

Licenses made easy

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**NOTE: This paper covers how licenses work technically.
With solution pack pricing, there have been changes
In how licenses are sold; however,
That doesn't change how they work within the system.**

Nov 2009 – modified Dashboards, Analytics, and SRM sections to show that they have both concurrent and named licenses now

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Read license

Also known as “Read/Submit” or “Submitter” Licenses.

The most important thing about this type of license, from a customer’s point of view, is that they are completely free of charge. A customer can also have as many as they want.

Within their assigned permissions, users with Read licenses can search for requests and display requests. In addition, administrators can configure the AR System server to enable users with Read licenses to do the following tasks:

- Submit requests
- Modify requests that they submitted

Read licenses allow a user, according to their AR system permissions, to search for data, view data and submit records. Simple. Note: A user with a Read license can be logged in from just one IP address at a time.

Within the AR System there is a configuration setting called "*Submitter Mode*". So what is so good about this mode except that it will confuse any sane customer. When set to '*Locked*' it will allow the user to modify their own requests/tickets/case without the need of a write license. An example of this would be to allowing a user to close their own ticket once it has been resolved.

Be careful, this means that there is limited functionality available and that it does not mean that a user can do everything, it means that they have the ability to change the status and give a solved status and not much more.

Read Restricted

Read Restricted licenses allow a read user to be logged in from multiple IP addresses with the same login i.d. This is useful for network monitoring systems that are creating tickets; you can have one user i.d. for all the systems. The restriction to these licenses is that a “read restricted” user cannot update fields, even if the “submitter mode locked” is on. They can only submit tickets.

Write License

There are two types of write Licenses, Fixed and Floating. It is usual for an organization to have a mixture of Floating Licenses and Fixed Licenses.

Fixed Write License

Fixed Write license provides a user with all the capabilities of Read license plus the ability to modify existing requests submitted by others. Again a user’s ability to modify existing request are controlled by their AR System permissions. A Fixed Write license is associated with a named user and is always “available” to that user. Users that have a Fixed Write license can use the AR System server at any time. AR System administrators and sub-administrators must have a Fixed Write license. Users who need to frequently modify requests are also good candidates for Fixed Write licenses. Users in

this instance would, for example, be First Line Support Agents, Supervisors, Managers and Customer Service representatives.

Fixed licenses are site licenses – i.e. the same user must use her or his license across multiple servers at the same site. So a developer with a fixed license will use that license for the production, development and QA servers.

Floating Write License

Floating Write license is ideal for infrequent users who need to access the AR System to modify requests, e.g. Second or Third level support personnel. This type of license provides the same capability as Fixed Write license. The way in which they differ is that they are available on a first-come, first-serve basis.

When a user with a Floating Write license logs in to the AR System, the system checks to see if there are any Floating license token available. If a token is available, the token is allocated to the user logging on and is given write license access. If there are no tokens available, the user is allocated a read license and told, by the system, that they only have been granted read access.

Floating Write license token is released either when a user logs off the system or when the user has been inactive on the system. Floating Write licenses are configured to log the user of the system after a specific time interval, the default time interval is two hours. This time interval cannot be configured to be less than 1 hour but can be configured to be more than two hours. So 3 hours is OK but 30 minutes is not possible.

Float licenses are NOT site licenses – they are server specific. So if you purchase 30 float licenses and have three separate servers (maybe one in U.S., one in England, one in India), you can have 10 licenses per server; you don't have a pool of 30 licenses that can be used worldwide. You have to decide how many of those will be allocated to each server.

(Note: AR servers that are in a “server group” formation, where they share the load in a production environment, do share floating licenses.)

The tricky bit about Floating write licenses

In general a Floating write license is picked up upon login to the system, and released upon logout.

However, a floating license can be configured to time out after a set period of time. This setting is a server-wide setting that is set in hours, so 1 hour is the minimum. Default is 2 hours. This 'time out' only occurs when a user has been inactive for the whole period of time. The user's user tool remains open, as do the application forms they were working on. The only thing that is removed from the user is the Floating write license.

A situation can occur whereby a user is called away from their desk in the middle of a modification to a ticket and does not return within the time out period. The user's Floating write license is removed by the system at the end of the time out period. The user returns, finishes off their work and clicks on the save button to commit the changes to the database. The AR System is aware that the floating write license has been removed and runs a check for available floating write licenses. If there is one, then it will be assigned to that user and therefore the save will be successful. If none is available then the system will execute a "flush" to establish whether any Float write licenses currently assigned can be relinquished due to inactivity. The system will then check if the "flush" released any Floating write licenses, if none were released then the system will tell the user that they cannot submit, as there are no Floating write licenses available at the moment. The system will leave the modifications on the screen so that the user can attempt to save again at a later time. If the "flush" released any Floating write licenses then one would be assigned and the save process would be completed.

Users logging into the system for the first time will be granted a floating write license only when one is available. If there are no floating licenses available then the user will be granted a Read license.

Unlike Fixed Write licensing, which is server-independent (as long as the servers all share the same site name i.e. 020482), Floating Write licenses are server-specific. This means Floating write licenses are tied to that server and no other and so if a user is a floating user on more than one AR System a floating write license must be available on each server that the user logs in to. (Hence the requirement for additional floating licenses to be issued for machines acting as hot backup when deployed in a DR environment.)

