e*Way Intelligent Adapter for Remedy EIE User's Guide

Release 4.5.2

SeeBeyond™

Contents

Introduction

The e*Way Intelligent Adapter for Remedy EIE (Remedy e*Way) provides a way to communicate the Remedy AR system by using Remedy's Enterprise Integration Engine (EIE). Remedy e*Way client software running on the EIE host machine allows the Remedy e*Way running on an e*Gate Participating host to send and receive Events with the e*Gate system.

1.1 Overview

The Remedy EIE has two major phases:

- **Initialization**: The EIE engine reads three forms:
  - ◆ EIE:Startup
  - ◆ EIE:DataExchange
  - ◆ EIE:DataMapping

  A data exchange session is set up. Each data exchange has threads specific to that exchange to enable simultaneous running of multiple exchanges in both directions (from/to Remedy). EIE loads SeeBeyond's Remedy-client component of the e*Way (**stcadpr.dll**) as defined in the EIE:DataExchange forms. The data exchange rules are parsed and validated. The connection to the Remedy e*Way is established. The EIE data exchange session follows the schedule to proceed with the data exchange.

- **Processing**: Before the actual exchange begins, the session is updated with any changes to the data exchange definition. The Remedy-client component of the e*Way establishes a socket connection to the Remedy e*Way. The connection opens when the data exchange session is initialized and does not close unless terminated. In this way, no further connection attempts are performed in the processing phase. This allows the Remedy e*Way to process multiple concurrent connections to the same port, as an open connection does not interfere with other data exchange sessions connected to the same port.

To pass data from the Remedy Action Request System (AR), the session will generate a list of key value pairs from form data and pass them to the Remedy-client component as C++ business objects. You can select the data to be sent from EIE to e*Gate by defining a query in the EIE:DataMapping form. The Remedy-client component generates blob data in XML format. The blob data is sent to the Remedy e*Way. Within e*Gate, the logic must be defined to parse the blob data into a complete structure. In

addition to the parsing logic, the logic required to update the target backend system (create, delete or update) must be included.

To pass data from e*Gate into the AR system, the Remedy e*Way passes data to the Remedy e*Way client component (**stcadpr.dll**) which generates a key list. The Remedy e*Way sends such data as an unstructured XML string, containing the tags for the client software to parse. The client then parses the data and constructs the key list(s). Various actions are then taken by EIE depending on the values selected in "Update Type" field in the **EIE:DataExchange** form.

- **New only**—The keys that correspond to a new record are passed down from the EIE engine to the Remedy client component. The client populates values from the e*Gate data and returns the key-value pair to the EIE engine. The EIE engine then creates all the new rows within the AR forms.

- **Changed only**—The updated values are passed from the Remedy-client component to EIE. EIE overwrites the existing AR row with values received from the Remedy-client component. The RequestID associated with the row and create data remain the same, while the modification date changes.

- **New and changed**—The Remedy-client component will return values for both new and existing keys. EIE creates the new AR record or updates the existing record.

- **Always create new**—If the row doesn't exist in AR, a new row is created. If the row exists in AR, a duplicate row is created. Many rows may have the same key, but different values or different internal AR signatures (RequestID, timestamps etc.).

The diagram in Figure 1 provides an overview of the Remedy e*Way implementation.

Figure 1 Overview of the Remedy e*Way Implementation

Remedy Server
Environment

Action Request
System
Help Desk APPs

Remedy
Enterprise
Integration
Engine
(EIE)

Data Exchange
Application

EIE:DataMapping
EIE:DataExchange
EIE:Startup

Data Exchange Forms

AR API

C++ Business Object

EIE Service

C++ Business Object

ADK Interface

C++ Business Object

Remedy client
component

cXML ETD (defined)

