Remedy Interview Questions

·         What is Action Request System?

·         What are the different types of forms?

·         What’s the difference between Vendor and View form?

·         What is port mapper?

·         What is TCP port and RPC Program number?

·         What is a workflow?

·         Differentiate AL, FLTR, and ESCL.

·         Why permissions are not required for Filters and Escalations?

·         Differentiate Set Fields, Push Field actions in AL and Filter?

·         Which is the faster 'CLOSED' or '!=CLOSED' ...?

·         What is the difference between Fixed and Floating license?

·         What is 'Change Flag'?

·         How to configure a 'Server Group'?

·         Can we install multiple AR Servers on a single physical machine?

·         Differentiate 'Development' and 'Production' cache mode?

·         What is filter phasing?

·         Why there’s no AL phasing?

·         What is a shared workflow?

·         What is 'arforkd' process?

·         Can we install DSO?

·         What is 'Locked' and 'Changeable' submitter mode? How will you relate this with licenses?

·         What is the host id? How it differs from paltform to platform?

·         What is External Authentication? What are the different chaining modes available?

·         What is the difference between 'Local' and 'Deployable' application?

·         How to license an application?

·         What is a Group?

·         What is a Role?

·         What is the relationship between a Group and Role?

·         What is Implicit and Explicit Group?

·         Which is the 1st table remedy creates in DB?

·         Tell more about behavior of 'Default Value' for a data field?

·         Differentiate Fixed and Floating License.

·         Differentiate Read and Restricted Read license?

·         What is common feature between an Administrator user and user having Restricted Read license?

·         What is ARS driver?

·         What is EXTERNAL keyword?

·         What is Selection Value and Alias value in a selection field? How it impacts the workflow?

·         What is a Global Field?

·         What is LASTCOUNT keyword?

·         Filter phasing

Ans: We can over write filter phasing by giving filter name as Filter Name'!  
Eg Filter Name'!

·         2 differences between character and dairy fields...?  
A) In Character Fields we can enter any type of data.  
For Char Fields we can add Menus, indexes.  
We can write AL’s on Char Fields  
But,  
In Dairy field We Can’t Add Menus, We can’t write ALs.  
In dairy Fields data will be saved with time stamp and User Signature. 

·         How many tables created in DB when form creates  
what r that table names...?  
A) 3 Tables created in DB.  
T (Transaction)  
H(History)  
B(Attachment).

·         Diff between window open & window loaded..?  
  
A) Window Open: A Form window opens in New, Search, Modify, and all operation  
Mode.  
Window Loaded: Executes after all data values loaded into a submit or search  
window.

·         In filter phasing push field, Notify falls in which phase..?  
  
A) Push fields fall in Phase 2  
Notify fall in Phase 3.

**1. What is BMC ARS?**

The BMC’s Action Request System which was developed by the Remedy is the application development platform. It helps the business design and other related software to be developed over generic database engines like MySQL etc and it is meant for client-server based application architecture.

**2. What are the different objects and their functional uses in ARS?**

The different objects in the ARS include:

Forms – these are the ones that allow the data to be input or returned from the database. This forms the client’s way of depicting various columns in a table.  
Active links – The active links form the path a data is traversing as it is changed in a database. It represents the workflow mechanism of the application.  
Filters – As the active links are part of the client side of the application, the filters form the path for data, along which conditions and specific requisites are laid out, on the server side during retrieval of a data from a table.  
Scheduled Filters, which are logically triggered at specific time or at specific intervals of time are called escalations.  
Guides – These are the objects that group together condition checks and can be declared by the administrator to manage workflow.  
Workflow objects and the forms are bundled as applications to form logical coherence.  
Packing lists are used to manage the entire application as modularized packages of specific functionality.

REMEDY Interview Questions and Answers

**3. What is the ARS data dictionary?**

The ARS data dictionary is the Meta data related to the entire database. It acts in the same way as there are Meta tables in the sql engines. The ARS data dictionary has the relationship map between various fields and tables, thereby of the entire data in the database.

**4. How is form data managed by the Action Request System?**

The ARS manages the entire data in the remedy forms through the use of table schema ids and the transaction tables, which are meant for each data set that are meant within the forms.  
 **5. What are the different ways possible, for building applications that interact with remedy in a standard way?**

The most standard way of interfacing the applications are through webservices, SQL based access from other standard applications directly and through the Remedy API.

**6. What are the different client tools available to the remedy user?**

The various levels of client access available are:

Remedy User – Can create, modify records/tables in database.  
Administrator – One who can manage the entire framework, workflow and other logical interactions between the applications.  
Web based access is available to the mid-tier users.  
BMC Import is the one that is used to get in the data from various sources, or backup files.

**7. How do filters work? Can it be used to fire complete action set in one phase?**

The filters are just checks over the data passing through the objects. This can be used to get the required data that are presenting the required checks. The actions cannot be triggered all at once as the checks are sequentially done and appropriate actions are triggered out at each check.

**8. What are the different types of forms according to the data correlation from the table?**

The join forms are the ones that perform table joins to give the final result while the view forms are the ones that put together multiple tables according to specific rules to form a virtual table called the view.

**9. Filter phasing**  
Ans: We can over write filter phasing by giving filter name as Filter Name’!  
Eg Filter Name’!

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1. What is the difference between and Active Link and a Filter?   
 2. What is a .def file used for?   
 3. What is a .arx file?   
 4. Who is Doug Mueller?   
 5. What is a use for an Active Link Guide?   
 6. What type of field it the "Work log" field?   
 7. Name two DBMSs in which Remedy ARS can run on top of?   
 8. What do ARS stand for?   
 9. What are the core fields?   
 10. What does $MENU$ do?

1. What is the primary table in the AR System data dictionary?

2. How does the AR System manage the data you see in Remedy Forms?

3. Without using DSO or EIE, what are your thoughts for providing a 'STANDARDIZED' methodology for interfacing/integrating with Remedy applications. This customer was actually looking to use C.I.M. or some other open standard solution to interface with Remedy.... maybe a good discussion for the list!!!

4. How do you trouble shoot AR System server outages to restore access to the system?

5. How does mid-tier work and where does it fit in the client server architecture?

6. Describe how filters work? They were actually looking how filters work in different phases... which led to the next question.

7. Can you force a filter to fire all actions in the first phase?

8. List all of the possible uses for guides. They were looking for walking tables.