



# INTEGRATION PACK FOR BMC Helix ITSM

*For Microsoft System Center Orchestrator*

For System Center 2016 and 2019, you must use the 32-bit version of the integration pack, which has the name **Kelverion\_Integration\_Pack\_for\_BMC\_Helix\_ITSM\_4.4**

For System Center 2022 and later, you must use the 64-bit version of the integration pack, which has the name **Kelverion\_IP\_BMC\_Helix\_ITSM\_x64\_4.4**

## Release Notes

Version 4.4

November 2024



# Introduction

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The Integration Pack for BMC Helix ITSM add-in for Microsoft System Center Orchestrator that enables you to integrate with BMC Helix ITSM applications and forms and automate a wide range of support and business processes. The Integration Pack includes the following activities:

- Advanced Search
- Create Request
- Delete Request
- Get Request
- Monitor Requests
- Update Request
- Upload Attachment
- Download Attachment

## System Requirements

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The Integration Pack for BMC Helix ITSM requires the following software to be installed and configured before you deploy the integration. For more information about how to install and configure the Orchestrator, see the respective documentation.

### *Kelverion\_Integration\_Pack\_for\_BMC\_Helix\_ITSM (32-bit)*

- Microsoft System Center Orchestrator 2016, 2019
- Microsoft .NET Framework 4.7.2

### *Kelverion\_IP\_BMC\_Helix\_ITSM\_x64 (64-bit)*

- Microsoft System Center Orchestrator 2022
- Microsoft .NET Framework 4.7.2

### *This integration is compatible with*

- BMC Helix ITSM Online
- BMC Remedy ITSM 20.02

# Registering and Deploying the Integration Pack

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After you download the integration pack, you register the integration pack file with the Orchestrator management server, and then deploy it to runbook servers and computers that have the Runbook Designer installed.

**IMPORTANT:** Ensure that you are deploying the correct version of the Integration Pack.

- For System Center 2016 and 2019, you must use the 32-bit version of the integration pack, which has the name **Kelverion\_Integration\_Pack\_for\_BMC\_Helix\_ITSM**
- For System Center 2022 and later, you must use the 64-bit version of the integration pack, which has the name **Kelverion\_IP\_BMC\_Helix\_ITSM\_x64**

## *To register the integration pack:*

1. On the management server, copy the **.OIP** file for the integration pack to a local hard drive or network share.
2. Confirm that the file is not set to **Read Only** to prevent unregistering the integration pack later.
3. Start the **Deployment Manager**.
4. In the navigation pane of the Deployment Manager, expand **Orchestrator Management Server**, right-click **Integration Packs** to select **Register IP with the Orchestrator Management Server**. The **Integration Pack Registration Wizard** opens.
5. Click **Next**.
6. In the **Select Integration Packs or Hotfixes** dialog box, click **Add**.
7. Locate the **.OIP** file that you copied locally from step 1, click **Open** and then click **Next**.
8. In the **Completing the Integration Pack Wizard** dialog box, click **Finish**.
9. On the **End User Agreement** dialog box, read the Kelverion License Terms, and then click **Accept**.
10. The **Log Entries** pane displays a confirmation message when the integration pack is successfully registered.

## *To deploy the integration pack:*

1. In the navigation pane of the **Deployment Manager**, right-click **Integration Packs**, click **Deploy IP to Runbook Server or Runbook Designer**.
2. Select the integration pack that you want to deploy, and then click **Next**.
3. Enter the name of the runbook server or computers with the Runbook Designer installed, on which you want to deploy the integration pack, click **Add**, and then click **Next**.
4. Continue to add additional runbook servers and computers running the Runbook Designer, on which you want to deploy the integration pack. Click **Next**.
5. In the **Installation Options** dialog box, configure the following settings.

6. To choose a time to deploy the integration pack, select the **Schedule installation** check box, and then select the time and date from the **Perform installation** list.
7. Click one of the following:
  - a. **Stop all running runbooks before installing the integration pack** to stop all running runbooks before deploying the integration pack.
  - b. **Install the Integration Packs without stopping the running Runbooks** to install the integration pack without stopping any running runbooks.
8. Click **Next**.
9. In the **Completing Integration Pack Deployment Wizard** dialog box, Click **Finish**.
10. When the integration pack is deployed, the **Log Entries** pane displays a confirmation message.

For more information about how to install integration packs, see the [How to Install an Integration Pack](https://technet.microsoft.com/en-us/library/hh420346.aspx) (https://technet.microsoft.com/en-us/library/hh420346.aspx).

## Known Issues

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- **Important:** The **Kelverion Integration Pack for BMC Helix ITSM** supports direct, in-place upgrading of Orchestrator instances where the **Kelverion Integration Pack for BMC Remedy AR System** is deployed. All your Remedy activities and global configurations will be updated and rebranded, however, you will have to update your global configurations so that they point to the correct BMC Remedy/Helix ITSM REST API server.

