

# **Effective Transport v5.0**

Data Management Suite for BMC Remedy 8.1

## **User's Guide**

**Asset & CMDB Data**

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April 2014

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# Preface

The *Effective Transport Data Management Suite for BMC Remedy User's Guide – Asset & CMDB Data* provides additional information for the onboarding of asset and configuration data to BMC Remedy Asset Management and Atrium CMDB using the Effective Transport application (Effective Transport). For general information on using Effective Transport to onboard data, see the *Effective Transport Data Management Suite for BMC Remedy User's Guide*.

Effective Transport is part of Effect-Tech's growing suite of data management products. Run in conjunction with the BMC Remedy applications, Effective Transport significantly streamlines the time and effort required to configure and maintain the BMC Remedy IT Service Management (ITSM), Atrium CMDB, Service Request Management (SRM), and Service Level Management (SLM) applications.

## Audience

This document is written for individuals responsible for using the Effective Transport application to onboard Asset and CMDB data to the BMC Remedy 8.1.

## Related documents

The following documents contain additional information about the Effective Transport software:

*Effective Transport Data Management Suite for BMC Remedy*

- *Installation Guide*
- *Concepts Guide*
- *Release Notes*
- *User's Guide*
- *User's Guide, ITSM & People Data*
- *User's Guide, Service Request Management Data*
- *User's Guide, Service Level Management Data*
- *Customization Guide*

## Contacting Us

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## Chapter 1

### **Understanding the Asset/CMDB datalinks**

This guide provides information that is specific for the onboarding of asset and configuration data to BMC Remedy using the Effective Transport datalinks. For general information about onboarding data using Effective Transport, see the *Effective Transport Data Management Suite for BMC Remedy User's Guide*.

NOTE: See the *Effective Transport Data Management Suite for BMC Remedy Release Notes* for updates that were made to the Effective Transport application after publication of this document.

The Effective Transport application is comprised of a series of datalinks that are used to import and transport data from an external source (CSV files or LDAP directory) to BMC Remedy applications on a local server. Effective Transport can then be used to promote the data to one or more remotely deployed servers.

A datalink is specific for a given type of data (for example, Asset Application data) and consists of a collection of forms, workflow and data components. The primary components of a datalink are the CSV file (data source), an intermediary staging form, an ARM mapping file, and the target foundation form.

NOTE: The CSV files are located in the Data subdirectory and the ARM files in Mappings subdirectory of the installation directory (by default, C:\Datalink\ on Windows and /usr/datalink on Unix).

Effective Transport supports onboarding of the following Asset/CMDB foundation data:

- Asset Application
- Asset Base Element
- Asset Business Service
- Asset Computer System
- Asset Database
- Asset Equipment
- Asset Mainframe
- Asset Processor
- CMDB Relationship – CI to CI
- Asset Relationship – People/Support Group/Organization to CI

Note the following changes to Asset/CMDB data support by the Effective Transport datalinks:

- CMDB Contract is no longer supported.
- CMDB Relationship – People to CI is replaced by Asset Relationship – People/Support Group/Organization to CI.
- CMDB Relationship – Component, CMDB Relationship – Dependency, and CMDB Relationship – Impact are replaced by CMDB Relationship – CI to CI.

Table 1 displays the relationships between the data types, CSV files, Effective Transport datalinks, staging forms, and primary foundation data forms. Datalinks with the prefix 'Asset' onboard data to primary foundation forms in BMC Remedy Asset Management. Datalinks with the prefix 'CMDB' onboard data to the primary foundation data forms in BMC Atrium CMDB.

NOTE: Table 1 lists only the primary BMC foundation forms; secondary forms are not listed in this table.

DATA TYPE	CSV FILES	DATALINKS	STAGING FORMS	FOUNDATION FORMS
Asset Application	assetapplication.csv	Asset Application (Global)	EffectTech:Datalink:CMDB:Stage:Application	AST:Application
Asset Base Element	assetbase.csv	Asset Base Element (Global)	EffectTech:Datalink:CMDB:Stage:BaseElement	Depends on the value in the <i>ClassName</i> column. Corresponds to a form in BMC Remedy Asset Management
Asset Business Service	assetbussvc.csv	Asset Business Services (Global)	EffectTech:Datalink:CMDB:Stage:BusinessService	AST:BusinessService
Asset Computer System	assetcompsys.csv	Asset Computer System (Global)	EffectTech:Datalink:CMDB:Stage:ComputerSystem	AST:ComputerSystem
Asset Database	assetdatabase.csv	Asset Database (Global)	EffectTech:Datalink:CMDB:Stage:Database	AST:Database
Asset Equipment	asetequipment.csv	CMDB Equipment (Global)	EffectTech:Datalink:CMDB:Stage:Equipment	AST:Equipment
Asset Mainframe	assetmainframe.csv	CMDB Mainframe (Global)	EffectTech:Datalink:CMDB:Stage:Mainframe	AST:Mainframe
Asset Processor	assetprocessor.csv	CMDB Processor (Global)	EffectTech:Datalink:CMDB:Stage:Processor	AST:Processor
CMDB Relationship - CI to CI	cmdbcitocirel.csv	CMDB CI to CI Relationship (Global)	EffectTech:Datalink:CMDB:Stage:CItoCIRelationship	Depends on the value of Relationship Class Name column. It correspond to a form in Atrium CMDB
Asset Relationship - People/Support Group/Organization to CI	assetpeoplesgorgcirel.csv	Asset People/Support Group/Organization to CI Relationship (Global)	EffectTech:Datalink:CMDB:Stage:PeopleSGOrgCIRelationship	AST:AssetPeople

**Table 1: Relationships between data type, CSV files, Effective Transport datalinks, staging forms & primary foundation forms**



## Chapter 2

### Out-of-the-box CSV Files

This chapter provides the following information for working with the CSV files for the Asset and CMDB datalinks.

