

Remedy: TSM Request Form

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Remedy: TSM Request Form

Purpose

The TSM Backup Service uses REMEDY to track requests for new backup service, problems, changes, deletions and terminations. The Help Desk handles most of these requests; however, a new feature will permit users to submit their own cases through a web interface. This documentation is designed to help you understand the fields and information required to complete a valid request.

We now have two ways to submit a TSM case to Remedy: a user can submit a case through the web page interface or the Help Desk can submit a case using the redesigned User Tool for TSM cases. Each interface has been formatted to handle all TSM related issues from within one location.

There Are Four Types of TSM Request Forms

- TSM New Request
- TSM Problem Request
- TSM Delete Filespace Request
- TSM Termination Request

Owner's Information

Last Name: _____ First Name: _____ Owners Email Address: _____
Office Phone Number: _____ Campus: _____ College/Department: _____
Machine Name: _____ Bldg/Rm of Machine: _____ Nodename?: _____

Support Contact Information

Support Person Name: _____ Support Person Phone: _____ Support Person Email Address: _____ Email Address of Other: _____

Hardware Information

Hardware Platform: Unix Workstation Macintosh PC
PC: Desktop Server Laptop
Mac: Desktop Server Laptop
Unix Workstation: Workstation Server
Server?: _____ Database on Server?: _____

Software Information

Unix Workstation: _____ Macintosh: _____ PC: _____
Specify "Other" Software: _____

Other Fields: Status: _____ Web Submit Type: _____
Entry/Id: _____
Submitter (Installer- Desktop): _____
Create-date: _____
Work Log: _____

Buttons: List Pending, New Request, Problem, Delete File Space, Terminate Service

Figure 1: TSM_Installation_Request form

TSM Resources

Help Desk personnel can always contact TSM with questions about any submission form's field requirements, user inquiries or about TSM in general.

- call x22587 or x2BKUP
- tsm@uh.edu
- <http://www.uh.edu/infotech/tsm>

Access the TSM Installation Form

The TSM Installation Request form can be accessed via the HelpDesk form. From the IT Support Center Console (Remedy Support), select "New Request" on the left. This will open a new Help Desk Case Ticket.

From the Help Desk Case ticket, bring-up the user's information as usual (Last name, then <ENTER>). Once this information is populated, go to the "Requester Information" tab. Click on the "Profile" button.

The screenshot shows the 'TSS Help Desk' interface. At the top, there are input fields for 'Last Name+' (Davis), 'First Name' (Ottie), and 'Middle Name' (R). Below these are fields for 'ISO+', 'UHID+' (HE00), and 'Urgency' (Low). A 'Summary' dropdown menu is also visible. The user information is displayed as 'AMC ordavis' with 'Primary UserID' and 'Customer Status' (Active) highlighted. A 'Status Summary' field is at the bottom of this section. The 'Requester Information' tab is selected, and the 'Profile' button is circled in red. The profile section contains fields for 'Alias' (rdavis@uh.edu), 'Destination Email' (ps@mail.uh.edu), 'RightNow Email', 'Alternate Email', 'Campus', 'Building', 'Department', 'RightNowDept', 'Office' (117), 'Preferred Phone', 'Phone', 'Work Phone' (832-842-4613), 'Fac/Stf/Stu?' (Staff), and 'VIP' (No). Other fields include 'Last 5 Digits SSN', 'Customer's Department' (Computing & Telecom Services), 'Customer's College' (VC/VP, Information Technology), 'Support Contact Name', 'Support Contact UserID', 'Support Contact Email', and 'Support Contact Phone'. There are buttons for 'Email Customer' and 'zTmpReqNotMethod' (E-Mail). A 'Close' button is at the bottom right.

Figure 2: Help Desk Case Ticket – Requester Information tab

When clicked, the Profile button displays the Person Information for the customer.

Person Information (action.uh.edu)

Remedy IT Service Management

Person Information

ISD: [XXXXXXXXXXXX] Last Name*: Davis Full Name*: Ottie R Davis ...

