

derdack

# Enterprise Alert® 9 Integration with BMC Remedy



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## 1 INTRODUCTION

This document will provide the reader with information on how to integrate the Enterprise Alert® 2016 software with the digital service management platform BMC Remedy 9. After consulting this document, the reader should have a clear understanding of how Remedy and Enterprise Alert will interact with each other, the dataflow between the two systems, how to set up the Remedy web extension in order to allow a connection between the two systems to be configured, and how to configure the connection itself in Enterprise Alert.

## 2 REQUIREMENTS AND FEATURES

### 2.1 Connection Requirements for BMC Remedy

Codeless integration with BMC Remedy is supported for the following BMC Remedy product versions:

Integration Component	Version
BMC Action Request System	8.1.02 or 9.x
BMC Remedy Incident Management	8.1.02 or 9.x

In order to create a viable connection to BMC Remedy Web Service, the following actions must have taken place:

- Windows firewall has been configured to allow BMC Remedy Web Service to interact with Enterprise Alert
- The Remedy Web Extension must be imported into BMC Remedy Web Service (instructions located in Section 4.1.2 / instructions on downloading in Section 4.1.1)
- ITSM Web Service User must be configured in Remedy with certain permissions (instructions located in Section 4.1.3)

### 2.2 Capabilities and Limitations of Remedy Integration

Capabilities	Limitations
EA can query new alerts from Remedy	Recommended for Enterprise Alert login credentials to be the same as Remedy's for proper functionality
User can create new incidents in Remedy using alert policies or with remote actions via the EA app	
User can set up alert policies to create alerts from Remedy incidents	
User can receive alerts when incident support group is changed in Remedy	
User can be assigned to an incident in EA that acknowledges/closes the alert in EA	

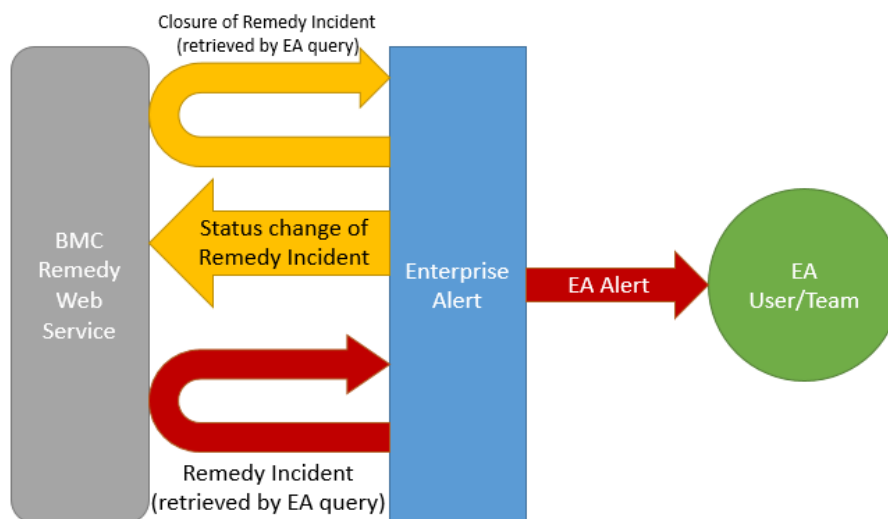
Capabilities cont.

User can add workinfo to a Remedy incident by annotating or writing an ack/closed comment for the alert

Incident status in Remedy can be changed to a specified value when related alert is acknowledged or closed in EA

### 3 SOLUTION ARCHITECTURE

#### 3.1 Overview of Solution Architecture



The codeless integration of Enterprise Alert and BMC Remedy is based mainly on web services. When configured, Enterprise Alert will have a connector that interfaces with the Remedy Web Service, so that the Enterprise Alert will be able to execute queries against it, and retrieve incidents from the Remedy system. This will allow for a corresponding alert being created according to an alert policy in Enterprise Alert with analogous details to a Remedy incident when said incident is created in the BMC Remedy System. In the event that the Remedy incident fits criteria set forth by an alert policy in Enterprise Alert, the alert policy will create and send alerts to the party or parties responsible for resolving the situation. If the alert status is altered in Enterprise alert, then this change will be reflected by a change in the status of the corresponding incident in Remedy, as well as in the notes of the incident, regardless of when the last poll to Remedy was made. If the incident in Remedy is resolved, then this will be reflected in Enterprise Alert through the closure of the corresponding alert after the next query to Remedy is made.

