ADDITIONAL SHEET

CCR# 04-0206   **Rev:** —   **Originator:** T. Tran, B. Floyd
Telephone: 301-925-0706, 301-925-0518   **Office:** COTS SW
Title of Change: Release of Remedy-ILM patch 1.0 to DAACs for installation.

This delivery contains Remedy-ILM patch 1.0, a change to the baseline for the Remedy ARS 4.5.2 ILM COTS application at all sites.

It contains a fix for the following NCRs:

NCR Number	Subsystem	Sev	State	Site	Description
ECSed39128	MSS	2	V	EDF	Remedy ILM data records' deletion activity is incomplete.
ECSed39130	MSS	2	V	EDF	Remedy ILM inter-site data exchange capability does not cover hardware relocation.
ECSed39223	MSS	3	V	EDF	Incorrect Remedy ILM part number related fields' data import.
ECSed40204	MSS	3	T	EDF	Remedy ILM Host Name resolution is not working properly on the network

The Remedy Server Patch 1.0 and server inter-site data exchange scripts are to be installed on the following Sun machines:

Site	Host Name	Subsystem	Host Function
EDC	e0ins01	MSS	External Server
GSFC	g0ins01	MSS	External Server
LaRC	l0ins01	MSS	External Server
NSIDC	n0ins02	MSS	External Server
EDF	ilmserv	MSS	ILS Server
PVC	p2ins02	MSS	External Server
VATC	t1ins02	MSS	External Server

The Remedy ILM definitions, PC inter-site data exchange scripts, macro and report files are to be installed on the following PCs:

Site	Host Name	Subsystem	Host Function
EDC	e0msp08	MSS	WUG PC
GSFC	g0dip08	DSS	Remedy/Rimage QA PC
LaRC	l0dip03	DSS	PDS QA PC
NSIDC	n0dip04	DSS	PDS QA PC
VATC	t1dpp02	DSS	PDS QA PC
PVC	p0dip04	DSS	PDS QA PC

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Test Result

The Remedy-ILM patch was tested in the EDF on f3mss01 and the PVC on p2ins02 by SI&T, using the Remedy_ILM_patch1.0_Test_Procedure. There were no NCR's generated and the test was completed successfully. The test procedure "Remedy_ILM_patch1.0_test_procedure" is attached.

INSTALLATION INSTRUCTIONS for Remedy-ILM patch 1.0:

The following provides the installation and configuration procedures to install Remedy-ILM patch 1.0. (**Note**, the ILM patch installation and configuration procedures must be completed as soon as possible to facilitate the resumption of EDF and DAAC exchange of ILM data records.)

Prerequisites

Before attempting to install the Remedy ILM patch 1.0, be sure you have the following:

- At least 150MB Sybase device for the Remedy database and 50MB Sybase device for the Remedy log set up on the internal server

- Access to the tar file, RemedyILMFixes.tar.gz, on the Remedy host machine. This tarfile contains:

    - Remedy ILM definitions, reports, macros files

    - Intersite data exchange scripts

Uninstall Instructions

None.

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Installation Instructions:

Specific install actions:

- Prepare for Remedy ILM Components' Installation

- Export Old Remedy-ILM Objects Definitions

- Remove Old Remedy-ILM Objects from server

- Import ECS Remedy Data Structures Definitions from files to the Remedy Server

- Import ILM Forms Data from files to ILM Forms

- Set Fields values in the Remedy ILM-System Parameters form

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Prepare for Remedy ILM Components' Installation

Action	Expected Results	Comments
Make Remedy ILM files accessible for installation purposes.		
1. As Remedy Admin on the Remedy server, perform the following: # **mkdir <scratch_dir>** ↵ # **cd <scratch_dir>** ↵	Scratch directory is created.	
2. Copy tar file to <scratch_dir> and extract the files. # **cp /<distribution_path>/ RemedyILMFixes.tar.gz** ↵ # **/tools/bin/gunzip RemedyILMFixes.tar.gz** ↵ # **/tools/bin/tar –xv RemedyILMFixes.tar** ↵	Files are copied to scratch directory, uncompressed and untarred in the scratch directory.	
3. Perform the following: # **cd /usr/ecs/OPS/COTS/remedy/ilm_scripts** ↵ # **mkdir old_ilm_scripts** ↵ # **mkdir new_ilm_scripts** ↵ # **mv expmwo* ilm_export old_ilm_scripts** ↵	Old_ilm_scripts directory is created, expmwo, expmwoli, and ilm_export files are moved to the old_ilm_scripts directory.	
4. Copy site files to new_ilm_scripts directory. # **cd new_ilm_scripts** ↵ # **cp –R <scratch dir>/NCRs_fix/<SitePrefix>_files/* .** ↵ i.e GSFC_files # **cd <SitePrefix>_files** ↵ # **cp ILMFormData.for<SitePrefix>.tar /usr/ecs/OPS/COTS/remedy/ilm_scripts/import/** ↵ ie. RemedyILMData.forGSFC.tar	Files are copied to the new_ilm_scripts directory. The data tarfile is copied to the import directory.	**Note:** Remedy ILM is set up to recognize the following site acronyms: EDC, GSFC, LARC, NSIDC, EDF.
5. Copy all the files in server_files directory to ilm_scripts directory.	New ILM's	