Remedy e*Way

XML passed over
TCP/ IP
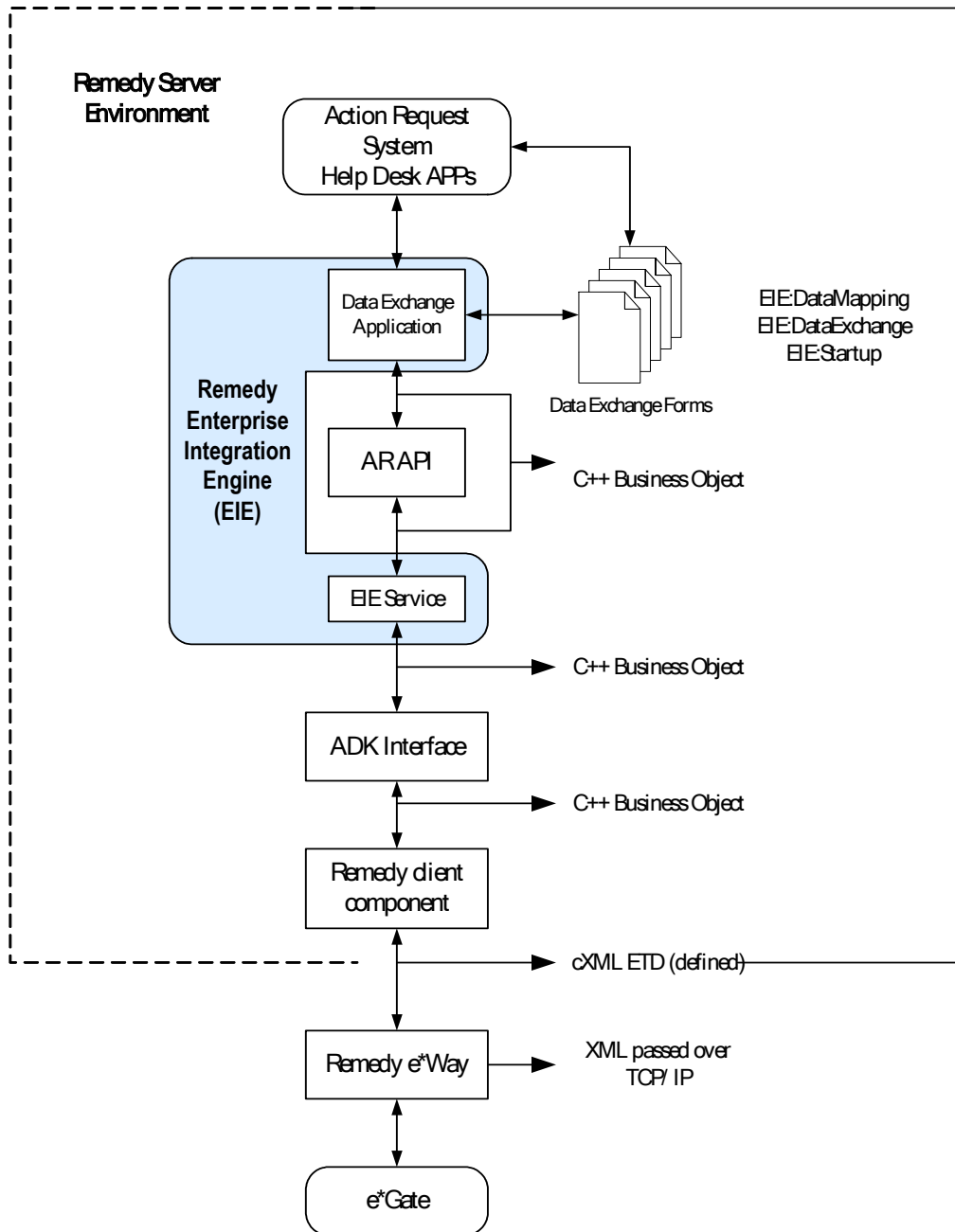
e*Gate

1.1.1. Intended Reader

The reader of this guide is presumed to be a developer or system administrator with responsibility for maintaining the e*Gate system; to have expert-level knowledge of Windows and UNIX operations and administration; to be thoroughly familiar with Remedy Enterprise Integration Engine and Remedy Action Request System; and to be thoroughly familiar with Windows-style GUI operations.

1.1.2. Components

The Remedy e*Way includes the following:

- Remedy e*Way client software: **stcadpr.dll**

- Participating Host components: a multiplexing e*Way and supporting library files. A complete list of installed files appears in **Table 1 on page 11**.

- Configuration files, which the e*Way Editor uses to define configuration parameters

1.2 Supported Operating Systems

The Remedy e*Way is available on the following operating systems:

- Windows 2000, Windows 2000 SP1, and Windows 2000 SP2

- Windows NT 4.0 SP6a

1.3 System Requirements

To use the Remedy e*Way, you need the following:

- An e*Gate Participating Host, version 4.5.1 or later.

- A TCP/IP network connection.

- Additional disk space for e*Way executable, configuration, library, and script files. The disk space is required on both the Participating and the Registry Host. Additional disk space is required to process and queue the data that this e*Way processes; the amount necessary varies based on the type and size of the data being processed, and any external applications performing the processing.

