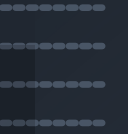


RRR|Chive: Backing up and Migrating ITSM Configuration Data



Scenario

An organization has both Production and QA ITSM environments

Instead of performing a database refresh from PROD to QA, this org uses RRR|Chive to routinely synchronize ITSM foundation data to QA

- Teams responsible for managing foundation data (People, Categorizations, Support Groups, etc.) do not typically maintain this data in the lower-level environments. Having this data in the lower-level environments is critical to proper testing.

Backing up

- There are 3 script focusing on different sets of foundation data in QA:
 - RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.cfg
 - Companies, Support Groups, Locations
 - RRR_02_Chive.BackupCategorization_QA.cfg
 - Categorization
 - RRR_03_Chive.BackupPeople_QA.cfg
 - People, Support Group membership, people permissions, people roles
- Using the “**target_dir**” option in the RRR|Chive .cfg file we will backup QA data prior to synchronizing from PROD, just in case we to reference it later.

```
RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.cfg
1 source_server      = rmdyQA
2 source_tcp        = 5150
3 source_user       = rrr_sync
4 source_password   = rrrpassword
5 target_dir        = D:\temp\Backup_RRRchive_QA
6 multipleforms     = Group, COM:Company, COM:Company Alias, CTM:Region, SIT:Site, SIT:Site Alias, SIT:Site Group,
7                   SIT:Site Group Logical Assoc, SIT:Site Company Association, CTM:People Organization, \
8                   CTM:Support Group, CTM:Support Group Alias, CTM:Support Group Assignments, \
9                   CTM:Support Group Association, CTM:Support Group On-Call, CTM:Support Group Shift Assoc, \
10                  CTM:Support Group Shifts, CTM:SupportGroupFunctionalRole, APR:Approver Lookup
11 transfertype     = SYNCTOTARGET
12 skipfields       = DISPLAYONLY
13 onlyfields       = COMMON
14 logfile          = D:\SW\_InUse\rrrchive_win_dll_arapi910\Logs\rrrchive.log
15 progressbar      = YES
16 qual             = 1=1
```

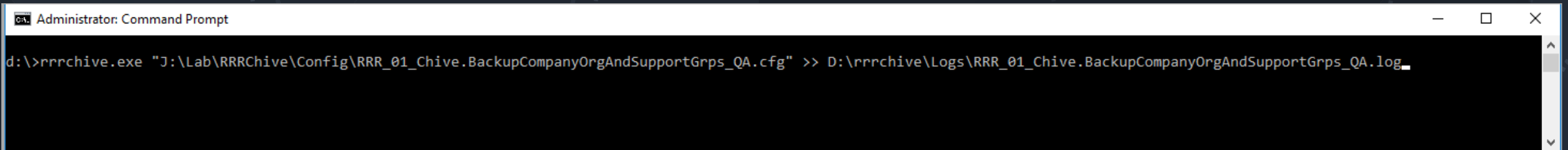
Backup Commands

The console results of the command are redirected to a log file

```
rrrchive.exe "J:\Lab\RRRChive\Config\RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.cfg" >> D:\rrrchive\Logs\  
RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.log
```

```
rrrchive.exe "J:\Lab\RRRChive\Config\RRR_02_Chive.BackupCategorization_QA.cfg" >> D:\rrrchive\Logs\RRR_02_Chive.BackupCategorization_QA.log
```

```
rrrchive.exe "J:\Lab\RRRChive\Config\RRR_03_Chive.BackupPeople_QA.cfg" >> D:\rrrchive\Logs\RRR_03_Chive.BackupPeople_QA.log
```

A screenshot of a Windows Command Prompt window titled "Administrator: Command Prompt". The window has standard Windows window controls (minimize, maximize, close) in the top right corner. The command prompt shows the following command being entered: `d:\>rrrchive.exe "J:\Lab\RRRChive\Config\RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.cfg" >> D:\rrrchive\Logs\RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.log_`. The cursor is at the end of the command line.

```
Administrator: Command Prompt  
d:\>rrrchive.exe "J:\Lab\RRRChive\Config\RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.cfg" >> D:\rrrchive\Logs\RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.log_
```