- Working in localized environments
- Unique keys for updating application forms
- Data values
- CSV column mapping tables

### Working in localized environments

Entries in specific columns in the CSV files must be in English, even if you are using Effective Transport to onboard data in a localized environment. These CSV columns are marked 'Yes' in the MUST BE IN ENGLISH? column in the tables below.

### Unique keys for updating application forms

Unique keys are used to determine whether entries on the staging forms are used to create a new entry or update an existing entry on the corresponding application forms. The tables below list the unique keys for the Asset/CMDB datalinks:

- Asset CI Data
- CMDB Relationship - CI to CI data
- Asset Relationship - People/Support Group/Organization to CI data

### Asset CI Data

The unique key for the following Asset classes depends on the Asset/CMDB datalink Preferences settings and is based on one of the following:

- CI Name, Dataset ID
- CI Name, Company, Dataset ID

NOTE: Dataset ID is automatically included in the uniqueness criteria. Dataset ID is derived from the *DatasetName* column. See *Chapter 3 - Defining Datalink Preferences* for more information on datalink Preferences.

DATALINK	FOUNDATION FORM	UNIQUE KEY
Application	AST:Application	CI Name, Dataset ID or CI Name, Company, Dataset ID (Unique Key is dependent on Asset/CMDB Preferences setting.)
Base Element	Based on ClassName	
Business Service	AST:BusinessService	
Computer System	AST:ComputerSystem	
Database	AST:Database	
Equipment	AST:Equipment	
Mainframe	AST:Mainframe	
Processor	AST:Processor	

Table 2 - Unique Keys for updating Asset foundation form entries

## CMDB Relationship - CI to CI data

The unique key for CI-to-CI Relationship data depends on several pieces of data.

- For the relationship, the unique key is based on the combination of Relationship Type, Relationship Name, Relationship Dataset Name, and the two CIs (source and destination) in the relationship.
- For the CI (for both the source and destination CI), the unique key can be one of the following:
  - CI Name, Dataset Name, and Class Name
  - CI Name, Company, Dataset Name, and Class Name

## Asset Relationship - People/Support Group/Organization to CI data

- For People, the uniqueness criteria is either the Corporate ID or Login ID taken from the *Corporate ID/Login ID* column. The Unique Key value specified in the People preferences settings determines whether to validate based on the Corporate ID or Login ID.

DATALINK	FOUNDATION FORM	UNIQUE KEY
People/Support Group/Organization to CI	AST:AssetPeople	<ul style="list-style-type: none"> <li>▪ For People - Login ID or Corporate ID</li> <li>▪ For Support Group - Support Company, Support Organization, and Support Group. NOTE: All three values are required.</li> <li>▪ For Organization - combination of Company, Organization and Department. NOTE: Company is required.</li> <li>▪ For the Asset CI - Unique Key defined on the Asset/CMDB Preferences setting.               <ul style="list-style-type: none"> <li>▫ CI Name, Dataset ID</li> <li>▫ CI Name, Company, Dataset ID</li> </ul> </li> <li>▪ For the relationship - People/Support Group/Organization, Role, and the Asset CI.</li> </ul>

Table 3 - Unique Keys for updating Asset People to CI Relationship foundation form

## Data values

When you enter data in the CSV files, it is important the data is of the correct type and format. Some columns will accept only the entries listed in the 'Value' column of the column mapping tables (for example, the Status' column in the assetapplication.csv file). For these columns, select one of the valid entries to enter in the CSV file.

In other columns in the CSV files, you can select from one of the values listed in the drop-down menu for that field (listed in the staging or application form). These columns are noted as *Based on data from menu* in the 'Value' column.

For columns where the data value and format are not specified in the *Value* column of the CSV column mapping tables, the entry must be a character-based value and a valid entity within the category (for example, the 'Region' column in the assetapplication.csv files requires the name of a valid Region for that company).

This section provides acceptable values and formats for CSV columns that require the following data types:

- Currency
- Date/Time

## Currency

For columns that specify a currency value, use the format, *UED CC*.

<b>UED</b>	User-entered decimal value that is based on the currency code. For example, for US dollars that use the USD currency code, the UED is a decimal number with 2-digit precision where thousands are separated by a comma, e.g. \$25,999.99 USD.
<b>CC</b>	Currency code. Effective Transport supports the following currency codes: <ul style="list-style-type: none"> <li>▪ USD (default)</li> <li>▪ EUR,</li> <li>▪ GBP,</li> <li>▪ JPY</li> <li>▪ CAD</li> </ul> <p>NOTE: If the currency code is not specified, USD is used by default. If a preferred currency code is defined on the AR System User Preference form, that value will overwrite the default USD currency code. See BMC Remedy documentation for more information.</p>

Table 4 - Currency format supported by Effective Transport

## Date/Time

For columns that specify a Date/Time value, use the format defined on the AR System server. Contact your AR System Administrator for this information.

