

BMC Remedy Action Request System 7.5.00

Release Notes



January 2009

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You can obtain technical support from BMC Software 24 hours a day, 7 days a week at http://www.bmc.com/support_home. From this website, you can:

- Read overviews about support services and programs that BMC Software offers.
- Find the most current information about BMC Software products.
- Search a database for problems similar to yours and possible solutions.
- Order or download product documentation.
- Report a problem or ask a question.
- Subscribe to receive email notices when new product versions are released.
- Find worldwide BMC Software support center locations and contact information, including email addresses, fax numbers, and telephone numbers.

Support by telephone or email

In the United States and Canada, if you need technical support and do not have access to the Web, call 800 537 1813 or send an email message to customer_support@bmc.com. (In the Subject line, enter SupID:<*yourSupportContractID*>, such as SupID:12345.) Outside the United States and Canada, contact your local support center for assistance.

Before contacting BMC Software

Have the following information available so that Customer Support can begin working on your issue immediately:

- 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



License key and password information

If you have a question about your license key or password, contact Customer Support through one of the following methods:

- E-mail customer_support@bmc.com. (In the Subject line, enter SupID:<*yourSupportContractID*>, such as SupID:12345.)
- In the United States and Canada, call 800 537 1813. Outside the United States and Canada, contact your local support center for assistance.
- Submit a new issue at http://www.bmc.com/support_home.

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Important information about AR System

IMPORTANT

The compatibility information in the product documentation is subject to change. See the compatibility matrix at http://www.bmc.com/support_home for the latest, most complete information about what is officially supported.

Carefully read the system requirements for your particular operating system, especially the patch requirements.

These release notes provide information that you need if you are installing and using BMC Remedy Action Request System (AR System) 7.5.00. Read these release notes and in the *BMC Remedy Action Request System 7.5.00 Release Notes with Known Issues* (English only) at http://www.bmc.com/support_home before installing the software and before contacting BMC Remedy Customer Support to report a defect.

The following topics are provided:

- What's new in AR System 7.5.00 (page 8)
- Compatibility information (page 11)
- Operational guidelines (page 11)
- Accessing the sample application (page 12)

What's new in AR System 7.5.00

The following features were added in AR System 7.5.00. (This version also consists of defects fixed since 7.1.00 and includes all patches in the AR System code line up to the present time.)

NOTE

For detailed descriptions of these features, see Appendix A, "New features in AR System 7.5.00," in the *BMC Remedy Action Request System 7.5.00 Release Notes with Known Issues* (English only) at http://www.bmc.com/support_home.

Installer

- New AR System suite installer

BMC Remedy Developer Studio

- A new integrated development environment (IDE) for AR System applications, replacing BMC Remedy Administrator
- Searching for objects
- Exploring object relationships
- Analyzing server objects

User experience

- Auto-completion in menus
- Tool tips
- File-system browsers for character fields
- Cell-based table fields
- Tree-view sorting enhancement
- Drop-down list character field enhancements
- Panels
- Text formatting template and rich text formatting
- Buttons and URLs in tables
- Transparent images
- Field effects for state transition and highlight focus
- Quick reports in a browser
- Right-to-left form views
- Flagging fields and views for translation
- Adobe Flash technology used in dashboards

Enterprise capability

- Independent AR System API and Sun™ Java™ API
- 64-bit servers (UNIX® platforms)
- Image server object
- Querying multiple forms at run time
- Integration with BMC Atrium Orchestrator
- Registering a web service with the BMC Atrium Web Services Registry
- Enhanced behavior of deployable application objects
- New SQL Server isolation level
- Management of CLOB storage
- Auditing only when field values change
- Run Process command-line limit increment
- Workflow import enhancement
- ARGetCacheEvent API
- New BMC Remedy Data Import tool
- Java data import command-line interface
- Row-level security for dashboards
- Business time enhancements
- Virtual URL mapping of cached resources
- Optimizing bulk operations
- Faster server initialization
- Distributed Server Option (DSO) enhancements
- Federal Information Processing Standards (FIPS) compliance
- Support for cert8.db certificates

Server improvements

- Version control
- Workflow debugger
- Java plug-in server updates
- Server group signaling performance improvement
- C plug-in server enhancement
- Two application forms implemented as System forms
- Including view forms in join forms
- Active-link firing condition on table refresh
- Character counts for character fields

- Service action added to filters and escalations
- Improved default form view selection
- Support for multiple server names in Email Engine
- New keywords
- Updated third-party libraries
- Driver return code enhancement
- Exporting views based on locale selection

License management

- Current and historical license usage
- Licenses released when closing browser or navigating away from the mid tier
- Session timeout clock in browsers