Log Files

A shared log file is created for all runs of RRR|Chive as well as a log file from the output of each command

The screenshot shows a Windows Explorer window with the following details:

- Path:** Apps (D:) > SW > _InUse > rrrchive_win_dll_arapi910 > Logs
- Files:**
 - RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.log (highlighted as **.cfg file specific**)
 - RRR_02_Chive.BackupCategorization_QA.log
 - RRR_03_Chive.BackupPeople_QA.log
 - RRR_31_Chive.SyncCompanyOrgAndSupportGrps.log
 - RRR_32_Chive.SyncCategorization.log
 - RRR_33_Chive.SyncPeople.log
 - rrrchive.log (highlighted as **shared with all .cfg runs**)

The preview pane shows the content of **rrrchive.log** (3.6 KB) and **RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.log** (11.5 KB).

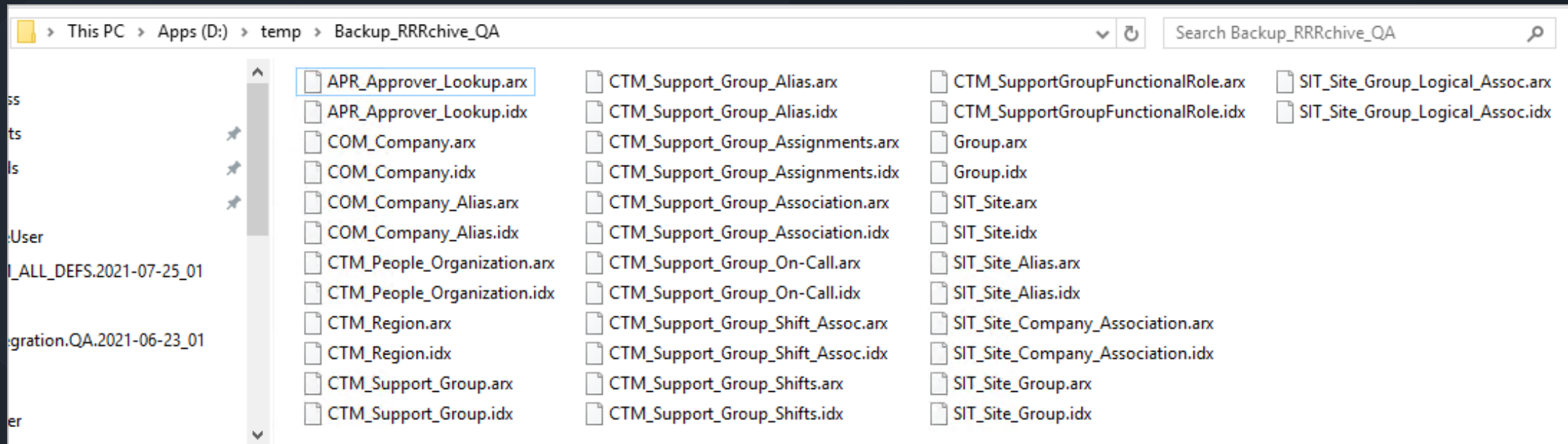
rrrchive.log content (partial):

```
rrrchive: 2021-08-26 01:00:49, type=APP, level=NOTICE, file=rrrchive.cpp, line=5381
Program Start: configfile=J:\Lab\RRRChive\Config\RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.cfg
Sync to target on form source=rmidyQA, APR:Approver Lookup, target=DIR, APR:Approver Lookup, source records=6, target records=0, copied=6, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, COM:Company, target=DIR, COM:Company, source records=20, target records=0, copied=20, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, COM:Company Alias, target=DIR, COM:Company Alias, source records=22, target records=0, copied=22, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, CTM:People Organization, target=DIR, CTM:People Organization, source records=47, target records=0, copied=47, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, CTM:Region, target=DIR, CTM:Region, source records=8, target records=0, copied=8, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, CTM:Support Group, target=DIR, CTM:Support Group, source records=32, target records=0, copied=32, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, CTM:Support Group Alias, target=DIR, CTM:Support Group Alias, source records=48, target records=0, copied=48, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, CTM:Support Group Assignments, target=DIR, CTM:Support Group Assignments, source records=2, target records=0, copied=2, deleted=0, timetorun=0:00:01
Sync to target on form source=rmidyQA, CTM:Support Group Association, target=DIR, CTM:Support Group Association, source records=25, target records=0, copied=25, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, CTM:Support Group On-Call, target=DIR, CTM:Support Group On-Call, source records=3, target records=0, copied=3, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, CTM:Support Group Shift Assoc, target=DIR, CTM:Support Group Shift Assoc, source records=0, target records=0, copied=0, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, CTM:Support Group Shifts, target=DIR, CTM:Support Group Shifts, source records=0, target records=0, copied=0, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, CTM:SupportGroupFunctionalRole, target=DIR, CTM:SupportGroupFunctionalRole, source records=42, target records=0, copied=42, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, Group, target=DIR, Group, source records=241, target records=0, copied=241, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, SIT:Site, target=DIR, SIT:Site, source records=31, target records=0, copied=31, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, SIT:Site Alias, target=DIR, SIT:Site Alias, source records=36, target records=0, copied=36, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, SIT:Site Company Association, target=DIR, SIT:Site Company Association, source records=31, target records=0, copied=31, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, SIT:Site Group, target=DIR, SIT:Site Group, source records=6, target records=0, copied=6, deleted=0, timetorun=0:00:00
Sync to target on form source=rmidyQA, SIT:Site Group Logical Assoc, target=DIR, SIT:Site Group Logical Assoc, source records=0, target records=0, copied=0, deleted=0, timetorun=0:00:01
rrrchive: 2021-08-26 01:00:52, type=APP, level=NOTICE, file=rrrchive.cpp, line=5395
Program End: configfile=J:\Lab\RRRChive\Config\RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.cfg, timetorun=0:00:02
```

RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.log content (partial):

```
(form count 9 of 19)
Copying 25 records to target form CTM:Support Group Association
Copying CTM:Support Group Association 50% 75% 100%
+-----+-----+-----+
*****
Processing form CTM:Support Group On-Call
(form count 10 of 19)
Copying 3 records to target form CTM:Support Group On-Call
Copying CTM:Support Group On-Call 50% 75% 100%
+-----+-----+-----+
*****
Processing form CTM:Support Group Shift Assoc
(form count 11 of 19)
Nothing to do on form
Processing form CTM:Support Group Shifts
(form count 12 of 19)
Nothing to do on form
Processing form CTM:SupportGroupFunctionalRole
(form count 13 of 19)
Copying 42 records to target form CTM:SupportGroupFunctionalRole
Copying CTM:SupportGroupFunctionalRole 50% 75% 100%
+-----+-----+-----+
*****
Processing form Group
(form count 14 of 19)
Copying 241 records to target form Group
```

Backup .arx files

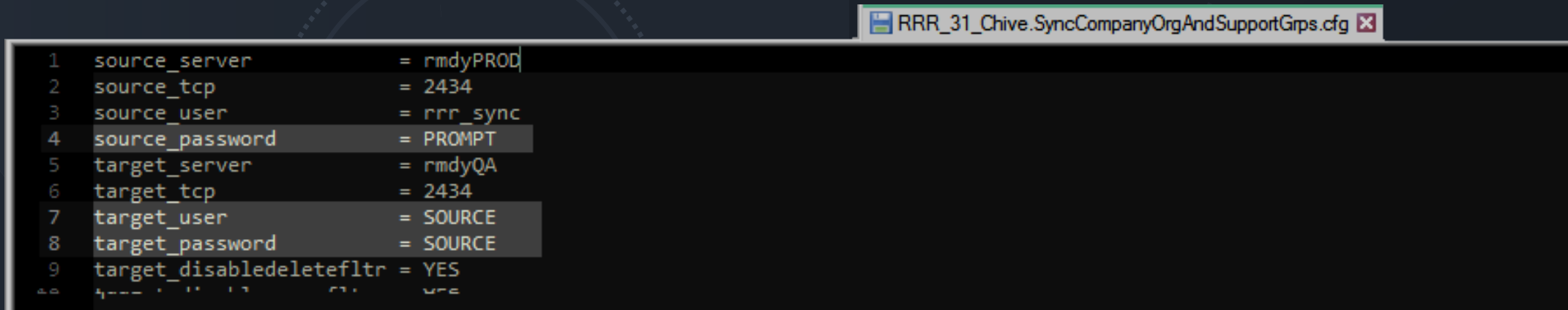


Sync Commands

This first example demonstrates using the “**PROMPT**” functionality to prompt at runtime for a password. Because we need to interact with the console prompts, we are not able to redirect the output to a file. **PROMPT** could also be used for the **source_user**.

The “**SOURCE**” functionality uses the values from the source server configuration.

```
rrrchive.exe "J:\Lab\RRRChive\Config\RRR_31_Chive.SyncCompanyOrgAndSupportGrps.cfg"
```



```
RRR_31_Chive.SyncCompanyOrgAndSupportGrps.cfg
1 source_server      = rmdyPROD
2 source_tcp        = 2434
3 source_user       = rrr_sync
4 source_password   = PROMPT
5 target_server     = rmdyQA
6 target_tcp       = 2434
7 target_user      = SOURCE
8 target_password  = SOURCE
9 target_disabledeletetr = YES
```



```