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## CSV column mapping tables

This section details the columns and valid entries for the CSV files that correspond to the Asset/CMDB datalinks. Note that the CSV files for the Asset datalinks contain a number of columns that are the same for all the datalinks.

- Asset Class Datalinks – shared columns
- Asset Application-specific columns
- Asset Base Element-specific columns
- Asset Business Service-specific columns
- Asset Computer System-specific columns
- Asset Mainframe-specific columns
- Asset Processor-specific columns
- CMDB CI to CI Relationship Datalink-specific columns
- Asset People/Support Group/Organization to CI Relationship Datalink-specific columns

Required fields in the CSV files are in boldface.

## Asset Class Datalinks – shared columns

Table 5 lists the columns that are shared across most Asset class datalinks. Exceptions are noted in the Value column.

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
Data Link Name	Yes	Name of the Asset class datalink.		800000089
CI Name	Yes			200000020
CI Description	Yes	If empty, will default to "." (dot)		8
DatasetName	(This value is used to get DatasetId)	Must be a valid dataset. If empty, value will come from Asset/CMDB preferences setting. If the Asset/CMDB preferences setting is empty, it will default to BMC Asset.		800010501
CI ID				210000000
TagNumber		Does not apply to Business Service datalink.		260100004
SerialNumber		Does not apply to Business Service datalink.		200000001
PartNumber		Does not apply to Business Service datalink.		200000013
Supported		"Yes", "No", "N/A"	Yes	260100002
Company		Based on data from menu.		1000000001
SystemRole		Does not apply to Processor datalink.		260000002
Status		"Ordered", "Received", "Being Assembled", "Deployed", "In Repair", "Down", "End of Life", "Delete", "Transferred", "In Inventory", "On Loan", "Disposed", "Reserved", "Return to Vendor"	Yes	100000302
StatusReason		Based on Status menu. Does not apply to Business Service datalink.	Yes	800011621
Impact		"1-Extensive/Widespread" "2-Significant/Large" "3-Moderate/Limited" "4-Minor/Localized" Does not apply to Database or Processor datalink.	Yes	800003010
Urgency		"1-Critical", "2-High", "3-Medium", "4-Low" Does not apply to Database or Processor datalink.	Yes	1000000162

<b>COLUMN NAME</b>	<b>REQUIRED?</b> Note: Empty = No	<b>VALUE</b>	<b>MUST BE IN ENGLISH?</b> Note: Empty = No	<b>MAPPED TO MAPPING FILE</b>
Priority		"PRIORITY_5", "PRIORITY_4", "PRIORITY_3", "PRIORITY_2", "PRIORITY_1"  Does not apply to Database datalink.	Yes	800000708
UsersAffected		[Integer] Does not apply to Database or Processor datalink.		260400003
Additional Information				240000007
Tier 1		Based on data from menu.		200000003
Tier 2		Based on data from menu.		200000004
Tier 3		Based on data from menu.		200000005
Product Name		Based on data from menu.		240001002
Model/Version		Based on data from menu.		240001005
Manufacturer		Must be a valid company of type Manufacturer and must be the manufacturer of the product.		240001003
SupplierName		Must be a valid company of type Supplier.		240001008
Region		Based on data from menu.		200000012
SiteGroup		Based on data from menu.		200000007
Site		Based on data from menu.		260000001
Floor				260000004
Room				260000005
ReceivedDate		[Date/Time] Does not apply to Business Service datalink.		260700003
InstallationDate		[Date/Time] Does not apply to Business Service datalink.		260000104
AvailableDate		[Date/Time]		260700001
ReturnDate		[Date/Time] Does not apply to Business Service datalink.		260700002
DisposalDate		[Date/Time] Does not apply to Business Service datalink.		260700009
OwnerName		Does not apply to Equipment, Mainframe, or Processor datalink.		301002900

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
OwnerContact		If corresponds to a Corporate ID or Remedy Login (depending on the Unique Key on the People preferences form), can be used to create People relation-ships. Does not apply to Database, Equipment, Mainframe, or Processor datalink.		301002800
Ownership Type		“Purchase”, “Lease”, “Off-Lease”, “Rented”, “Transferred”, “N/A”	Yes	260000000
FixedAsset		“Yes”, “No”, “N/A” Does not apply to Business Service, Database, or Processor datalink.	Yes	260800002
CostCenter		Must be a valid cost center.		260100007
BudgetCode				260100006
ProjectNumber				260100010
PurchaseDate		[Date/Time] Does not apply to Business Service datalink.		260700004
RequisitionID		Does not apply to Business Service, Database, or Mainframe datalink.		263000017
OrderID		Does not apply to Computer System, Database. Equipment, or Processor datalink.		260300004
InvoiceNumber		Does not apply to Business Service datalink.		260100009
UnitPrice_Char		[Currency]		800010495
SalesTax_Char		[Currency]		800010492
TaxCredit_Char		[Currency] Does not apply to Business Service or Database datalink.		800010493
MarketValue_Char		[Currency]		800010491
AccountingCode				260100001
<b>Submitter</b>	Yes	appadmin This is the last column in the CSV file and must be filled even though the value will not be mapped.		