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Action	Expected Results	Comments

`# cd <SitePrefix>_files/server_files ↵`
 	
`# cp * /usr/ecs/OPS/COTS/remedy/ilm_scripts/ ↵`
	scripts are copied to the ilm_scripts directory.	

Add Server-Name to the /etc/ar.conf file		

`# vi /etc/ar.conf`
add "**Server-Name: *<server_name>***" to the 3rd line.
I.e Server-Name: g0ins01
`:wq`
	Line Server-Name: <Server-Name> is added to the ar.conf file.	

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Export Old Remedy-ILM Objects Definitions

Action	Expected Results	Comments
Export old Remedy-ILM's objects definitions		
1. Initiate and login to the Remedy Administrator tool. **Start->Programs->Action Request System -> Remedy Administrator.** Log in to the Remedy Administrator Tool	Remedy AdminTool window appears. Login window appears also. You are logged in.	
2. Double click the **server's name** listed in the upper left corner of the Server window.	A column of Remedy object icons is listed below the server's name.	
3. Select **Tools -> Export Definition ->To Definition File** option.	Export Definitions window is displayed.	
4. In the Objects on <Server's name> section on the left of the Export Definitions window, click on the **+** sign next to Forms. Select all forms having name starting with **ILM-*** and click **Add**.	A list of forms is displayed. All forms having name starting with ILM- are moved to the Objects to Export under Forms.	
5. In the Objects on <Server's name> section on the left of the Export Definitions window, click on the **+** sign next to Active Links. Select all active links having name starting with **ILM-*** and click **Add**.	A list of active links is displayed. All active links having name starting with ILM- are moved to the Objects to Export under	

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Action	Expected Results	Comments
	Active Links.	
6. In the Objects on <Server's name> section on the left of the Export Definitions window, click on the **+** sign next to Filters. Select all filters having name starting with **ILM-*** and click **Add**.	A list of filters is displayed. All filters having name starting with ILM- are moved to the Objects to Export under Filters.	
7. In the Objects on <Server's name> section on the left of the Export Definitions window, click on the **+** sign next to Menus. Select all menus having name starting with **ILM-*** and click **Add**.	A list of menus is displayed. All menus having name starting with ILM- are moved to the Objects to Export under Menus.	
8. Click the **Export** button on the bottom of the window.	Export File window is displayed.	
9. Enter a file name for the Definition file and click the **Save** button.	Complete window is displayed.	
10. Click **OK** on the Complete window and close the Export Definition window.	Complete window is removed and Export Definition window is closed.	

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Remove Old Remedy-ILM Objects from server

Action	Expected Results	Comments
Remove old Remedy-ILM objects from server		
1. Click the Menus icon on the left side of the Remedy Administrator's Server window.	List of menus is displayed.	
2. Select all menus having name starting with **ILM-*** and select **Edit -> Delete – Menu(s).** Click "**Yes to All**" button.	A warning message is displayed stating "The selected menu will be deleted [ARWARN 2117]. Are you sure you want to delete menu ILM-mncontract (1 of 15)? All menus having name starting with ILM-* are deleted.	
3. Click the Forms icon on the left side of the Remedy Administrator's Server window. Select all forms having name starting with **ILM-*** and select **Edit -> Delete – Form(s).** Click the "**Yes to All**" button on the first warning message. Click the "**Yes**" button on the subsequent warning messages.	A warning message is displayed stating "Your form definition and all associated data will be removed [ARWARN 2107]. Are you sure you want to delete form: ILM-Additional Host (1 of 29)? Another message is displayed, "Other forms depend on form "ILM-Additional Host! Deleting this form will cause forms that depend on it to be deleted. All Forms having name starting with ILM-* are deleted.	