ID: [XXXXXXXXXXXX] First Name: Ottie UserID: ordavis

Status*: Active [v] Middle Name: R UHID: []

Contact | General | Code Desc | ES_IS_Fields | Tuples | SponsorTuples | Misc | AD Info | Address | Pager | Financials

ES_IS_Home Phone: [] Campus: [] IP Address: []

Work Phone: 832-842-4613 Building: [] ADSM

Pager Phone: [] Department: [] Manage Alias

Pager Email: [] Mail Code: 1001

Mail Alias Address: rdavis@uh.edu Privacy: N

Email Address: ps8@mail.uh.edu Campus Code: H

Exchange Address: ps8@mail.uh.edu

Save Close Help

Figure 3: Person Information

From the Person Information form click on the ADSM/TSM button. This will bring-up the TSM Installation Request form with most of the owner information already completed.

Owner's Information

This information is common to all forms for the TSM_Installation_Request and TSM Services Web Console. This is basic information about the user of the machine.

Owner's Information

Last Name: Davis First Name: Ottie Owners Email Address: ps8@mail.uh.edu

Office Phone Number: 832-842-4613 Campus: H-Main College/Department: VC/VP, Information Technology : : Computing & Telecor

Machine Name: [] Bldg/Rm of Machine: CC-117 Nodename?: []

Save Close

Figure 4: Owner Information

TSM New Request

- This form is NOT for requesting re-installation of the TSM software. You should select the PROBLEM tab and select "Re-install Software Request" from the menu.
- This form is used to create a billing/user profile for new users of the TSM backup service.
- This form will generate a billing letter sent by email to whoever is selected to receive the letter and obtain financial authorization.
- Special attention should be given to fields, "email contact for backup failure notification" and "what email to forward the billing form to" as well as all software and hardware information.
- On new requests, the *Machine Name* field is optional. However, if a user has a favorite name for their machine, we will attempt to create the TSM name as close as possible to that name if this field is filled out.

The screenshot shows the 'New Request' form with the 'Problem' tab selected. The form is divided into several sections:

- Navigation:** 'New Request | Problem | Delete File Space | Terminate Service'
- Network Settings:** 'I.P. Address-Optional' (text input), 'DHCP?' (dropdown), and 'Who will receive email notification in case of backup failures?' (radio buttons for Owner, Support Person, Other).
- Support Contact Information:** 'Support Contact Information' header, followed by 'Support Person Name', 'Support Person Phone', 'Support Person Email Address', and 'Email Address of Other' (all text inputs).
- Disclaimer:** 'This request will generate a form that must be approved by your certifying signature for billing purposes. The monthly charge for backup service is \$3.00 per GB. There is also a non-refundable \$10 workorder charge for this request.'
- Email Preference:** 'Who would you like this form to be emailed to?' (radio buttons for Owner, Support Person).
- Hardware Information:** 'Hardware Platform' (radio buttons for Unix Workstation, MacIntosh, PC), 'PC' (radio buttons for Desktop, Server, Laptop), 'Mac' (radio buttons for Desktop, Server, Laptop), 'Unix Workstation' (radio buttons for Workstation, Server), 'Server?' (dropdown), and 'Database on Server?' (dropdown).
- Software Information:** 'Software Information' header, 'Unix Workstation', 'MacIntosh', and 'PC' (dropdowns), and 'Specify "Other" Software' (text input).

