the number of SRDs and the number of SRs that the user has previously submitted, as well as on network speed, this first-time sync of data may take several minutes. After this first sync all future synchronizations of data (new SRDs, updates to submitted SRs, Approvals, etc.) will be done in the background unbeknownst to the end-user.

Main Menu

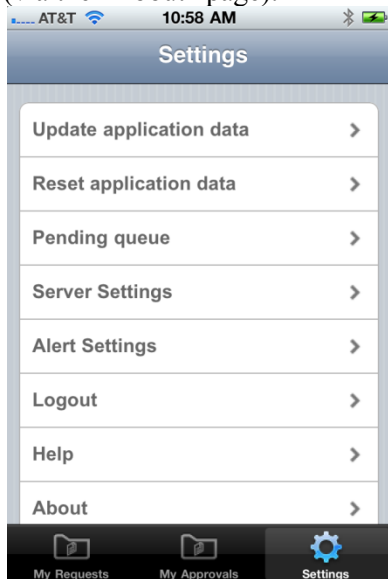


Once all SRDs and SRs and Approvals are synchronized to the mobile client the following Main Menu screen will appear.

Modifying iPhone Mobile Client Settings

The user can make changes to the settings on the mobile client. From the main screen click the “Settings” option.

The Settings page allows the user to update their username and password, change the server address, reset application data, update application data, and see debug information (via the “About” page).



Modify Server Settings

This allows the user to change the IP address for the BMC Remedy ITSM - Mobility Server.

From the Settings page, select “Server Settings”.



Enter the new Server Address and then select “Next”.

Reset Application Data

From the Settings page, select “Reset application data”. As noted this will delete all local data held on the client and will re-sync that data from the BMC Remedy ITSM - Mobility Server. Note that this will trigger the BMC Remedy ITSM - Mobility Server to fetch updated data from the Remedy server. Therefore such a sync can take several minutes to complete.

Update Application data

There is no screen for “Update Application Data”. Selecting this option immediately starts a synchronization to the BMC Remedy ITSM - Mobility server to fetch any updated data. This can be used if an Alert sent from the BMC Remedy ITSM - Mobility server was not received by the mobile client.

Alert Settings

Select the “Alert Settings” option to set the ring tone and vibration on and off when an alert arrives on the phone from the BMC remedy ITSM – Mobility server.

About

From the “Settings” page, select “About”. This screen contains the version number of the mobile client and copyright information. It also allows access to debug information, such as the log files.

Using the Mobile Client

Once the mobile client is open, the user can choose from one of three main options:

1. Viewing that users existing Service Requests
2. Creating a new Service Request
3. Viewing that users pending Approvals

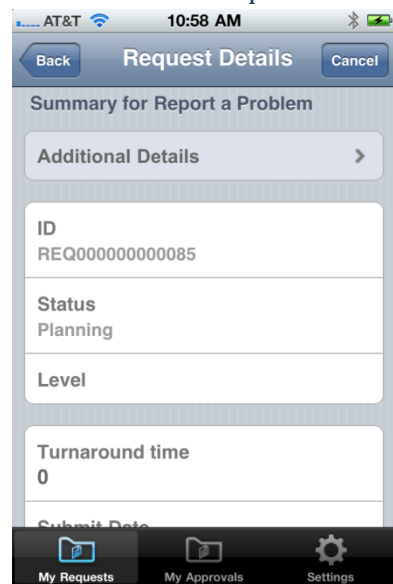
View Existing Requests

All submitted service requests that are visible in the Remedy User desktop application are visible on the mobile client.

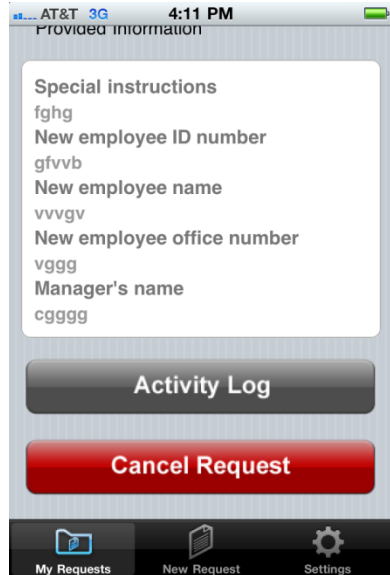
Select “My Requests” from the footer bar of the main menu

The user list of SRs will appear, sorted alphabetically. Note that any SRs in the “Closed” state will not sync to the mobile client.

Select a Service Request



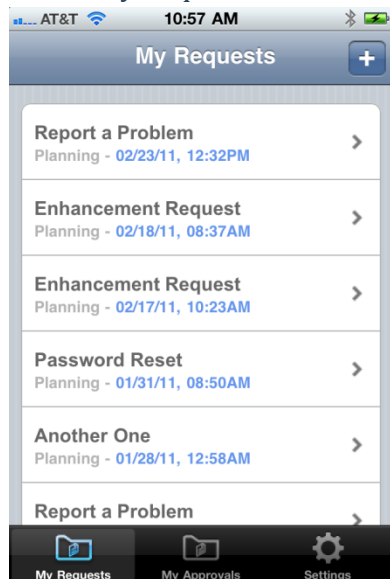
You can see the details of the submitted service request. Scroll down to the bottom of the screen to add an Activity Log or to Cancel the service request.

