

WWRUG13

Sharing Tools, Technology and Training

Managing Remedy and ITSM licenses using RRR | License

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Agenda

- ▶ Learn how Remedy and ITSM licensing works
- ▶ Turn on license logging in your system
- ▶ How to assign suite licenses across applications
- ▶ The optimum mix (converting Floating to Fixed or vice versa?)
- ▶ 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
- ▶ Swap Fixed and Floating license between users



Disclaimer

- The information regarding BMC licenses and the license agreement only represents my personal experience and discussions with end customers, resellers and BMC representatives during my 17 years working with the Action Request System.
- This presentation is not to be considered official BMC policy.
- It is up to your sales representative, BMC partner or other BMC representative to decide under which conditions they sell and support their products.



Only User Licenses in the new “blue” licensing model

- ▶ **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!**



License type limitations

	<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\$)**



ITSM suite licenses and other license bundles

- ▶ Application licenses only have Write (Fixed or Floating) licenses
- ▶ If you need to view data only, it is enough with the free AR User Read license
- ▶ Bought in bundles which are then added to your server using the included base licenses
 - Base licenses, most commonly used, that you add to your system:
AR User, Incident, Problem, Change, Asset, Service Level
 - Bundles that you buy:
 - **Remedy ITSM Suite** which includes **all** of the above base licenses
 - **Service Desk** includes **AR User, Incident** and **Problem**
 - **Change** includes **AR User** and **Change**
 - **Asset** and **Service Level** is analogous to **Change** above
 - **Service Management Specialist** is cheapest and includes **AR User** only



Regarding Fixed (Named User) licenses

- ▶ Fixed licenses are now sometimes referred to as Per Named User licenses, especially in the BMC price list
- ▶ A Fixed license can be used across multiple servers/systems, but only if the same named user use that license on all servers
- ▶ If you buy any fixed license bundle, for example **Remedy ITSM Suite Fixed/Named User** license, you must assign all the included licenses to the same named user (**AR User Fixed, Incident Fixed, Problem Fixed, Change Fixed, Asset Fixed, Service Level Fixed**)
- ▶ If you buy **1 Change** and **1 Asset** license, you get **2 AR User Fixed** licenses. But if you assign the **Asset Fixed** and **Change Fixed** license to the same user, you will only be allowed to use **1** of the **AR User Fixed** licenses.
- ▶ The server license comes with **3 AR User Fixed** licenses. In the new “blue” license model, which most customers are using, you are normally NOT allowed to use these **3** licenses

1 AR User Fixed + 1 AR User Fixed = 1 AR User Fixed



RRR|License – how does it work

- ▶ User sessions are logged by the AR System in the user-log (file- or form-based), or in the AR System Historical License Usage form
- ▶ Our web based service will then analyze long term usage (typically 1-5 weeks of logging) to determine:
 - The optimum number of Fixed and Floating licenses for your user base
 - Which user to assign Fixed or Floating license (both AR User and each individual ITSM Application)
 - Find inactive users by matching User-form information with the logged sessions
 - Tell you how many Fixed licenses you should convert to Floating or vice versa
 - In some cases we also tell you how many additional licenses you need to purchase



Demo

► Turn on logging

- AR System Administration Console -> System -> General -> Server Information
 1. Log Files tab -> User Log = File
 - Grows quite rapidly in an ITSM environment
 2. Log Files tab -> User Log -> Form -> AR System Log: User
 - Also grows rapidly, but you can create filters to immediately delete rows for certain users and situations
 - Execute On:** Submit
 - Run If:** 'Log Message' LIKE "% AIE" OR 'Log Message' LIKE "% LOGIN %" OR 'Log Message Like' "% LOGOUT %" OR 'Log Message' LIKE "% Remedy Application Service"
 - Run Process:** Application-Delete-Entry "\$SCHEMA\$" "\$1\$"
 3. Configuration tab -> License Tracking = All Licenses
 - No info about timeouts, float-reads and bad passwords
 4. Wait for 1-5 weeks (one week is enough to get a good estimate on how many licenses you can free)



Demo

1. Extract and ZIP your user.log, ar-system-log-user.arx or ar-system-historical-license-usage.arx file
2. Optionally add an user.arx file (exported from your User-form), containing Login Name, License Type, Group List and Application License fields, to the ZIP
3. Go to www.rrr.se and run the RRR | License application
4. Upload your ZIP containing the logging data and optional User form data
5. Enter how many Fixed and Floating licenses you are entitled to run for AR User, BMC:Incident Mgmt, etc. in the designated fields
6. Press “Make Statistics”