1.4 External System Requirements

To enable the e*Way to communicate properly with the Remedy Action Request System, the following are required:

- Remedy Enterprise Integration Engine running on Windows 2000 or Windows NT.

Installation

This chapter covers the requirements for installing the Remedy e*Way. Installation is essentially the process of copying files to their correct locations and properly registering them with the operating system. There are two parts to the installation. The first uses the e*Gate setup program to copy the necessary files from the e*Gate installation CD to the Participating Host on which the e*Way will run. The second uses a manual process to copy and register the Remedy e*Way client-side files on the host running the Remedy EIE application.

The e*Way's Participating Host and the Remedy EIE host can be, but do not have to be, the same machine. If they are the same machine, this machine must use the Windows operating system, since the Remedy e*Way client files only run under Windows NT/2000.

After the Remedy e*Way files have been copied to the correct locations, the e*Way itself must be added to the e*Gate schema under which it will run, and then both the Remedy e*Way and the Remedy EIE application must be properly configured.

2.1   Installing the Remedy e*Way from the CD

The Remedy e*Way must be installed on an e*Gate Participating Host machine.

2.1.1. Pre-installation

- Exit all programs before running the setup program, including any anti-virus applications.
- You do not require root privileges to install this e*Way. Log in under the user name that you wish to own the e*Way files. Be sure that this user has sufficient privilege to create files in the e*Gate directory tree.

2.1.2. Installation Procedure

If you are installing this e*Way as part of a complete e*Gate installation, please follow the instructions in the *e*Gate Integrator Installation Guide*. The Remedy e*Way is installed as an "Add-on" component in the fourth phase of the installation.

If you are adding the Remedy e*Way to an existing e*Gate installation, follow the instructions below.

To install the Remedy e*Way Components on a Windows NT/2000 system:

1 Log in as an Administrator on the workstation on which you want to install the e*Way.

2 Close any open applications.

3 Launch the setup application on the e*Gate installation CD-ROM.

4 Follow the online prompts in the InstallShield® Wizard. When the **Select Components** dialog box appears, clear all the check boxes except **Add-ons**. Click **Next** as necessary to proceed through the setup application.

5 When the **User Information** dialog box appears, type your name and company name.

6 When the **Choose Destination Location** window appears, **do not** change the **Default Destination** folder unless you are directed to do so by SeeBeyond support personnel; simply click **Next** to continue.

7 Either select the e*Way line to install all e*Ways on the CD, or select the e*Way line, and then click the "Change" button to edit which e*Ways are installed from the provided CD.

8 When the **Select Components** dialog box appears, check **Remedy e*Way.**

9 When the **Registry Hostname** window appears, enter the name of the machine on which the Registry files are installed.

10 Complete the fields in the **Administrator Account Information** dialog box.

Note: *e*Gate usernames and passwords are case-sensitive.*

11 When the **Select platforms to support for add-on** window appears, select **Windows NT service pack 4 and higher** if it is not already selected.

12 Follow the on-screen prompts to complete the installation.

After the installation is complete, reboot the computer and launch the Enterprise Manager.

2.1.3. Files/Directories Created by the Installation

The Remedy e*Way installation process will install the following files within the e*Gate directory tree. The files located in Table 1 will be installed within the "egate\client" tree. The files located in Table 2 need to be copied from the Participating Host system onto the Remedy EIE Server machine. These files will be committed to the "default" schema on the Registry Host.

Table 1 Participating Host System files installed

e*Gate Directory	File(s)
bin\	stcewipmp.exe stcadpr.dll stc_common.dll stc_ewipmpclnt.dll
\configs\stcewipmp\	stcewipmp.def

2.2 Installing the Remedy e*Way Client Files

Table 2 lists the files that must be installed on the host running the Remedy EIE application. The Remedy EIE host does not need to be the same as the e*Way's Registry Host, but it does need to be running Windows NT/2000. Installation of these files has two parts. First the files are copied to an appropriate location on the Remedy EIE machine, then the files must be registered with the operating system.

Table 2 Remedy EIE Server files

EIE Server Directory	File(s)
user defined	stcadpr.dll stc_common.dll stc_ewipmpclnt.dll

2.2.1. Copying the Remedy e*Way Client Files

The files **stcadpr.dll**, **stc_common.dll**, and **stc_ewipmpclnt.dll** install automatically on the Remedy e*Way's Participating Host as part of installing the Remedy e*Way from the e*Gate CD. These files must now be copied to the system where the Remedy EIE application is located.