The BMC DERDACK integration adds additional functionality to the BMC Incident Interface to interact with DERDACK. The integration is packed as an application called "DERDACK Incident Integration". The following components are provided with this application:

### 3.2 Integration forms

Form	Description
DERDACK:IncidentInterface_Create	The DERDACK:IncidentInterface_Create is based on the OOTB HPD:IncidentInterface_Create. It will be used to create new Incidents via DERDACK.
DERDACK:IncidentInterface	The DERDACK:IncidentInterface is based on the OOTB HPD:IncidentInterface and adds additional functionality to the OOTB interface.

### 3.3 Integration Webservice

The integration web services "DERDACK\_IncidentInterface\_WS" is based on the ootb HPD\_IncidentInterface\_WS and provides access the following operations

- Foundation data
  - Foundation\_GetPersonData\_Service – used to obtain additional pieces of information for support group members
  - Foundation\_GetSupportGroupList – used to query and import support groups that are available in the BMC ITSM System
  - Foundation\_GetSupportGroupMembersList – used to retrieve all members for a specific support group
- Incident data
  - HelpDesk\_QueryList\_Service – gets a detailed list of incidents based on a specific qualification
- Incident modification
  - HelpDesk\_Modify\_DoAction\_Service – used to update an incident via a specific action
- Incident creation
  - HelpDesk\_Submit\_Service – used to create a new incident

### 3.4 Supported Actions

Interface Actions	Description
SETASSIGNEE	The current user will be set as the incident assignee.
SETINPROGRESS	The current user will be set as the incident assignee and the status will be changed to "In Progress".
SETPENDING	The Incident will be set to status "Pending" with status reason "Support Contact Hold".
SETRESOLVED	The Incident will be set to status "Resolved" with status reason "No Further Action Required".
ADDCOMMENT	A new work info is added to the incident.

## 4 DEPLOYMENT

### 4.1 Preparing Remedy with Web Service Extension

The following steps are required to set up the BMC Remedy DERDACK integration:

- Obtain the workflow definition file
- Import the workflow definition file
- Configure an ITSM Webservice User

#### 4.1.1 Obtain the Workflow Definition File

Obtaining the workflow definition file to set up the BMC Remedy DERDACK integration is very simple. In order to download the zip file containing the workflow definition files, you must first navigate to the configuration page of the BMC Remedy connection in Enterprise Alert (Directions on how to locate this page are located in section 4.2 of this document). This page will appear similar to the image below.

**BMC Remedy Sample**

Inactive

Name \*  
BMC Remedy Sample

Web Service URL \*

Username \*  
derdackuser

Password \*  
●●●●●●

Incident Status for Acknowledged Alerts  
In Progress ▼

Incident Status for Closed Alerts  
Resolved ▼

Override assignee of Incident on Alert status update

Search Interval (ms) \*  
10000

Status  
Inactive

Download web service extension  
<http://download.derdack.net/Products/EnterpriseAlert/Misc/BMCRemedy/RemedyServiceExtension.zip>

Following the link enclosed by the rectangle will initiate the download of the zip file containing the workflow definition file. Once the download is completed, you will be import the appropriate definition file into your instance of BMC Remedy, as outlined in the following section.

