

# Why K.M. continue to ask me login and...

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[Thomas Scaccabarrozzi](#) 45 posts since

Sep 25, 2008

I have a strange Problem. I integrate K.M. with ITSM. When I try to modify an Incident, using a K.B. solution, the system ask me the K.M. login and password. I cannot understand why it doesn't use Remedy Login and Password.

If manually I insert login e password, the procedure go on correctly; but every time that try to modify a new incident or change Tab, the system ask them againg.

How Can I solve?

Thanks

[Step 1](#)

[Step 2](#)

[Step 3](#)

[Configuration 1](#)

[Configuration 2](#)

[Configuration 3](#)

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## **K.M. Log:**

```
"28-nov-08 16:29:40 INFO: /rkm/access/login: Language/Locale initialized to ISO code: en
28-nov-08 16:29:40 DEBUG: kms.config.app.AppConfig: Remedy Authenticator created.
28-nov-08 16:29:40 DEBUG: AccessController: Valid password ('App Admin (appadmin)')
```

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28-nov-08 16:29:40 *DEBUG: /rkm/access/login: set-cookie: session=b648364276482ae71aee9a7492997fe54d91e274*  
28-nov-08 16:29:40 *INFO: UserBean: User updated: 'App Admin (appadmin)'*  
28-nov-08 16:29:40 *DEBUG: kms.config.app.AppConfig: Remedy Authenticator created.*  
28-nov-08 16:29:40 *INFO: UserBean: User updated: 'App Admin (appadmin)'*  
28-nov-08 16:29:40 *INFO: /rkm/settings.jsp: Language/Locale initialized to ISO code: en*  
28-nov-08 16:29:40 *DEBUG: kms.config.app.AppConfig: Remedy Authenticator created.*  
28-nov-08 16:29:40 *INFO: UserBean: User updated: 'App Admin (appadmin)'*  
28-nov-08 16:29:40 *INFO: /rkm/settings.jsp: Language/Locale initialized to ISO code: en*  
28-nov-08 16:29:41 *DEBUG: kms.config.app.AppConfig: Remedy Authenticator created.*  
28-nov-08 16:29:41 *INFO: UserBean: User updated: 'App Admin (appadmin)'*  
28-nov-08 16:29:42 *DEBUG: kms.config.app.AppConfig: Remedy Authenticator created.*  
28-nov-08 16:29:42 *INFO: UserBean: User updated: 'App Admin (appadmin)'*  
28-nov-08 16:29:48 *DEBUG: kms.config.app.AppConfig: Remedy Authenticator created.*  
28-nov-08 16:29:48 *INFO: UserBean: User updated: 'App Admin (appadmin)'*  
28-nov-08 16:29:48 *DEBUG: kms.config.app.AppConfig: Remedy Authenticator created.*  
28-nov-08 16:29:48 *INFO: UserBean: User updated: 'App Admin (appadmin)'*  
28-nov-08 16:30:04 *DEBUG: kms.config.app.AppConfig: Remedy Authenticator created.*  
28-nov-08 16:30:04 *INFO: UserBean: User updated: 'App Admin (appadmin)'*  
28-nov-08 16:30:08 *DEBUG: kms.config.app.AppConfig: Remedy Authenticator created.*  
28-nov-08 16:30:09 *INFO: UserBean: User updated: 'App Admin (appadmin)'*  
28-nov-08 16:30:11 *DEBUG: kms.config.app.AppConfig: Remedy Authenticator created.*  
28-nov-08 16:30:11 *INFO: UserBean: User updated: 'App Admin (appadmin)'*  
28-nov-08 16:30:18 *DEBUG: kms.config.app.AppConfig: Remedy Authenticator created.*  
28-nov-08 16:30:18 *INFO: UserBean: User updated: 'App Admin (appadmin)'*  
28-nov-08 16:30:22 *DEBUG: kms.config.app.AppConfig: kms.authentication.SystemConfigurationAuthenticator created.*  
28-nov-08 16:30:22 *INFO: /rkm/access/login: Language/Locale initialized to ISO code: en*  
28-nov-08 16:30:22 *DEBUG: kms.config.app.AppConfig: kms.authentication.SystemConfigurationAuthenticator created.*  
28-nov-08 16:30:30 *INFO: /rkm/access/login: Language/Locale initialized to ISO code: en*  
28-nov-08 16:30:30 *DEBUG: kms.config.app.AppConfig: kms.authentication.SystemConfigurationAuthenticator created.*