- Use operating system commands to copy all three files from the **egate\client\bin** folder into any directory on the EIE machine, as long as that directory is within the PATH or the calling application's current working directory.

Note: *You should make a notation of the full path location to which the **stcadpr.dll** is copied for later reference.*

2.2.2. Registering stc_common.dll and stc_ewipmpclnt.dll

After the files have been copied, they must be registered in the Windows NT/2000 registry on the Remedy EIE host system using the **regsvr32** command-line utility.

- Type the following at the command prompt on the EIE machine:

    regsvr32 **your_path_location****file_name**

    where

your_path_location is the location of the file to be registered and

file_name is the name of the file to be registered.

A separate dialog box opens to confirm that the command was performed successfully; no messages appear in the command window. For more information about this utility, type **regsvr32** with no arguments at the Windows command prompt.

Note: *The suggested order for registering these files is stc_common.dll, stc_ewipmpclnt.dll and then any additional files as needed.*

2.2.3. Registering stcadpr.dll

The **stcadpr.dll** file is registered using the following procedure.

1 Launch the Windows Registry editor (see Figure 2).

2 Navigate to the following location:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Remedy\Enterprise Integration Engine
Service
```

3 Follow the instructions in the *Remedy Enterprise Integration Engine Administrator's Guide* to create the appropriate directory in the Windows Registry, naming it "STC".

You will also need to enter "STC" in the "Vendor Application Name" fields in various EIE forms.

Figure 2 Registry Editor
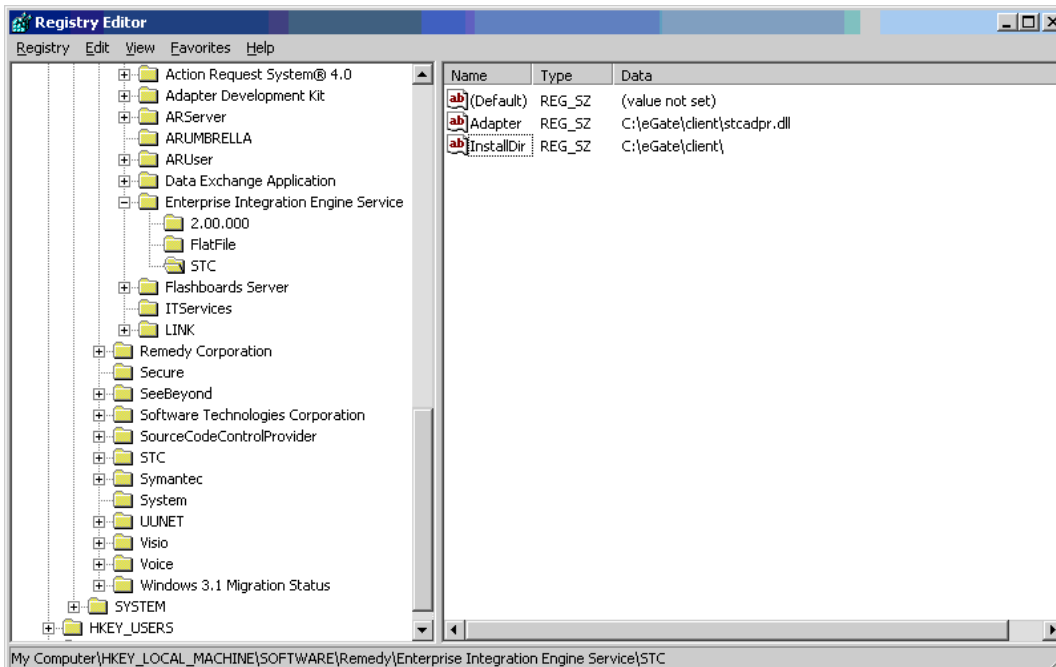
Configuration

This chapter describes how to add a Remedy e*Way to the e*Gate schema under which it will run. In addition, to enable the Remedy EIE application to communicate with the Remedy e*Way, you must also do the following:

- Set the Remedy e*Way to use the correct TCP/IP port in the e*Way's configuration file. See **"Request Reply IP Port" on page 14**.

- Configure the Remedy Enterprise Integration Engine as directed (see **"Configuring the Remedy EIE Application" on page 15**.

3.1 Adding the Remedy e*Way in the Enterprise Manager

Important

From the perspective of the e*Gate GUIs, the Remedy e*Way is not a system of components distributed between the Remedy EIE Server and a Participating Host, but a single component that runs an executable file (the multiplexer **stcewipmp.exe**). When this manual discusses procedures within the context of any e*Gate GUI, the term "e*Way" refers only to the Participating Host component of the Remedy e*Way system.

To configure the Participating Host components:

1 If you have not already done so, launch the Enterprise Manager.

2 Using the Component editor, create a new e*Way.

3 Display the new e*Way's properties.

4 On the General tab, under **Executable File**, click **Find**.

5 Select the file **stcewipmp.exe**.