#### 4.1.2 Import the Workflow Definition File

The workflow described in this document is provided in a definition file which must be imported into BMC Remedy system. Depending on your version, you have to use one of the following files:

Version	Filename
8.1.02	DERDACK_INTERFACE_APPL_V8x_DDMMYYYY.def
9.x	DERDACK_INTERFACE_APPL_V9x_DDMMYYYY.def

To import the workflow definition files:

- Log in to the BMC Remedy Developer Studio, and then select File > Import.
- Select BMC Remedy Developer Studio > Application, and then click Next.
- Select the AR System server into which you want to upload the integration objects, and then click Next.
- Do one of the following:
  - Type in the location of the DERDACK\_INTERFACE\_APPL\_VXx\_DDMMYYYY.def file.
  - Click the Browse button to the right of the text field and navigate to the location of the DERDACK\_INTERFACE\_APPL\_VXx\_DDMMYYYY.def file. Select the file, and then click Open.
- Click Next.
  - If you have already imported a workflow definition file, ensure that you select the Replace Objects on the Destination Server check box (do not select the other check boxes), but note that any changes you have made to those objects will be lost. If you are sure the changes you made are necessary for your installation, you will be required to re-apply those changes to the new version of the files being imported unless you applied those changes to overlay objects.
- Click Finish.

### 4.1.3 Configure an ITSM Web Service User

The integration requires a dedicated ITSM user to interact with incidents so you have to create a new user with the following permissions: Asset Viewer, Contact Organization Admin, Incident Master

**Person ID** PPL000000002310

**People Information**

Title: [ ] Corporate ID: [ ]  
 First Name\*: User Profile Status\*: Enabled  
 Middle Name: [ ] Contact Type: [ ]  
 Last Name\*+: DERDACK Client Sensitivity\*: Standard VIP\*: No  
 Client Type\*: Office-Based Employee Support Staff\*: Yes  
 Job Title: [ ] Assignment Availability: Yes  
 Nickname: [ ]

Person's Image: [ ]

General | More Details | Attributes | Work Info | Cls | Financials | **Login/Access Details** | Support Groups | Notifications | Alternate Approvers | Assignment

**Login ID and Password**  
 Login ID: derdackuser License Type: Fixed  
 Password: [ ]

**Application Permissions** (Showing 1 - 3 of 3)  
 Permission Group:  
 Asset Viewer  
 Contact Organization Admin  
 Incident Master

**Access Restrictions** (Showing 1 - 1 of 1)  
 Access Restriction:  
 DERDACK

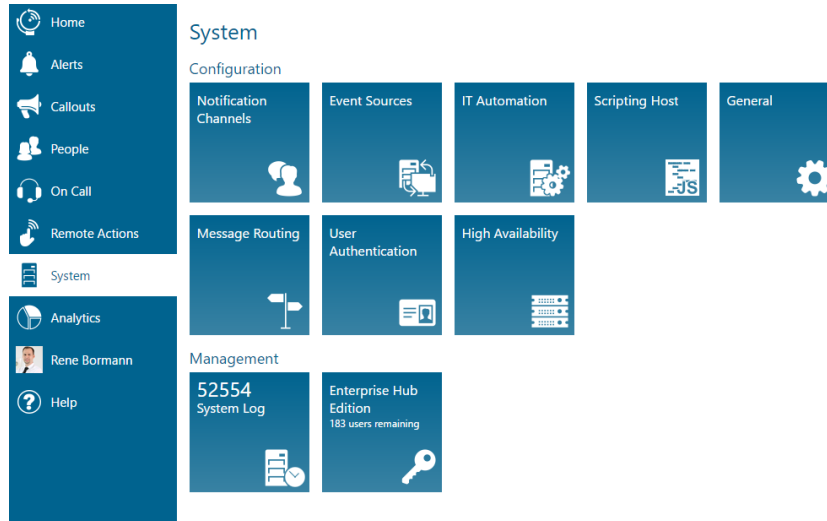
Update Permission Groups | Update Access Restrictions | Unrestricted Access  Yes