**Table 5 - CSV column mappings for fields common across all Asset CI forms**

NOTE: The following Asset datalink CSV files do not have additional columns beyond the shared set listed in Table 5.

- Asset Database
- Asset Equipment

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## Asset Application-specific columns

Table 6 lists additional columns that are specific to the Asset Application datalink.

<b>COLUMN NAME</b>	<b>REQUIRED?</b> Note: Empty = No	<b>VALUE</b>	<b>MUST BE IN ENGLISH?</b> Note: Empty = No	<b>MAPPED TO MAPPING FILE</b>
<b>Data Link Name</b>	Yes	Asset Application (Global)		800000089
PatchNumber				260131107
BuildNumber				301032400
ServicePack				260131108
Application Type		"Other", "Unknown", "StandardApplication", "ClusteredApplication", "CompositeApplication", "InfrastructureApplication"	Yes	530009800

**Table 6 - CSV column mappings for Asset Application-specific columns**



## Asset Base Element-specific columns

Asset Base Element has the fields that are common to the different asset classes. The Asset Base Element datalink can create an entry on different asset classes by specifying each asset class on the *ClassName* column. The asset classes that are supported must also belong to the Atrium CMDB class BMC\_BaseElement. Attributes that are specific to an asset class are not supported.

Table 7 lists additional columns that are specific to the Asset Base Element datalink. The value in the *ClassName* column determines which BMC primary foundation form the datalink will correspond to. For example, if *ClassName* column has the value 'BMC\_OperatingSystem', the corresponding BMC asset primary form will be AST:OperatingSystem.

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
DataLinkName		Base Element (Global)		800000089
ClassName	Yes	Must be a valid Asset CI class name.		800010500
Market Version		Based on data from menu.		530062400

**Table 7 - CSV column mappings for Asset Base Element-specific columns**

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## Asset Business Service-specific columns

Table 8 lists additional columns that are specific to the Asset Business Service datalink.

<b>COLUMN NAME</b>	<b>REQUIRED?</b> Note: Empty = No	<b>VALUE</b>	<b>MUST BE IN ENGLISH?</b> Note: Empty = No	<b>MAPPED TO MAPPING FILE</b>
DataLinkName		Asset Business Services (Global)		800000089
Service Type		"Unknown", "Business Service", "Technical Service"	Yes	800011620

**Table 8 - CSV column mappings for Asset Business Service-specific columns**

## Asset Computer System-specific columns

Table 9 lists additional columns that are specific to the Asset Computer System datalink.

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
DataLinkName		Computer System (Global)		800000089
Primary Capability		"Not Dedicated", "Unknown", "Other", "Storage", "Router", "Switch", "Layer 3 Switch", "Central Office Switch", "Hub", "Access Server", "Firewall", "Print", "I/O", "Web Caching", "Server", "Management", "Block Server", "File Server", "Mobile User Device", "Repeater", "Bridge/Extender", "Gateway", "LoadBalancer", "Mainframe", "SANSwitch", "SANHub", "SANBridge", "SANRouter", "SANDirector", "RAIDStorageDevice", "Virtual Tape Library", "JBOD", "Workstation", "StorageSubsystem", "Storage Virtualizer", "Media Library", "ExtenderNode", "NAS Head", "Self-contained NAS", "UPS", "IP Phone", "Management Controller", "Chassis Manager", "Host-based RAID controller", "Storage Device Enclosure", "Desktop", "Laptop", "Virtual Library System", "Blade System", "Blade Server", VPN Concentrator, "Proxy Server", "Layer 3 Proxy Server", "WAN Accelerator", "SAN Processor"	Yes	301016200
CapabilityList		Based on data from menu.		301016100
LastScanDate		[Date/Time]		300927600
EnvironmentSpecification				
ConfigurationOptions				
SystemType		"X86-based PC", "MIPS-based PC", "Alpha-based PC", "Power PC", "SH-x PC", "StrongARM PC", "64-bit Intel PC", "64-bit Alpha PC", "X86-NEC98 PC"	Yes	301016700
ResetCapability		"Other", "Unknown", "Disabled", "Enabled", "Non-recoverable"	Yes	301017100

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
Expansion				200000025
ExpansionInterface				200000026
ImpactComputation Model				301003400
VirtualSystemType		"Other", "Unknown", "LPAR", "VM/VM Guest", "VMWare", "Xen", "LDOM", "Solaris Container", "HP nPartitions", "VPar", "Microsoft Hyper-V", "KVM"	Yes	530010600
isVirtual		"No", "Yes"	Yes	530054200
DNS Host Name				301016000
Workgroup				301019600
Domain				260140117
NumberOfSlots				260400001
PortsPerSlot				260400002
TotalPhysical Memory		[Decimal, >0, precision 0]		200000022
FlashMemory		[Decimal, >0, precision 0]		200000021

**Table 9 - CSV column mappings for Asset Computer System-specific columns**

## Asset Mainframe-specific columns

Table 10 lists additional columns that are specific to the Asset Mainframe datalink.