6 Click **OK** to close the properties sheet, or continue to configure the e*Way. Configuration parameters as discussed in **Installation** on page 9. The setup and requirements of schemas required to use this e*Way are discussed in **Implementation** on page 24.

7 If the message received from Remedy is a response to an earlier request, then log the response.

*Note: Once you have installed and configured this e*Way, you must incorporate it into a schema by defining and associating the appropriate Collaborations, Collaboration Rules, IQs, and Event Types before this e*Way can perform its intended functions.*

> *For more information about any of these procedures, please see the online Help system.*

> *For more information about configuring e*Ways or how to use the e*Way Editor, see the **Working with e*Ways** user guide.*

3.2 e*Way Configuration Parameters

e*Way configuration parameters are set using the e*Way Editor.

To change e*Way configuration parameters:

1 In the Enterprise Manager's Component editor, select the e*Way you want to configure and display its properties.

2 Under **Configuration File**, click **New** to create a new file, **Find** to select an existing configuration file, or **Edit** to edit the currently selected file.

3 In the **Additional Command Line Arguments** box, type any additional command line arguments that the e*Way may require, taking care to insert them *at the end* of the existing command-line string. Be careful not to change any of the default arguments unless you have a specific need to do so.

For more information about how to use the e*Way Editor, see the e*Way Editor's online Help or the *Working with e*Ways* user's guide.

The e*Way's configuration parameters are organized into a single section: General Settings.

3.2.1. General Settings

The parameters in this section specify the name of the external client system and the IP port through which e*Gate and the client system communicates.

Request Reply IP Port

Description

Specifies the IP port through which e*Gate and the external system communicates.

Required Values

A valid TCP/IP port number between 1 and 65536. The default is **26051**. Normally, you only need to change the default number if the specified TCP/IP port is in use, or you have other requirements for a specific port number.

Push IP Port

Note: *This parameter is not used by the Remedy e*Way.*

Description

Specifies the IP port through which this e*Way allows an external system to connect and receive unsolicited (without submitting a request) Events.

Required Values

A valid TCP/IP port number between 0 and 65536. The default is **0**.

Additional Information

Any Event that this e*Way receives that has zero values for all fields in the 24 byte MUX header is sent to all callers of the WaitForUnsolicited. This parameter is optional. If set to zero, the e*Way will follow the Request/Reply scenario and not accept unsolicited Events.

Rollback if no Clients on Push Port

Description

Specifies whether the Event will continually roll back if there are no push clients connected.

Required Values

Yes or **No**.

Wait for IQ Ack