Figure 5: New Request tab

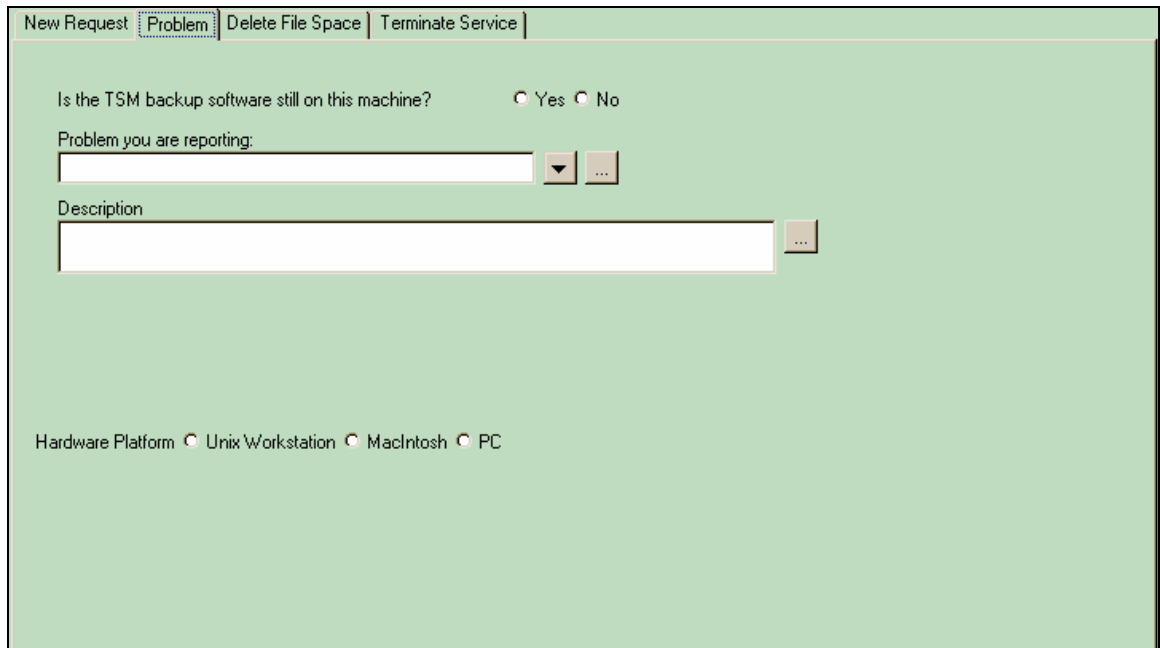
TSM New Request Form Details

- 1) **IP Address** – Most servers will have a fixed IP address, desktops probably not
- 2) **DHCP** – If no fixed IP address is known, select **“YES”**
- 3) **Email for Backup Failures** - Select from the choices listed, who will receive these
- 4) **Billing Form to Be Emailed to** - Select from the choices listed, who will receive these
- 5) **Hardware Platform** – Select the Platform of the computer from the choices listed
- 6) **Hardware Information** – Select the computer type from the choices listed
- 7) **Software Information** – What Operating System is being used on this computer
- 8) **Specify Other Hardware or Software** – This usually applies to flavors of UNIX systems

TSM Problem Request

This form is to be used to address any issues with the TSM backup service that are not covered by forms: New Request, Delete Filespace, or Termination.

- Reinstall software request
- Help with diagnosing backup failure
- I have changed location
- My Email has changed
- I have changed departments
- Need to change name of owner
- Need to change computer nodename
- Need help in customizing backup
- Requesting change of backup time
- Requesting change in frequency of backup
- Need the TSM password for a computer
- Software causing conflicts/machine freezes
- Requesting more copies be saved on backup
- Other



The screenshot shows a web application interface with a light green background. At the top, there are four tabs: "New Request", "Problem", "Delete File Space", and "Terminate Service". The "Problem" tab is currently selected and highlighted. Below the tabs, the form contains the following elements:

- A question: "Is the TSM backup software still on this machine?" followed by two radio buttons labeled "Yes" and "No".
- A label: "Problem you are reporting:" followed by a text input field, a dropdown arrow, and a button with three dots.
- A label: "Description" followed by a larger text input field and a button with three dots.
- A label: "Hardware Platform" followed by three radio buttons labeled "Unix Workstation", "MacIntosh", and "PC".