ADDITIONAL SHEET

Import ECS Remedy Data Structures Definitions from files to the Remedy Server

Action	Expected Results	Comments
Transfer files from server to PC		
1. Use Window Explorer, to create the following new directory. ▪ Create a new folder **C:\program files\remedy\home\old_mapping** ▪ Move all files in **C:\program files\remedy\home\mapping** to **C:\program files\remedy\home\old_mapping** ▪ Move daac_import.bat in **C:\program files\remedy\home\scripts** to **C:\program files\remedy\home\old_mapping**	Old mapping files and daac_import.bat are moved to C:\program files\remedy\home\old_mapping directory.	
2. Using Windows FTP, transfer the following items: ▪ *<Scratchdir>*/RemedyILMFixes.def file, and the archivecodes_data.arx files to the **C:\Program Files/Remedy** directory on the Remedy Admin PC. ▪ /usr/ecs/OPS/COTS/remedy /ilm_scripts/new_ilm_scripts/<sitePrefix>_files /pc_files/daac_import.bat to the **C:\Program Files\Remedy\home\scripts** directory ▪ /usr/ecs/OPS/COTS/remedy /ilm_scripts/new_ilm_scripts/<sitePrefix>_files /pc_files/mapping/* to the **C:\Program Files\Remedy\home\mapping** directory	The RemedyILMFixes.def file, archivecodes_data.arx, mapping files, and daac_import.bat files are in a directory on the Remedy Admin PC.	The Remedy Admin tool will be used to import the data structures definitions to the Sun platform. The site Remedy Administrator having Remedy Administrator privileges is required to execute these procedures.
Import the Remedy ILM objects (forms, menus, active links, etc.) to the Remedy server.		
3. In Remedy Admin Tool window, double click the **server's name** listed in the upper left corner of the	A column of Remedy object	

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Action	Expected Results	Comments
Server window.	icons is listed below the server's name.	
4. Select **Tools -> Import Definitions-> From Definition File** options.	Import File window is displayed	
5. Using the file search facility, "Look in" on the Import File window, locate the C:\Program Files \Remedy\RemedyILMFixes.def file and select it.	RemedyILMFixes file appear in the File name box at the bottom of the Import File window. The file type is AR Definition Files (*.def)	
6. Click the **Open** button. Click the **Add All** button.	The Import File window is removed and the Import Definitions window is displayed. The definitions to be imported are contained in the icons in the Available Objects column. All of the available objects are moved to the Objects to Import column.	Forms, Menus, Filters, Active Links, and Escalations objects should be under each of the listed icons. Click the icon to see a more detailed list of available objects/objects to import.

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Action	Expected Results	Comments
7. Click the **Import** button at the bottom of the Import Definitions window. Click "**OK**" on the Complete window that shows the import status. Close the Import Definitions window.	Import operation starts. The system responds "Import Complete" when the operation is complete. Import Definitions window is removed.	
8. In the Remedy Server window, click **Forms**, **Active Links**, **Filters**, **Escalations**, and **Menus** icons.	ILM objects should appear in each of these categories.	ILM objects are distinguishable from other Remedy objects on the server by having the ILM prefix at the beginning of their names."
Set up a Menu pattern for the Location and the Item Status fields on the EIN form.		
1. Click the **Forms** icon on the left side of the Remedy Administrator's Server window.	List of Forms is displayed.	
2. Double click the **ILM-EIN** form.	The ILM-EIN form is displayed in a Modify Form window.	

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Action	Expected Results	Comments
3. Select the **Location** field and then click the Field Properties button at the top of the window.	Field Properties window for the field is displayed.	
4. Click the **Attribute** tab.	The Attribute tab is displayed.	
5. Go to the Pattern box and select Menu.	$Menu$ is displayed in the Pattern box.	
6. Close the Field Properties – Location window.	Field Properties window is closed.	
7. Repeat steps 3 – 6 for the **Item Status** field.	Menu pattern is set for the Item Status field.	
8. Click **File -> Save Form**.	EIN form changes are saved. Menu pattern has been set for the Location and the Item Status fields.	
9. Close the ILM-EIN form.	ILM-EIN form is closed.	
Add site prefix to the ILM forms.		
1. Click the Forms icon on the left side of the Remedy Administrator's Server window.	List of Forms is displayed.	
2. Double click the ILM-MWO form.	The ILM-MWO form is displayed in a Modify Form window.	
3. Select the Request ID field and then click the Field Properties button at the top of the window.	Field properties window for the Request ID field is displayed.	