Administrator: Command Prompt - rrrrchive.exe "J:\Lab\RRRChive\Config\RRR_31_Chive.SyncCompanyOrgAndSupportGrps.cfg"
d:\>rrrchive.exe "J:\Lab\RRRChive\Config\RRR_31_Chive.SyncCompanyOrgAndSupportGrps.cfg"
source_password : _
```

Sync Commands

We have replaced the **PROMPT** from the last example with credentials in the .cfg file so we can capture the console log.

```
rrrchive.exe "J:\Lab\RRRChive\Config\RRR_31_Chive.SyncCompanyOrgAndSupportGrps.cfg" >> D:\rrrchive\Logs\  
RRR_31_Chive.SyncCompanyOrgAndSupportGrps.log
```

```
rrrchive.exe "J:\Lab\RRRChive\Config\RRR_32_Chive.SyncCategorization.cfg" >> D:\rrrchive\Logs\RRR_32_Chive.SyncCategorization.log
```

```
rrrchive.exe "J:\Lab\RRRChive\Config\RRR_33_Chive.SyncPeople.cfg" >> D:\rrrchive\Logs\RRR_33_Chive.SyncPeople.log
```

```
rrrchive.exe "J:\Lab\RRRChive\Config\RRR_34_Chive.SyncRRRChiveDemo.cfg" >> D:\rrrchive\Logs\RRR_34_Chive.SyncRRRChiveDemo.log
```


Syncing Companies from PROD to QA

Pre-sync

Current mode: Modify

Company*	Abbreviation	Type*	Status*
- Global -	GLB	- System -	Enabled
Adobe		Manufacturer	Enabled
Adobe Systems		Manufacturer	Enabled
Awesome Aerospace		Operating Company	Enabled
Calbro Services		Operating Company Supplier	Enabled
Canonical		Manufacturer	Enabled
Canonical		Manufacturer	Enabled
Customer Test 001		Customer	Enabled
Dell Inc.		Manufacturer Supplier	Enabled
Igor Pavlov		Manufacturer	Enabled
Intel Corporation Inc.		Manufacturer	Enabled
Intel Corporation Inc.		Manufacturer	Enabled
Intel Corporation Inc.		Manufacturer	Enabled
Invention, Inc.	INV	Operating Company	Enabled
JAM Software		Manufacturer	Enabled
Microsoft		Manufacturer	Enabled
Microsoft Corporation		Manufacturer Supplier	Enabled
Red Hat, Inc.		Manufacturer	Enabled
VMware, Inc.		Manufacturer	Enabled
Wireshark		Manufacturer	Enabled