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
DataLinkName		AssetMainframe (Global)		800000089
Environment Specification				301019800
Expansion				200000025
ExpansionInterface				200000026
FlashMemory		[Decimal, >0, precision 0]		200000021
DNS Host Name				301016000
Domain				260140117
CapabilityList		Base on data from menu.		301016100
ConfigurationOptions				200000029
ResetCapability		"Other", "Unknown", "Disabled", "Enabled", "Non-recoverable"	Yes	301017100
SystemType		"X86-based PC", "MIPS-based PC", "Alpha-based PC", "Power PC", "SH-x PC", "StrongARM PC", "64-bit Intel PC", "64-bit Alpha PC", "Unknown", "X86-Nec-98 PC"	Yes	301016700
TotalPhysical Memory		[Decimal, >0, precision 0]		200000022
Workgroup				301019600

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
Primary Capability		"Not Dedicated", "Unknown", "Other", "Storage", "Router", "Switch", "Layer 3 Switch", "Central Office Switch", "Hub", "Access Server", "Firewall", "Print", "I/O", "Web Caching", "Server", "Management", "Block Server", "File Server", "Mobile User Device", "Repeater", "Bridge/Extender", "Gateway", "LoadBalancer", "Mainframe", "SANSwitch", "SANHub", "SANBridge", "SANRouter", "SANDirector", "RAIDStorageDevice", "Virtual Tape Library", "JBOD", "Workstation", "StorageSubsystem", "Storage Virtualizer", "Media Library", "ExtenderNode", "NAS Head", "Self-contained NAS", "UPS", "IP Phone", "Management Controller", "Chassis Manager", "Host-based RAID controller", "Storage Device Enclosure", "Desktop", "Laptop", "Virtual Library System", "Blade System", "Blade Server", "VPN Concentrator", "Proxy Server", "Layer 3 Proxy Server", "WAN Accelerator", "SAN Processor"	Yes	301016200
Number of LPARS		[Integer]		530010230
Installed CPs		[Integer]		530010240
Installed CPUs		[Integer]		530010210
Number Channels		[Integer]		530010290
Installed DASD		[Integer]		530010220
Number of Slots		[Decimal, >0, precision 0]		260400001
Ports per Slots		[Decimal, >0, precision 0]		260400002
Grid Location				530012000
Physical Memory		[Integer]		530010295
Available CPs		[Integer]		530010250
Available IFCs		[Integer]		530010260
Available IFLs		[Integer]		530010270
Available IFAs		[Integer]		530010280

Table 10 - CSV column mappings for Asset Mainframe-specific columns

## Asset Processor-specific columns

Table 11 lists additional fields that are specific to the Asset Processor datalink.

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
DataLinkName		Asset Processor (Global)		800000089
Level		[Integer]		301140900
MaxClockSpeed		[Integer]		301035600
Processor Architecture		"X86", "MIPS", "Alpha", "PowerPC", "Ia64", "PA-RISC"	Yes	301035200
PNPDeviceID				301024900
NumberOfCores		[Integer, >0]		530041401
OtherProcessor Family Description				530034700

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
ProcessorFamily		<p>"Other", "Unknown", "8086", "80286", "80386", "80486", "8087", "80287", "80387", "80487", "Pentium(R) brand", "Pentium(R) Pro", "Pentium(R) II", "Pentium(R) processor with MMX(TM) technology", "Celeron(TM)", "Pentium(R) II Xeon(TM)", "Pentium(R) III", "M1 Family", "M2 Family", "K5 Family", "K6 Family", "K6-2", "K6-3", "AMD Athlon(TM) Processor Family", "AMD(R) Duron(TM) Processor", "AMD29000 Family", "K6-2+", "Power PC Family", "Power PC 601", "Power PC 603", "Power PC 603+", "Power PC 604", "Power PC 620", "Power PC X704", "Power PC 750", "Alpha Family", "Alpha 21064", "Alpha 21066", "Alpha 21164", "Alpha 21164PC", "Alpha 21164a", "Alpha 21264", "Alpha 21364", "MIPS Family", "MIPS R4000", "MIPS R4200", "MIPS R4400", "MIPS R4600", "MIPS R10000", "SPARC Family", "SuperSPARC", "microSPARC II", "microSPARC IIep", "UltraSPARC", "UltraSPARC II", "UltraSPARC III", "UltraSPARC IIIi", "68040", "68xxx Family", "68000", "68010", "68020", "68030", "Hobbit Family", "Crusoe(TM) TM5000 Family", "Crusoe(TM) TM3000 Family", "Weitek", "Itanium(TM) Processor", "PA-RISC Family", "PA-RISC 8500", "PA-RISC 8000", "PA-RISC 7300LC", "PA-RISC 7200", "PA-RISC 7100LC", "PA-RISC 7100V30 Family", "Pentium(R) III Xeon(TM)", "Pentium(R) III Processor with Intel(R) SpeedStep(TM) Technology", "AS400 Family", "IBM390 Family", "G4", "G5", "i860", "i960", "SH-3", "SH-4", "ARM", "StrongARM", "6x86", "MediaGX", "MII", "WinChip", "DSP", "Video Processor", "POWER2", "POWER3", "POWER4", "POWER5", "Pentium(R) 4", "Intel(R) Xeon(R)", "Intel(R) Core(TM) Solo Processor", "Intel(R) Core(TM) 2 Duo</p>	Yes	301035500
		<p>Processor", "POWER2", "POWER3", "POWER4", "POWER5", "Pentium(R) 4", "Intel(R) Xeon(R)", "Intel(R) Core(TM) Solo Processor", "Intel(R) Core(TM) 2 Duo</p>		



COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
UpgradeMethod		"Other", "Unknown", "Daughter Board", "ZIF Socket", "Replacement/Piggy Back", "None", "LIF Socket", "Slot 1", "Slot 2", "370 Pin Socket", "Slot A", "Slot M", "Socket 423", "Socket A (Socket 462)"	Yes	301035800
ProcessorStatus		"Unknown", "CPU Enabled", "CPU Disabled by user via BIOS Setup", "CPU Disabled by BIOS (POST Error)", "CPU is Idle", "Reserved", "Other"	Yes	301140800
ProcessorType		"Other", "Unknown", "Central Processor", "Math Processor", "DSP Processor", "Video Processor"	Yes	301035700
PowerManagement Capabilities		"Unknown", "Not Supported", "Disabled", "Enabled", "Power Saving Modes Entered Automatically", "Power State Settable", "Power Cycling Supported", "Timed Power On Supported"	Yes	301032600
PowerManagement Supported		"Yes", "No"	Yes	301032700
SystemClassId				301047800
SystemName				301047700
Number of Logical Processors		[Integer, >0]		530043301

Table 11 - CSV column mappings for Asset Processor-specific columns

## CMDB CI to CI Relationship Datalink-specific columns

CMDB CI to CI Relationship datalink supports 19 CI to CI relationships based on the BMC\_BaseRelationship class:

- Component, Application System Services, Contract Component, Hosted System Components, Offering Measured By, Service Realized By Offering, Settings Of.
- Dependency, Account On System, Hosted Access Point, Hosted Service
- Element Location
- Genealogy
- Member Of Collection, In IP Subnet, In Segment, LNs In Collection, IP Subnets In Collection, Segments In Collection.

NOTE: The CMDB CI to CI Relationship datalink replaces the three CMDB Relationship datalinks (Component, Dependency, and Impact) from previous Effective Transport releases.

Table 12 lists columns that are shared across the CI to CI relationships supported by the CMDB Relationship – CI to CI datalink.

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
Datalink Name	Yes	"CMDB CI to CI Relationship (Global)"		800000089
Name	Yes			200000020
Short Description				8
Action		"Add/Modify", "AlwaysAdd", "LogicalDelete", "PhysicalDelete"		800003003
Relationship Type		"BMC_Component", "BMC_ContractComponent", "BMC_ApplicationSystem Services", "BMC_HostedSystem Components", "BMC_OfferingMeasuredBy", "BMC_SettingsOf", "BMC_ServiceRealizedByOffering", "BMC_Dependency", "BMC_HostedService", "BMC_HostedAccessPoint", "BMC_AccountOnSystem", "BMC_ElementLocation", "BMC_Genealogy", "BMC_MemberOfCollection", "BMC_InSegment", "BMC_InIPSubnet", "BMC_LNsInCollection", "BMC_SegmentsInCollection", "BMC_IPSubnetsInCollection"		
Dataset Name				800010501

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
Source CI Company	Yes (if Company is part of CI unique key) NOTE: Not required if specified in Preferences form.			800010496
Source CI Dataset Name				800010477
Source CI Class Name				530031000
<b>Source CI Name</b>	Yes			530030800
Destination CI Company	Yes (if Company is part of CI unique key) NOTE: Not required if specified in Preferences form.			800010497
Destination CI Dataset Name				800010479
Destination CI Class Name				530030900
Destination CI Name				530030700
ImpactSourceId				530060400
ImpactDestination Id				530060500
AccountID				301186800
AssignedTo				1000000270
AttributeData SourceList				530019500
CMDBRowLevel Security				112
CMDBWrite Security				60513
MarkAsDeleted		"Yes", "No"	Yes	400129100
Status		"0" to "49"		800010481
HasImpact		"Yes", "No"	Yes	530048100
ImpactDirection		"Other", "Unknown", "Source-Destination", "Destination-Source"	Yes	530048000
ImpactPropagation Model		"DIRECT" (default value), "INCREASING", "DECREASING", "JUST_WARNING", "JUST_INFO"		530048200
ImpactWeight		[Integer]		530047901

