



*World Wide Remedy Users Group*

WWRUG10 - Sharing Tools, Technology and Training.



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# REMEDY AND ITSM LICENSE OPTIMIZATION USING RRR|LICENSE MISI MLADONICZKY

# Outline

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- Remedy and ITSM license recap
- Using the test version of RRR | License to measure your savings potential
- Using the full version of RRR | License to effectuate your saving potential

# Objectives/Results

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- Objectives
  - Learn how Remedy and ITSM licensing works
  - Turn on license logging in your system
  - Use the test version of RRR | License
  - Simulate exactly how many licenses you can free (typically 20-30% of your floating licenses)
  - Detailed license statistics in the full version of RRR | License
  - Automatically swap Fixed and Floating license between users

# License type for different Roles

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- **Read (Read)**
  - Submitter of requests
  - End Customer
  - Reporting and monitoring



- **Write (Fixed or Floating)**
  - Service Desk
  - Request Assignees
  - 1st, 2nd and 3rd line



- **Restricted Read**
  - Shared accounts, multiple IP
  - Submitting anonymous web-surveys
  - Anonymous reporting and statistics



***Note that a Floating user will get a Read instead of Write if all licenses are in use***

# What can you do with a License Type

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	<i>Action</i>	<i>Write</i>	<i>Read</i>	<i>Retricted Read</i>
	Search for records	✓	✓	✓
	View records	✓	✓	✓
	Create records	✓	✓	✓
	Modify records created by user	✓	✓*	✗
	Modify records created by others	✓	✓*	✗
	Modify all records	✓	✗*	✗

**\*) If *Submitter-Mode* is set to *Locked*, and ('*Submitter*' = \$USER\$)**

# How does licensing work

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When no more **License Tokens** are available, the user will be assigned a **Floating Read License** instead.



ITSM Licenses works the same way as the basic AR System Fixed/Floating license.

# Demo – turn on license logging

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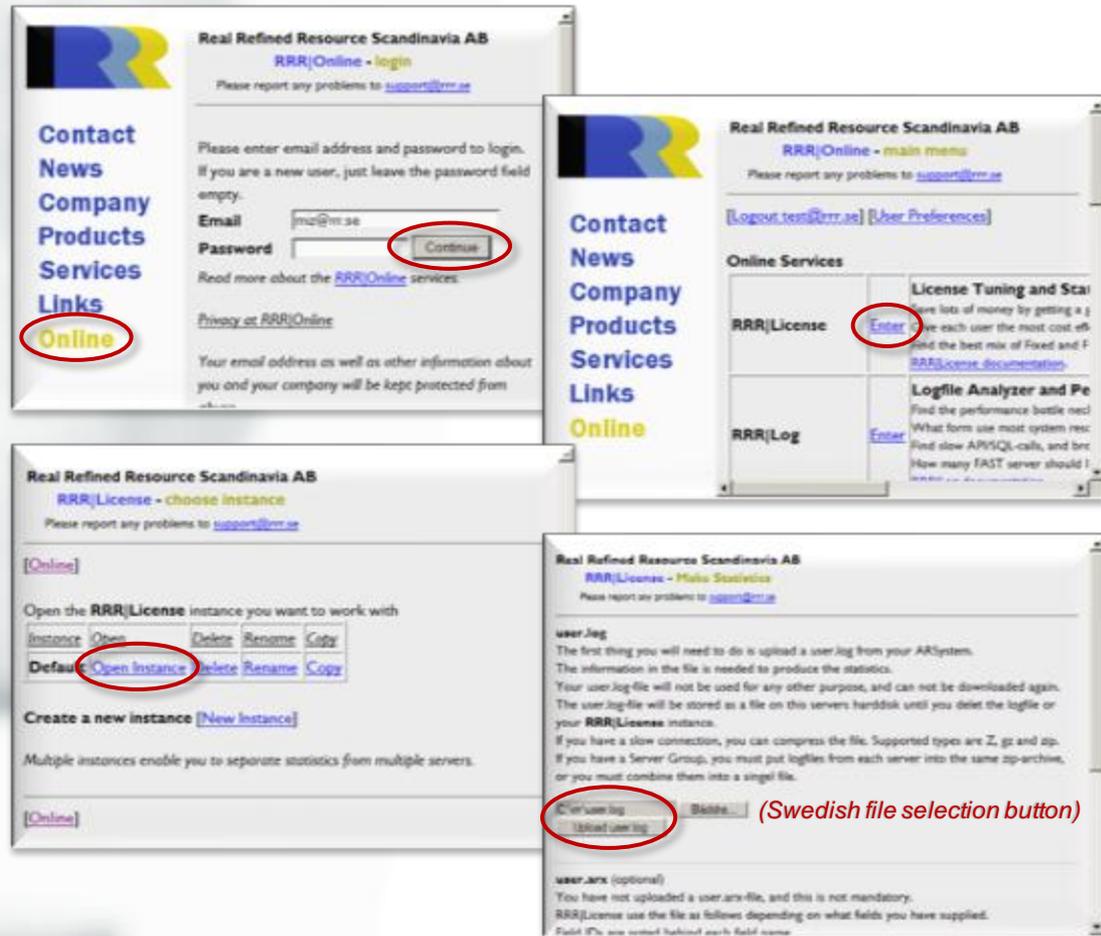
AR System Administration Console > System > General > Server Information > Log Files