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Action	Expected Results	Comments
4. Click the Attribute tab.	The Attribute tab is displayed.	
5. Go to the Default Value and enter the local site prefix, e.g. GSFC for Goddard Space Flight Center.	The site prefix is displayed in the Default Value.	**Note:** Remedy ILM is set up to recognize the following site acronyms: EDC, GSFC, LARC, NSIDC, EDF.
6. Close the Field Properties – Request ID window.	Site prefix should now be displayed in Request ID field. Field Properties window is closed.	
7. Click **File -> Save Form.** Close the form. **File -> Close**.	ILM-MWO form changes are saved. Request ID is prefixed with the site's prefix. ILM-MWO form is closed.	
8. Repeat steps 2-7 for the ILM-MWO Line Item form.	The Request ID field in the ILM-MWO Line Item form is prefixed with the site's prefix.	Note, the Request ID field is at the bottom of the ILM-MWO Line Item form.
Enable escalations.		
1. Click the Escalation icon on the left side of the Remedy Administrator's Server window.	List of Escalation is displayed.	

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Action	Expected Results	Comments
2. Double click escalation "**ILM-EIN-<SitePrefix>**" e.g. ILM-EIN-GSFC On the Basic tab click on **Enable.** Click on the "**Save**" icon on the tool bar. Close the escalation.	ILM-EIN-<SitePrefix> escalation is enabled.	
3. Repeat steps 1 and 2 for the following escalations: ILM-EINST-<SITEPREFIX> ILM-MLI-<SITEPREFIX> ILM-MWO-<SITEPREFIX> ILM-TRLOG-<SITEPREFIX>	The following escalations are enabled: ILM-EINST-<SITEPREFIX> ILM-MLI-<SITEPREFIX> ILM-MWO-<SITEPREFIX> ILM-TRLOG-<SITEPREFIX>	
Import ILM Support Forms' Data into ILM Support Forms.		
1. Start the Remedy Import tool on the Remedy Admin PC and log in.	Remedy Administrator is logged into the Remedy Import tool.	
2. Click **File -> Preference**. ▪ In Preferences window, select the **Duplicate Request Id** tab. Select the **Generate New ID for Duplicate Records** option. ▪ Select the **Data** tab. Under Character Fields, select the **Disable fields' pattern matching during import** option. ▪ Select the **Desktop** tab. Deselect the **Reset Log File at Login** line. ▪ Click the **Apply** button and click the **OK** button.	Duplicate Entry Id preferences are displayed. Import tool preferences are set as instructed. Preference window is removed.	

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Action	Expected Results	Comments
3. Click **File -> Open Form**. Select form ILM-Archive Codes from the list and click "**OK**" button.	Open Form window is displayed. Form's field names are displayed in the Form Fields column on the window.	
4. Select **File -> Open Import File**.	Open Import File window is displayed.	
6. Select archivecodes_data in the C:\Program Files\Remedy directory and click the **Open** button:	Data file's fields are displayed under the Mapping Values column.	
7. Click the "**Add All**" button.	Form fields and the mapping values are displayed. Mapping value should match the field name.	
8. Click "**Import**" button.	Remedy Import prompt is displayed.	
9. Click "**Yes**" button. Click **OK** when import results are displayed.	Import activity begins. Import results are displayed.	
10. Close the Import Tool.	Import tool is closed.	

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Import ILM Forms' Data from files to ILM Forms

Action	Expected Results	Comments
Import ILM Forms' Data into ILM Forms.		
1. Use the Windows Notepad application to edit and set up the c:\Program Files\Remedy\Home\scripts\ daac_xfer.bat file as follows: **ARSITE=<SITE CODE>** (e.g. GSFC for Goddard Space Flight Center) **REMEDY_ADMIN=<site's Remedy Admin userid>** **PASSWORD=<Remedy_Admin's Remedy login password>** **ARSERVER=<Remedy Server name>** (ie. g0ins01)	Daac_xfer.bat file is updated with applicable information. For example, ARSITE=GSFC REMEDY_ADMIN=jsmith PASSWORD=zb3tcha8 ARSERVER=g0ins01	
2. Save the daac_xfer.bat file. **Save c:\Program Files\Remedy\Home\scripts\daac_xfer.bat** Close Notepad.	File is saved. Notepad is closed.	
3. On the Remedy Admin PC, use Window Explorer to add the <site name>_private_key to pageant. ▪ Open the C:\Program Files\Putty directory and double click on the '**Pageant.exe**' file. ▪ Double click on the blue icon (pageant) on the bottom right of the monitor to bring up pageant. ▪ Click "**Add Key.**" ▪ Use the "Look in" field to find the directory where the private key is stored and select "**<site>_private_key**" ▪ Click **Open.** ▪ Enter the **<passphrase>.** ▪ Click "**OK.**" ▪ Press the "**Close**" button to minimize pageant.	Pageant Key List window is displayed. Select Private Key File window is displayed. Pageant Enter Passphrase window is displayed. Key is displayed in Pageant Key List window. <site>_private_key is added to pageant. Pageant is	Note, after this step is completed, the PC must remain logged on to keep Pageant active. This step must be repeated if the PC is turned off.

