

Remedy and ITSM license optimization using RRR | License

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Outline

- 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

- 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)



License type for different Roles



- 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***

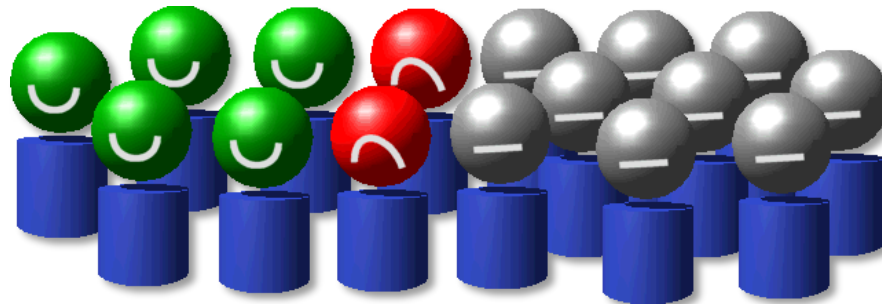
What can you do with a License Type

	<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 Floating Licenses work

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

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

AR System Administration: Server Information (Modify)

bmcsoftware

Server Information

Currency Types	EA	DSD	Encryption	W/S Registry Integration
Platform	Timeouts	Licenses	Configuration	Log Files
<input type="checkbox"/> API Log	# File <input type="checkbox"/> Form	Name: C:\Program\ARSystem\ARServer\Db\varapi.log	...	View
<input type="checkbox"/> Escalation Log	# File <input type="checkbox"/> Form	Name: C:\Program\ARSystem\ARServer\Db\varasc.log	...	View
<input type="checkbox"/> Filter Log	# File <input type="checkbox"/> Form	Name: C:\Program\ARSystem\ARServer\Db\varfilter.log	...	View
<input type="checkbox"/> SQL Log	# File <input type="checkbox"/> Form	Name: C:\Program\ARSystem\ARServer\Db\varsql.log	...	View
<input type="checkbox"/> Thread Log	# File <input type="checkbox"/> Form	Name: C:\Program\ARSystem\ARServer\Db\varthread.log	...	View
<input checked="" type="checkbox"/> User Log	# File <input type="checkbox"/> Form	Name: C:\Program\ARSystem\ARServer\Db\varuser.log	...	View
<input type="checkbox"/> Alert Log	# File <input type="checkbox"/> Form	Name: C:\Program\ARSystem\ARServer\Db\varalert.log	...	View
<input type="checkbox"/> Full Text Index Log	# File <input type="checkbox"/> Form	Name: C:\Program\ARSystem\ARServer\Db\varftindx.log	...	View
<input type="checkbox"/> Server Group Log	# File <input type="checkbox"/> Form	Name: C:\Program\ARSystem\ARServer\Db\varsvgrp.log	...	View
<input type="checkbox"/> ARFORK Log		Name: C:\Program Files\BMC	...	View
<input type="checkbox"/> ARSIGNALD Log		Name: C:\Program Files\BMC	...	View
<input type="checkbox"/> DSD Log	Log Level: Error	Name: C:\Program Files\BMC	...	View
<input type="checkbox"/> Plug-In Log	Log Level:	Name: C:\Program Files\BMC	...	View