# Demo – upload log files

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1. Get your user-log from the ARServer
2. Zip your user log if it is large
3. Login to RRR | Online  
<http://www.rrr.se>
4. Enter RRR | License
5. Open an instance (Default)
6. Upload user-log



# Demo – make statistics

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1. Return to make-statistics-page (or open an instance)
2. Enter your number of AR User Fixed licenses
3. Press “make-statistics”

The collage consists of several screenshots from the RRR(License) web interface:

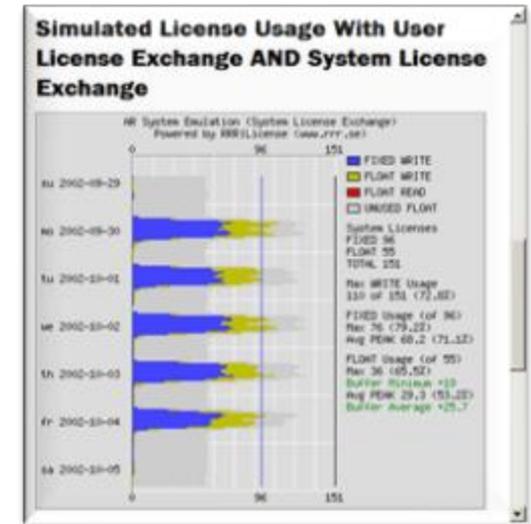
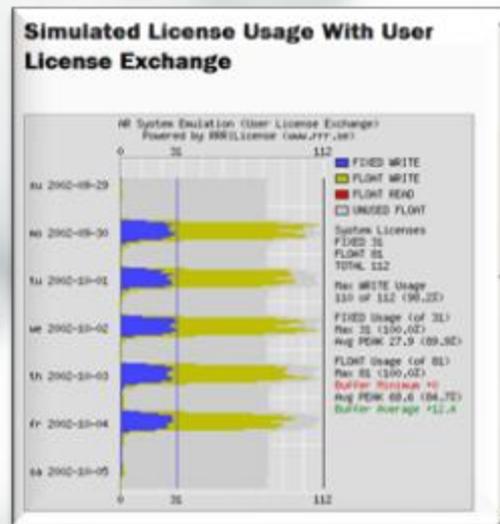
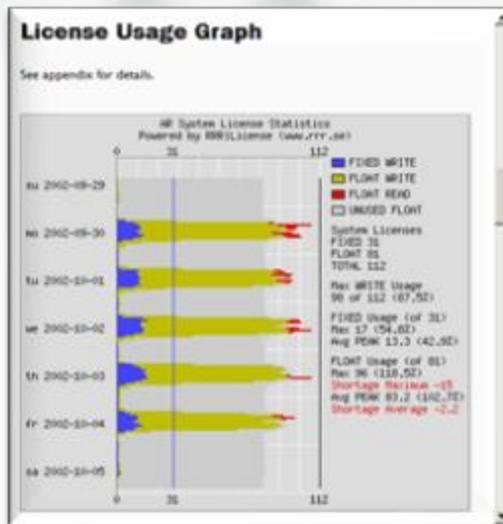
- Top-left:** "Real Refined Resource Scandinavia AB RRR(License) - Upload Page". It shows a "File uploaded successfully" message and a "Make Statistics" button circled in red. Other buttons include "Online", "Choose Instance", and "Make Statistics".
- Bottom-left:** "Make Statistics advanced settings". It shows a form with "Type Of License" set to "Owned Fixed Licenses" and "AR System" set to "Fixed". A "Make statistics" button is circled in red, with the note "(this may take a couple of seconds)".
- Middle:** A log window showing "Logfile (version > 4.0.x) preparation started..." and "Running rrrlic pass 1...", "Running rrrlic pass 2...", "Running rrrlic pass 3...". It concludes with "Make was successful." and a "Make Statistics" link circled in red.
- Right:** A detailed license usage report. It states: "The log has been active for 6.5 days", "Your systems number of licenses (at end of log period): FIXED 31, FLOAT 81", "FIXED licenses never used 10", "Your maximum license usage (after last change of system licenses): FIXED 17, FLOAT 96, WRITE (FIXED+FLOAT) 90, READ 4". It also includes a bar chart titled "RRR System License Statistics" showing usage for various license types over time.