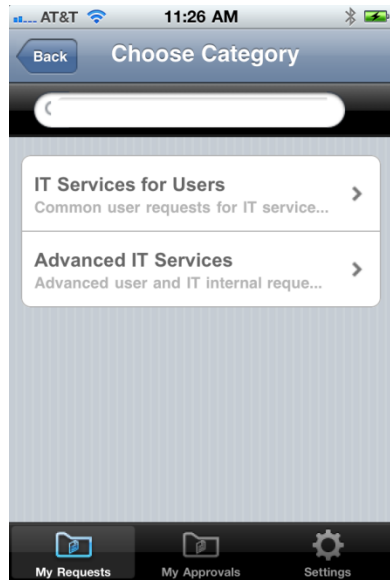


Create a New Service Request

All SRDs (Service Request Definitions) that the user can see in the Remedy User desktop application can be viewed and selected in the mobile client.

Select “My Requests” from the main menu, and then the “+” sign.

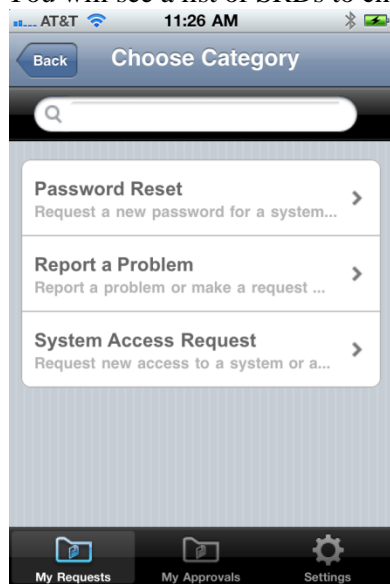




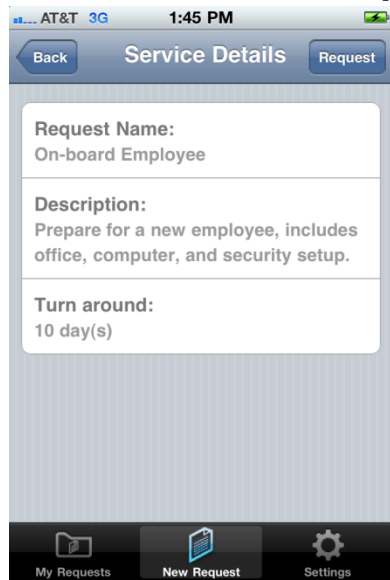
You will see a list of Categories and a Search dialog box. Enter a single search term or select a Category to display the list of SRDs within that Category.

Select a “Category” from the main menu

You will see a list of SRDs to choose from. Select one.

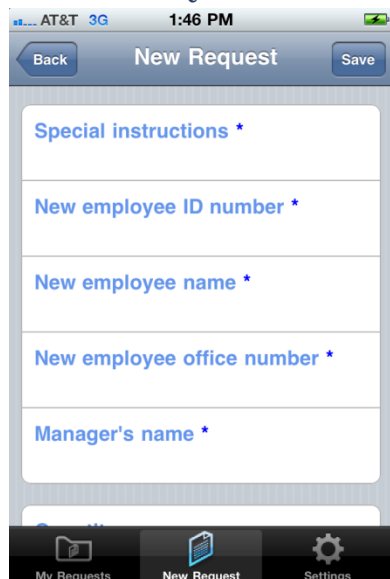


View “Service Details” and Request SRD



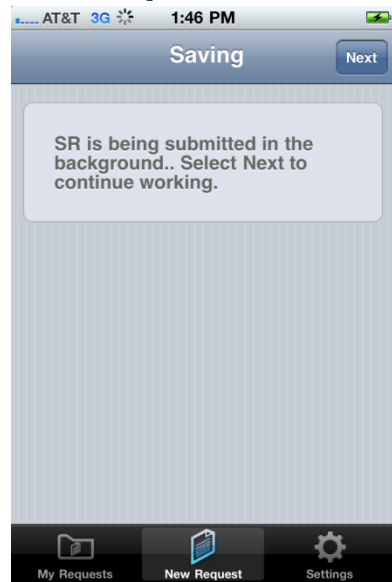
The Service Details screen shows the request name, description of the SRD and the turnaround time. If this is the SRD you wish to request, and then click the “Request” button.

Answer SRD “Questions



The list of questions for the chosen SRD is displayed. Items with a “star” are required questions. They must be answered before the SR is submitted. Answer the questions and then select the “Save” button.

Service Request is Submitted



The smart client connects to the BMC Remedy ITSM - Mobility server and submits the SR in the background. The user can continue to use the SRM mobile client or can use any other feature of the smart phone. If the SR fails to submit the user will be warned with a pop-up error message. The smart client will add the submitted SR to the Pending Queue, and will then try a total of 4 times over the next 60 minutes to submit the SR. If it fails there will be another pop-up warning to the end user, at which time the SR will remain in the pending queue until another connection to the server is made.



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