20 of 20 results

Report Select All DeSelect All Delete Number 4 of 20 | 1 row selected

QA

Current mode: Modify

Company*	Abbreviation	Type*	Status*
- Global -	GLB	- System -	Enabled
Adobe Systems		Manufacturer	Enabled
Alienware	AWARE	Manufacturer	Enabled
Best IT, Inc.	BEST	Vendor	Enabled
BMC Software, Inc.	BMC	Manufacturer Vendor	Enabled
Built In-House	BIH	Generic Contact	Enabled
Calbro Services		Operating Company Supplier	Enabled
Caterpillar Inc.	CAT	Manufacturer	Enabled
CDW	CDW	Vendor	Enabled
Cisco Systems, Inc.	CIS	Manufacturer	Enabled
Connect IT Infrastructure, Inc.	CONNECT	Vendor	Enabled
Direct Software, Inc.	DIRECT	Vendor	Enabled
EZnet	EZNET	Supplier	Enabled
Fincher's FBI Factory		Operating Company	Enabled
G33k Works		Operating Company	Enabled
Invention, Inc.	INV	Operating Company	Enabled
IT-Corporation, Inc.	IT-CORP	Vendor	Enabled
Kintronics Information Technology	KIT	Vendor	Enabled
Microsoft Corporation		Manufacturer	Enabled
Philips Electronics	PHG	Manufacturer	Enabled
SAP	SAP	Manufacturer Vendor	Enabled
Seagate Technology	STX	Manufacturer	Enabled
Service Management Partners, Inc.	SMP	Vendor	Enabled
Siebel	SBL	Manufacturer Vendor	Enabled
Sony Corporation of America	SCA	Manufacturer	Enabled
TechSmith	TSMITH	Manufacturer Vendor	Enabled
ViewSonic Corporation	VCOR	Manufacturer	Enabled
Westbury USA	WESTBURY	Vendor	Enabled
WinZip International LLC	WZIP	Manufacturer Vendor	Enabled

29 of 29 results

Report Select All DeSelect All Delete Number 15 of 29 | 1 row selected

PROD

BMC Atrium Product Catalog

Company

Company ID:

Company*: Awesome Aerospace

Type*: Operating Company

Abbreviation:

Category:

Description:

Alias Locations Organizations Support Groups People Miscellaneous Advanced Configuration

1 entries returned - 1 entries matched

Company Alias
AA

BMC Atrium Product Catalog

Company

Company ID:

Company*: G33k Works

Type*: Operating Company

Abbreviation:

Category:

Description:

Alias Locations Organizations Support Groups People Miscellaneous Advanced Configuration

2 entries returned - 2 entries matched

Company Alias
G33k
GW

Syncing Companies from PROD to QA

Post-sync

The image displays two side-by-side screenshots of the BMC Atrium Product Catalog interface, illustrating the state of company data after a sync from PROD to QA.

Left Screenshot (QA Environment):

- URL: `miller001/arsys/forms/miller001/COM:Company/Default+User+View/?cacheid=f4...`
- Table: Lists 29 companies with columns: Company, Abbreviation, Type, Status. The row for "G33k Works" is highlighted in blue.
- Form: Shows "Company*" set to "G33k Works" and "Type*" set to "Operating Company".
- Search Results: Shows "2 entries returned - 2 entries matched" with a table listing "G33k" and "GW" under "Company Alias".

Right Screenshot (PROD Environment):

- URL: `10.9.1.78/arsys/forms/fincher001/COM%3ACompany/Default+User+View/?cachei...`
- Table: Lists 29 companies with columns: Company, Abbreviation, Type, Status. The row for "G33k Works" is highlighted in blue.
- Form: Shows "Company*" set to "G33k Works" and "Type*" set to "Operating Company".
- Search Results: Shows "2 entries returned - 2 entries matched" with a table listing "G33k" and "GW" under "Company Alias".

Both screenshots show a "Number 15 of 29 | 1 row selected" status at the bottom of the table. The "G33k Works" company is consistently listed as an "Operating Company" with an "Enabled" status in both environments.

