

Foglight™ for BMC Remedy ActionPack 7.3.0

User and Reference Guide

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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.

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Foglight Version - 7.3.0
Cartridge Version - 7.3.0

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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	7.3.0 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	[<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 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	[<i>BMCRemedyServer</i>]. 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™.

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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.