Accessibility

- Identifying rows selected in a table field to non-vision users

Supportability

- Database consistency checker
- Logging to a form
- Updates to log files
- New log for mid-tier performance

BMC Remedy Approval Server changes

- New approval console
- Field mapping for application forms
- Full name in the signature line
- Reassignment configurable through process definition
- Role-aware signature

BMC Remedy Migrator changes

- Enhancements to Differences, Dependency, and Results reports
- Data migration with field mapping
- Ability to disable related workflow during a migration
- Use of Fast and List threads for data migration
- Reassignment of forms during migrations
- Command-line interface

New online help systems

- Online help for BMC Remedy Developer Studio
- Online help for browser users

Compatibility information

Compatibility matrices for BMC Remedy products, which identify the hardware and software requirements for installing this release, are available in the Software pages of the Customer Support website at http://www.bmc.com/support_home. To access the Customer Support website, you *must* have a support contract.

Check the websites of the suppliers of the platforms in use at your site to verify that they are supported. BMC does not support platforms that the vendor does not support.

The latest, most accurate product compatibility information is always documented in the compatibility matrix. *Carefully* read the system requirements for your particular operating system, especially the patch requirements.

Operational guidelines

► To install, use, and troubleshoot AR System software

- 1 Read these release notes in their entirety to make sure that you have complied with all system requirements and you understand any dependencies for AR System.
- 2 Check the compatibility matrix to make sure that your operating system, database, and other platform components are compatible with this release.
- 3 Install any required patches to the environment components.
- 4 Read the *Installation Guide* before installing AR System.
- 5 Install the product according to the directions in the *Installation Guide*.
- 6 Install AR System patches, if any.

Check the Customer Support web site (http://www.bmc.com/support_home) for updated information about patches.

- 7 If a problem occurs while installing or operating AR System, follow these steps:
 - a See the *BMC Remedy Action Request System 7.5.00 Release Notes with Known Issues* (English only) at http://www.bmc.com/support_home to determine whether the problem you are experiencing is an issue with a known resolution or workaround.

- b For troubleshooting information, see the following documentation:
 - The BMC Knowledge Base on the Customer Support website at http://www.bmc.com/support_home
 - The *Error Messages Guide* and the *Optimizing and Troubleshooting Guide*.
 - The BMC Remedy Error Messages form provided with your server for message descriptions. For information about how to install the form, see the *Error Messages* guide.
- c If you cannot find a solution or you want to report the problem to BMC for action, contact Customer Support through one of the methods described in “Customer Support” on page 3.

Accessing the sample application

To access the sample application, open it through the AR System Home Page, which includes a link to the sample application in the navigation pane.

For more information, see the *Introduction to Application Development with BMC Remedy Developer Studio Guide*.

Before you install

This chapter provides information that you should know and procedures you should perform before you install AR System.

The following topics are provided:

- Single-instance installation (page 14)
- Tips for databases (page 14)
- Using components from previous releases (page 14)
- Upgrading (page 14)
- Updating web views from previous versions (page 16)
- Apache web server configuration (page 16)
- Web reporting: BusinessObjects Enterprise XI and Crystal Reports Server (page 17)

IMPORTANT

The compatibility information listed in the product documentation is subject to change. See the compatibility matrix at http://www.bmc.com/support_home for the latest, most complete information about what is officially supported.

Single-instance installation

In AR System 7.5.00, the suite installer allows you to install only one instance of AR System on a computer. (A virtual machine is considered a separate computer.) Installing more than one instance on the same computer is not supported. This issue will be resolved in a future release.

Tips for databases

- Make sure that TCP/IP is enabled for the database you specify while installing the AR System server.
- For Windows authentication to work in AR System 7.5.00 on a Microsoft SQL Server, the Windows user must already exist, and you must provide the correct credentials during installation.

By default, the user and domain names of the logged-on user are used for database login creation. For example, if `UserA` is logged on as a domain user (`DomainB`), the SQL Server login is created as `DomainB\UserA`. If you must use a different domain user for database login creation, enter the Windows Logon as `domainName\userName` in the AR System installer.

Using components from previous releases

If you plan to install AR System 7.5.00 components and use them with components from previous releases, make sure the latest patches are installed for the components from previous releases.

WARNING

Do not install patches initially on servers in a production environment. Install them first on servers in a test or development environment, test them, and only then move them to your production environment.

Upgrading

General tips about upgrading from previous releases

- You can upgrade from version 6.3.00 and later versions only.
To upgrade from a version prior to 6.3, upgrade to 6.3 using the 6.3 installer first; then run the 7.5 installer.
- If you are upgrading from AR System 7.1.00 or earlier with IBM® DB2® 8.2.2, SQL 2000, or Oracle® 9, you must upgrade the database to one of the supported database versions before installing AR System 7.5.00.