# Demo – how much \$ can you save?

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	Average During Peak Hours	At Maximum Usage Point
Current Situation Floating Licenses	Shortage <b>-2.2</b>	Shortage <b>-15</b>
After moving licenses between users	Buffer <b>+12.4</b> Improvement is <b>14.6</b>	Buffer <b>+0</b> Improvement is <b>15</b>
By changing the mix of fixed and floating licenses on your system (this can be done without any cost)	Buffer <b>+25.7</b> Improvement is <b>27.9</b>	Buffer <b>+19</b> Improvement is <b>34</b>

Simulations of license swapping gives you exact and dependable numbers



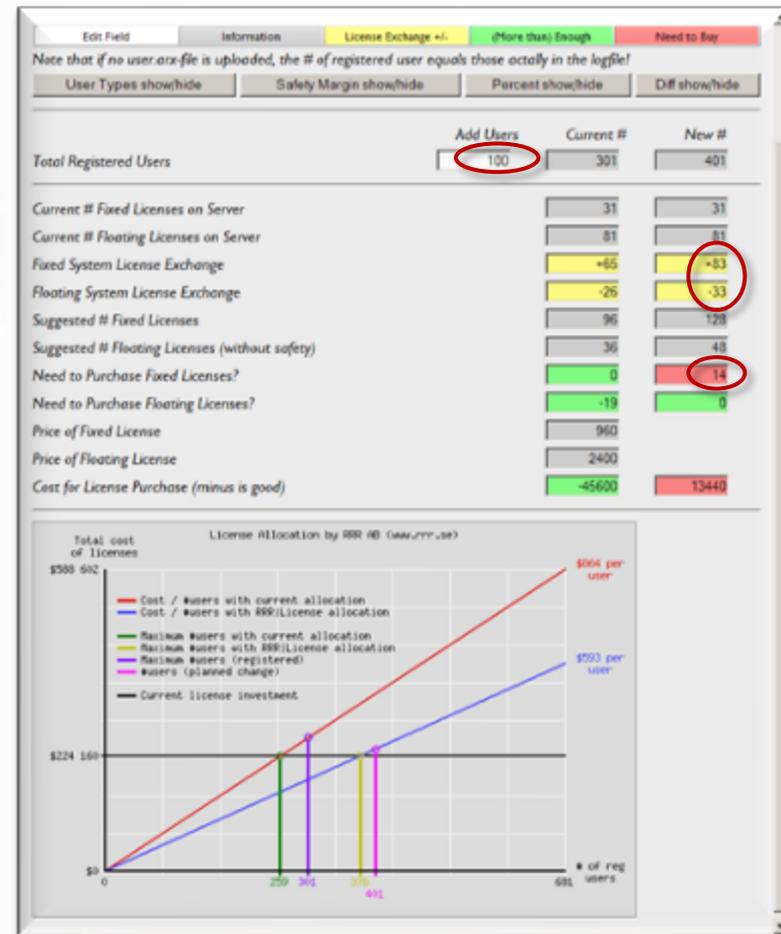
# Demo – the change planner

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In order to add **100** users you need to do the following:

1. Talk to your sales rep and swap **33** fixed to **83** floating (at the going exchange rate 2.5)
2. Buy 14 fixed license

Yes it is true, you can add **100** users after buying only **14** new fixed licenses!



# FAQ

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- Q:** How does RRR | License work with Server Groups?
- A:** You have to put the log files from both servers into a common zip-file before you upload.
- Q:** I am not allowed to upload, can this be done Offline?
- A:** Just download and install RRR | Offline on your PC.
- Q:** When do I need a user-arx-file?
- A:** If you will be swapping user licenses (with the full version of RRR | License), or if you want to do even more exact simulations with the test-version. To find users never logging in, the user-arx-file is needed.
- Q:** Can I work with **ITSM7** licenses as well?
- A:** You need a full license to do this. Each application will be analyzed individually.
- Q:** My users work in multiple time-zones, how does this affect things?
- A:** Try different peak-hours-percentage settings. Maybe by changing from 20%, to 5 or 10, to let the system focus on the overlapping periods.
- Q:** How many weeks of logging do I need?
- A:** One week for a test, and 4-6 weeks, with normal usage, for a full license swap.

# Demo – automate changes in ITSM

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## Import swap lists with BMC Remedy Data Import

The screenshot illustrates the process of importing license swap lists into BMC Remedy. It features several overlapping windows:

- Make Statistics**: A table showing license usage for different systems. The 'BMC:Incident Mgmt' dropdown is highlighted.
- Running rrrlic pass 3...**: A progress window indicating 'Make was successful.' The 'License Tuning' link is highlighted.
- User License Change List**: A window providing instructions on how to use the generated ARX files. The 'Download License Change Definitions' and 'Download License Change List (Current System Licenses)' links are highlighted.
- rrrLicenseUpdateITSM (Search)**: The main interface for importing ARX files, showing filters for Update ID, Remedy Login ID, License Type, and Permission Tag Name.
- rrrLicenseUpdate\_AR\_System.arx - Anteckningar**: A preview of the generated ARX file for the AR System, showing a list of users and their license types.
- rrrLicenseUpdate\_BMC\_Incident\_Mgmt.arx - Anteckningar**: A preview of the generated ARX file for BMC:Incident Mgmt, showing a list of users and their license types.

Type Of License	Owned Fixed Licenses	Owned Floating Licenses Override
AR System	100	00
BMC:Change Mgmt	30	10
BMC:Incident Mgmt	00	70
BMC:Problem Mgmt	00	70

```
rrrLicenseUpdate_AR_System.arx - Anteckningar
Arxiv Redgera Format Visa Hjlp
SCHEMA "rrrLicenseupdateITSM"
FIELDS "Remedy Login ID" "License Type" "Permission Tag Name"
FLD-ID 4 1000002294 1000002340
DTYPES CHAR CHAR CHAR
DATA "000144" "floating" "AR System"
DATA "000627" "floating" "AR System"
DATA "001073" "floating" "AR System"
DATA "001073" "fixed" "AR System"
DATA "000647" "fixed" "AR System"
DATA "000830" "fixed" "AR System"
```

```
rrrLicenseUpdate_BMC_Incident_Mgmt.arx - Anteckningar
Arxiv Redgera Format Visa Hjlp
SCHEMA "rrrLicenseupdateITSM"
FIELDS "Remedy Login ID" "License Type" "Permission Tag Name"
FLD-ID 4 1000002294 1000002340
DTYPES CHAR CHAR CHAR
DATA "000144" "floating" "BMC:Incident Mgmt"
DATA "000627" "floating" "BMC:Incident Mgmt"
DATA "001073" "fixed" "BMC:Incident Mgmt"
DATA "000320" "fixed" "BMC:Incident Mgmt"
DATA "000939" "fixed" "BMC:Incident Mgmt"
```