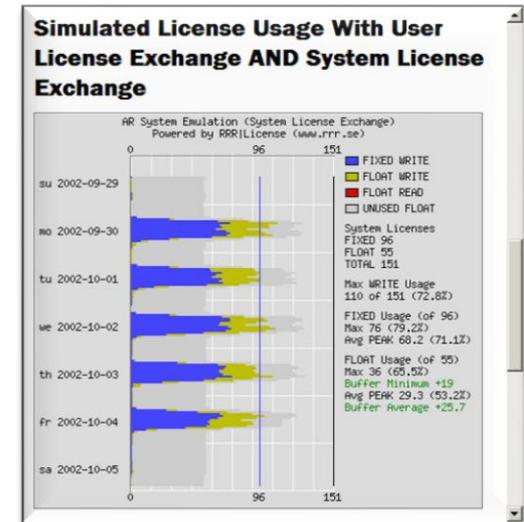
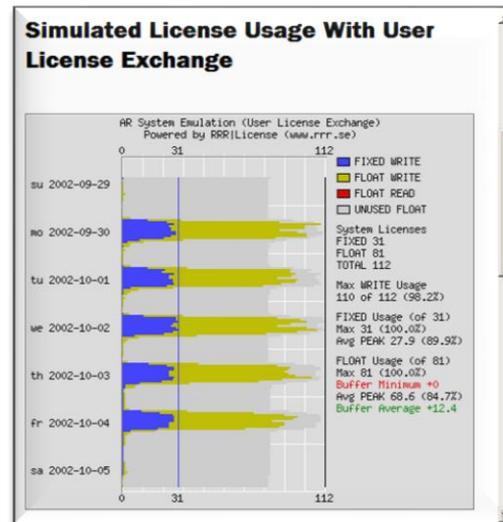
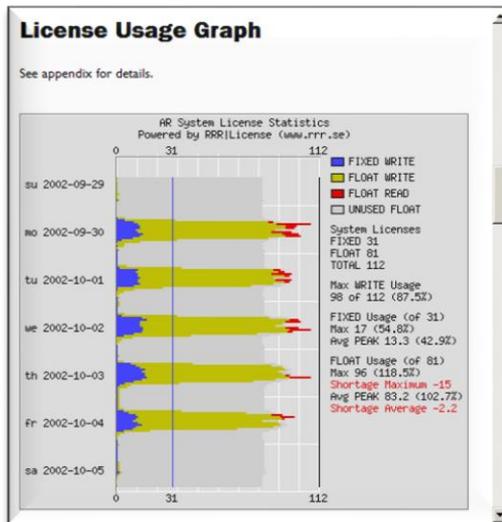
Yes, we have an offline version if you are not comfortable with uploading your logs to our web site!



Demo – free test version

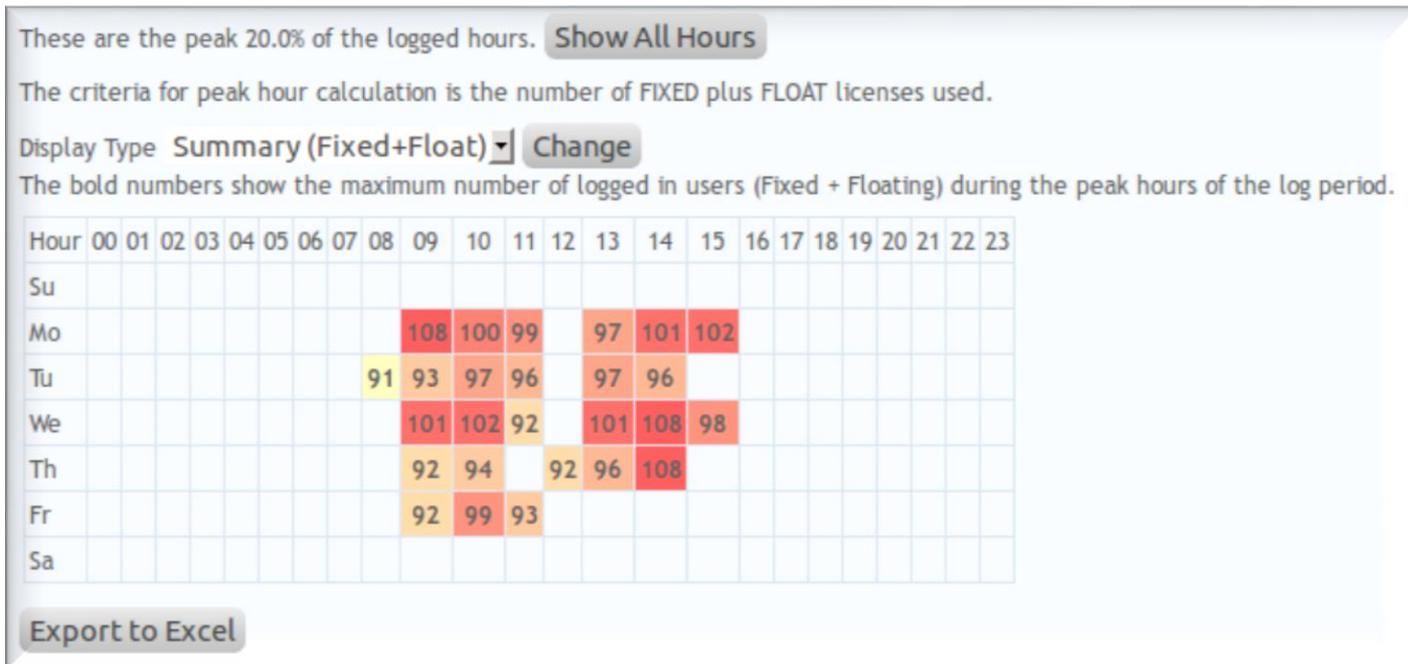
	Average During Peak Hours	At Maximum Usage Point
Current Situation Floating Licenses	Shortage -2.2	Shortage -15
After moving licenses between users	Buffer +12.4 Improvement is <u>14.6</u>	Buffer +0 Improvement is <u>15</u>
By changing the mix of fixed and floating licenses on your system (this can be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