<b>COLUMN NAME</b>	<b>REQUIRED?</b> Note: Empty = No	<b>VALUE</b>	<b>MUST BE IN ENGLISH?</b> Note: Empty = No	<b>MAPPED TO MAPPING FILE</b>
IsCurrent NOTE: Applies only to Component-based CI Relationships.		"Unknown", "Is Current", "Is Not Current"	Yes	530052300
IsDefault NOTE: Applies only to Component-based CI Relationships.		"Unknown", "Is Default", "Is Not Default"	Yes	530052200
IsMaximum NOTE: Applies only to Component-based CI Relationships.		"Unknown", "Not Applicable", "Is Maximum", "Is Not Maximum"	Yes	530052600
IsMinimum NOTE: Applies only to Component-based CI Relationships.		"Unknown", "Not Applicable", "Is Minimum", "Is Not Minimum"	Yes	530052500
IsNext NOTE: Applies only to Component-based CI Relationships.		"Unknown", "Is Next", "Is Not Next", "Is Next For Single User"	Yes	530052400
IsPending NOTE: Applies only to Component-based CI Relationships.		"Unknown", "Is Pending", "Is Not Pending"	Yes	530052700
AccountType NOTE: Applies only to Dependency-based CI Relationships.		"Secure", "Regular"	Yes	530014200
QuantityAddedPer Location NOTE: Applies only to Dependency-based CI Relationships.		[Integer]		301156500
QuantityUsedPer Location NOTE: Applies only to Dependency-based CI Relationships.		[Integer]		301160100
IsUnqualified NOTE: Applies only to Dependency and Hosted Access Point-based CI Relationships.		"Yes"	Yes	530060300

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
ElementLocation NOTE: Applies only to Element Location-based CI Relationships.				530013800
<b>Submitter*</b>	Yes			2

Table 12 - CSV column mappings for shared CMDB CI to CI Relationship fields

## Asset People/Support Group/Organization to CI Relationship Datalink-specific columns

The Asset People/Support Group/Organization to CI Relationship datalink supports the CI relationships with People, Support Group, and Organization.

NOTE: The Asset People/Support Group/Organization to CI Relationship datalink replaces the Asset People to CI Relationship datalink.

The following table lists all columns for the Asset People/Support Group/Organization to CI Relationship datalink.

COLUMN NAME	REQUIRED? Note: Empty = No	VALUE	MUST BE IN ENGLISH? Note: Empty = No	MAPPED TO MAPPING FILE
Data Link Name	Yes	"Asset People/Support Group/Organization to CI Relationship (Global)"		800000089
Action	No	"Add/Modify", "Delete" or empty If empty, datalink will add/update the relationship entry similar to a value of "All/Modify". Delete will remove the relationship entry.	Yes	800003003
Record Status	No	"New", "Delete" If empty, it will default to New.	Yes	800010309
Relationship Type	Yes	"People" "People Organization" "Support Group"	Yes	260100013
Role	Yes	"Approved by", "Created by", "Managed by", "Owned by", "Supported by", Used by	Yes	800011599
Corporate ID/Login ID	Yes if one of the following: ▪ Relationship Type=People and Unique Key=Corporate Id on the People preference ▪ Relationship Type=People and Unique Key=Remedy Login (Userid_uid) on the People preference	Value must match the Corporate ID field for the entry on CTM:People if the People preferences Unique Key is set to Corporate ID.  Value must match the Login ID field for the entry on CTM:People if People preferences Unique Key is set to Login ID.		100000054
Support Group or People Org - Company	Yes if Relationship Type=People Organization or Support Group.	If Relationship Type=Support Group, the value must match the Support Company field for the entry on CTM:Support Group.  If Relationship Type=People Organization, the value must match the Company field for the entry on CTM:People Organization.		100000082

<b>COLUMN NAME</b>	<b>REQUIRED?</b> Note: Empty = No	<b>VALUE</b>	<b>MUST BE IN ENGLISH?</b> Note: Empty = No	<b>MAPPED TO MAPPING FILE</b>
Support Group or People Org - Organization	Yes if Relationship Type=Support Group	If Relationship Type=Support Group, the value must match the Support Organization field for the entry on CTM:Support Group. If Relationship Type=People Organization, the value must match the Organization field for the entry on CTM:People Organization.		100000010
Support Group or People Org – Name/Department	Yes if Relationship Type=Support Group	If Relationship Type=Support Group, the value should match the Support Group Name field for the entry on CTM:Support Group If Relationship Type=People Organization, the value should match the Department field for the entry on CTM:People Organization		200000006
Support Group - Unavailability Assignment?		“Yes”, “No” This is used only when Relationship Type=Support Group.	Yes	1000002883
Support Group - Assignment Locked?		“Yes”, “No” This is used only when Relationship Type=Support Group.	Yes	1000002884
<b>CI - Asset Name</b>	Yes	Valid asset name of the class		200000020
<b>CI – Class Name</b>	Yes	Valid class name		301199600
CI - Asset Company	Yes if the CI unique key is CI Name and Company	Values is based on COM:Company		1000000001
CI – AssetId		Valid asset Id		210000000
CI - Dataset Name		Valid dataset name		800010501
<b>Submitter</b>	Yes			2

**Table 13 - CSV column mappings for Asset People/Support Group/Organization to CI Relationship-specific columns**





## Chapter 3

### **Defining Datalink Preferences**

This chapter details the preferences available for the Asset and CMDB Relationship CI to CI datalinks. Datalink Preferences are used to define default values for information that is not provided in the source data (CSV files) or to set auto-create actions that create entries on the BMC secondary forms. If the datalink encounters a record with a blank value, that value will be set to the default setting specified in the selected datalink Preferences. You can define settings for the Default Preferences profile only, or you can create multiple Preferences profiles for different customers. Datalink details specifies which Preferences entry will be used for a datalink.

- Asset Datalink Preferences
- CMDB Relationship CI to CI Datalink Preferences

NOTE: For instructions on configuring the datalink preferences, see the *Effective Transport Data Management Suite for BMC Remedy User's Guide*.