# Demo – advanced settings

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**Make Statistics** Advanced Settings

Type Of License	Owned Fixed Licenses	Owned Floating Licenses Outside
AR System	100	80
BMC:Change Mgmt	30	10
BMC:Incident Mgmt	30	70
BMC:Problem Mgmt	30	70

Statistics for AR System or Application licenses [BMC:Change Mgmt]

**Make statistics** (this may take a couple of seconds)

**Make Statistics** Basic Settings

Choose your lang setting [English]

Type Of License	Owned Fixed Licenses	Owned Floating Licenses Override	Date of Fixed Change (yyyy-mm-dd hh:mm:ss)	Price of Fixed	Price of Float	Lock to Fixed Groups	Lock to Float Groups
AR System	100	80		960	2400	5001 6001	5002 6002
AR System	120		2010-08-11 12:00:00				
BMC:Change Mgmt	30	10		1276	3190		
BMC:Change Mgmt							
BMC:Incident Mgmt	30	70		352	880		
BMC:Incident Mgmt							
BMC:Problem Mgmt	30	70		352	880		
BMC:Problem Mgmt							

Statistics calculated from yyyy-mm-dd (optional) 2010-08-10

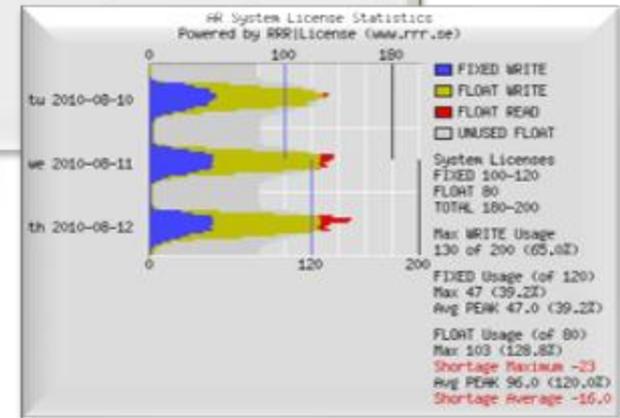
Statistics calculated to yyyy-mm-dd (optional) 2010-08-12

Selection percentage for peak hours 5 %

Limit Statistics to Groups 5000 6000 7000

Statistics for AR System or Application licenses [AR System]

**Make statistics** (this may take a couple of seconds)



# Demo – detailed license statistics

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Rank	User	License	Lock	Logintime %	Peaktime %	Usage Trend	Sessions	Total Time	Last Access	Float Rejects	Float Reject Time	Float Timeouts	Peak Timeouts	Bad Passwd
1	chamla02	FLOAT		32.2	99.3	-0.14	298	49:58:07	2002-10-04 17:36:27	2	0:05:41	6	1	
2	livyok01	FIXED		26.9	96.5	-0.14	321	41:45:12	2002-10-04 17:40:56					
3	diryok02	FLOAT		24.0	95.2	-0.15	222	37:14:22	2002-10-04 16:23:29	2	0:17:06	2	2	
4	deaben01	FLOAT		27.6	94.5	-0.13	263	42:55:44	2002-10-04 16:55:04	7	0:18:31	3	2	
5	micwhi02	FLOAT		26.4	93.7	-0.13	300	41:00:33	2002-10-04 16:19:57	1	0:00:37	2	2	
6	perkar02	FLOAT		26.1	93.2	-0.13	298	41:00:33	2002-10-04 16:19:57	1	0:00:37	2	2	
7	annloc01	FLOAT		24.5	89.9	-0.13	298	41:00:33	2002-10-04 16:19:57	1	0:00:37	2	2	
8	burrin03	FLOAT		31.0	88.4	-0.13	298	41:00:33	2002-10-04 16:19:57	1	0:00:37	2	2	
9	akirin01	FIXED		24.9	86.6	-0.13	298	41:00:33	2002-10-04 16:19:57	1	0:00:37	2	2	
10	lavan01	FLOAT		25.1	87.7	-0.13	298	41:00:33	2002-10-04 16:19:57	1	0:00:37	2	2	

These are the peak 20.0% of the logged hours.