Application Licenses

ITSM

Within the ITSM suite there are five main applications Service Desk (Incident and Problem Management), Asset Management, Change Management and SLM. Each application will need to be licensed with the appropriate AR System and Application User License. (Note: while SRM is part of the ITSM suite, its licensing is very different, so please see the SRM section for details.)

ITSM Application licenses are split into Fixed Application Write License and Floating Application Write License. The most important thing to know is that for each and every application license there must be an AR system license.

Fixed and Floating application write licenses operate in exactly the same way as AR System fixed or Floating write licenses. The explanation above is the same whether talking about application licenses or AR System licenses.

So in order to have write access to an application, a user requires both an AR license (either fixed or floating) AND an application license (either fixed or floating). It is possible to mix and match, i.e. a user can have a fixed AR license and a floating application license. Note: the only combination that is not acceptable is to have an application fixed or floating license and a READ AR System license.

The following examples may help to explain:

1. If a user requires access to the Incident Management application he/she will need:

- An AR System license (either floating or fixed)
- An Incident Management app license (either floating or fixed)

2. If a user requires access to the Incident Management and Change Management applications he/she will need:

- An AR System license (either floating or fixed)
- An Incident Management application license (either floating or fixed)
- A Change Management application license (either floating or fixed)

3. If a user requires access to the Incident Management, Change Management and Asset Management applications he/she will need:

- An AR system license (either floating or fixed)
- An Incident Management application license (either floating or fixed)
- A Change Management application license (either floating or fixed)
- An Asset Management application license (either floating or fixed)

The thing of importance is that there is only a need for one AR System license regardless of the number of additional application licenses that user may have.

On Remedy's price list where an application user license is described as 'Full', i.e. 'Service Desk Full Fixed 1 pack', this incorporates an AR System license as well as the application license. Where a customer already has AR System licenses and they want to purchase a Remedy application then they only need the appropriate application licenses without the AR System license element, and would appear on the price list as 'Service Desk Fixed 1 pack' (the word FULL is missing). (Note: a Service Desk license includes one incident license and one problem license.)

The only application license type that has not been explained is Read. A user can be allocated an AR System read license and they can submit, view and search in any of the applications. In other words the applications make use of the AR System Read license type.

AR System

AR System requires a server license in addition to user licenses.

Atrium Integration Engine (previously called Enterprise Integration Engine)

One license per AR System server where data exchange application is installed. You can use this one license to connect with unlimited 3rd party data source/target to integrate with unlimited number of AR System servers but the control for these multiple connections is at a data level. You may want one license for dev and a separate for production due to audit control.

The Atrium Integration Engine (AIE) is included no extra charge with the ITSM 7.x applications and the Atrium CMDB 2.0 and above **for integration with CMDB**. If you want to use AIE for data exchanges to non-CMDB forms (whether custom applications, the contracts form in Assets, the People table, etc.) you have to buy a license.

BMC Analytics

The BMC Analytics application, which is based on the Business Objects technology, comes with a reduced-price but fully functional copy of Business Objects. The licensing constraints are that the customer can build universes to non-BMC products in this installation, but only in terms of how those applications relate to the BMC products. So, for example, if you wanted to build a universe for your network monitoring tool because you want to report on alerts by configuration item, that would be fine. But to build a reporting universe for the network monitoring tool to be used solely to report on that tool would not meet the licensing requirements.

There is an application license for Analytics; the user licenses for Analytics can be fixed or float licenses.

BMC Dashboards for BSM

BMC Dashboards for BSM has an application license and user licenses. The user licenses are now either fixed or float. This product has no relationship to the technology

used for the BMC Remedy Dashboards application and also has no connection with the BMC Analytics technology.

Service Management Process Model (SMPM)

A read-only copy of SMPM is shipped with the ITSM 7.x applications. To modify the content, a write copy is required; this is available for an add-on cost. There is just an application price, there are no user licenses.

Service Request Management Application

The SRM application works a little differently than the other ITSM applications. In the case of SRM, the end users who will be accessing the end user SRM console – the Request Entry screen - will all need to have an SRM application license – either fixed or float. However, they do not need to have a corresponding AR license. (The Request Entry screen is where end users come in and browse services, select services, and review their existing requests.)

These SRM user licenses are not entered in to the system. They can be considered “paper” licenses. However, you must purchase the appropriate number of licenses for the users you will have accessing the system.

For people working in the back end of SRM – working on Work Orders, in the Service Catalog manager console, in the Service Coordinator console, etc. – they need AR write licenses (fixed or float); they do not need an SRM application license to do work orders or to access the other back end consoles. (Of course, they will need one if they will be putting in requests on the front end so they will probably have one.)

Knowledge Management for Remedy

KMR has both fixed and float licenses for the support staff; generally these should match the number of Service Desk licenses in the environment. KMR does NOT have an application license; the first user license is considered the application license.

For the end user access – the self-service knowledge portion – there are only float licenses. We recommend a 200 to 1 ratio for the self-service licenses (i.e. if there are 4,000 people who will be searching the KB as end users, you should get 20 licenses).

Remedy Clients

All Remedy user licenses work in the same way regardless of the client being used i.e. browser, APIs, or Remedy User Tool.