## Asset Datalink Preferences

Unlike the ITSM datalinks which each have specific Preferences, all Asset datalinks share the following Preferences settings. Table 14 lists the Preferences settings for the Asset datalinks.

ASSET DATALINK PREFERENCES		
Preferences settings	Acceptable values	Description
Default Status	"Being Assembled", "Delete", "Deployed", "Disposed", "Down", "End of Life", "In Inventory", "In Repair", "On Loan", "Ordered", "Received", "Reserved", "Return to Vendor", "Transferred"	If no value is specified in the Status column, the Default Status value is used for the record.
Default Dataset	Based on data from menu.	If no dataset name or ID is specified in the Dataset Name column, the Default Dataset is used for the record.
Unique Key	"CI Name", "CI Name and Company" or empty.	The Unique Key is used to determine whether data from the CSV file is used to create a new CI or update an existing CI. The workflow within Effective Transport can use either the CI Name, or the CI Name in combination with Company, as the Unique Key.  If the Unique Key field is empty, the CI Name and Company will be used by default.
Auto-Create CI-People Relationships	"Yes", "No"	If set to 'Yes' and there is data in the <i>OwnerContact</i> column in the CSV file, this data will be used to create an owner-to-CI relationship. There should be a unique key value for each person (in CTM:People) in the <i>OwnerContact</i> column. The unique key specified for People in the People Preferences determines if the Corporate ID or Remedy Login is used as the unique key for OwnerContact.  NOTE: The CI must exist in the BMC Asset Dataset for the relationship to be created. This feature is available only for Asset CI datalinks with the <i>OwnerContact</i> column in the corresponding CSV file.
Auto-Update Manufacturer Companies	"Yes", "No"	If set to 'Yes' and a company exists in the Company application form, but does not have Manufacturer as one of the values in the Type field, 'Manufacturer' will be added to the Type field in the Company entry.
Auto-Update Supplier Companies	"Yes", "No"	If set to 'Yes' and a company exists in the Company form, but does not have Supplier as one of the values in the Type field, 'Supplier' will be added to the Type field in the Company entry.
Default Company		If no value is specified in the Company column, the Default Company value is used for the record.

Table 14 - Datalink Preferences for all Asset datalinks

## CMDB Relationship CI to CI Datalink Preferences

Table 15 lists the Preferences settings for the CMDB Relationship CI to CI datalink.

<b>CMDB RELATIONSHIP CI to CI DATALINK</b>		
<b>CI to CI Relationship Preferences</b>	<b>Acceptable values</b>	<b>Description</b>
Default CI Relationship Action	"Add/Modify", "AlwaysAdd", "LogicalDelete", "PhysicalDelete"	If no value is specified in the Action column, the Default CI Relationship Action value determines if the CI-to-CI relationship record is created, modified, or deleted. <ul style="list-style-type: none"> <li>■ Add/Modify - creates a new CI-to-CI relationship record or updates an existing one.</li> <li>■ AlwaysAdd – always creates a new CI-to-CI relationship record</li> <li>■ LogicalDelete –sets the status of the CI-to-CI relationship record to 'Deleted,' but leaves the record in Atrium CMDB</li> <li>■ PhysicalDelete – deletes the CI-to-CI relationship record from Atrium CMDB.</li> </ul>
Default CI Relationship Type	Based on data from menu.	If no value is specified in the Relationship Type column, the Default CI Relationship Type value is used for the record.
Default CI Relationship Dataset Name	Based on data from menu.	If no value is specified in the Dataset Name column, the Default CI Relationship Type value is used for the record.
<b>CI Preferences</b>	<b>Acceptable values</b>	<b>Description</b>
CIs Unique Key	"CI Name", "CI Name and Company", or empty	The CIs Unique Key is used to determine whether CI data from the CSV file is valid or not. The workflow within Effective Transport can use either the CI Name, or the CI Name in combination with Company, as the CI Unique Key. If the CI Unique Key field is empty, the CI Name and Company will be used by default.
<b>Source CI Default Values</b>	<b>Acceptable values</b>	<b>Description</b>
Default Source CI Company	Based on data from menu.	If no value is specified in the Source CI Company column, the Default Source CI Company value is used for the record.
Default Source CI Dataset Name	Based on data from menu.	If no value is specified in the Source CI Dataset Name column, the Default Source CI Dataset Name value is used for the record.
Default Source CI Class Name	Select CI class name from menu of BMC CI Class Names.	If no value is specified in the Source CI Class Name column, the Default Source CI Class Name value is used for the record.
<b>Destination CI Default Values</b>	<b>Acceptable values</b>	<b>Description</b>
Default Destination CI Company	Based on data from menu.	If no value is specified in the Destination CI Company column, the Default Destination CI Company value is used for the record.
Default Destination CI Dataset Name	Based on data from menu.	If no value is specified in the Destination CI Dataset Name column, the Default Destination CI Dataset Name value is used for the record.
Default Destination CI Class Name	Select CI class name from menu of BMC CI Class Names.	If no value is specified in the Destination CI Class Name column, the Default Destination CI Class Name value is used for the record.

Table 15 - Datalink Preferences for CMDB Relationship CI to CI datalink