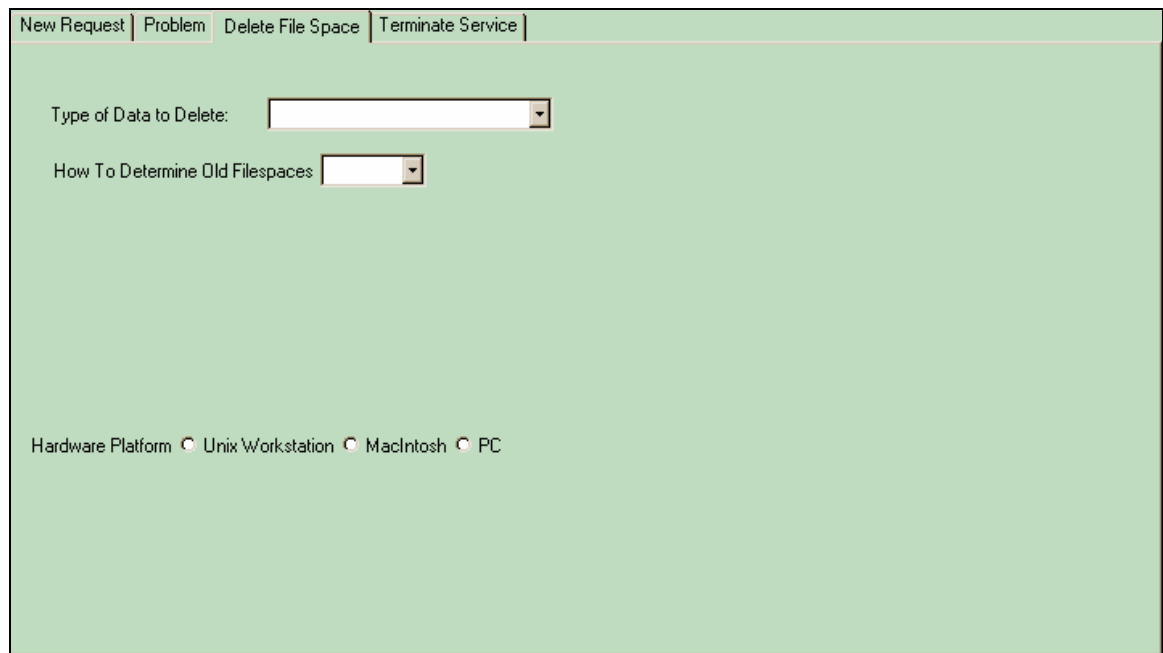
Figure 6: Problem Request tab

TSM Problem Request Form Details

- 1) **Hardware Platform** - Select from the choices listed
- 2) **Is the TSM Software Installed?** – If User is not sure, check the "*How To Determine S/W*" button and walk the user through the instructions, then answer "YES" or "NO"
- 3) **If TSM Software is Installed, What is the Nodename** – If User is not sure, check the "*Determine Your Nodename*" button and walk the user through the instructions, then fill in nodename with all punctuation included in the nodename.
- 4) **Problem You Are Reporting** - Select from the choices in the pull down menu
- 5) **Description** – Brief description of problem if problem selection needs more clarification

TSM Delete File Space

- This is NOT the form to use for termination of service.
- A request for deletion of a file space is a request to remove backup data a user no longer wishes TSM to store for recovery purposes.
- Even if all data is requested to be deleted, the TSM client account is still active.
- Depending on the platform of the computer, a drive letter, hard drive name or volume group are valid items for deletion.
- The TSM administrator cannot delete individual folders or files for users.



The screenshot shows a web-based form with a light green background. At the top, there are four tabs: 'New Request', 'Problem', 'Delete File Space', and 'Terminate Service'. The 'Delete File Space' tab is selected. Below the tabs, there are two dropdown menus. The first is labeled 'Type of Data to Delete:' and the second is labeled 'How To Determine Old Filespaces:'. At the bottom of the form, there is a section for 'Hardware Platform' with three radio button options: 'Unix Workstation', 'MacIntosh', and 'PC'.

Figure 7: Delete File Space tab

TSM Delete Filespace Form Details

- 1) **Nodename & Filespace for Deletion** – If User is not sure of the nodename, check the "*Determine Your Nodename*" button and walk the user through the instructions. You can submit only ONE filespace per node, unless you use the Button. Each Computer platform has a unique format for filespace:

WIN:

Nodename \\computername\x\$

(computername = listed under **MY COMPUTER** under properties; **X** = drive letter)

Mac:

Nodename filespaceName

UNIX:

Nodename /directoryname

Special Note: ... **Button** Should be used to submit multiple filespace for a node

- 2) **Type of Data to Delete** – Select from the choices in the menu

TSM Termination Request

- A request for termination removes a client from the TSM backup service.
- All data, both backup and archive, is permanently removed from TSM and is not recoverable by any means.