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28-nov-08 16:30:30 *DEBUG: AccessController: Valid password ('system')*  
28-nov-08 16:30:30 *DEBUG: /rkm/access/login: set-cookie: session=fb87123f4c8df3ce2534fd0055b401ee59763b46*  
28-nov-08 16:30:30 *DEBUG: kms.config.app.AppConfig: kms.authentication.SystemConfigurationAuthenticator created.*  
28-nov-08 16:30:38 *DEBUG: kms.config.app.AppConfig: kms.authentication.SystemConfigurationAuthenticator created.*  
28-nov-08 16:30:41 *DEBUG: kms.config.app.AppConfig: kms.authentication.SystemConfigurationAuthenticator created.*  
28-nov-08 16:30:42 *DEBUG: kms.config.app.AppConfig: kms.authentication.SystemConfigurationAuthenticator created.*  
28-nov-08 16:30:44 *DEBUG: kms.config.app.AppConfig: kms.authentication.SystemConfigurationAuthenticator created.*  
28-nov-08 16:30:44 *INFO: kms.config.app.AppConfig: Loading configuration settings from 'C:\Program Files\ar system applications\BMC Remedy Knowledge Management\data\kms\_conf\KMS\_config.xml'*  
28-nov-08 16:30:44 *INFO: kms.config.locale.LocaleConfig: Loading default locale configuration: 'C:\Program Files\ar system applications\BMC Remedy Knowledge Management\data\kms\_conf\KMS\_config.xml'*  
28-nov-08 16:30:44 *INFO: kms.config.locale.LocaleConfig: Successfully loaded default locale configuration*  
28-nov-08 16:30:44 *INFO: kms.config.locale.LocaleConfig: Loading 'en' configuration: 'C:\Program Files\ar system applications\BMC Remedy Knowledge Management\data\kms\_conf\KMS\_config\_en.xml'*  
28-nov-08 16:30:44 *INFO: kms.config.locale.LocaleConfig: Successfully loaded 'en' configuration*  
28-nov-08 16:30:44 *DEBUG: HomeFinder: Creating database connection pool...*  
28-nov-08 16:30:44 *DEBUG: HomeFinder: Database driver: com.microsoft.sqlserver.jdbc.SQLServerDriver*  
28-nov-08 16:30:44 *DEBUG: HomeFinder: Database URL: jdbc:sqlserver://srm-test:1433*  
28-nov-08 16:30:44 *DEBUG: HomeFinder: Database schema name: rkm*  
28-nov-08 16:30:44 *INFO: kms.sql.SQLServer: getMetadata("schema") = "4"*  
28-nov-08 16:30:44 *DEBUG: HomeFinder: Database schema level: 4*  
28-nov-08 16:30:44 *DEBUG: HomeFinder: Database user: RKMAdmin*  
28-nov-08 16:30:44 *DEBUG: HomeFinder: Database password:*  
28-nov-08 16:30:44 *DEBUG: HomeFinder: Database type: sqlserver*