The criteria for peak hour calculation is the number of FIXED plus FLOAT licenses used.

Display Type: **Summary (Fixed+Float)**

The bold number of logged in users (Fixed + Floating) during the peak hours of the day

- Summary (Fixed+Float)
- Fixed Usage Only
- Floating Usage Only
- Read Usage Only

Hour	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Su																								
Mo										108	100	99	88	97	101	102								
Tu								91	93	97	96		97	96										
We										101	102	92	88	101	108	98								
Th										92	94	90	92	96	108									
Fr										92	99	93		90	91									
Sa																								

- User Statistics
- Peak Hours

# Demo – license threshold notifications

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<http://www.rrr.se/cgi/licnotify>

 Products from RRR Scandinavia  
**RRRLicense** - Not enough Remedy licenses? Save money by optimizing.  
**RRRLog** - Performance issues or elusive bugs? Analyze your Remedy logs.

This small application will give you a notification, and a log, each time your chosen floating license thresholds has been reached.

A maximum of one notification per day will be sent for each application.

It requires that you turn on Server and Application statistics for your system. Detailed instructions available inside the included form.

One regular form, with one notification filter will be added to your system, as well as two filters connected to the Server Statistics and Application Statistics form respectively.

Specify a floating license threshold for your floating licenses, not exceeding the number you own.

A list of one or more notification addresses can be specified, including Login Names, Email Addresses and Group Names.

Note that if you specify a number higher than the floating licenses configured on your system, notifications will not be sent!

<b>AR System License Threshold</b>	<input type="text" value="300"/>
<b>Remedy Incident Management Threshold</b>	<input type="text" value="200"/>
<b>Remedy Problem Management Threshold</b>	<input type="text" value="200"/>
<b>Remedy Change Management Threshold</b>	<input type="text" value="50"/>
<b>Remedy Asset Management Threshold</b>	<input type="text"/>
<b>Remedy Service Level Management Threshold</b>	<input type="text"/>

**Notification Recipient List**

info@rrr.se
Administrator
miz

[Download Definitions](#)

rrLicenseThresholdNotification - Matching

LTh ID	License Name	Create Date
LTN00000000001	AR System	2010-04-05 15:42:30
LTN00000000002	Remedy Incident Man...	2010-04-05 15:42:30

rrLicenseThresholdNotification LTN00000000001 (Modify)

Statistics | Configuration

LTh ID:  License Name:  Consumed Floating Lic:

This form will get a record for each day when the license threshold has been breached. One record will be created for the AR System licenses and one for each application.

Server/application statistics must be turned on for the notifications to work. You will find instructions on how to turn on statistics on the "Configuration" page.

To reconfigure thresholds and notification recipients visit [admin.rrr.se](#)

Subsites

Subsite	Create Date
rrr	2010-10-01

Statistics | Configuration

Turn on Server Statistics under Admin Console > System > General > Server Information > Advanced > Server Statistics. Set "Server Recording Mode" to "Cumulative Queue" and for example set "Polling Interval" to 300 seconds.

Application statistics is turned on by creating records in the "Application Statistics Configuration" form. For each monitored application, you must submit records with where "Logging Status" = "Enabled", "Logging Type" = "Application", "Logging Interval" = 300 seconds, and "Name" is set to those listed below.

To change thresholds or notification addresses, please download new definitions from [www.rrr.se](http://www.rrr.se)

AR System Threshold: 300	Notification Address:
Application Thresholds:	info@rrr.se
Remedy Incident Management: 200	Administrator
Remedy Problem Management: 200	miz
Remedy Change Management: 50	

# Question/Discussions

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➤ **Qué?**

➤ **What if...**

➤ **Eureka!**

# Thank You

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