Save | Print | Close

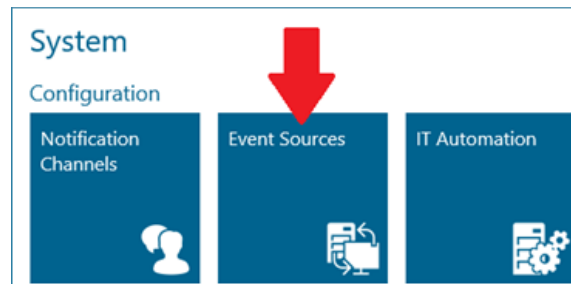
## 4.2 Configuring a Remedy Connection in Enterprise Alert®

To configure a Remedy Connection in Enterprise Alert, you must first:

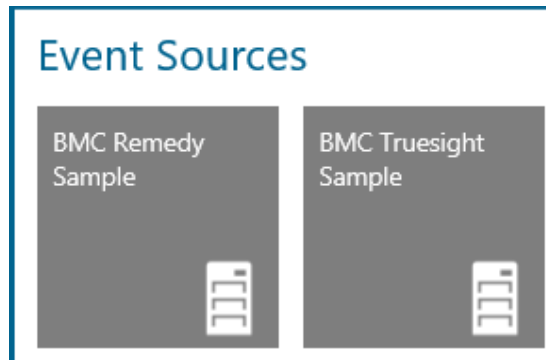
- Open the Enterprise Alert portal, and go to the Systems tab.



- Then, click on the Event Sources button.



- From there, click on the button that says "BMC Remedy Sample".



- Note: If the icon is not present, click on the "New Source" button located at the bottom of the screen, and select "BMC Remedy" from the Source Type drop down menu.
- This will bring you to the connection's configuration page, as shown below. Reminder: This page is the only location where the link to the workflow definition files described in section 4.1 can be obtained, by following the link on the right.

The image shows a configuration page for a "BMC Remedy Sample" connection. The page is titled "BMC Remedy Sample" and shows the connection is "Inactive".

**Configuration Fields:**

- Name \***: BMC Remedy Sample
- Web Service URL \***: (Empty field)
- Username \***: derdackuser
- Password \***: (Masked with dots)
- Incident Status for Acknowledged Alerts**: In Progress
- Incident Status for Closed Alerts**: Resolved
- Override assignee of Incident on Alert status update**
- Search Interval (ms) \***: 10000

**Right Panel:**

- Status**: Inactive
- Download web service extension**: <http://download.derdack.net/Products/EnterpriseAlert/Misc/BMCRemedy/RemedyServiceExtension.zip>

- Once that has been completed, you must fill out certain fields in order to create the connection correctly:
  - o First, fill in the Web Service URL field with the URL that corresponds with your instance of the BMC Impact Integration Web Service

## BMC Remedy

Activated

**Name \***

**Web Service URL \***

**Username \***

**Password \***

Incident Status for Acknowledged Alerts

Incident Status for Closed Alerts

Override assignee of Incident on Alert status update

**Search Interval (ms) \***

- Next, enter the credentials of a dedicated ITSM user that has the appropriate permissions in Remedy (see 4.1.3 for information on how to configure this user in Remedy)

## BMC Remedy

Activated

**Name \***

**Web Service URL \***

**Username \***

**Password \***

Incident Status for Acknowledged Alerts

Incident Status for Closed Alerts

Override assignee of Incident on Alert status update

**Search Interval (ms) \***

- When creating and editing this connection, you will also be able to rename the connection to more accurately represent its function, and dictate how Remedy and Enterprise Alert interact with each other, using the drop down menus shown below.