- Prior to upgrading your AR System server, make sure that both Server and Applications statistics are turned off. Having statistics turned on could severely affect performance.
- For an upgrade from AR System 7.1.00 to AR System 7.5.00, you must install to the same location as the previous installation. Installing to a different location is not supported. See issues SW00295862 and SW00296312 in the in the *BMC Remedy Action Request System 7.5.00 Release Notes with Known Issues* (English only) at http://www.bmc.com/support_home.
- When you upgrade servers and clients to 7.5.00, BMC Remedy Encryption Standard Security 7.5.00 is automatically installed on them. If Performance Security or Premium Security was installed on a pre-7.5.00 server, the 7.5.00 server upgrade installation program disables it and instructs you to install Performance Security or Premium Security 7.5.00 on the server after the upgrade. You must also install Performance Security or Premium Security 7.5.00 on your AR System clients after they are upgraded to release 7.5.00.

Upgrading to a Unicode AR System server

You cannot upgrade your non-Unicode AR System server to Unicode directly. You must first export your non-Unicode AR System data, install the AR System server on a Unicode server on a Unicode database, and then import your AR System data into the new database. For information about upgrading, see the *Installation Guide*. For information about exporting and importing data, see the *Configuration Guide*.

NOTE

In version 6.3.00, AR System supported non-Unicode servers on Unicode databases. If you have this configuration, you can upgrade from the non-Unicode server to a 7.x Unicode server.

If you store AR System qualifier strings as data, use the `arufix63` utility to fix them. See the *Installation Guide*.

Upgrading and BMC Atrium CMDB

In AR System 7.5.00, the AR System server process is a 64-bit server executable when installed on UNIX and Linux®. Because BMC Atrium CMDB runs within the execution space of the AR System server, BMC Atrium CMDB 7.5.00 provides a 64-bit server component for use with AR System 7.5.00.

NOTE

If you are running AR System 7.5.00 on a Windows-based server, you can continue to use CMDB 2.1.00 or earlier on the same system without needing to upgrade. AR System 7.5.00 and Atrium CMDB 7.5.00 will continue to be 32-bit executables on Windows. For more information, see *BMC Atrium CMDB on UNIX and Linux: Expected 64-bit roadmap and interoperability with AR System* statement of direction.

Upgrading AR System but not ITSM 7.0.03

If you are upgrading to AR System 7.5.00 and Atrium CMDB 7.5.00 but are not upgrading to ITSM 7.5.00, perform the following procedure.

► To use ITSM 7.0.03 with AR System 7.5.00 and Atrium CMDB 7.5.00

- 1 Apply ITSM 7.0 patch 009 (or later) to ITSM 7.0.
Patch 009 requires patch 007, but patch 007 is cumulative, so you need to install only 007 and 009.
- 2 Upgrade AR System to 7.5.00.
- 3 Upgrade BMC Atrium CMDB to 7.5.00.
- 4 Apply the ITSM 7.0.03 “compatibility” patch.

NOTE

If you are upgrading to ITSM 7.5.00, follow the first three steps, but do not apply the “compatibility” patch.

Updating web views from previous versions

Versions 7.0 and later do not include web views of system forms (such as User, Group, reporting, user preferences, so on). When you upgrade from 6.3 to 7.0 or later, the installer does not remove your web views. Instead, it removes the fields from the web view, leaving a view with no fields in it.

If you did *not* select the “Use Standard/Windows Views” mid-tier configuration setting, you will see an empty web view of these system forms.

The Report Creator, Report Selection, and User Preferences forms will include a copy of the Windows view in the web view, but if you use any other system forms, take one of the following actions:

- Delete the Empty web view, and use the Standard view.
- Create a web view for those system forms (copy the Standard View to Web View).

Apache web server configuration

To use the Apache web server with the mid tier on a Sun™ Solaris™ system, enable Dynamic Shared Object on the Apache web server. When Dynamic Shared Object is enabled, your Apache installation contains the `mod_so.c` file. Additionally, make sure that the syntax used to configure Dynamic Shared Object in the `httpd.conf` file is correct.

To verify that Dynamic Shared Object is enabled, at the command prompt, enter:

```
ApacheInstallDir/bin/httpd -l
```

The system responds with:

```
Compiled-in modules:  
http_core.c  
mod_so.c
```

If Dynamic Shared Object is not enabled, follow the Apache installation procedures to enable it. For Apache 2.x instructions, go to <http://httpd.apache.org/docs-2.0/en/install.html>.

