



## BMC Remedy Action Request System 7.1

Enabling the global enterprise

### KEY BENEFITS

BMC Remedy AR System 7.1 delivers new and improved functionality in the following areas:

- > Enterprise features
- > Server features
- > Client features
- > Usability features
- > BMC Remedy Migrator features

**BMC Remedy Action Request System (AR System) 7.0, the premier service process management platform from BMC Software, provides the tools and features needed to better manage and maintain a global IT environment.**

Service process management (SPM) helps to ensure the processes that provide service delivery and quality are both effective and efficient. That is why effective SPM solutions enable and empower the people who operate and manage these processes. New functionality in BMC Remedy AR System 7.1 does just that by increasing the overall development and management of applications built on top of it.

BMC Remedy AR System 7.1 provides end-to-end Unicode support from the Web client to the BMC Remedy System Server, allowing global organizations to consolidate BMC Remedy System-based applications and data across geographies. At the same time, it makes it easier to develop and maintain applications for users across different languages. BMC Remedy AR System 7.1 also includes several new capabilities to speed the development of applications and the administration of the BMC Remedy AR System environment — and make your applications much more intuitive from an end-user point of view.

### WHAT'S NEW IN BMC REMEDY ACTION REQUEST SYSTEM 7.1?

#### Enterprise features

- > **Customer-driven license enforcement system** – License keys are no longer used to enforce limits for any license types except server licenses. Customers must self-enforce limits for all other BMC Remedy Action Request System and application license types.
- > **Server security attack prevention** – The "Security Attacks and AR System" white paper explains the types of attacks that are prevented with BMC Remedy Action Request System 7.1.
- > **Mid-tier security attack prevention for Tomcat installations** – If you install the default Tomcat JSP and servlet engine with BMC Remedy mid tier, the installation script performs several clean-up tasks that remove all extraneous services and make the Tomcat installation more secure.
- > **Forcing and allowing password changes** – To manage users' passwords, administrators can allow users to change their passwords on their own, and they even can force users to change their passwords.
- > **Web client IP address logging** – The IP addresses of users are now retained in the user log (at the INFO log level).
- > **Multiple escalation pools** – Administrators can better control the execution of escalations by assigning them to pools so the server can execute two or more escalations in parallel.
- > **Safari browser support** – The mid tier now supports the Safari browser on Macintosh platform. This requires Mac OS X 10.5 and Safari 3.0.
- > **BMC Remedy Mid Tier performance (persistent cache)** – Forms currently cached in memory can now be serialized to a file, which enables these forms to be read back into memory when the application server hosting the mid tier application is restarted (after a normal shutdown). Persistent cache does not work after an application server crash.
- > **Pre-fetching specific forms** – Administrators can select forms to be preloaded into the system's memory (pre-fetched) so they can be loaded faster when they are opened in a browser.
- > **Web services enhancements** – The Role, Group, and User Web services were added to the basic installation, so that administrators can easily access key operations.



This product integrates with BMC Atrium technologies.

- > **HTTP tracing in the mid tier**
- > **Broadened operating systems support for Full Text Search on Unix® and Linux®**

#### Server features

- > **Java plug-in server and plug-in API**
- > **Updated BMC Remedy Action Request System Java API**
- > **Filter error handling** – Workflow can now include error handling filters that are executed when an error occurs during filter execution.
- > **Multiple Field API functions** – Create and update multiple fields with one call.
- > **Store database views with schema definitions** – Prevents the deletion of the wrong view when schemas (forms) are removed and renamed; prevents the accumulation of abandoned views.
- > **Service workflow condition and active link action** – The service active link action and workflow condition enable workflow execution without creating or updating any request.
- > **Disable status history recording and retrieval** – Regular forms have a property that disables the server maintenance of status history.
- > **Simplified system form handling** – The BMC Remedy Action Request System server uses a new mechanism to create and maintain essential system forms and create other standard forms.
- > **IBM DB2.9.1 support**
- > **HP-UX 11i v3 support**
- > **Novell SuSE Enterprise Linux 10 support**
- > **Red Hat Enterprise Linux 5 AS/ES support**
- > **Enhanced support for Mozilla Firefox 2.0 support**
- > **Enhanced support for Microsoft Internet Explorer 7.0 support**

#### Client Features

- > **BMC Remedy AR System Administration Console** – The following windows were available in previous versions of BMC Remedy Administrator and are now *unavailable*:
  - o Server Information (choose File > Server Information)
  - o Managed User Licenses (choose File > Licenses > Manage User Licenses)
  - o Add/Remove Licenses (choose File > Licenses > Add/Remove Licenses)

The information that was in these windows is found in the BMC Remedy Action Request System Administration Console, the recommended tool for configuring servers and licenses. You can open the console in BMC Remedy User or a browser.

- > **Data visualization field updates**
- > **Results color in tree fields**
- > **Page holder enhancements**
- > **Ability to change labels for navigation bars**
- > **Local-aware table fields** – Table fields can be refreshed with specific locale information with the Use Locale option in the Field Properties dialog box.
- > **Customizable background color on rows**
- > **Table refresh on interval** – For all tables (including results lists) in forms on the Web, users can set the interval at which a table is automatically refreshed.
- > **Automatic maximizing of windows on target location for Web clients**
- > **Rounded corner option for trim boxes**

### Usability Features

- > Displaying version information
- > Pop-up blockers
- > Wait cursor
- > Context (right-click) menus – Context menus are incorporated for table fields and attachment pool fields only on the Web.

### BMC Remedy Migrator features

- > Enhancements to Differences report
- > Enhancements to Results report
- > Ignore Prefix option – Enables administrators to instruct Migrator to bypass workflow objects that begin with specific prefixes during a direct or scripted migration.
- > Packaged view migrations (ability to migrate specific view and its fields)
- > Option to keep or delete dependency and database files

### THE FOUNDATION FOR BMC REMEDY SERVICE MANAGEMENT SOLUTIONS

BMC Remedy Action Request System provides a single, consolidated platform for automating and managing service management business processes. BMC Remedy Action Request System is the foundation for the BMC Atrium Configuration Management Database (CMDB), as well as BMC Remedy IT Service Management for the Enterprise, BMC Remedy customer service and support, and thousands of partner and customer-built service management applications. With its request-centric, forms-driven, workflow-based architecture, the BMC Remedy Action Request System environment is optimized for efficiencies in service management business process delivery. BMC Remedy Action Request System provides a comprehensive yet easy-to-use set of tools to continually adapt and evolve your applications to the unique procedures and individual requirements of your company's user community.

More than 7,000 customers and 80 percent of the Fortune 100 companies benefit every year from the affordable, continual optimization of business processes that the BMC Remedy Action Request System application foundation makes possible.

## ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).



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