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Remedy 9 Midtier - Enterprise Speed, Power and Availability

Date: Wednesday, September 30, 2015

Q: Just to be clear, this section will not apply if we are a single-tenancy environment, correct?

A: Multi-tenancy is not a mandatory feature ... it will be typically used by customers using a SaaS kind of deployment. For single server, nothing changes.

Q: Off topic and just looking for a simple answer to guide me on whether further research is warranted.. is ARS 9.x compatible with ITSM 8.1sp2?

A: Yes. ITSM 8.1 sp2 is compatible with AR Server 9.x

Q: Is Midtier 9.x compatible with ITSM 7.6.04sp2? We are currently using 8.1 midtier on Weblogic and need to/want to upgrade midtiers to 9.x ahead of upgrading AR Server/ITSM to 9.x.

A: Yes, Midtier 9x is compatible with previous ITSM and AR server versions

Q: In Remedy 7.6.04 AR Server, can i use midtier 9.0?

A: Yes, 9.0 midtier will work with Remedy AR Server 7.6.04, 8.0, 8.1, and 9.0. Features could be limited based on the version of the AR Server as they may not exist in that version.

Q: is the mid tier as shared service applicable in single tenancy environment also?

A: Yes. Multi tenancy is optional when using Midtier 9 as a single node or shared service. You can have session replication with a single tenancy

Q: what does preload denote?

A: Preload is an existing midtier feature - this process fetches all client facing form/fields/activelinks from AR Server and caches it in midtier ... rather than waiting for any user request to come

Q: to have the form level changes reflected we have to sync cache and the relogin to remedy?

A: No relogin is required .. only Sync cache and refreshing the browser is enough. If you are making changes to form/field permissions or user permissions, you may need to relogin .. for any other display property changes, no relogin should be required

Q: do I need ARS 9.x to take advantage of the new performance features in MT 9.x

A: No .. ARS 9.x server is not necessary for MT 9.x .. even with only MT 9.x you will get all performance related enhancements

Q: For the Cluster Environment, do I still need LoadBalancer between ARS and MidTier

A: No, A Loadbalancer between the midtier and the AR server is not required to use the Cluster Environment for the Midtier. You will need a loadbalancer in front of the midtiers.

Q: What is a "DVF Plugin"?

A: That is the Data Visualization Plugin - Used for Dashboards and other types of visual data

Q: what will happen when both my mid tier servers are up but suddenly the tomcat crashes in one of the mid tier server. will some users experience disconnection?

A: Only some of the users, whose requests are being processed by the crashed tomcat, may get an error message and once they refresh everything will continue to work. For other users, it should be seamless failover.

Q: How to configure CCS server in application server

A: A centralized configuration server (CCS) is nothing but an AR server version 9.x. It provides additional forms and APIs for registering and storing configurations for any external component such as midtier. Midtier leverages CCS feature to store and synchronize values from config.properties. It helps keeping the midtier configurations within the forms and synchronizes those settings from CCS UI back to midtier. This feature is really useful to automatically synchronize configurations of multiple midtiers used in a cluster, whether in single or multi-tenant mode. Refer to <https://docs.bmc.com/docs/display/public/ars9000/Centralized+configuration+for+the+mid+tier> to get more information about how to configure CCS for midtier.

Q: Prefetch is still not consistent. We still see loading for forms not in cache even though we use cache

A: No changes to prefetch are done in 9.x. With 9.x midtier, it is recommended to leverage either viewstats containing the required users' statistics or good cache copy approach detailed in <https://docs.bmc.com/docs/display/public/ars9000/Backing+up+the+mid+tier+cache>. Also refer to the midtier recommendations related to caching: <https://docs.bmc.com/docs/display/public/ars9000/BMC+Remedy+Mid+Tier+recommendations>. Please follow up with BMC support if any further assistance is required.

Q: AR server has "Max Entries Returned by Get List set to best practice value of 2000. Form A has Max Entries returned configured for 1000 and Form B has Max Entries configured for 5000. How many records will be returned?

A: The lowest value will be used, so for Form A as it is set to 1000 only 1000 entries will be returned even though server is set to 2000. For Form B that is set to 5000, the server value is lower so only 2000 will be returned.