Log File Creation: ☐ Create Back ☒ Append To Existing

Client-Side Logging Group: Administrator

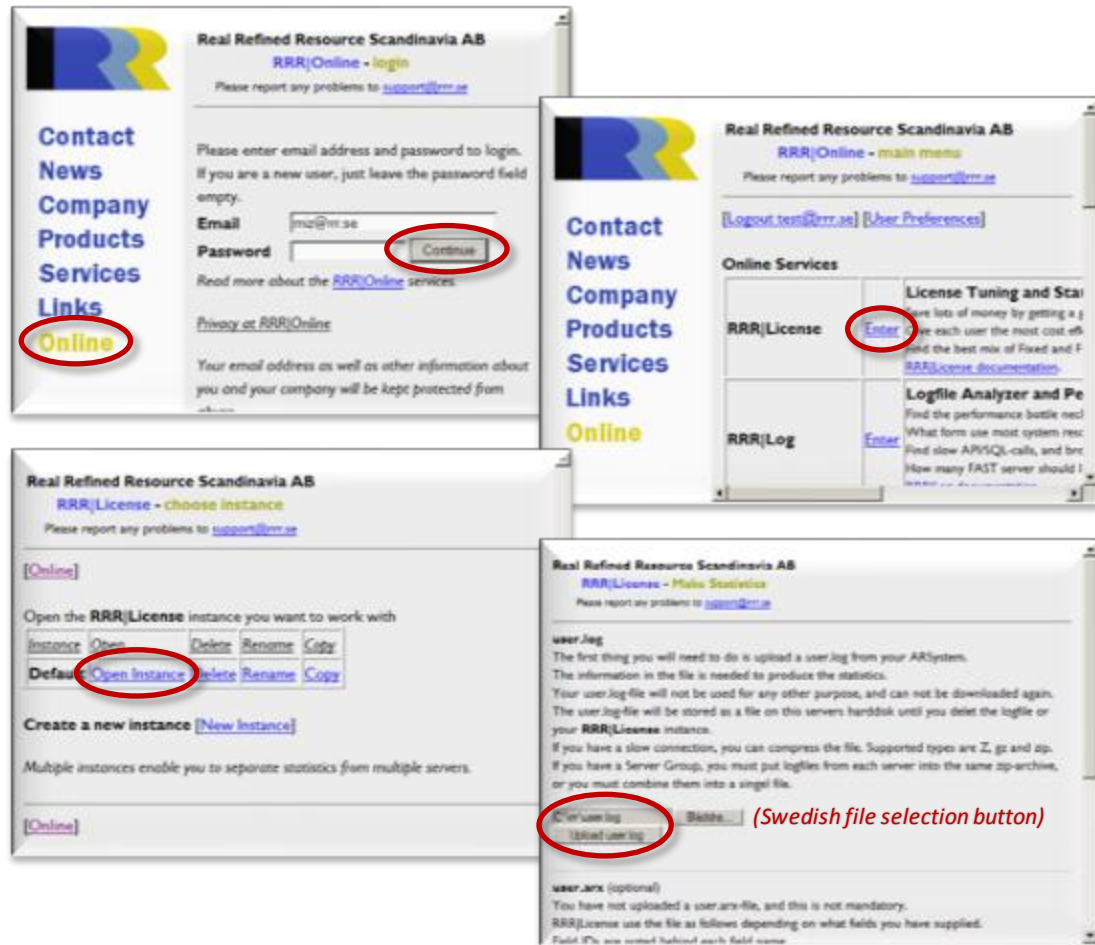
Maximum Log File Size (byte): 0

☐ Buffer Logged Lines ☐ Log Per Thread

OK Apply Close

Demo – upload log files

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



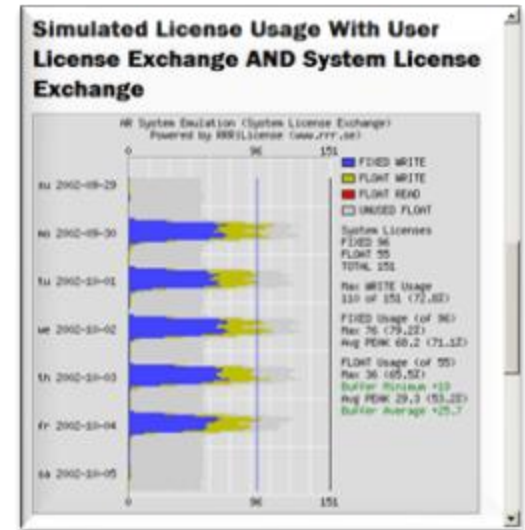
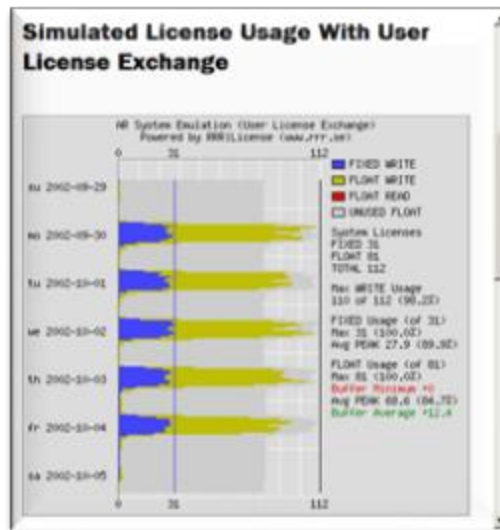
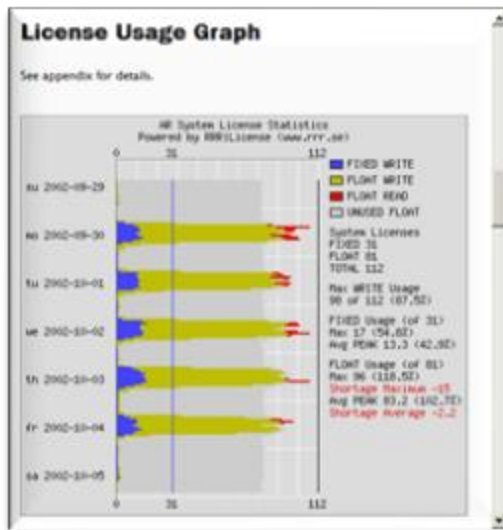
1. Return to make-statistics-page (or open an instance)
2. Enter your number of AR User Fixed licenses
3. Press “make-statistics”



Demo – how much \$ can you save?

License Utilization Improvement Potential		
	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