Sync Commands, Using primarykey

Included is an example using the **primarykey** functionality in RRR|Chive

```
rrrchive.exe "J:\Lab\RRRChive\Config\RRR_34_Chive.SyncRRRChiveDemo.cfg" >> D:\rrrchive\Logs\RRR_34_Chive.SyncRRRChiveDemo.log
```

9 of 9 results

ENV Originating	ENV Notes	Request ID	Create Date	Modified Date	Short Description
rmdyQA	LeavelnQA	RRRCD0000000001	8/26/2021 2:30:50 PM	8/26/2021 2:30:50 PM	MILLER001, 9.1.08.201908111543
rmdyQA	LeavelnQA	RRRCD0000000002	8/26/2021 2:33:55 PM	8/26/2021 2:34:00 PM	MILLER001, 9.1.08.201908111543
rmdyQA	OverwriteFromProd	RRRCD0000000003	8/26/2021 2:34:14 PM	8/26/2021 2:34:14 PM	MILLER001, 9.1.08.201908111543
rmdyQA	LeavelnQA	RRRCD0000000004	8/26/2021 2:34:40 PM	8/26/2021 2:34:52 PM	MILLER001, 9.1.08.201908111543
rmdyQA	LeavelnQA	RRRCD0000000005	8/26/2021 2:34:47 PM	8/26/2021 2:34:55 PM	MILLER001, 9.1.08.201908111543
rmdyQA	OverwriteFromProd	RRRCD0000000006	8/26/2021 2:35:02 PM	8/26/2021 2:35:08 PM	MILLER001, 9.1.08.201908111543
rmdyPROD	FromPROD_001	RRRCD0000000007	8/26/2021 2:43:49 PM	8/26/2021 3:23:58 PM	MILLER001, 9.1.08.201908111543
rmdyPROD		RRRCD0000000008	8/26/2021 2:43:52 PM	8/26/2021 2:43:52 PM	MILLER001, 9.1.08.201908111543
rmdyPROD	FromPROD_002	RRRCD0000000009	8/26/2021 2:44:03 PM	8/26/2021 3:24:05 PM	MILLER001, 9.1.08.201908111543

Number 6 of 9 | 1 row selected

ENV Originating	rmdyQA
Short Description	MILLER001, 9.1.08.201908111543
Submitter	jason
Create Date	8/26/2021 2:35:02 PM
Request ID	RRRCD0000000006
ENV Notes	OverwriteFromProd
Status	New
Last Modified By	jason
Modified Date	8/26/2021 2:35:08 PM
Assigned To	

8 of 8 results

ENV Originating	ENV Notes	Request ID	Create Date	Modified Date	Short Description
rmdyPROD	FromPROD_001	RRRCD0000000001	8/26/2021 2:43:34 PM	8/26/2021 3:15:51 PM	FINCHER001, 9.1.03.001.201708171714
rmdyPROD	FromPROD_002	RRRCD0000000002	8/26/2021 2:43:53 PM	8/26/2021 3:15:58 PM	FINCHER001, 9.1.03.001.201708171714
rmdyPROD		RRRCD0000000003	8/26/2021 2:44:14 PM	8/26/2021 2:44:14 PM	FINCHER001, 9.1.03.001.201708171714
rmdyPROD	FromPROD_003	RRRCD0000000004	8/26/2021 2:44:27 PM	8/26/2021 3:16:03 PM	FINCHER001, 9.1.03.001.201708171714
rmdyPROD	FromPROD_005	RRRCD0000000005	8/26/2021 2:44:56 PM	8/26/2021 3:16:12 PM	FINCHER001, 9.1.03.001.201708171714
rmdyPROD	DoNotSync	RRRCD0000000006	8/26/2021 2:44:57 PM	8/26/2021 3:03:52 PM	FINCHER001, 9.1.03.001.201708171714
rmdyPROD	FromPROD_004	RRRCD0000000007	8/26/2021 3:14:28 PM	8/26/2021 3:16:08 PM	FINCHER001, 9.1.03.001.201708171714
rmdyQA	OverwriteFromProd	RRRCD0000000008	8/26/2021 3:25:54 PM	8/26/2021 3:26:11 PM	FINCHER001, 9.1.03.001.201708171714