## BMC Remedy

Activated

**Name \***  
BMC Remedy

**Web Service URL \***

**Username \***  
derdackuser

**Password \***  
●●●●●●

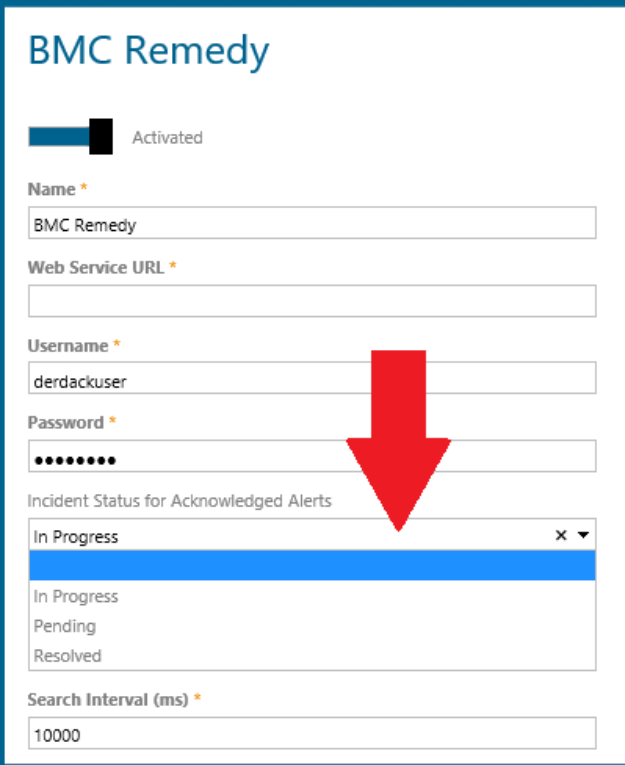
**Incident Status for Acknowledged Alerts**  
In Progress ▼

**Incident Status for Closed Alerts**  
Resolved ▼

Override assignee of Incident on Alert status update

**Search Interval (ms) \***  
10000

- Using these menus, it is possible to select statuses that incidents in BMC Remedy will get assigned by Enterprise Alert when an alert corresponding to the incident is either acknowledged or closed. If you were to not want this behavior for alert acknowledgement and closure, you could select the blank space from the drop down menu for the behavior you wish to cease, as shown below.



**BMC Remedy**

Activated

Name \*

Web Service URL \*

Username \*

Password \*

Incident Status for Acknowledged Alerts  
 x ▾  
In Progress  
Pending  
Resolved

Search Interval (ms) \*

- It is also possible to set whether or not the incident assignee in Remedy should be overwritten when the status of the corresponding alert is changed in Enterprise alert by checking or unchecking the related box, and change the interval of time that Enterprise Alert waits in between checking for new Remedy incidents, by changing the number in the Search Interval field.

**BMC Remedy**

Activated

Name \*  
BMC Remedy

Web Service URL \*

Username \*  
derdackuser

Password \*  
●●●●●●

Incident Status for Acknowledged Alerts  
In Progress

Incident Status for Closed Alerts  
Resolved

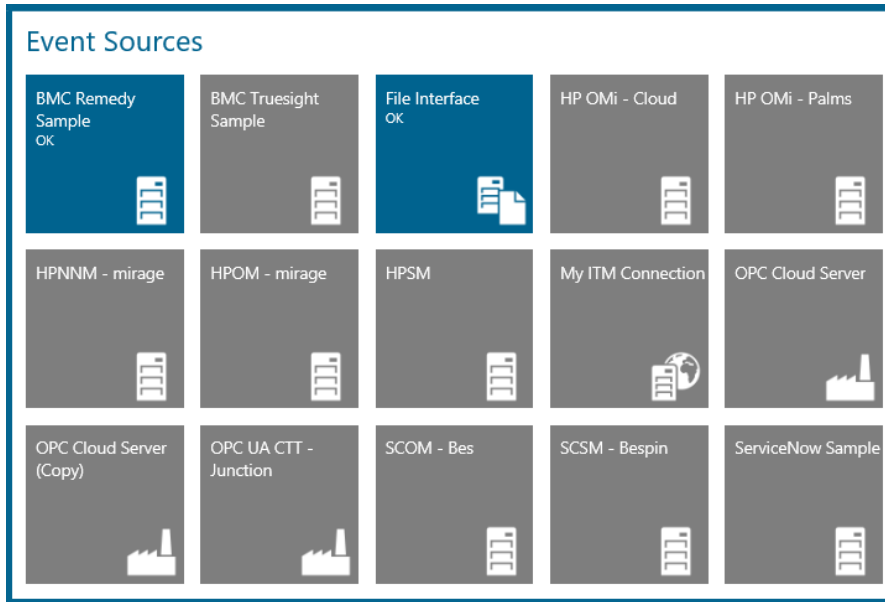
Override assignee of Incident on Alert status update

