

IBRSD installation files/binary files



ravindra 310 posts since

Jul 16, 2008

Hi

Let me know where i can found the exeutable files/binary files for installing IBRSD. is this available in BMC.com?

when I checked the integartion of IBRSD document, it says The *BMC Remedy Service Desk Integration* installation CD, included in the Impact Solutions kit.

what is Impact Solutions and where i can found?

regards

ravindra



AnilGarg 30 posts since

Aug 14, 2007 1. **Re: IBRSD installation files/binary files** Sep 30, 2008 11:22 AM

Ravindra

You can fine the IBRSD sofwtare at BMC.com support site. It is available under Impact Solutions in EPD download.

Anil


PS: Impact Solutions refers to kit containing BMC Impact manager, BMC Event Manager and associated components.



ravindra 310 posts since

IBRSD installation files/binary files

Jul 16, 2008 2. Re: **IBRSD installation files/binary files** Sep 30, 2008 11:42 AM

 in response to: [AnilGarg](#)

Hi Anil,

I tried downloaded BEIM_7200_ImpactIntegrationARpluginForServiceDesk_Windows, in which i found

IBRSD_ARSWin.exe

IBRSD_ARSWinConsole.bat

IBRSD_ARSWinGUI.GUI

Integration For BMC Remedy Service Desk 7.2.00

Build Date : 7th May 2008

is this the same executable file for IBSRD?

if yes, what is **BEIM_7200_ImpactIntegrationARpluginForServiceDesk_Windows** instead os **IBRSD?**


thanks & regards

ravindra



[ravindra](#) 310 posts since

Jul 16, 2008 3. Re: **IBRSD installation files/binary files** Sep 30, 2008 11:43 AM

 in response to: [AnilGarg](#)

Hi Anil,

I tried downloaded BEIM_7200_ImpactIntegrationARpluginForServiceDesk_Windows, in which i found

IBRSD installation files/binary files

IBRSD_ARSWin.exe

IBRSD_ARSWinConsole.bat

IBRSD_ARSWinGUI.GUI

Integration For BMC Remedy Service Desk 7.2.00

Build Date : 7th May 2008

is this the same executable file for IBSRD?

if yes, what is **BEIM_7200_ImpactIntegrationARpluginForServiceDesk_Windows** instead of **IBRSD**?

thanks & regards

ravindra



[AnilGarg](#) 30 posts since

Aug 14, 2007 4. Re: **IBRSD installation files/binary files** Sep 30, 2008 12:47 PM

 in response to: [ravindra](#)

Ravindra

The IBRSD is integration product component, which is fully described in the manual "Integration for BMC Remedy Service Desk -User Guide". You need to install this into Remedy using GUI or command line. Another two components, are installed along with BMC Impact solution installation of BMC event manager or impact manager, depending on option you selected during installation.

Refer to chapter 3 & 4 of the manual for more details of files and how to install and configure.

Anil

IBRSD installation files/binary files



[rajababu_7](#) 5 posts since

Aug 12, 2008 5. **Re: IBRSD installation files/binary files** Oct 1, 2008 2:13 AM

in response to: [AnilGarg](#)

Dear Anil,

In which product Document can i get the IBRSD installation manul. Can you let me know the exact product document name.

Thanks in advance

Prasad



[AnilGarg](#) 30 posts since

Aug 14, 2007 6. **Re: IBRSD installation files/binary files** Oct 1, 2008 8:28 AM

in response to: [rajababu_7](#)

Prasad

The Eaxct name of the manual is:

Integration for BMC Remedy Service Desk User Guide

Supporting

Integration for BMC Remedy Service Desk 7.2

BMC Impact Manager 7.2

BMC Remedy Service Desk 7.2

June 2008

you can find this in Impact Solutions documentation kit.


IBRSD installation files/binary files

regards



[Sunil.Bhogayta](#) 33 posts since

May 5, 2008 7. **Re: IBRSD installation files/binary files** Nov 20, 2008 11:40 PM

 in response to: [AnilGarg](#)

Greetings,

Can you please let me know, for integration of BEM with RSD which patch is compitable for AR system.

Any help will be appreciated.

Regards,

Sunil