Scott Hartwick 703-887-9900 Mobile, Office 703-693-4403 1/9/2008

BMC Remedy ARS 7.1p1 Mid-Tier 7.1p1 & ITSM 7.0.2p6 Install Notes

		BMC Remedy Mid-Tier 7.1.00	Platform	Version	Install Notes
1		AR System Mid-Tier	Linux	7.1p1	
2		Apache Tomcat	Linux	5.5.23	Set Env Path variables
3		Java JDK (Includes Java Runtime Environment)	Linux	1.5.14	
4		Business Objects Crystal Server XI Release 2	Linux	XI R2	On ARS Server?

	Oracle Database Preparation Notes	Platform	Version	Install Notes
NEW	Run Pre-Install Environment Compatibility checker	Linux Oracle	1.0	See sample report
	Oracle Database	Solaris		10+
	Number of threads available to a process			Increase?
	Memory: arserverd requires 500mb – 1GB Memory			Sized?
	Add CURSOR_SHARING=FORCE Oracle Init: Add Oracle-Cursor-Sharing: Force: also in arconfig	9i or 10g		Oracle Init file & ar.conf or ar.cfg
	Kernel Tuning – optimize for environment			AR Install Page 31
	Set SGA size to min 250 and max 850. AR System data file size = 2000MB, Log file size = 1000MB For each ITSM application, add 200MB to data file size and 100MB to log file size. Set tablespace, temporary tablespace and rollback segments. Set arsys1 = 500 and init<oracleSID>.ora file in the $ORACLE_HOME/dbs directory For Unicode Oracle installation change (NLS_LANG) setting in registry to the correct value – AL32UTF8 for the (Language)_CIS.AL32UTF8			General recommended settings for Remedy and Oracle.

AR SERVER INSTALL NOTES:
Check Log files after each significant install to check for errors.
Web Services must have J2SE Java Runtime Environment (JRE) installed on ARS server. SunOS 5.6

	Done	BMC Remedy AR System Server 7.1p1	Platform	Version	Install Notes
1		**AR System Server**	Linux	7.1p1	
2		AR System Clients: User, Admin, Alert	Windows	7.1p1	
3		License Server and activate all keys with Admin Tool. Get ARS Server key. All others are self activated after ARS server is licensed.			
4		Install JDK, or JRE for Web Services		1.5.x+	1.6x is supported
5		DO NOT SET to ADMIN only Mode Turn Developer Cache on.			Improves performance
6		Install Email Engine	Linux	7.1p1	Check logs
7		Flashboards Server: Jboss Issue w/ Pentaho	Linux	7.1p1	Check logs (x-windows)
8		BMC Atrium CMDB Installer (DSL Yes)	Linux	2.1p1	Check logs
9		BMC Atrium CMDB Extension Loader	Linux	2.1p1	Check logs
10		BMC Atrium Integration Engine AIE	Linux	7.1p1	Check logs
11		BMC Atrium CMDB Documentation	Linux	2.1	Check logs
12		AR System Approval Server	Linux	7.1p1	Check logs
13		AR System Assignment Engine	Linux	7.1p1	Check logs
14		AR System Full Text Search	Linux	7.1	Check logs
15		AR System Documentation	Linux	7.1	zip
16		*** DSL Framework is installed with either CMDB or later with ITSM. DO NOT install the DSL Data dictionary.			Most recommend too much unnecessary data

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BMC Remedy ARS 7.1p1 Mid-Tier 7.1p1 & ITSM 7.0.2p6 Install Notes

ITSM 7.0.2p6 INSTALL NOTES:
DO NOT set the AR Server to Administrator-only mode (NOTE this is opposite of what the documentation states).
Set AR Server to Development Cache Mode during install to improve speed and avoid timeouts.
Turn off Escalations and Alerts on server

	Done	BMC Remedy ITSM 7.0.2p6	Platform	Version	Install Notes
1		Asset Management	Linux	7.0.02	Check logs
2		Asset Management Help/Docs	Linux	7.0.02	Can install anytime after App
3		Service Desk Incident Management	Linux	7.0.02	Check logs
4		Service Desk Problem Management	Linux	7.0.02	Check logs
5		Service Desk Help/Docs	Linux	7.0.02	Can install anytime after App
6		Change Management	Linux	7.0.02	Check logs
7		Change Management Help/Docs	Linux	7.0.02	Can install anytime after App
8		ITSM 7.0.2p6 patch upgrade	Linux	P6	Check logs
9		SLM Service Level Management	Linux	7.1	Main Installer Check Logs
10		SLM AR ITSM Integration Engine	Linux	7.1	Integrates SLM with ITSM Apps
11		SLM Collection point – for SNMP	Linux	7.1	Server for SNMP traps
12		SLM Plug-ins	Linux	7.1	For SNMP Traps
13		SLM Documentation, Online Help	Linux	7.1	Can install anytime after App
14		Remedy Link for Tivoli	Linux	6.3p1	Extension for server
15		HP Openview Link	Linux	2.102	Extension for server (Too Old?)
		Remedy Link for Oracle not needed.			Part of AIE now.

Other client side installers.

		BMC Remedy Migrator 7.1	Windows	7.1p1	Workstation admin tool
		Remedy Developer Plus	Windows	6.3p1493	Admin tool add-on – Java 1.4.2_10