Number 8 of 8 | 1 row selected

ENV Originating	rmdyQA
Short Description	FINCHER001, 9.1.03.001.201708171714
Submitter	jmiller
Create Date	8/26/2021 3:25:54 PM
Request ID	RRRCD0000000008
ENV Notes	OverwriteFromProd
Status	New
Last Modified By	jmiller
Modified Date	8/26/2021 3:26:11 PM
Assigned To	PROD

Sync Commands, Using primarykey (CONT.)

← → ↻ 🔒 Not secure | miller001/arsys/forms/miller001/RRRChive:Demo/Administrator/?cacheid=1765... ☆ 📄 📷 ⚙️ 👤 J ⋮

Current mode: Modify

Save 🔍 New search New request Modify all Searches My Reports Advanced search Clear Set to defaults Status history Logout Help Home

11 of 11 results Preferences ▾ Refresh

ENV Originating	ENV Notes	Request ID	Create Date	Modified Date	Short Description
rmdyQA	LeavelnQA	RRRCD0000000001	8/26/2021 2:30:50 PM	8/26/2021 2:30:50 PM	MILLER001, 9.1.08 201908111543
rmdyQA	LeavelnQA	RRRCD0000000002	8/26/2021 2:33:55 PM	8/26/2021 2:34:00 PM	MILLER001, 9.1.08 201908111543
rmdyQA	LeavelnQA	RRRCD0000000004	8/26/2021 2:34:40 PM	8/26/2021 2:34:52 PM	MILLER001, 9.1.08 201908111543
rmdyQA	LeavelnQA	RRRCD0000000005	8/26/2021 2:34:47 PM	8/26/2021 2:34:55 PM	MILLER001, 9.1.08 201908111543
rmdyPROD		RRRCD0000000008	8/26/2021 2:43:52 PM	8/26/2021 2:43:52 PM	MILLER001, 9.1.08 201908111543
rmdyPROD	FromPROD_001	RRRCD0000000010	8/26/2021 2:43:34 PM	8/26/2021 3:15:51 PM	FINCHER001, 9.1.03.001 201708171714
rmdyPROD	FromPROD_002	RRRCD0000000011	8/26/2021 2:43:53 PM	8/26/2021 3:15:58 PM	FINCHER001, 9.1.03.001 201708171714
rmdyPROD	FromPROD_003	RRRCD0000000012	8/26/2021 2:44:27 PM	8/26/2021 3:16:03 PM	FINCHER001, 9.1.03.001 201708171714
rmdyPROD	FromPROD_005	RRRCD0000000013	8/26/2021 2:44:56 PM	8/26/2021 3:16:12 PM	FINCHER001, 9.1.03.001 201708171714
rmdyPROD	FromPROD_004	RRRCD0000000014	8/26/2021 3:14:28 PM	8/26/2021 3:16:08 PM	FINCHER001, 9.1.03.001 201708171714
rmdyQA	OverwriteFromProd	RRRCD0000000015	8/26/2021 3:25:54 PM	8/26/2021 3:26:11 PM	FINCHER001, 9.1.03.001 201708171714

Report Select All DeSelect All Delete Number 11 of 11 | 1 row selected

ENV Originating:

Short Description:

Submitter:

Create Date:

Request ID:

ENV Notes:

Status:

Last Modified By:

Modified Date:

Assigned To:

← → ↻ 🔒 Not secure | 10.9.1.78/arsys/forms/fincher001/RRRChive%3ADemo/Administrator/?cacheid=c6fa... ☆ 📄 📷 ⚙️ 👤 J ⋮

Current mode: Modify

Save 🔍 New search New request Modify all Searches My Reports Advanced search Clear Set to defaults Status history Logout Help Home

