

Kelverion Integration Module for Microsoft BMC Atrium CMDB

Release Notes

Version: 2.2

Released: December 2020



Introduction

The Kelverion Integration Module for BMC Atrium CMDB is a new Integration Module for Runbook Studio and Azure Automation that lets you integrate your runbooks with BMC Atrium CMDB. The Kelverion Integration Module for BMC Atrium CMDB is Microsoft Azure Certified.

The integration module includes the following activities:

Activity	Description
Get-AtriumInstance	Retrieves CI instances from the CMDB
New-AtriumInstance	Inserts a new CI instance in CMDB
Remove-AtriumInstance	Removes CI instances from the CMDB
Set-AtriumInstance	Updates the values of one or more attributes in specified CI instances

System Requirements

The Integration Module for BMC Remedy requires the following software to be installed and configured prior to implementing the integration. For more information about installing and configuring BMC Remedy and Atrium refer to the respective product documentation.

- Kelverion Runbook Studio 4.0
- Microsoft .NET Framework 4.6.2
- BMC Remedy AR System 8.x, 9.x, 20.01, 20.02
- BMC Remedy Atrium CMDB 8.x, 9.x, 20.01, 20.02
- WoW64 subsystem installed and enabled.

Supported Environments

The Integration Module for BMC Atrium depends on 32-bit DLLs and as a result cannot run natively in the exclusively 64-bit environment used to run runbooks in Azure Automation. To use the Integration Module for BCM Atrium in your Azure Automation runbooks you must use Hybrid Workers with the WoW64 subsystem enabled.

Installing the Integration Module from PowerShell Gallery

You can use the PowerShell Gallery to directly download and install the Integration Module on your local computer and to your Azure Automation Accounts.

You must deploy the Integration Module to each Azure Automation Account that you plan to use and install it on all Hybrid Workers that will be used to run. You must also install the Integration Module on any Runbook Studio host systems that you will be using to build and manage your runbooks.

Install the Integration Module on your local computer or Hybrid Worker

1. Confirm you have the latest PowerShellGet module. See online documentation for more information: <https://www.powershellgallery.com/>
2. Start a PowerShell window as Administrator and run the command:
`Install-Module -Name Keverion.BMC.Atrium -Scope AllUsers`

Deploy the Integration Module to an Azure Automation Account:

1. Go to the PowerShell Gallery URL:
<https://www.powershellgallery.com/packages/Keverion.BMC.Atrium>
2. Click the button “**Deploy to Azure Automation**” and you will be redirected to the Microsoft Azure portal.
3. Select your Automation account and click **OK**.

Installing the Integration Module Manually

Alternatively, you can download the Integration Module from www.keverion.com and manually install it on your local system and then upload it to your Azure Automation accounts.

You must upload the Integration Module to each Azure Automation Account that you plan to use and install it on all Hybrid Workers that will be used to run your runbooks.

You must also install the Integration Module on any Runbook Studio host systems that you will be using to build and manage your runbooks.

Install the Integration Module on your local computer or Hybrid Worker:

1. Copy the **Kelverion.BMC.Atrium.zip** to your computer.
2. Right click on the file and select properties. Unblock the file if it is blocked.
3. Unzip the **Kelverion.BMC.Remedy.zip** file.
4. Copy the **Kelverion.BMC.Atrium** folder to a location in the %PsModulePath% path.

Important: When installing the Integration Module on a Hybrid Worker, you must use a location that is accessible to all users of the computer.

Upload the Integration Module to an Azure Automation Account:

1. Go to your automation account and select **Assets**.
2. In **Assets** select **Modules**.
3. In **Modules** select **Add a module**.
4. In **Upload File** field, select the **Kelverion.BMC.Atrium.zip**.
5. Select **OK** to upload the module.

Licensing the Integration Module

Licenses for Kelverion Integration Modules are managed and deployed using Kelverion Runbook Studio.

Register an Integration Module license with Runbook Studio:

1. Open Kelverion Runbook Studio
2. In the **File** tab, click **About**.
3. Click **License Information**.
4. Click the **Integration Modules** tab.
5. Click **Add License**.
6. Select the integration module license file (*.kaml) and click **Open**.
7. You should see your entitlements displayed in the list.
8. Click **OK**.

Note: Entitlements will not display until after the Integration Module has been installed on the Runbook Studio computer.

License keys are distributed to Azure using connection assets. To Create a Connection Asset with a license key and upload it to Azure, do the following:

1. In the **Home** tab, click **Sign In**.
2. Select the Azure Automation Account that will contain the connection.
3. Click **New Asset** and click **Connection**.
4. In the **Name** field, enter a name to identify the connection.
5. In the **Connection Type** field, select the desired connection type.
6. Enter the appropriate connection information in the provided fields.
7. Click **OK**.

To update all Connection Assets to use the latest license key and upload it to Azure, do the following:

1. In the **Home** tab, click **Sign In**.
2. Click **Azure (Online)**.
3. Right-click the Azure Automation Account that contains the connection assets you would like to update.
4. Click **Update License Keys**.
5. A summary dialog is displayed, listing all updated connection assets.

Changes History

Version 2.2

- Verified support for version 20.02.

Version 2.1

- Updated error notification when no valid licenses can be found.

Version 2.0

- **This version is not backwards compatible with previous versions due to changes to the fields of the connection type used by this module. It is a new integration module with a new name and module identifier.**
- Removed requirement for Kelverion Management Server. License files and entitlements are now managed in Kelverion Runbook Studio.

Version 1.0

- The Kelverion Integration Module for BMC Atrium CMDB is a new Integration Module for Runbook Studio and Azure Automation that lets you integrate your runbooks with BMC Atrium CMDB.

Known Issues

Filtering by Currency Values May Not Return Correct Results

Filtering requests by currency values other than USD does not always return the correct results, when working with Remedy ARS version 20.02. The same behavior is observed when running an advanced search in the Remedy UI.