Simulations of license swapping gives you exact and dependable numbers



Demo – full version

- ▶ Review your peak hours
- ▶ Review detailed user statistics
- ▶ Review the number of Fixed and Floating licenses you really need
- ▶ Review the license swap list to see which users to swap



Exchanging Fixed for Floating licenses with BMC?

How do you fix a situation where you have bought too many Fixed or too many Floating?

- ▶ BMC:s general policy is that you can do a cost neutral exchange yourself, and then notify your Sales Representative about this to get this reflected on the next annual support maintenance renewal
- ▶ A cost neutral exchange means that the exchange ratio is **2.5**, meaning that you can reduce your license count by **5** Fixed and increase it with **2** Floating
 - For example if you bought 10 Service Desk Fixed and 100 Service Desk Floating, you can reduce this by 30 Floating and get 75 Fixed in stead, giving you a total of 85 Service Desk Fixed and 70 Service Desk Floating
 - It is very important to keep track of the license bundles here. You can not work independently with each application. In the case of a Service Desk example above, you would go into your Add/Remove Licenses console and remove 30 licenses from AR User Floating, BMC:Incident Mgmt Floating, BMC:Problem Mgmt Floating respectively, and then add 75 to the corresponding Fixed types.
- ▶ This means that you can actually test how well a license exchange works before you decide on the final numbers and contact BMC



Automate the extraction and truncation of your log

► In this example we create a BAT-file that:

1. Runs our free RRR|Chive tool to extract the log from the form AR System Log: User (it could also be the AR System Historical License Usage form)
2. Uses RRR|Chive to extract the User-data from the User form
3. Finally create a userlog.ZIP-file containing the two ARX-files

```
rrrlicense-export.bat
del userlog.zip
rrrchive user-form.cfg
rrrchive log-form.cfg
zip userlog.zip user.arx log.arx
```

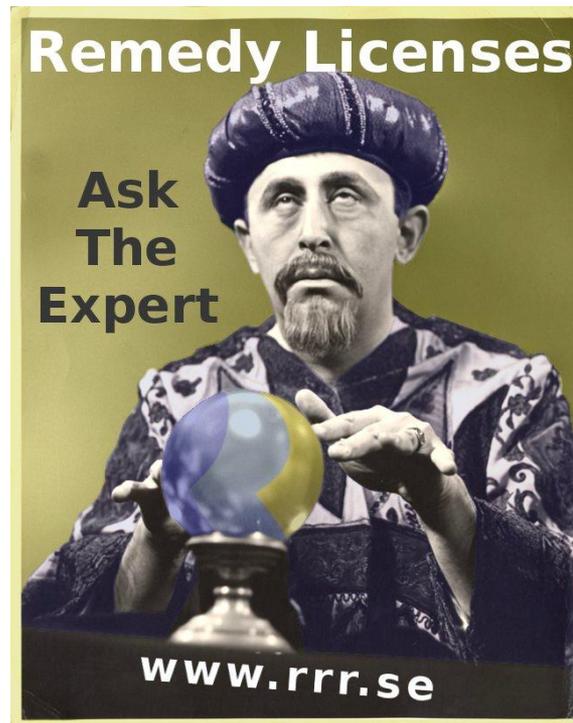
```
log-form.cfg
source_server = prod
source_user = Demo
source_password =
target_arx = log.arx
multipleforms = AR System Log: User
splitsearch = YES
transfertype = MOVE truncates the source
logfile = AUTO
progressbar = YES
skipfields = DISPLAYONLY
```

```
user-form.cfg
source_server = prod
source_user = Demo
source_password =
target_arx = user.arx
multipleforms = User
splitsearch = YES
transfertype = SYNCTOTARGET copies changed records only
logfile = AUTO
progressbar = YES
onlyfields = 'Login Name', 'License Type', 'Group List', 'Application License', '1', '6'
```



Conclusion/Questions/Discussion

- ▶ Most companies can free 30% of their floating licenses
- ▶ Your boss will be very satisfied 🤪
- ▶ Magnus will be taking your orders in our booth in the technology showcase



Wrap-up

- ▶ Misi Mladoniczky (miz@rrr.se)
- ▶ RRR Scandinavia AB
- ▶ You can download and access all the tools and utilities discussed on our web site <http://rrr.se>
- ▶ Come and visit us in the WWRUG technology showcase!