8 of 8 results Preferences ▾ Refresh

ENV Originating	ENV Notes	Request ID ^	Create Date	Modified Date	Short Description
rmdyPROD	FromPROD_001	RRRCD0000000001	8/26/2021 2:43:34 PM	8/26/2021 3:15:51 PM	FINCHER001, 9.1.03.001 201708171714
rmdyPROD	FromPROD_002	RRRCD0000000002	8/26/2021 2:43:53 PM	8/26/2021 3:15:58 PM	FINCHER001, 9.1.03.001 201708171714
rmdyPROD		RRRCD0000000003	8/26/2021 2:44:14 PM	8/26/2021 2:44:14 PM	FINCHER001, 9.1.03.001 201708171714
rmdyPROD	FromPROD_003	RRRCD0000000004	8/26/2021 2:44:27 PM	8/26/2021 3:16:03 PM	FINCHER001, 9.1.03.001 201708171714
rmdyPROD	FromPROD_005	RRRCD0000000005	8/26/2021 2:44:56 PM	8/26/2021 3:16:12 PM	FINCHER001, 9.1.03.001 201708171714
rmdyPROD	DoNotSync	RRRCD0000000006	8/26/2021 2:44:57 PM	8/26/2021 3:03:52 PM	FINCHER001, 9.1.03.001 201708171714
rmdyPROD	FromPROD_004	RRRCD0000000007	8/26/2021 3:14:28 PM	8/26/2021 3:16:08 PM	FINCHER001, 9.1.03.001 201708171714
rmdyQA	OverwriteFromProd	RRRCD0000000008	8/26/2021 3:25:54 PM	8/26/2021 3:26:11 PM	FINCHER001, 9.1.03.001 201708171714

Report Select All DeSelect All Delete Number 8 of 8 | 1 row selected

ENV Originating:

Short Description:

Submitter:

Create Date:

Request ID:

ENV Notes:

Status:

Last Modified By:

Modified Date:

Assigned To:

Included files

VRUG Demo RRR|Chive .cfg files

- **RRR_01_Chive.BackupCompanyOrgAndSupportGrps_QA.cfg**
 - Backup ITSM Company, Organization, Location, Support Group, Support Group Role and Approvers to .arx file
- **RRR_02_Chive.BackupCategorization_QA.cfg**
 - Backup ITSM Operational Categorization and Product Categorization to .arx file
- **RRR_03_Chive.BackupPeople_QA.cfg**
 - Backup ITSM People, People Permissions, People Bundled Licenses, People Asset Relationships, People Support Group memberships to .arx file
 - NOTE: this does not include the User form
- **RRR_31_Chive.SyncCompanyOrgAndSupportGrps.cfg**
 - Sync ITSM Company, Organization, Location, Support Group, Support Group Role and Approvers between systems
- **RRR_32_Chive.SyncCategorization.cfg**
 - Sync ITSM Operational Categorization and Product Categorization to between systems
- **RRR_33_Chive.SyncPeople.cfg**
 - Sync ITSM People, People Permissions, People Bundled Licenses, People Asset Relationships, People Support Group memberships between systems
 - NOTE: this does not include the User form. The User records need to be exported/imported using BMC tools to prevent passwords from corrupting
- **RRR_34_Chive.SyncRRRChiveDemo.cfg**
 - Sync data between two systems using a custom form to demonstrate the new RRR|Chive primarykey functionality

Included files (CONT)

Additional .cfg files

- **RRR_Chive.SyncIncidents.cfg**
 - Sync ITSM Incidents and related records between systems
 - Was used to “upgrade” an 8.1 system to 20.02 (new build) and bring over historical incidents
- **RRR_Chive.SyncUser.cfg**
 - Sync Remedy User records between systems
 - Does not sync some User records based on qualification
 - Does not sync password field due to api issue that will create scramble passwords in User record
 - This script is useful if your users already exist in target system OR if your users that will be synced are using external authentication

Definition files

- **RRRChive%Demo.def**
 - Custom form used in the primarykey demo

Data Files

- **RRRChive%Demo.rmdyPROD.arx**
 - Sample data to import into the “Production” system in the primarykey demo
- **RRRChive%Demo.rmdyQA.arx**
 - Sample data to import into the “QA” system in the primarykey demo