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28-nov-08 16:30:44 DEBUG: HomeFinder: Database active: 75  
28-nov-08 16:30:44 DEBUG: HomeFinder: Database max idle: 25  
28-nov-08 16:30:44 DEBUG: HomeFinder: Database min idle: 0  
28-nov-08 16:30:44 INFO: kms.sql.SQLServer: getMetadata("schema") = "4"  
28-nov-08 16:30:44 DEBUG: HomeFinder: Creating SearchServer connection pool...  
28-nov-08 16:30:44 DEBUG: HomeFinder: SearchServer driver: jdbc.searchserver.SSDriver  
28-nov-08 16:30:44 DEBUG: HomeFinder: SearchServer URL:  
jdbc:searchserver:SearchServer\_5.4  
28-nov-08 16:30:44 DEBUG: HomeFinder: SearchServer active: 1  
28-nov-08 16:30:44 DEBUG: HomeFinder: SearchServer max idle: 1  
28-nov-08 16:30:44 DEBUG: HomeFinder: SearchServer min idle: 0  
28-nov-08 16:30:44 INFO: HomeFinder: SearchServer properties file not specified, using defaults  
28-nov-08 16:30:44 DEBUG: kms.config.diagnostics.Diagnostics: Remedy Authentication Mode | ConfigInfo | user:Demo server: srm-test port:-1 auth mode:remedy  
28-nov-08 16:30:44 DEBUG: kms.config.diagnostics.Diagnostics: Calling 'Remedy.init()'  
28-nov-08 16:30:44 INFO: kms.remedy.Remedy: System connection to Remedy established  
28-nov-08 16:30:44 DEBUG: kms.config.diagnostics.Diagnostics: Calling 'new Remedy().getGroups()'  
28-nov-08 16:30:44 INFO: kms.remedy.Remedy: System connection to Remedy established  
28-nov-08 16:30:44 ! STATUS: kms.daemons.IndexValidateManager: The Index Validate Manager for Remedy Index tables is initializing. {HeartbeatInterval=60 minutes} Thread[Thread-82,1,main]  
28-nov-08 16:30:44 \* ERROR: kms.context.ApplicationContextListener: Attempt to start-up second instance of UpdateManger. It will not be started. Only 1 instance allowed (Singleton). Please check to see that you are not running multiple instances of RKM. Check Deployment requirements to ensure only a single context is being created. 28-nov-08 16:30:44 INFO: kms.config.app.AppConfig: Configuration settings successfully loaded.  
28-nov-08 16:30:44 STATUS: kms.daemons.RemedyFormRTUpdater: The Remedy Form Real Time Updater is exiting as there are no Remedy Indexes. Thread[Thread-83,1,main]  
28-nov-08 16:30:44 ! STATUS: kms.daemons.RemedyFormRTUpdater: The Remedy Form Real Time Updater is exiting.  
28-nov-08 16:30:44 STATUS: kms.daemons.IndexValidateManager: The Index Validate Manager is shutting down because there are no Remedy Forms being indexed in this Configuration. Thread[Thread-82,1,main]

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28-nov-08 16:30:44 ! STATUS: kms.daemons.IndexValidateManager: The Index Validate Manager for Remedy Index tables has started.

28-nov-08 16:30:44 STATUS: kms.daemons.IndexValidateManager: The ValidateIndexManager is exiting.

28-nov-08 16:30:50 DEBUG: kms.config.app.AppConfig: kms.authentication.SystemConfigurationAuthenticator created."



[Blake Bigelow](#) 11 posts since

Aug 22, 2008 1. Re: **Why K.M. continue to ask me login and password Remedy ITSM 7.0.03 patch 8?** Nov 28, 2008 11:24 PM


Try editing the KMS:Main:Create\_Session\_ID active link.

1. Remove the values in the "Run If" section of the basic tab.
2. On the If Action tab edit the push fields setting the "Run If" equal to ( 'User' = \$USER \$) AND ( 'Request ID' = \$LASTID\$)



[Thomas Scaccabarozzi](#) 45 posts since

Sep 25, 2008 2. Re: **Why K.M. continue to ask me login and password Remedy ITSM 7.0.03 patch 8?** Dec 1, 2008 3:33 AM

 in response to: [Blake Bigelow](#)

I modified that A.L. (is it a bug?), but the system continue to ask me login and password on Help Desk Tab.

**That A.L. solve the problem on "Remedy Knowledge Management" (KMS:Main).**

I found a similar A.L. "KMS:HD:Create\_SessionID" for Help Desk Tab. I modified it in the same way and now the system doesn't ask me login/password more.

Is this a BUG, or a workaround?

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Aug 22, 2008 3. Re: **Why K.M. continue to ask me login and password Remedy ITSM 7.0.03 patch 8?** Dec 9, 2008 11:13 AM

 in response to: [Thomas Scaccabarozzi](#)

I believe there's a known issue with this, and that is the current workaround.