

# Release Notes

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IBM® Tivoli® Identity Manager

BMC Remedy AR System 7.0 Adapter for TDI 6.1.1

## ***Version 5.0.2***

**First Edition (March 31, 2010)**

This edition applies to version 5.0 of Tivoli Identity Manager and to all subsequent releases and modifications until otherwise indicated in new editions.

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## Preface

Welcome to the IBM Tivoli Identity Manager Remedy AR System Adapter.

These Release Notes contain information for the following products that was not available when the IBM Tivoli Identity Manager manuals were printed:

- IBM Tivoli Identity Manager Remedy AR System Adapter Installation and Configuration Guide

## Adapter Features and Purpose

The Remedy AR System Adapter is designed to create and manage accounts on BMC's Remedy AR System (Remedy). The adapter runs in "agentless" mode installed remotely from your Remedy server. The adapter uses the Remedy Java API to establish communication with the Remedy AR system server. The Remedy API provides a mechanism for adding, retrieving, updating, and removing data from the Remedy AR system server.

IBM recommends the installation of this Adapter (and the prerequisite Tivoli Directory Integrator) on each node of an Identity Manager WebSphere cluster. A single copy of the adapter can handle multiple Identity Manager Services. The deployment configuration is based, in part, on the topology of your network domain, but the primary factor is the planned structure of your Identity Manager Provisioning Policies and Approval Workflow process. Please refer to the Identity Manager Information Center for a discussion of these topics.

The Identity Manager adapters are powerful tools that require Administrator Level authority. Adapters operate much like a human system administrator, creating accounts, permissions and home directories. Operations requested from the Identity Manager server will fail if the adapter is not given sufficient authority to perform the requested task. IBM recommends that this adapter run with administrative (root) permissions.

## Contents of this Release

### ***Adapter Version***

Component	Version
Release Date	March 31, 2010
Adapter Version	5.0.2
Component Versions	Adapter Build            5.0.1001 Profile                    5.0.1000 Connector:                5.100 Dispatcher:               5.120 or higher
Documentation	Remedy AR System 7.0 Adapter Installation and Configuration Guide Version 5.0 (SC27-2729-00)

**New Features**

Enhancement # (FITS)	Description
	<b>Items included in current release</b>
	Initial release for Tivoli Identity Manager v5.0
MR020309436	Tivoli Identity Manager - Remedy Adapter Connection Use TCP Protocol
MR0203095943	Tivoli Identity Manager - Remedy Adapter - Client wants to have TCP connection for Remedy Adapter Not RPC.
MR1109054829	Remedy Agent won't reconcile if Remedy is configured to not allow 'unqualified searches'
MR030308343	Remedy: Support for ARS without Help Desk
MR1102064511	Remedy: enhance the adapter to work with custom remedy forms
MR0610085540 MR1019072426 MR060107947 MR0529075259 MR0306091410	Remedy adapter support on Remedy 7.0 resource Remedy 7.0 Adapter needed Remedy: adapter support for Remedy v7 Remedy: Support for Remedy 7 Remedy: adapter request for REMEDY AR 7 Support

***Closed Issues***

CMVC#	APAR#	PMR# / Description
		Items closed in current release
		None

**Known Issues**

CMVC#	APAR#	PMR# / Description
N/A	N/A	TCP Port Configuration If Remedy AR System server is configured with TCP port, then environment variable ARTCPPORT with value of TCP port must be set on machine where adapter is installed.
N/A	N/A	Behavior of Password Attribute Even if more than 30 characters are provided as password from TIM for any Remedy user, Adapter will set first 30 characters as password for the user. User can login to Remedy AR System server using first 30 characters.
N/A	N/A	Known Issue of Test Connection with TCP port configuration for adapters on HPUX/AIX If TCP port is configured on Remedy AR System server, then Adapters installed on HPUX/AIX platforms return following error message during Test Connection: Cannot open catalog; Message number = 90 <remedyserverhostname> : RPC: Rpcbnd failure - RPC: 1832-008 Timed out.

## Installation and Configuration Notes

See the IBM Tivoli Identity Manager Adapter Installation Guide” for detailed instructions.

### ***Corrections to Installation Guide***

The following corrections to the Installation Guide apply to this release:

None

### ***Configuration Notes***

The following configuration notes apply to this release:

None



## Customizing or Extending Adapter Features

The Identity Manager adapters can be customized and/or extended. The type and method of this customization may vary from adapter to adapter.

### Getting Started

Customizing and extending adapters requires a number of additional skills. The developer must be familiar with the following concepts and skills prior to beginning the modifications:

- Tivoli Identity Manager administration
- Tivoli Directory Integrator management
- Tivoli Directory Integrator Assembly Line development
- LDAP schema management
- Working knowledge of Java scripting language
- Working knowledge of LDAP object classes and attributes
- Working knowledge of XML document structure

**Note:** If the customization requires a new Tivoli Directory Integrator connector, the developer must also be familiar with Tivoli Directory Integrator connector development and working knowledge of Java programming language.

Tivoli Identity Manager Resources:

Check the “Learn” section of the [Tivoli Identity Manager Support web site](#) for links to training, publications, and demos.

Tivoli Directory Integrator Resources:

Check the “Learn” section of the [Tivoli Directory Integrator Support web site](#) for links to training, publications, and demos.

Tivoli Identity Manager Adapter Development:

Adapter Development Tool

The Adapter Development Tool, ADT, is a tool used by IBM Tivoli Identity Manager (ITIM) customers and consultants to create custom TIM adapters. It reduces adapter delivery time by about 50% and it helps in the development of custom adapters. The Adapter development tool is available on the [IBM Open Process Automation Library](#) (OPAL).

### Support for Customized Adapters

The integration to the Identity Manager server – the adapter framework – is supported. However, IBM does not support the customizations, scripts, or other modifications. If you experience a problem with a customized adapter, IBM Support may require the problem to be demonstrated on the GA version of the adapter before a PMR is opened.

## Supported Configurations

### ***Installation Platform***

The IBM Tivoli Identity Manager Adapter was built and tested on the following product versions.

The IBM Tivoli Identity Manager Adapter was built and tested on the following product versions.

This adapter installs into Tivoli Directory Integrator (TDI) and may be installed on any platform supported by the TDI product and supported by the target system libraries or client, where applicable. IBM recommends installing TDI on each node of the ITIM WAS Cluster and then installing this adapter on each instance of TDI. Supported TDI versions include:

Adapter Installation Platform:

Tivoli Directory Integrator v6.1.1 with Fix Pack FP0003 or later

Managed Resource:

BMC Remedy AR System Server v7.0

IBM Tivoli Identity Manager:

Identity Manager v5.0 with Fix Pack IF23 or later

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