Web reporting: BusinessObjects Enterprise XI and Crystal Reports Server

To view Crystal reports on the web (through the BMC Remedy Mid Tier), you must install one of the following version of BusinessObjects software on a Windows server:

- BusinessObjects Enterprise XI
- Crystal Reports Server XI

These products must be installed on Windows because the AR System ODBC driver is available only for Windows platforms.

Installing BusinessObjects Enterprise XI (BOXI)

If you are installing BOXI on a Windows 2003 server that is using Service Pack 1, check the BusinessObjects Support website (<http://support.businessobjects.com/library/kbase/articles/c2017924.asp>) for important information.

If you use the BusinessObjects workarounds for Windows 2003 and you still have problems installing BOXI, you can disable the new Data Execution Protection (DEP) before you install BOXI.

► To disable the DEP

- 1 Open the server `boot.ini` file in a text editor.
- 2 Set the `noexecute` option to off:
`noexecute=AlwaysOff`
- 3 Reboot the server.
- 4 Install BOXI.

Running Crystal reports on Windows 2003 with IIS 6.0 with ServletExec

If you run Crystal reports on Windows 2003 with IIS 6.0 with ServletExec and you encounter a Failed to open print engine error message, you can work around this problem by running the WWW service in IIS 5.0 Isolation mode. The IIS 5.0 Isolation mode allows you to run applications in IIS 6.0 that were developed for earlier versions of IIS.

▶ To run WWW service in IIS 5.0 isolation mode

- 1 Launch Internet Services Manager.
- 2 Right-click the Web Sites container, and select Properties from the menu that appears.
- 3 Click the Service tab.
- 4 Select the “Run WWW service in IIS 5.0 isolation mode” check box.
- 5 Restart IIS.

Internationalization issues

This chapter discusses issues for international users. The following topics are provided:

- Supported languages and character encodings (page 20)
- Localized forms (page 22)
- Installing AR System in an international environment (Oracle on UNIX) (page 23)
- European language issues (page 23)
- Japanese language issues (page 24)
- Double-byte issues (page 24)

Supported languages and character encodings

AR System 7.5.00 supports data input and manipulation in the following languages and character encodings:

- Western Europe—Danish, Dutch, English, Finnish, French, German, Icelandic, Italian, Norwegian, Portuguese, Spanish, and Swedish (Windows-1252)
- Central Europe—Albanian, Croatian, Czech, Hungarian, Polish, Romanian, Serbian, Slovak, and Slovenian (Windows-1250)
- Cyrillic—Eastern European (Russian, Ukrainian, Belarusian, Bulgarian, Serbian, and Macedonian), Mongolian, and some Central Asian (Kazakh, Kyrgyz, Tatar, Uzbek [Windows-1251])
- Baltic—Estonian, Latvian, and Lithuanian (Windows-1257)
- Traditional Chinese (Big5)
- Simplified Chinese (GB2312)
- Japanese (Shift-JIS and EUC-JP)
- Korean (EUC-KR)
- Thai (Windows-874)—Windows only
- Unicode (UTF-8)
- Unicode (UTF-16)

Unicode is a superset of the other character sets supported by AR System 7.5.00.

NOTE

On Japanese operating systems, AR System 7.0 (and later) supports JIS X 0201-1976 and JIS X 0208-1978 Shift-JIS character sets. However, due to a non-BMC-Remedy limitation, *some* Japanese characters are not supported in web browsers. (See http://www.w3.org/TR/japanese-xml/#ambiguity_of_yen for conversion problems from Shift-JIS to Unicode.)

For Kanji, JIS Level 1 and Level 2 are supported. Gaiji (extended characters) is not supported; if Gaiji is used, data can be displayed incorrectly or be corrupted. On Japanese UNIX servers, AR System 7.0 supports only the EUC character set.

Non-Unicode AR System servers

A non-Unicode AR System server supports mixed-language environments if the languages belong to the same character set and the AR System server is running on a localized operating system with a localized version of the database; otherwise, characters might not be properly handled and displayed.

For example, the following combinations are supported because the languages belong to the same language group:

- Czech and Polish clients on a server set to Hungarian
- French, German, and English clients on a server set to German

Although languages from the same language group can be mixed, for some advanced locale-specific operations involving sorting date and time format, the language version of the server operating system and database must match that of the client to ensure optimal performance.