The screenshot shows a web form titled "Owner's Information" with a "List Pending" button in the top right. The form is divided into several sections:

- Owner Information:** Fields for Last Name (Davis), First Name (Ottie), and Owners Email Address (ps@uh.edu).
- Office Information:** Fields for Office Phone Number (832-842-4613), Campus (H-Main Campus), and College/Department (VC/VP, Information Technology :: Computing & Telecom Service).
- Machine Information:** Fields for Machine Name, Bldg/Rm of Machine (CC-117), and Nodename? (with a "..." button).
- Submission Details:** Fields for Status (Web Submit Type), Entry-Id, Submitter (Installer- Desktop), and Create-date (with a "..." button).
- Work Log:** A text area with a "..." button.

Navigation tabs at the top include "New Request", "Problem", "Delete File Space", and "Terminate Service" (which is selected). A large text area in the center contains the message: "All information needed is above." At the bottom left, there are radio buttons for "Hardware Platform": Unix Workstation, MacIntosh, and PC.

Figure 8: Terminate Service tab

TSM Termination Request Form Details

Nodename – If User is not sure of the nodename, check the "*Determine Your Nodename*" button and walk the user through the instructions. If the software is no longer on the computer to determine the nodename, open a **Problem Request** under **OTHER** and explain the problem in the **Description** box.

TSM Services Web Console

The ability to submit requests for new service, service issues, cancellation of service and deletion of file space can now be done through the Internet. TSM now has a centralized location for requesting these services: TSM Web Console

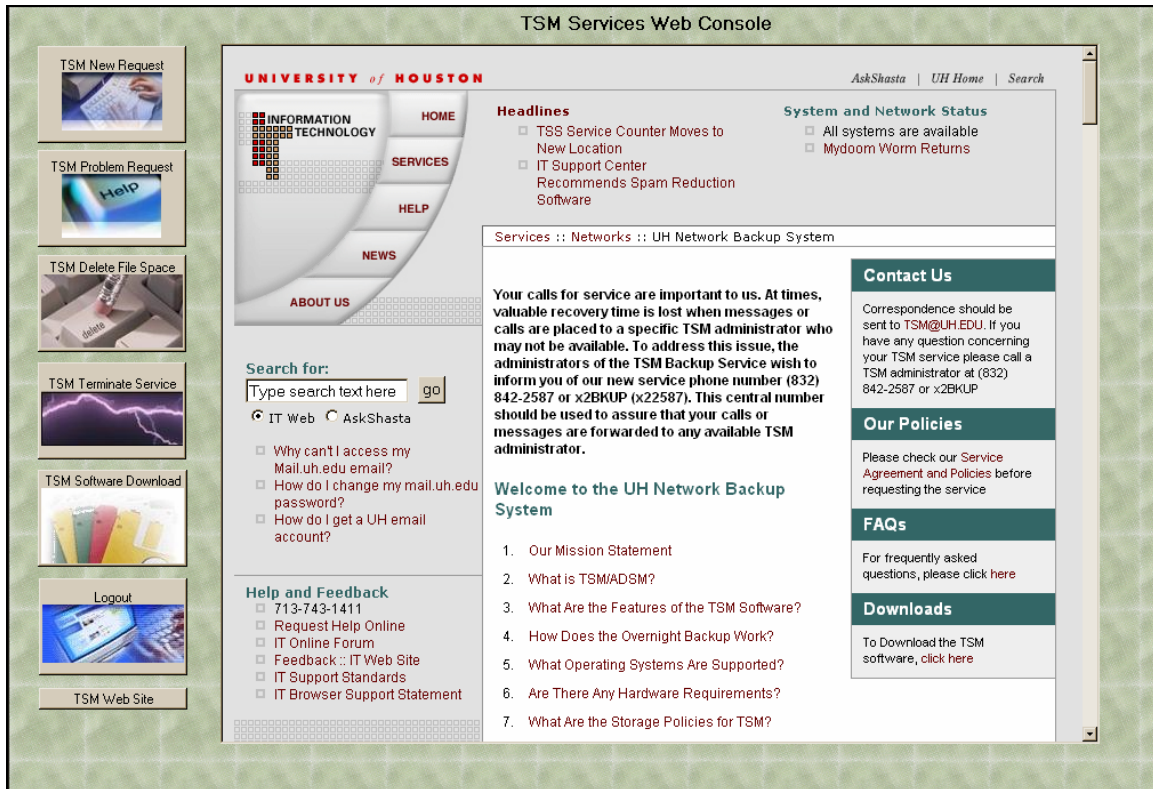


Figure 9: First View of TSM Web Console

The last button on the left TSM Web Site will load the TSM web site in the middle of the screen.

