What’s New in BMC Remedy Action Request System 7.5.00

BMC Remedy Action Request System (AR System) provides a single, consolidated platform for automating and managing service management business processes. With its request-centric, form-driven, workflow-based architecture, the BMC Remedy AR System environment is optimized for efficiencies in Service Management business process delivery. BMC Remedy AR System provides a comprehensive yet easy-to-use set of tools to continuously adapt and evolve your applications to the unique procedures and individual requirements of your company’s user community.

INSTALLER
» New AR System suite installer enables you to install some or all of the components at the same time.

BMC REMEDY DEVELOPER STUDIO
» New integrated development environment (IDE) for AR System applications replaces BMC Remedy Administrator.
» Search for forms and objects by text string or field ID.
» Find all fields and objects related to a selected field or object.
» To optimize and troubleshoot applications, BMC Remedy Developer Studio Analyzer finds objects that are not consistent with your defined rules.

USER EXPERIENCE
BMC Remedy Action Request System has significant enhancements to create powerful and visually rich applications.

» Text auto-completion in menus – As a user enters text into a character field, a list of values that match the text appears in the attached menu.
» Tooltips – Display informational messages.
» File-system browsers for character fields – Users can browse file systems for a file name without attaching a file; instead the file name is simply added to the character field.
» Cell-based table field – Displays a row of data in a single cell instead of the traditional grid format with column headings.
» Tree-view sorting enhancement – Use hidden levels to display sorted items in their order of importance or their frequency of occurrence instead of alphabetically.
» Drop-down list character field enhancements – In Search mode, users can enter a partial value in a drop-down list character field; The (clear) item is not required in a drop-down list character field in all modes except Search.
» Panels – A container that provides a visual grouping of information and also functions as a true container; Many new configuration options for panels.
» Text formatting template and rich text formatting – Templates are a method of formatting text dynamically at runtime; Templates can be used to format text in tooltips and view fields.
» Buttons and URLs in tables – Buttons can be added to columns inside list view and cell-based tables.
» Transparent images – Support for GIF and PNG images with transparent backgrounds.
» Field effects for state transition and highlight focus – The Yahoo User Interface Libraries are installed with AR System and provide numerous options for managing visual effects such as field highlight colors, pop-up dialog boxes, and vertical navigation bars.
» Quick reports in a browser – Save reports from searches per server, per form, and per user.
» Right-to-left form views – Create form views with a right-to-left (RTL) text direction for languages such as Arabic and Hebrew; Internet Explorer versions 6 and later are supported.

» Flagging fields and views for translation – A new Localization Required property for fields and views specifies whether a field label or the text in a view must be translated.

» Adobe Flash technology added to flashboards – Enables more robust flashboards with interactive effects that allow users to see a flashboard in full-screen view, zoom in and out, change chart types, modify labels, and show and hide the legend.

ENTERPRISE CAPABILITY

» Pure Java API – Replaces the previous JNI layer that was used to pass Java calls through the C API.

» Native 64-bit support – Linux® and Unix® platforms.

» New Images object type – Image objects are stored only once as a binary object.

» Query multiple forms at run time – New function to perform a dynamic join; Enables ad hoc database queries across multiple forms, including view and vendor forms.

» Integration with BMC Atrium Orchestrator – Enables IT organizations to easily automate tasks and processes such as trouble ticketing, virtualization management, etc.

» AR System Web Services Registry – New form and associated workflow provide an interface to the BMC Atrium Web Services Registry.

» Enhanced behavior of deployable application objects – Enables users to retain excess forms, import forms with the deployable application name information, and import forms with precedence using both the C API and the Developer Studio.

» New SQL Server isolation level – Recommended database settings to reduce the possibility of deadlocks and improve AR System performance.

» Management of CLOB storage – A new database property for individual character fields (for Oracle® databases).

» Auditing only when field values change in a transaction – Auditing is done only for those records whose field values have changed in a transaction; Auditing without field value changes is still available.

» Run Process command-line limit increment – String length increased from 256 to 4096 bytes.

» Workflow import enhancements – Allows overwriting workflow objects while preserving the attached list and removing forms from the attached list without modifying the workflow object.

» ARGetCacheEvent API – Use this API to monitor cache events.

» BMC Remedy Data Import tool – New GUI tool for importing data into AR System forms.

» Java data import command line interface – Replaces the arimportcmd command-line interface.

» Row-level security for Flashboards – Enables showing and hiding information based on a user’s permissions.

» Business time enhancements – Business time segments can be associated with time zones.

» Virtual URL mapping of cached resources – When a new mid tier is installed, a browser will automatically request a new copy of the mid tier resource files through a virtual URL generated by the mid tier and mapped to the new resource files.

» Optimized bulk operations – New Application-Set-Filter-Phasing Run Process command enables administrators to delay the creation of individual form entries so that they can be created in bulk.

» Faster server initialization – Using multiple threads (known as “preload threads”) when loading the cache from the database allows the server to make better use of system resources such as CPU and network bandwidth, and can greatly reduce the time required to load the cache at server initialization.

