

# Kelverion Integration Pack for BMC Enterprise Event Manager

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*Version 5.1*

*Release Notes*

*Updated: January 2019*

*Applies To: System Center Orchestrator*

## Introduction

The Kelverion Integration Pack for BMC Enterprise Event Manager is an add-on for System Center Orchestrator that enables you to automate the following activities:

- Create Event
- Get Event
- Monitor Event
- Set Event Status
- Update Event

This integration lets you create workflows that interact with and transfer information to other Orchestrator integrations.

## System Requirements

The Kelverion Integration Pack for BMC Enterprise Event Manager requires the following software to be installed and configured prior to implementing the integration. For more information about installing and configuring System Center Orchestrator and the BMC Enterprise Event Manager application, refer to the respective product documentation.

- Microsoft System Center Orchestrator \*
- Microsoft .NET Framework 4.5.2
- One of the following BMC Event Management Systems:
  - **BMC Enterprise Event Manager 7.4.00**
    - BMC Impact Manager 7.4.00 (Build 1783703 - 30-Sep-2010)
    - BMC Impact Integration Web Services 7.4.00
  - OR**
  - BMC Impact Manager 7.4.00.30 (Build 181147754 - 8-Jan-2013)
  - BMC Impact Integration Web Services 7.4.01.01

- **BMC ProactiveNet 8.6.02** (event management only)
  - BMC Impact Manager 8.6.02 (Build 221073454 - 24-Jun-2011)
  - BMC Impact Integration Web Services 8.6.02
- **BMC ProactiveNet 9.0.20** (event management only)
  - BMC Impact Manager 9.0.00: (Build 231118782 - 12-Apr-2012)
  - BMC Impact Integration Web Services 9.0.00
- **BMC ProactiveNet 9.5.00** (event management only)
  - BMC Impact Manager 9.5.00: (Build 241196604 - 15-Jan-2014)
  - BMC Impact Integration Web Services 9.0.00
- **BMC ProactiveNet 9.6.00** (event management only)
  - BMC Impact Manager 9.6.00: (Build 241229441 - 22-Sep-2014)
  - BMC Impact Integration Web Services 9.6.00
- **BMC True Sight Infrastructure Management 10.0.500** (event management only)
  - BMC TrueSight Impact Manager 10.0.500 (Build 24129524 – 27-Oct-2015)
  - BMC TrueSight Impact Integration Web Service 10.0.00
- **BMC True Sight Infrastructure Management 11.3.01** (event management only)
  - BMC TrueSight Impact Manager 11.3.01 (Build 241438070)
  - BMC TrueSight Impact Integration Web Service 11.3.01

\* Please see [kelverion.com/orchestrator](http://kelverion.com/orchestrator) for the latest Orchestrator support information.

The Integration Pack interacts with BMC Impact Manager via the BMC Impact Integration Web Service. Refer to **BMC Impact Integration Web Services Server Installation and Configuration Guide** for details on how to install and configure the web service.

## Registering and Deploying the Integration Pack

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.

### 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 at a later date.
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 Keverion 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.

## Change History

### Version 5.1

- Added support for TLS 1.2
- The Integration Pack now supports BMC TrueSight Infrastructure Management 11.3.01 (event management only)
- Fixed a filtering issue for values containing special characters, when configuring filters for slot types list-of-string, in Get/Monitor Event activities.
- When creating new IP Configuration Options, properties Protocol and Port now default to HTTPS and 9443, respectively.
- Introduced new Configuration Option property **Skip Certificate Validation** to specify if the IP should be validating the server certificate, when connecting over HTTPS. **Note that the default value for this property is False and that IP activities may fail after the upgrade, if you were using a self-signed certificate, or if the specified Enterprise Manager Host name was not listed on the certificate. Ensure that the server is configured with a valid certificate signed by a valid certificate authority and that the**

*specified Enterprise Manager Host name is listed on the certificate. Alternately, for a secure network environment, when working with a trusted server, you may choose not to validate the server certificate.*

- New end user license agreement.

## Version 5.0

- Updated Keverion.Management.dll
- The Integration Pack now supports BMC TrueSight Infrastructure Management 10.0.500 (event management only)

## Version 4.2

- General update to improve logging and diagnostics.

## Version 4.11

- Updated Keverion.Management.dll

## Version 4.1

- 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 4.0 or earlier, must contact your sales contact or [info@keverion.com](mailto:info@keverion.com) to obtain a new license before upgrading to this version.

## Version 4.0

- Added support for System Center 2012 R2 Orchestrator.

## Version 3.0

- Event Class is now a property in each activity, instead of IP configuration. Available event classes are now dynamically populated based on Primary Cell Name from IP configuration.
- Derived Event Class is no longer a property in Create Event activity.
- Required properties which are event class slots are now named as corresponding slots, which is consistent with optional properties.

- Create Event, Update Event and Set Event Status activities no longer publish optional input properties.
- Implemented failover to backup cell. Configuration now contains Primary Cell Name, Backup Cell Name and Retry Delay properties to configure failover or retry.
- All activities now publish Execution Cell Name to indicate on which cell the activity ran.
- Fixed a monitor issue resulting in missed events in cases where the IP machine and server machine times are out of sync.
- Monitor Interval property is now part of the Monitor Event instead of IP configuration.

## Known Issues

- The Integration Pack for BMC Enterprise Event Manager version 3.0 is a completely new Integration Pack which brings significant improvements in usability and runbook design. However, due to changes in the framework used to build the integration pack, **version 3.0 is not backwards compatible with activities from runbooks that were created with previous versions**. As a result, it will be necessary to manually rebuild any runbooks that you want to migrate to the new version.