Owner's Information

This information is common to all forms for the TSM_Installation_Request and TSM Services Web Console. This is basic information about the user of the machine.

For the web application, almost all of this data is the literally what is typed into the form. Only Campus and College/Department are selection menus. There is no pulling of owner data, it must all be typed - accuracy is important since emails are sent on the basis of this information.

New Request

This is the location to sign-up for new service for TSM. To get to this form, click on the New Request button on the right of the console.

New TSM Service Request

Owner's Information

* Note: Any field marked with an asterisk (*) is required information

Last Name* First Name* Owners Email Address*

Office Phone Number* Campus* College/Department*

Machine Name I.P. Address-Optional DHCP? Bldg/Rm of Machine*

Who will receive email notification in case of backup failures?
 Owner Support Person Other

Support Contact Information

Support Person Name Support Person Phone

Support Person Email Address

Email Address of Other

This request will generate a form that must be approved by your certifying signature for billing purposes. The monthly charge for backup service is \$3.00 per GB. There is also a non-refundable \$10 workorder charge for this request. Who would you like this form to be emailed to? Owner Support Person

Computer Information

Hardware Platform
 Unix Workstation Macintosh PC

Hardware Information *Software Information*

PC
 Desktop Server Laptop

Operating System
None

Database on Server?
 Yes No

Submit Request
Cancel Request

Figure 10: New TSM Service Request form

Support Contact Information

This information appears when the selection of Support Person is selected for (1) Backup Failures or (2) Email notification of new service form.

This information includes the support person's: name, phone, and email address.

This area to the right also contains the information for the 'Email Address of Other', whom might be selected for notification.

Form to Be Emailed To:

This is a statement indicating associated fees to the service. There is a form that needs to be completed and returned back to TSM for billing purposes. There is a choice of sending the form to "Owner" or "Support Person". If Support Person is selected and the fields are not already in view, they will appear.

Computer Information

This is the area to indicate the platform of the machine having the service added.

New Service Steps:

1. Complete the Owner's Information
2. Complete boxed machine information – IP Address and DHCP are optional.
3. If notification of backup failure is other than owner, complete the necessary fields to the right.
4. Select who will receive the certifying signature form. Complete Support Contact Information if needed.
5. Select a Hardware Platform – depending on the selection fields will appear at the bottom of the screen.
6. Select Hardware Information based off the platform selected.
7. If Server is selected, indicate if there is a database on the server.
8. Select the software information.
9. Click the Submit Request button. A ticket number will appear at the bottom of the web browser.
10. Click the Logout button to the left.

Problem Request

This is the location to report any issues with the TSM service. To get to this form, click on the TSM Problem Request button on the right of the console.

Problem Request

Owner's Information

* Note: Any field marked with an asterisk (*) is required information

Last Name* First Name* Owners Email Address*

Office Phone Number* Campus* College/Department*

Computer Information

Hardware Platform

Unix Workstation Macintosh PC

Machine Name Bldg/Rm of Machine*

Is the TSM backup software still on this machine? Yes No [How to Determine S/W](#)

Problem Information

Problem you are reporting: Select from the pull down menu

Description of Problem:

[Submit Request](#) [Cancel Request](#)

Figure 11: Problem Request form

Computer Information

This is the area to indicate the platform of the machine having the issue. Indicate the location name and location of the machine.

There is a question asking if the TSM software is still on the machine. To determine the location of the TSM backup software, click on the button "How to Determine S/W". This will open a second web browser window and will provide instructions.

When "Yes" is selected for this question, a new field will appear asking for the Nodename.