» Distributed Server Option (DSO) enhancements – Configurable polling intervals for DSO server and distributed pools; Distributed mapping information is now cached; Chose from 3 log levels for DSO log files; Log the fields and values used to match the source and target request; Perform all types of distributed operations on join forms.

Encryption user interface – New encryption tab on the AR System Administration: Server Information form for viewing and modifying the encryption configuration.

Support for cert8.db certificates – AR System uses Mozilla Network Security Services (NSS) 3.11.4, which supports cert8.db and complies with FIPS 140-2.

SERVER IMPROVEMENTS

Version control – Object reservation prevents other users from modifying reserved objects; Object modification log automatically logs every change to an object and optionally exports the objects.

Workflow debugger – Command-line utility to debug filter and escalation workflows interactively.

Java plug-in server updates – Simpler configuration; Uses a configurable pool of worker threads to handle RPC calls; Dynamic plug-in loading (plug-in server restart not required); Enhanced log information for run-time exceptions; New error 8753 added for run-time exception.

Server group signaling performance improvement – New process notifies members of a server group about changes to the server cache, greatly reducing the impact on system resources.

C plug-in server enhancement – Exception handling in the C plug-in server now produces a stack trace.

Two application forms implemented as system forms – SHARE:Application_Properties and SHARE:Application_Interface application forms now distributed as system forms.

Including view forms in join forms – You can build a join form that includes a view form for simultaneous searches on internal and external database tables.

Active-link firing condition on table refresh – Table Refresh execute action is triggered when the table contents are updated.

Character counts for character fields – New field property specifies whether the Input Length of a character field is calculated in bytes or characters.

Service action added to filters and escalations – Create a Service action in filters and escalations, as well as in active links.

Improved default form view selection – When a user opens a form, AR System determines which view to display by matching the user to an actor in the context of the current application and then matching the actor to a view.

Support for multiple mail servers in Email Engine – Administrators can configure failover mail servers.

New keywords – New keywords for the 1) number of the error, 2) message of the error, and 3) the appended message of the error that just occurred, if any.

Updated third-party libraries – Libraries updated to Xerces-C 2.8, Xerces 2.9.1(Java), Xalan-C 1.10, Xalan 1.1.0(Java), Axis.jar 1.3, WSDL4J 1.6.2, and the data files for the 2007 version of ICU 3.2.1 C library and ICU 3.6 Java library.

Driver program return code enhancement – The driver program exits with a non-zero return code that indicates whether an API failed during the execution.

Exporting views based on locale selection – API programs can export a form and selected form views by specifying the form name and a list of locales of the views to be exported.

LICENSE MANAGEMENT

Current and historical license usage – 2 new read-only forms for displaying current and historical license usage: AR System Current License Usage and AR System Historical License Usage.

Licenses released when closing browser or navigating away from the mid tier – Set a delay timer that releases an AR System user license if a user navigates away from the mid tier or does not log out of the mid tier properly by closing the last browser window associated with the current HTTP session.
» Session timeout clock in browsers – A session timeout clock in the status bar report shows how much time remains before an HTTP session will time out.

ACCESSIBILITY
» Identifying rows selected in a table field to non-vision users – This feature adds a column to a table field that contains links to allow row selection using assistive devices.

SUPPORTABILITY
» Database consistency checker – New command-line option for the arserver.exe/arserverd process.
» Logging to a form – Configure AR System to log information to forms instead of files.
» Updates to log files – A new naming convention for per-thread logs makes it easier to open files on Windows.
» New log for mid tier performance – A new log file for logging information for mid tier response time.

BMC REMEDY APPROVAL SERVER CHANGES
» New approval console – Approval Central, a new approval console, provides easier and faster access to approval requests.
» Field mapping for application forms – Applications can optionally display additional information for an approval request using certain fields that can be mapped to the Approval Server fields on the Advanced tab of AP:Form.
» Full name in the signature line – The Approver field in a signature line displays the full name of the user.
» Role-aware signature – A new hidden character field has been added to the AP:Signature form to make a signature role-aware.
» Configurable reassignment through process definition – Users can reassign a pending request if the Can Reassign option for the corresponding approval process is set to Yes in the AP:Process Definition form.

BMC REMEDY MIGRATOR CHANGES
» Enhancements to Differences, Dependency, and Results reports – Migrator reports display information about new 7.5.00 objects and properties; Migrated images can be displayed in the Differences report; Mask options now include properties for Image objects.
» Data migration with field mapping – Data migration now includes the ability to map fields, similar to the process used in BMC Remedy Data import.
» Ability to disable related workflow during a migration – To prevent the possibility of filters and escalations firing during the data migration process, you can temporarily disable only the workflow that executes on merge and is related to the destination form.
» Use of Fast and List threads for data migration – New option to migrate data using Fast and List threads, freeing up the Admin thread and enabling data to be migrated simultaneously in multiple threads to and from the same server.
» Reassignment of forms during migration – Migrator can reassign a form when the application to which it belongs on the destination differs from the application to which it belongs on the source.
» Command-line interface – For migrating forms and data, including CMDB-related metadata such as classes, attributes and indexes.

NEW ONLINE HELP SYSTEMS
» Online help for BMC Remedy Developer Studio
» Online help for browser users