Search Interval (ms) \*  
10000

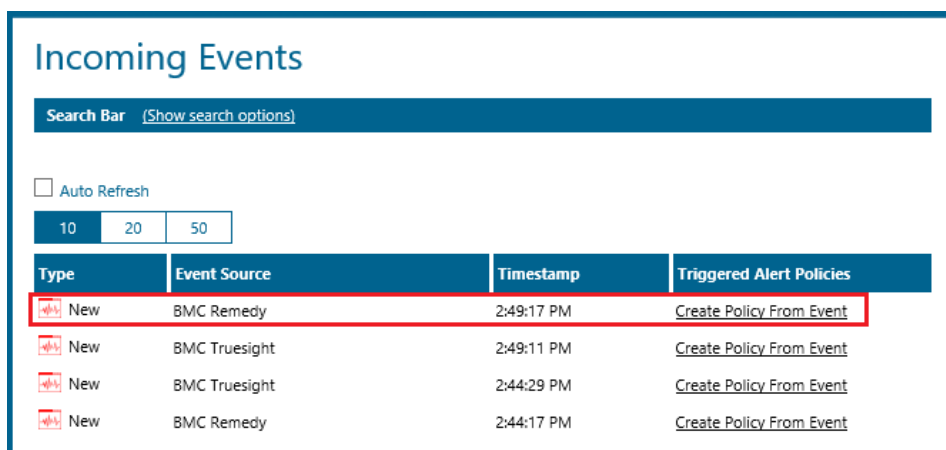
- While it is possible to alter these behaviors, we recommend that all of the behavior settings are left at default, so that the systems can interface with each other as best as possible.
- Once the details of the Remedy connection have been configured, and the proper workflow file has been imported into Remedy, then click the save button at the bottom of the screen and the Remedy connection will be saved.

### 4.3 Working with a Remedy Connection in Enterprise Alert®

If the connection is healthy, it will show up as blue on the Event Sources screen, as shown below.



This means that BMC Remedy incidents will be allowed to appear under Incoming Events in Enterprise Alert, which will allow users to easily create alert policies relating to the incoming BMC Remedy incidents that will issue alerts to the assigned teams that will then be able to resolve the incident.



It will also be possible to create these policies in the Alert Policies section of Enterprise Alert, but it is much easier to create them from the screen above, as certain pieces of information will automatically be supplied when creating an alert policy from the above screen.

## 5 ABOUT

Derdack designs software for mission-critical alert notifications and anywhere incident response. Derdack's EnterpriseAlert® supports IT & business operations of large enterprises and global services organizations in over 50 countries. It provides customers with the ability to reliably distribute critical information to the right people and to respond to critical incidents and emergency situations before they can impact business continuity and customer service levels. Founded in 1999, Derdack has its headquarters in Glen Allen, Virginia, and Potsdam, Germany.

## 6 FURTHER INFORMATION

Please visit [www.derdack.com](http://www.derdack.com) or:

Corporate Blog: <http://blog.derdack.com>  
Technical Blog: <http://techblog.derdack.com>  
Youtube: <http://www.youtube.com/derdack>  
Facebook: <http://www.facebook.com/derdack>  
LinkedIn: <http://www.linkedin.com/groups?gid=1701707>  
Twitter: <http://twitter.com/#!/derdack>

## 7 CONTACT

Please visit [www.derdack.com](http://www.derdack.com) for further information on Enterprise Alert® or contact us:

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