Is the TSM backup software still on this machine? Yes No [How to Determine S/W](#)

Nodename* of the computer having the problem: NEED TO COMPLETE [Determine your nodename.](#)

Node Name must be exact with all punctuation included (periods & dashes)

Figure 12: Nodename Section

This question also has a button for information to help with determining the nodename of the machine. The value in this field must be exactly as indicated in the TSM backup software.

Problem Information

This selection indicates for the details of the problem being reported.

“Problem you are reporting” is a pull-down menu selection. A detailed description of the problem can be indicated in the “Description of Problem” field.

Problem Request Steps:

1. Complete the Owner’s Information
2. Complete the Computer Information
 - a. To determine if the backup software is on the machine, Click on How to Determine S/W
 - b. If the backup software is on the machine, indicate the nodename. Click on Determine your nodename for instruction to determine nodename.
3. Complete the Problem Information
4. Click the Submit Request button. A ticket number will appear at the bottom of the web browser.
5. Click the Logout button to the left.

Delete File Space Request

This is the location to request the deletion of filespace from the TSM backup. To get to this form, click on the Delete File Space button on the right of the console.

Deletion Request [Click Here TSM Deletion Policy](#)

I am requesting that the following filespace(s) be deleted from my TSM backup. I understand that this means any data I have requested will be permanently removed from the TSM server and is not retrievable by ANY MEANS. By submitting this request I acknowledge that I am the owner of this data, have been authorized by the owner, or have the owner's department's authorization to make such a request in their behalf. I also acknowledge that this is not a termination of service request, but a request to delete from my backup storage, any data I no longer wish to retain while keeping my backup service intact. (Termination of service can be achieved by selecting the Terminate Service request button).

We will honor any requests submitted to us up to five business days before the end of any month. Due to billing issues, any requests received on or after that time will not take effect until the next month's billing. You will receive acknowledgement of your deletion request at the email address you have listed in this request form. You should retain this email acknowledgement as your receipt until the requested computer's nodename no longer appears as an item on your department's phone bill. The date of the acknowledgement will be the determining factor in billing, although the actual data removal will be done at the TSM administrator's discretion.

Owner's Information

* Note: Any field marked with an asterisk (*) is required information

Last Name* First Name* Owners Email Address*

Office Phone Number* Campus* College/Department*

Computer Information

Bldg/Rm of Machine* Type of Data to Delete:

What is the Nodename and Filespace** for Deletions? How To Determine Old Filespaces:

**Valid Format for Filespace Deletion Request:
Nodename \\machinename\c\$
Nodename \\machinename\d\$

Select an OS platform and instructions will appear to help determine Old Filespaces and when the computer was last backed up.

Determine your nodename Submit Request Cancel Request

Figure 13: Deletion Request form

Computer Information

This is the area to indicate the location, type of data to delete, and nodename of the machine requesting file space (a button available to help determine nodename).

There is a field 'How To Determine Old Filespace', in this field select an OS platform and a second web browser will open with instructions.

Delete Request Steps:

1. Complete the Owner's Information
2. Complete the Computer Information
3. Click the Submit Request button. A ticket number will appear at the bottom of the web browser.
4. Click the Logout button to the left.

Termination Request

This is the location to request the cancellation of TSM backup service. To get to this form, click on the Terminate Service button on the right of the console.

Termination Request [Click Here TSM Termination Policy](#)

Important Termination Information

I am requesting that the following node (computer) be deleted from the TSM backup service. I understand that this means ALL data, both backup and archive sets will be permanently removed from the TSM server and is not retrievable by any means. This request terminates the contract for backup service for this computer and releases my department from any further financial obligation concerning this computer and the TSM service. By submitting this request, I acknowledge that I am the owner of this data or have been authorized by the owner, or I have authorization to make such a request on behalf of the department to which the owner is currently employed. I also acknowledge that I have removed the TSM software from this computer or have submitted a request to have the software removed through the Help Desk at x31411.

(You will receive acknowledgement of your deletion request at the email address you have listed in this request form. You should retain this email acknowledgement as your receipt until the requested computers nodename no longer appears as an item on your departments phone bill. We will honor any requests submitted to us up to five business days before the end of any month. Due to billing issues, any requests received on or after that time will not take effect until the next months billing.)

