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APL TRANSACTION ISOLATION PLUGIN v1.0

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INTRODUCTION

This plugin allows for what is typically referred to a ‘fire and forget’ type of transaction. I presented this topic for WWRUG12, and have since revamped the plugin quite a bit, but it’s the same basic premise. Sometimes, there are actions that you need to kick off and either don’t care to wait around for them to finish, or because they will take more than 120 seconds to finish, and you want/need to release the client back to doing whatever it is they are doing. This plugin allows you to issue an out of cycle update, through the API that the client that initiates it doesn’t wait for. I initially developed this because I had certain processes that the user needed to be able to kick off from a button press that could take in upwards of 2 hours to complete. OOTB, this wasn’t possible, this requirement eventually turned into this plugin.

INITIAL SETUP

The setup of this plugin requires two steps

1. Install and configure the plugin itself
 - a. Copy the files in the ‘lib’ folder to your ‘pluginsvr’ folder on your server
 - b. Edit your <installDir>/conf/ar.conf/cfg and <installDir>/pluginsvr/pluginsvr_config.xml files and **make the appropriate changes** suggested in the files in the ‘templates’ folder
 - c. Restart the Remedy server
2. Import the configuration forms
 - a. Import the def provided in the ‘Remedy Code’ folder which includes 2 forms and some simple workflow needed for the plugin to function properly

CONFIGURING THE PLUGIN

Within the pluginsvr_config.xml file there are several user defined settings, all but the connection information is optional

- RASHash: If you, like others are uncomfortable storing user name and password in a configuration file in plain text, this plugin has the ability to connect to the Remedy server as the ‘Remedy Application Service’ account when you provide the value from your ar.cfg file from the ‘Remedy-App-Service-Password’ value. This plugin uses the same methodology as BMC products to convert this hash into a value allowing the plugin to connect. If specifying this value, then the UserName and UserPass values can be left blank and will not be used.
- UserName: This doesn’t need to be an Admin user, but likely should be. This plugin supports impersonating the user that made the call, but that can only be accomplished if this is an Admin user.
- UserPass: If the UserName you specify has a password, this would be where to put it
- ServerName: This should not be needed, but at times. The default value for this is ‘localhost’, and in most circumstances, that should work without issue as the server knows how to connect to itself without specifying a host name, but if for some reason you want this plugin to connect to a different server in the group, or localhost is not working, you can specify it.
- QueryForm: This is the main form that gets records created in it. It defaults to ‘APL:TransactionIsolation’, but if you for some reason need this form to be renamed, you’ll need to set this parameter to the ‘new’ value for the form name
- FieldsForm: This is an optional use form that defaults to ‘APL:TransactionIsolation:Fields’, again, you don’t need to set this, but if you need to rename the forms, you need to tell the plugin the new name for the form
- ServerPort: This option only needs to be set if your server is not using Port Mapper, if you are using port mapper, you can leave this blank, otherwise you can set it to the proper value for your environment

- **RPCQueue:** If you find that this plugin needs to be isolated onto its own RPC Queue, you can set this value and the plugin will attempt to utilize your selected value. It is reliant on you setting up that private queue and properly stocking it with sufficient threads
- **Timeout:** This is how long a 'Set Entry' call will wait before timing out. The default for this setting is a whopping 14,400, that's 4 hours....this should be more than sufficient for anything you need, but if for some reason you want to change it, either up or down, feel free
- **ImpersonateUser:** So, when the plugin is running, it must connect as a hard coded user, but, while it's executing its updates, it can choose (if the user specified is an admin user) to impersonate another user, namely the user that executed the plugin call. This ensures that the updates being done are done in their name, and with their permissions, otherwise the last modified by will be the user you specify, and done with their permissions, which may not be what you want
- **RetryCount:** For various reasons, attempts to get various records and attempts to update various records may fail. The plugin has an automatic retry mechanism with a 1 second delay built in between retries. The default number of times it tries to retry is 5, here is where you can change that

USING THE PLUGIN

The plugin can update either a single field, or multiple fields....the use is slightly different based on how you need it to function. The simple use case is updating a single field with a single value. This is done by doing an insert into the Query form 'APL:TransactionIsolation'. You submit the Form, Query, Field Name, and Field Value that you need to modify. You submit this record with a status of New, and the plugin takes care of the rest. Immediately after submit the record will change to a Pending status, and when the plugin finishes the update the status will change to Executed.

The more complex version is if you are wanting/need to update multiple fields. In this scenario you will need to create records in the Fields form 'APL:TransactionIsolation:Fields'. All of the records created in this form for a given transaction will need to have the same GUID, once you have created all of the field records you need, you will create a Query record utilizing the same GUID, populating the Form/Query fields but leaving the Field/Value fields blank, this indicates to the plugin that there are multiple fields and it goes and looks for them.

RELEASE NOTES

1.0 – July 2, 2017

- Initial public pre-release made available for download