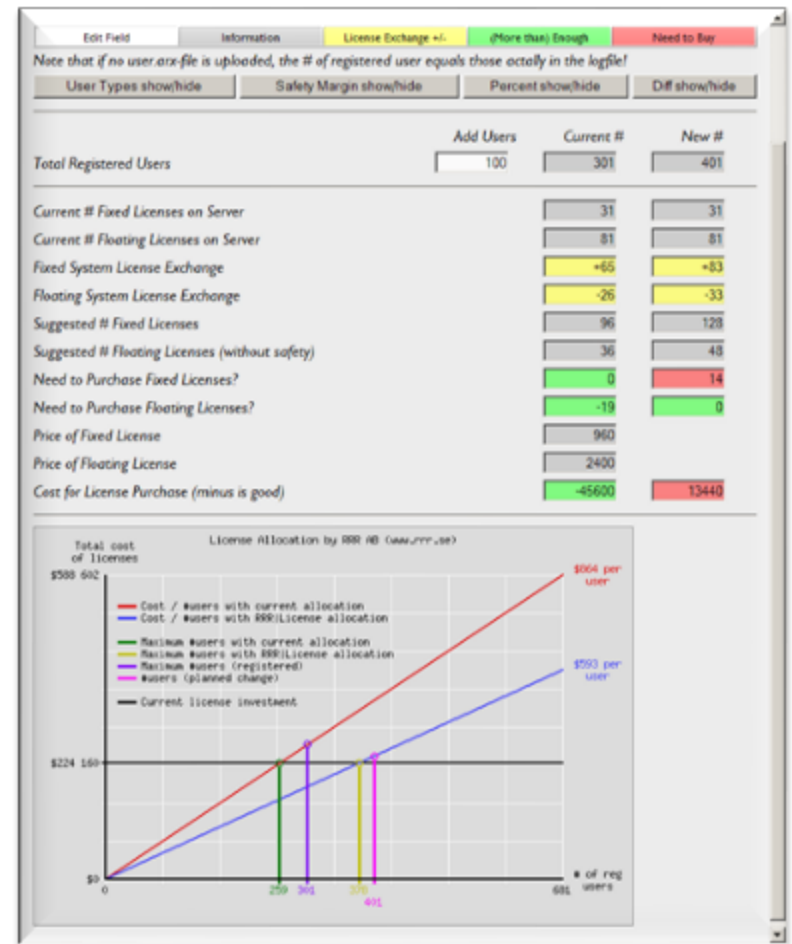


Demo – the change planner

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!*



Demo – detailed license statistics

Rank	User	License	Lock	Login time %	Peak time %	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	209	41:00:22	2002-10-04 16:19:57	1	0:00:37	3	2	
6	perkar02	FLOAT		26.1	93.2	-0.13	209	41:00:22	2002-10-04 16:19:57	1	0:00:37	3	2	
7	annloc01	FLOAT		24.5	89.9	-0.13	209	41:00:22	2002-10-04 16:19:57	1	0:00:37	3	2	
8	burrin03	FLOAT		31.0	88.4	-0.13	209	41:00:22	2002-10-04 16:19:57	1	0:00:37	3	2	
9	akirin01	FIXED		24.9	86.6	-0.13	209	41:00:22	2002-10-04 16:19:57	1	0:00:37	3	2	
10	perkar01	FLOAT		25.1	87.6	-0.13	209	41:00:22	2002-10-04 16:19:57	1	0:00:37	3	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) Change

Details

The bold number is the 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

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

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

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

Notification Recipient List

<input type="text" value="info@rrr.se"/>	<input type="button" value="Add"/>
<input type="text" value="Administrator"/>	<input type="button" value="Add"/>
<input type="text" value="miz"/>	<input type="button" value="Add"/>

mLicenseThresholdNotification - Matching

LTN ID	License Name	Create Date
LTN000000000001	AR System	2010-04-05 15:42:30
LTN000000000002	Remedy Incident Man...	2010-04-05 15:42:33

mLicenseThresholdNotification LTN000000000001 (Modify)

Statistics | Configuration

LTN ID	License Name	Consumed Floating Lic
LTN000000000001	AR System	300

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 www.rrr.se

Submitter: miz

Create Date: 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.

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

Demo – automate changes in ITSM

Import swap lists with BMC Remedy Data Import

Make Statistics [advanced settings](#)

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

Statistics for AR System or Application License: **BMC:Incident Mgmt**

Make statistics (this may take a couple of seconds)

If you want to delete your make-data from the server press [delete statistics](#).

Running rrrlic pass 3...

Make was successful.