Owner's Information

* Note: Any field marked with an asterisk (*) is required information

Last Name* First Name* Owners Email Address*

Office Phone Number* Campus* College/Department*

Computer Information

How to Remove the TSM Backup Software: NodeName

None Determine your nodename

Select your Operating System and a window will appear with OS specific instructions to remove the TSM software

Submit Request Cancel Request

Figure 14: Termination Request form

Computer Information

This is the area to indication the location nodename of the machine (a button available to help determine nodename).

There is a field 'How To Remove the TSM Backup Software', in this field select an OS platform and a second web browser will open with instructions.

Termination Request Steps:

1. Complete the Owner's Information
2. Complete the Computer Information
3. Click the Submit Request button. At ticket number will appear at the bottom of the web browser.
4. Click the Logout button to the left.

TSM Software Download

This is the location to download TSM backup software. To get to this form, click on the TSM Software Download button on the right of the console. The web site to download the software will appear in the middle of the screen.

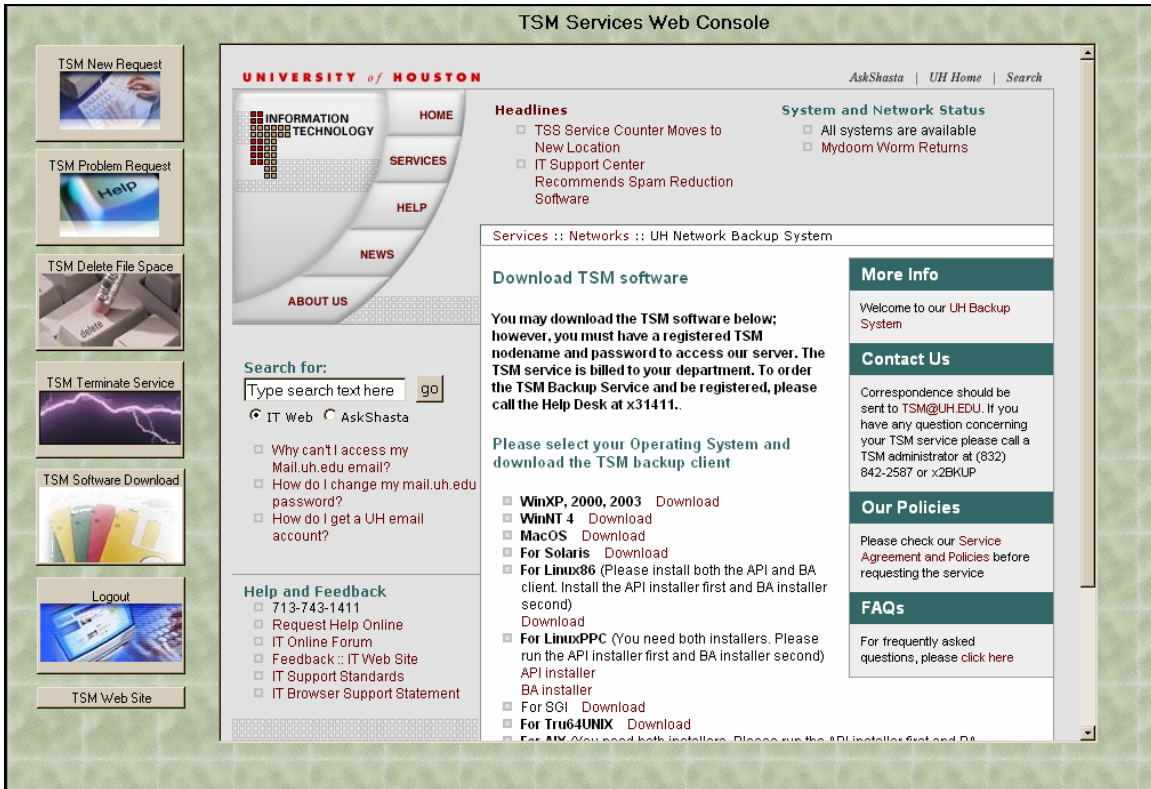


Figure 15: TSM Backup Software Download web page