

Foglight™ for BMC Remedy ActionPack 7.1.0

User and Reference Guide

© 2023 Quest Software Inc.

ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.
Attn: LEGAL Dept.
4 Polaris Way
Aliso Viejo, CA 92656

Refer to our website (<https://www.quest.com>) for regional and international office information.

Patents

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

Trademarks

Quest, the Quest logo, and Join the Innovation are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. "Apache HTTP Server", Apache, "Apache Tomcat" and "Tomcat" are trademarks of the Apache Software Foundation. Google is a registered trademark of Google Inc. Android, Chrome, Google Play, and Nexus are trademarks of Google Inc. Red Hat, JBoss, the JBoss logo, and Red Hat Enterprise Linux are registered trademarks of Red Hat, Inc. in the U.S. and other countries. CentOS is a trademark of Red Hat, Inc. in the U.S. and other countries. Fedora and the Infinity design logo are trademarks of Red Hat, Inc. Microsoft, .NET, Active Directory, Internet Explorer, Hyper-V, Office 365, SharePoint, Silverlight, SQL Server, Visual Basic, Windows, Windows Vista and Windows Server are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. AIX, IBM, PowerPC, PowerVM, and WebSphere are trademarks of International Business Machines Corporation, registered in many jurisdictions worldwide. Java, Oracle, Oracle Solaris, PeopleSoft, Siebel, Sun, WebLogic, and ZFS are trademarks or registered trademarks of Oracle and/or its affiliates in the United States and other countries. SPARC is a registered trademark of SPARC International, Inc. in the United States and other countries. Products bearing the SPARC trademarks are based on an architecture developed by Oracle Corporation. OpenLDAP is a registered trademark of the OpenLDAP Foundation. HP is a registered trademark that belongs to Hewlett-Packard Development Company, L.P. Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both. MySQL is a registered trademark of MySQL AB in the United States, the European Union and other countries. Novell and eDirectory are registered trademarks of Novell, Inc., in the United States and other countries. VMware, ESX, ESXi, vSphere, vCenter, vMotion, and vCloud Director are registered trademarks or trademarks of VMware, Inc. in the United States and/or other jurisdictions. Sybase is a registered trademark of Sybase, Inc. The X Window System and UNIX are registered trademarks of The Open Group. Mozilla and Firefox are registered trademarks of the Mozilla Foundation. "Eclipse", "Eclipse Foundation Member", "EclipseCon", "Eclipse Summit", "Built on Eclipse", "Eclipse Ready" "Eclipse Incubation", and "Eclipse Proposals" are trademarks of Eclipse Foundation, Inc. IOS is a registered trademark or trademark of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries. Apple, iPad, iPhone, Mac OS, Safari, Swift, and Xcode are trademarks of Apple Inc., registered in the U.S. and other countries. Ubuntu is a registered trademark of Canonical Ltd. Symantec and Veritas are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. OpenSUSE, SUSE, and YAST are registered trademarks of SUSE LCC in the United States and other countries. Citrix, AppFlow, NetScaler, XenApp, and XenDesktop are trademarks of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the United States Patent and Trademark Office and in other countries. AlertSite and DéjàClick are either trademarks or registered trademarks of Boca Internet Technologies, Inc. Samsung, Galaxy S, and Galaxy Note are registered trademarks of Samsung Electronics America, Inc. and/or its related entities. MOTOROLA is a registered trademarks of Motorola Trademark Holdings, LLC. The Trademark BlackBerry Bold is owned by Research In Motion Limited and is registered in the United States and may be pending or registered in other countries. Quest is not endorsed, sponsored, affiliated with or otherwise authorized by Research In Motion Limited. Ixia and the Ixia four-petal logo are registered trademarks or trademarks of Ixia. Opera, Opera Mini, and the O logo are trademarks of Opera Software ASA. Tevron, the Tevron logo, and CitraTest are registered trademarks of Tevron, LLC. PostgreSQL is a registered trademark of the PostgreSQL Global Development Group. MariaDB is a trademark or registered trademark of MariaDB Corporation Ab in the European Union and United States of America and/or other countries. Vormetric is a registered trademark of Vormetric, Inc. Intel, Itanium, Pentium, and Xeon are trademarks of Intel Corporation in the U.S. and/or other countries. Debian is a registered trademark of Software in the Public Interest, Inc. OpenStack is a trademark of the OpenStack Foundation. Amazon Web Services, the "Powered by Amazon Web Services" logo, and "Amazon RDS" are trademarks of Amazon.com, Inc. or its affiliates in the United States and/or other countries. Infobright, Infobright Community Edition and Infobright Enterprise Edition are trademarks of Infobright Inc. POLYCOM®, RealPresence® Collaboration Server, and RMX® are registered trademarks of Polycom, Inc. All other trademarks and registered trademarks are property of their respective

owners.

Legend

- **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.

- ! **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

- ! **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

Foglight for BMC Remedy ActionPack User and Reference Guide
Foglight Version - 7.1.0
Cartridge Version - 7.1.0

| | |
|---|----------|
| Using the ActionPack for BMC Remedy | 5 |
| ActionPack for BMC Remedy Requirements | 5 |
| Foglight for BMC Remedy ActionPack Support Matrix | 5 |
| Support Limitations | 5 |
| ActionPack for BMC Remedy Actions | 5 |
| Close Request | 6 |
| Create Request | 6 |
| Get Request | 7 |
| | |
| About Us | 9 |
| We are more than just a name | 9 |
| Our brand, our vision. Together. | 9 |
| Contacting Quest | 9 |
| Technical support resources | 9 |

Using the ActionPack for BMC Remedy

This *Foglight for BMC Remedy ActionPack User and Reference Guide* provides requirements, configuration instructions, conceptual information and instructions on how to use the Foglight for BMC Remedy ActionPack to integrate Foglight for BMC Remedy ActionPack with BMC Remedy Action Request (AR) systems.