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Action	Expected Results	Comments
	minimized.	
4. Look at the PC registry to ensure that the appropriate user is selected. 　▪ **Start ->Run->regedit**	The Registry Editor window is displayed.	
▪ Navigate to \My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Remedy\ARUser\Users	A list of Users is displayed on the right window.	
▪ Find LastUserLoggedIn in the Name column	LastUserLoggedIn is found in the Name column and a number is displayed in the Data column for LastUserLoggedIn.	
▪ Find your UserId in the Data column.	Your UserId is found in the Data Column and User# (e.g. User4) is displayed in the Name column for your UserId.	
▪ Compare the number in the Data column for LastUserLoggedIn to the number in the User# for your UserId.		
▪ If the numbers are the same, close the Registry Editor.	The number in the Data Column for LastUserLoggedIn and the number in User# for your UserId are equal (e.g. the number in the Data column for LastUserLoggedIn is 4 and you see User4 in the Name column for your UserId. Numbers are the same, Registry Editor is	

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Action	Expected Results	Comments
	closed.	
▪ If the numbers are not the same, change the number in the Data column for LastUserLoggedIn: Select **LastUserLoggedIn**; Click **Edit->Modify**; In Value Data, enter the **number** (found in User# for your UserId); Click "**OK**".	LastUserLoggedIn is highlighted; Edit String window is displayed; Value Data is changed. LastUserLoggedIn 's Data column now has your User#.	
▪ Close the Registry Editor window.	The correct user is registered. Reqistry Editor is closed.	
5. Execute the c:\Program Files\Remedy\Home\scripts\daac_xfer.bat file by double clicking the daac_xfer.bat file name.	The command line window appears. The daac_xfer.bat file transfers RemedyILMdata.for<SitePrefix>.tar from Remedy-ILM server to C:\Program Files\Remedy\Home\import directory The daac_xfer.bat file imports data from files into Remedy ILM Forms.	

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Set Fields Values in the Remedy ILM-System Parameters Form

Action	Expected Results	Comments
Add initial system parameters to the ILM-System Parameters form.		
1. Start the Remedy User tool on the Remedy Admin PC and log in to the Remedy User tool. **Start->Programs->Action Request System-> Remedy User** Log in to the User tool as Remedy Admin.	Remedy User and the Remedy User Login windows appear. Remedy Admin user is Logged in.	You must be a Remedy administrator or assigned to the ilmadmin group to execute these procedures. The parameters on this form should be set initially and will contain only one record.
2. Click **File -> Open**.	Open window is displayed.	
3. Select **ILM-System Parameters** form and click the "**New**" button.	ILM-System Parameters form is displayed in the New mode.	
4. Click the Site field menu and select your site's acronym.	Site acronym is displayed in the Site field.	
5. Enter **5000** in the Next EIN ID field. Enter **1100** in the Next MWO Number field. Enter **500** in the Next Entitlement ID field. Enter **500** in the Next License ID field.	All fields have their starting numbers.	
6. Click the **Save** button.	Record with initialize values is saved.	
7. Click **File -> Close**.	Form is closed.	
8. Click **File -> Exit**.	The User tool activity is stopped.	

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Custom Code Integration

None.

Interrogation checkout

None.

Back-Out Instructions

Reverting back to the original Remedy ILM configuration is not an option. We've added additional fields to many of the Remedy ILM forms and consequently the data files used with the original Remedy ILM configuration are not compatible with the forms in this patch. You have to complete the installation in accordance with these instructions and call the EDF Remedy ILM contacts (Trang Tran, 301-925-0706 or Ben Floyd, 301-925-0518) if you encounter a problem.