[\[Online\]](#) [\[Choose Instance\]](#) [\[Make Statistics\]](#) [\[Summary\]](#) [\[Peak Hours\]](#) [\[User Statistics\]](#) **[\[License Tuning\]](#)** [\[Change\]](#)

User License Change List

The following link shows the list of users you should can move from FIXED to FLOAT and vice versa with your current system license mix.

[View User License Change List \(Current System Licenses\)](#)

Press this link to download a rrrLicenseUpdateTSM.arx file that you can import with AR Import.

The first time, you need to download and import a def file that will help you automate the swapping of user licenses.

[Download License Change Definitions](#)

1. Rightclick and save the link as xxx.arx to your disk
2. Start AR Import
3. Open the form rrrLicenseUpdateTSM form
4. Open the downloaded ARX-file
4. Press **Add All** to map Remedy Login ID, License Type and Permission Tag Name
5. Start Import

[Download License Change List \(Current System Licenses\)](#)

rrrLicenseUpdateTSM (Search) [Search](#) [Advanced](#)

Update ID: Remedy Login ID: License Type: Permission Tag Name:

This form can be used to import license exchange arx files produced by RRRLicense. Four filters will do pushfields to either CTM People or CTM People Permission Groups. The built in functionality in the CTM People-forms will then update the User record accordingly.

1. Export a rrrLicenseUpdate-arx-file from RRRLicense
2. Open the import tool and map the three fields in the arx file
3. Run import
4. User license will be swapped to optimize license utilization

Note that you may get error messages if a user has been manually exchanged or deleted after the original user-arx file was uploaded to RRRLicense. Make sure to use a recent user-arx file! Visit [rrr.se](#) for more information and access to RRRLicense.

Submitter: Create Date: Last Modified By: Modified Date:

rrrLicenseUpdate_AR_System.arx - Anteckningar

Arkiv Redigera Format Visa Hjälp

```
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

Arkiv Redigera Format Visa Hjälp

```
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"
```

Questions/Discussion

- Que?
- What if...
- Eureka!

Thank You

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FAQ

- 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.