Unicode AR System servers

Because the Unicode character set is a superset of all the other character sets that AR System supports, a Unicode AR System server supports combining languages from different language groups. For example, a Unicode AR System server supports the following language combinations:

- Spanish and Japanese
- Estonian and Croatian
- French and Polish
- Simplified Chinese and Traditional Chinese

Localized forms

The language version of the forms and data installed with the AR System server is relative to the language selected for the installation. With AR System 7.5.00, the following forms are localized in French, German, Italian, Spanish, Russian, Japanese, Korean, and Simplified Chinese:

- Alert List
- AP:AdhocDialog
- AP:Admin-DeleteVerify
- AP:Admin-DeleteVerify
- AP:Alternate
- AP:Alternate
- AP:Dtl-Sig-MoreInfoDialog
- AP:Dtl-Sig-MoreInfoDialog
- AP:More Information
- AP:More Information
- AP>Password
- AP:Reassign
- AP:Show-Detail
- AP:ShowDetail-DeleteVerify
- Approval Central
- Approval Central
- AR System User Central File
- AR System User Preference
- Business Segment- Entity Association
- Business Time Holidays
- Business Time Segment
- Business Time Workdays
- Group
- Home Page
- Report
- ReportCreator
- ReportSelection
- ReportToFile
- ReportType
- User
- User Password Change
- User Password Change Redirector
- User Password Management Configuration

If you install the AR System server on an operating system set up for French, German, Italian, or Spanish, the listed forms will contain views in these languages as well as English. For example, if you install the AR System server on an Italian operating system, these forms will contain views in English, French, German, Italian, and Spanish. The data installed will be the Italian data (if you chose that language's pack). All other language versions will also be installed on your local drive and can be imported using BMC Remedy Developer Studio and BMC Remedy Data Import.

If you install the AR System server on a Japanese operating system, the listed forms will contain views in English and in Japanese. The data installed by default will be in Japanese. Only English and Japanese definitions and data will be installed on your local drive and can be imported using BMC Remedy Developer Studio and BMC Remedy Data Import.

Installing AR System in an international environment (Oracle on UNIX)

You must create a database with a character set that is capable of storing your data. Also, set up the database NLS parameter to support the database NLS functionality. Otherwise, the wrong character set will be used for conversion in forms and data. In addition, you will not be able to import data properly. The AR System does *not* take care of these database NLS setup issues.

Check the following language environments prior to installation:

```
LANG  
NLS_LANG (Oracle® only)
```

To determine the current value of LANG, use the `locale` command. The values to those parameters vary between platforms. Refer to the appropriate manual of the operating system and database.

European language issues

The following sections discuss issues with European languages.

Euro symbol and Oracle

To save, use, and display the Euro symbol when you are using a *non-Unicode* Oracle database, make sure that you use the WE8MSWIN1252 character set for the instance where you want to install AR System.

For more information, see the article at <http://www.remedy.com/customers/dht/archive/05-12-2003.htm>.

Database compatibility issues

Some Latin sorting in the Oracle database differs from that in the MS SQL Server database. Letters are sorted before numbers on Oracle. Also, in most cases, "ss" should come before "ß" in a German sort order; with the Oracle database, the "ß" character sorts before "ss."

Japanese language issues

The following sections discuss issues with the Japanese language.

Compatibility issues

- The Japanese Emperor calendar is not supported.
- Certain configurations of Sendmail for UNIX support Hankaku (single-byte) Katakana. See your Sendmail manual to determine whether you can use Hankaku Katakana by changing your configuration.

Input method editor (IME)

An input method editor (IME) program converts keystrokes and ideographs or other characters, usually by using a user-guided dictionary. AR System 7.x uses intelligent IME switching. AR System turns off IME automatically when the user must enter numeric or alphabetic data. When using the IME, remember the following rules:

- IME is turned off in numeric fields (integer, decimal, real).
- IME is turned off when the cursor is on a character field whose pattern is digit, alphabet, and alphanumeric.
- IME will be on or off depending on the global state. IME is not forced to be in double-byte mode if its last state is single-byte mode.

Double-byte issues

Field and form names and Oracle

With an Oracle database, double-byte numeric characters at the beginning of field and form names generate the following warning message:

```
ARERR69—SQLView is not created correctly.
```

Workaround: Do not use double-byte numeric characters at the beginning of fields, form names, or in AR System server object names.

Passwords

Do not use double-byte characters for passwords in all AR System clients.

Install directory

Double-byte characters do not work in the path name for mid-tier installation.

Entering URLs containing non-alphanumeric characters

When entering URLs to access forms in the mid tier, any non-alphanumeric characters (including non-ASCII and double-byte characters) must be URL encoded in UTF-8 Unicode. You can use the ARURLEncoder utility to help encode parts of any URL. For more information, see the *BMC Remedy Mid Tier Guide*.