This guide is intended for any user who wants to communicate with BMC Remedy AR systems.

In this chapter you can read about requirements that need to be met for the ActionPack for BMC Remedy to work properly, and the Actions included in this actionpack.

ActionPack for BMC Remedy Requirements

Foglight for BMC Remedy ActionPack Support Matrix

Table 1. Support Matrix

| ActionPack | ActionPack version | Requires Foglight version | Supported Target Systems |
|------------|--------------------|---------------------------|---|
| BMC Remedy | 5.6.2 | 7.1.0 or later | BMC Remedy server version 7.0.01 or later |

Support Limitations

Foglight for BMC Remedy ActionPack supports operations within `Regular` and `Join` forms only.

ActionPack for BMC Remedy Actions

This section describes the actions that are included in the ActionPack for BMC Remedy.

Close Request

Closes the specified request with the preferred close status. The action is applicable for the `Regular` and `Join` forms.

Pre-conditions

- The specified form exists on the server.
- A request with the specified ID exists.
- The `Close` status is a valid value for the `Status` field of the request (enumeration type).

Table 2. Close Request Input Parameters

| Name/Scripting name | Type | Description |
|-------------------------|----------------|---|
| Server/Server | Topologyobject | <code>[BMCRemedyServer]</code> . The BMC Remedy server. |
| FormName/FormName | String | Name of a form containing the request. |
| RequestID/RequestID | String | An ID of the request to be closed. |
| CloseStatus/CloseStatus | String | Preferred <code>Close</code> status for the request. |

Post-conditions

None.

Create Request

Creates a new entry in the specified form of a BMC Remedy server. The action is applicable for the `Regular` and `Join` forms.

Pre-conditions

- The specified form exists on the server.
- All specified field IDs exist on the form.
- All required fields are specified.
- All limitations applied to field values are fulfilled.

Table 3. Create Request Input Parameters

| Name/Scripting name | Type | Description |
|-----------------------------------|----------------|---|
| Server/Server | Topologyobject | <code>[BMCRemedyServer]</code> . The BMC Remedy server. |
| FormName/FormName | String | Name of a form, for which the request will be created. |
| ShortDescription/ShortDescription | String | Short description of the request being created. |
| Status/Status | String | An optional status to be set for the request being created. |
| AssignTo/AssignTo | String | An optional assignee for the request being created. |
| Submitter/Submitter | String | An optional submitter of the request being created. |

Table 3. Create Request Input Parameters

| Name/Scripting name | Type | Description |
|---------------------------|-------------------|---|
| FieldsIDs/FieldsIDs | Array of Integers | An optional list of fields' IDs to be populated in the request being created (should match in size with <i>FieldsValues</i> parameter). |
| FieldsValues/FieldsValues | Array of Strings | An optional list of fields' values to be populated in the request being created (should match in size with <i>FieldsIDs</i> parameter). |

Table 4. Create Request Output Parameters

| Name/Scripting name | Type | Description |
|-----------------------|--------|---|
| RequestID/RequestID | String | The <i>Request ID</i> field value of the created request. (Field ID in the form is 1.) |
| Status/Status | String | The <i>Status</i> field value of the created request. (Field ID in the form is 7.) |
| Submitter/Submitter | String | The <i>Submitter</i> field value of the created request. (Field ID in the form is 2.) |
| CreateDate/CreateDate | String | The <i>Create Date</i> field value of the created request. (Field ID in the form is 3.) |

Post-conditions

None.

Get Request

Retrieves core fields of the specified request. The action is applicable for the `Regular` and `Join` forms.

Pre-conditions

- The specified form exists on the server.
- A request with the specified ID exists.

Table 5. Get Request Input Parameters

| Name/Scripting name | Type | Description |
|---------------------|----------------|---|
| Server/Server | Topologyobject | [<i>BMCRemedyServer</i>] . The BMC Remedy server. |
| FormName/FormName | String | Name of a form containing the request. |
| RequestID/RequestID | String | An ID of the request to be retrieved. |

Table 6. Get Request Output Parameters

| Name/Scripting name | Type | Description |
|-----------------------|--------|---|
| Status/Status | String | The <i>Status</i> field value of the request. (Field ID in the form is 7.) |
| Submitter/Submitter | String | The <i>Submitter</i> field value of the request. (Field ID in the form is 2.) |
| AssignedTo/AssignedTo | String | The <i>Assigned To</i> field value of the request. (Field ID in the form is 4.) |

Table 6. Get Request Output Parameters

| Name/Scripting name | Type | Description |
|-----------------------------------|-------------|---|
| CreateDate/CreateDate | String | The <i>Create Date</i> field value of the request. (Field ID in the form is 3.) |
| ModifiedDate/ModifiedDate | String | The <i>Modified Date</i> field value of the request. (Field ID in the form is 6.) |
| LastModifiedBy/LastModifiedBy | String | The <i>Last Modified By</i> field value of the request. (Field ID in the form is 5.) |
| ShortDescription/ShortDescription | String | The <i>Short Description</i> field value of the request. (Field ID in the form is 8.) |

Post-conditions

None.

About Us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit <https://www.quest.com/company/contact-us.aspx> or call +1-949-754-8000.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.