The Kelverion Integration Pack for BMC Helix ITSM **does not** support direct imports of Orchestrator export files that reference the Kelverion Integration Pack for BMC Remedy AR System. This is because the process of importing these runbooks may override the global configuration rebranding that was performed with the Kelverion Integration Pack for BMC Helix ITSM was deployed using the Orchestrator Deployment Manager. To help customers overcome this issue, the Integration Pack for BMC Helix ITSM is deployed with a PowerShell script (Update-RemedyExport.ps1) that can be used to update Orchestrator export files **before** importing them into your Integration Pack for BMC Helix ITSM Orchestrator instances.

```
.\Update-RemedyExport.ps1 -InputPath <File to Update> -OutputPath <Updated File>
```

- The required activity properties **Remedy Form** has been replaced with **Helix Form**. When you open a BMC Helix ITSM activity in an existing BMC Remedy AR System runbook, you may see both properties, with the same form value. The **Remedy Form** property will be automatically removed by clicking **Finish** and then checking in the runbook.
- 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.

# Version History

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## Version 4.4

- Fixed issue with optional Fields property when field names contains special characters.
- Fixed an issue where activities were running successfully, event though Helix/Remedy ITSM was indicating that an error occurred.

## Version 4.3

- Fixed an issue that could result in a **An item with the same key has already been added** error when the target form has duplicate field names and/or labels.

## Version 4.2

- Added option to temporarily disable certificate validation.

## Version 4.1

- Rebranded to BMC Helix ITSM. Important: This version is backwards compatible with Kelverion Integration Pack for BMC Remedy AR System; however, you will need to contact Kelverion to obtain/purchase new licences. This is a new product that uses the BMC Remedy ITSM and Helix ITSM REST APIs.
- Added support for accessing BMC Helix/Remedy ITSM through a proxy server.
- Added support for viewing Helix/ITSM field labels when displaying properties, filters and published data.
- The Get Request activity now supports the ability to retrieve form entries by Request ID.
- Added a **Default Limit** property to the BMC Helix ITSM global configuration options which will be used to limit the number of entries that will be retrieved by the **Get Requests** and **Advanced Search** activities. The default is 500 entries.
- For uses upgrading from the Kelverion Integration Pack for Remedy AR System
  - Global configurations have been renamed **KA BMC Helix ITSM**.
  - The **User Name** configuration property has been changed to **Username**. Some users may see both in existing configurations, but **Username** should be used.
  - The **Remedy Form** activity property has been renamed to **Helix ITSM Form**. Some users may see both, but **Helix ITSM Form** should be used. The deprecated **Remedy Form** property should be removed after you check in your runbook.
  - For new Get Request activities, renamed the optional **Starting At** and **Maximum Requests** properties, to **Offset** and **Limit**, respectively. The deprecated properties should be removed after you check in your runbook.

## Version 3.0

- Verified support for Remedy ARS version 20.02.

## Version 2.9

- Fixed a problem with Remedy ARS connections that could eventually result in TCP port exhaustion.

## Version 2.8

- Added support for Unicode (UTF-8) Remedy AR server.

## Version 2.7

- Updated end user license agreement.

## Version 2.6

- Add new feature to the Upload Attachment activity that lets users update optional fields when uploading an attachment.

## Version 2.5

- Update to the license and maintenance period validation.

## Version 2.42

- Fixed an issue with the Monitor Requests activity that may cause it to incorrectly trigger on modifications to recently created requests even when configured to only trigger on new requests.

## Version 2.41

- Verified support for BMC Helix ITSM 9.x
- Fixed an issue that occurs when publishing data from an activity where the activity is unable to resolve the value of an enumerated Remedy field.

## Version 2.4

- Added Upload Attachment and Download Attachment activities.

## Version 2.3

- General update to improve logging and diagnostics.
- The integration pack now deploys the required BMC Remedy API DLLs. The post-installation step for deploying these libraries is no longer required.

## Version 2.21

- Kelverion.Management.dll update.

## Version 2.2

- Introduced a new licensing model that distinguishes evaluation, production, and non-production licenses. Evaluation licenses enable the integration pack to run on any Runbook Server and are valid for a specified number of days from the start of the evaluation. Production and non-production licenses enable the integration pack to run on a predefined set of Runbook Servers, the names of which must be provided to Keverion before the license can be generated. Furthermore, each license file can now enable multiple integration packs thus eliminating the need to have separate license files for each integration pack that you have in your environment.
- **IMPORTANT:** If you are upgrading an existing deployment of this integration pack and you are currently using version 2.1 or earlier, must contact your sales contact or [info@kelverion.com](mailto:info@kelverion.com) to obtain a new license before upgrading to this version.

## Version 2.1

- Added a **Show Display-Only Fields** option to the KA BMC Helix ITSM configuration options to allow users to control whether to include display-only fields when working with the Create and Update Request activities. This option was included to support the rare instances in which a form requires users to provide a value for a display-only field. By default, this option is disabled.

## Version 2.0

- Added support for System Center 2012 R2 Orchestrator.
- Added new configuration option to control whether to show display-only fields in the Create and Update Request activities. Although uncommon, including display-only fields is necessary when creating and/or updating requests for some Remedy forms.
- Fixed problems with Integration Pack registration and deployment.

## Version 1.1

- Fixed a bug in the Update Request activity that caused the activity to fail when trying to update requests in join forms.