Description

Specifies whether the data must be committed to the IQ on every transaction before the send function returns to the client.

Required Values

Yes or **No**.

Note: *Setting this parameter to YES significantly impacts performance. If normal Request/Reply type transactions are being Sent/Received, and the data can be recreated at the client, this parameter should not be set.*

3.3 Configuring the Remedy EIE Application

This section describes how to configure the Remedy Enterprise Integration Engine for basic communication with the Remedy e*Way. For detailed configuration instructions, please see the *Remedy Enterprise Integration Engine Administrator's Guide*.

## 3.3.1. Setting up a Remedy EIE:VendorConfiguration Form

Use the following procedure:

1 Open the EIE:VendorConfiguration form in the Remedy EIE application.

2 Create the following rows:

| Vendor Application	Param Name	Param Default Value
STC	SendToSTC	yes
STC	SocketConfig	localhost:8999
STC	Record Start Delim	Record
STC	Time Out In Seconds	500

Figure 3 EIE:VendorConfiguration Form
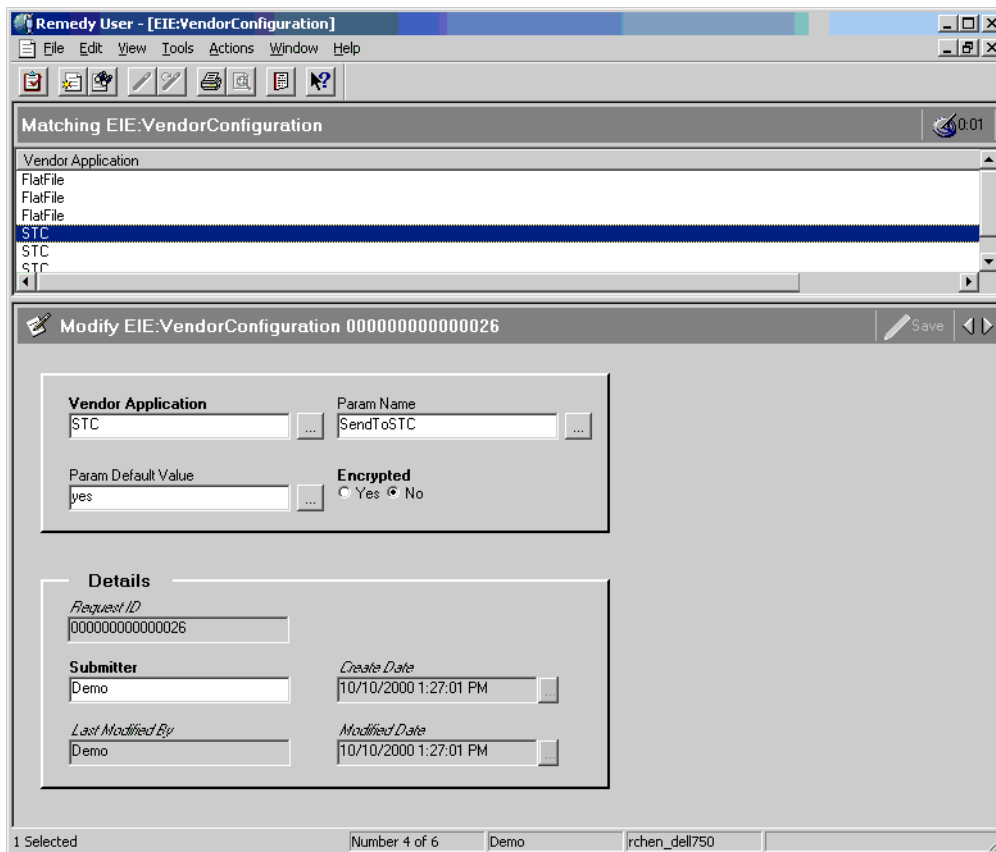
Note: *All values are case sensitive.*

3 In the EIE:DataExchange forms, within the Vendor Configuration tab, you must enter parameter values for "SendToSTC", "SocketConfig", "Record Start Delim", "Time Out In Seconds" information.

Figure 4 Vendor-Specific Configurations
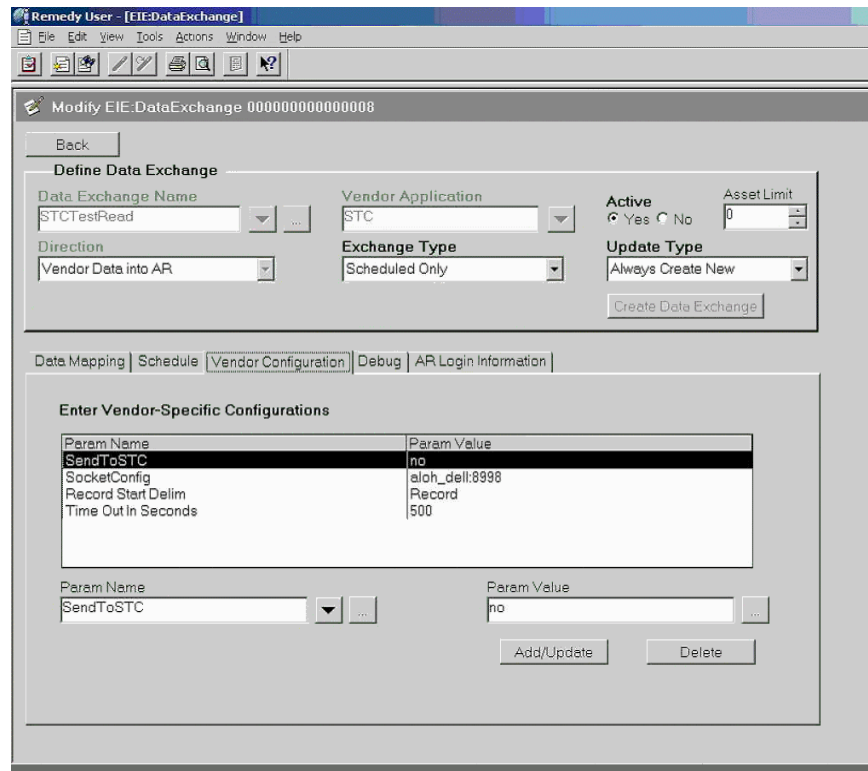
- If the exchange direction is "AR data into Vendor", then the "SendToSTC" parameter is set to "yes". If the exchange direction is "Vendor data into AR", then the "SendToSTC" parameter is set to "no". The "SendToSTC" vendor variable advises the e*Way of the direction of the data exchange. The current version of the EIE engine does not pass the "Direction" field in "EIE:DataExchange" form to the e*Way, this is a limitation within EIE not the e*Way.

- The "SocketConfig" parameter takes the form of "hostname:port". It will be used by the EIE adapter to establish communication with the Remedy e*Way. The hostname specifies the machine name or IP address where the e*Way operates. This machine corresponds to the "Request Reply IP Port" parameter within the e*Way Configuration.

- The "Record Start Delim" default value is "Record". This can be configured to some other value if desired. A single record that passes between the Remedy e*Way and the **stcadpr.dll** that resides on the Remedy Server takes the following format:

  `<Record>.......</Record>` for a single record or

 `<Record>.......</Record><Record>....</Record><Record>.......</Record>` for a multiple record stream.

- The "Time Out In Seconds" default value is 500 seconds. The adapter will wait the specified maximum number of seconds for a response from e*Gate. If the value is not defined, inside adapter, it is set to the default of 500 seconds.

4 The Data Keys tab in the EIE:DataMapping has two columns:

  ◆ AR Key Fields

⬧ Vendor Key Fields

Only the Vendor Key Fields are passed to the Remedy Server via the **stcadpr.dll**. If the Vendor Key Field is defined as "stcCharacter", the value will appear in the stream as:

```
<stcCharacter>the keyvalue</stcCharacter>.
```

Figure 5 Data Keys tab in EIE:DataMapping
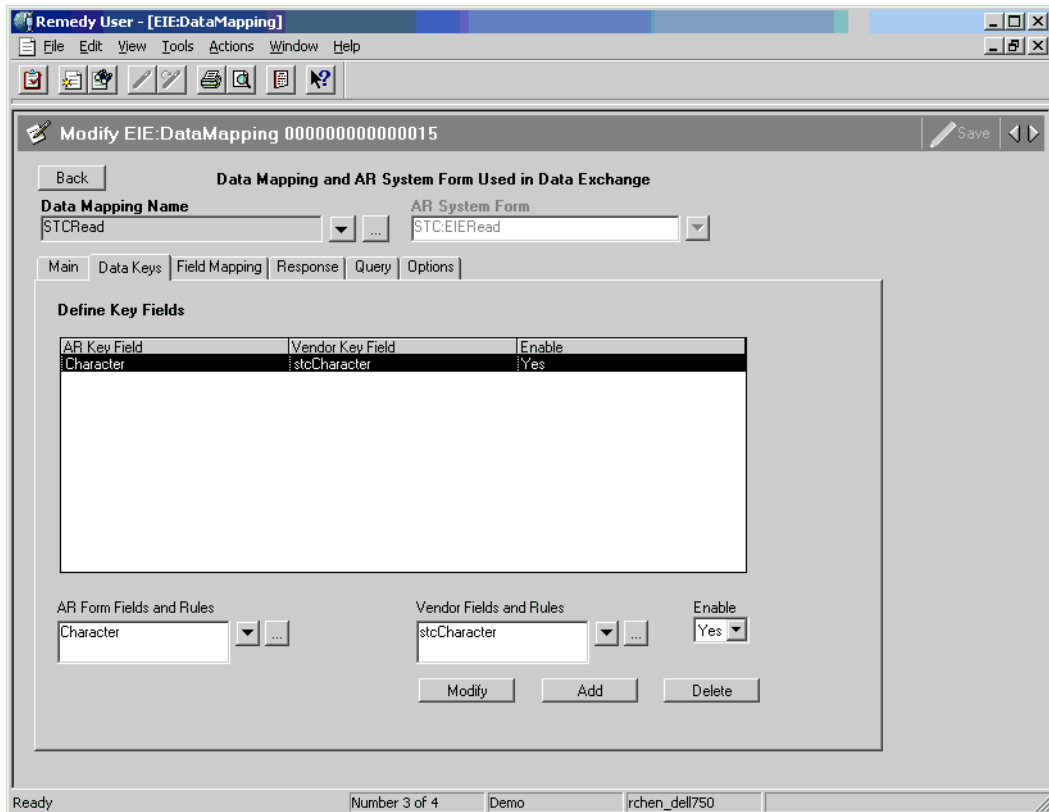
5 In the Field Mapping tab of the EIE:DataMapping, enter the fields that are passed to the **stcadpr.dll**. For example, if the Vendor Data Fields are defined as "stcInteger", "stcDate", "stcReal" and "stcDecimal" the following fields will appear in the record stream:

```
<stcInteger>123</stcInteger><stcDate>Wednesday, February 03, 1999
02:04:22AM</stcDate><stcReal>1.2786556453e+12</stcReal><stcDecimal>-
345743.23</stcDecimal>
```

Figure 6   Field Mapping tab in EIE:DataMapping
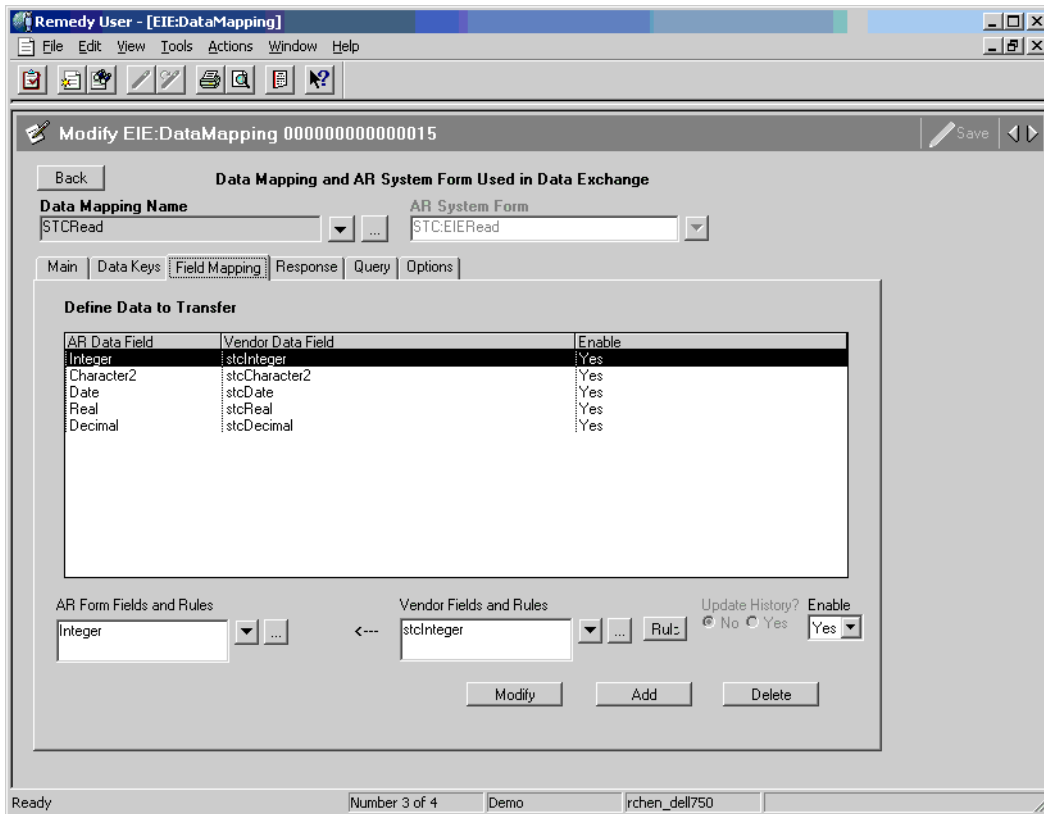
- A complete record from the Remedy e*Way to the Server would look similar to the following:

```
<Record><stcCharacter>SeeBeyond</stcCharacter><stcDate>Wednesday,
February 03, 1999 02:04:22AM</stcDate><stcReal>1.2786556453e+12</
stcReal><stcDecimal>-345743.23</stcDecimal></Record>
```

- A complete record from the Server to the Remedy e*Way would look similar to the following:

```
<Record><TRANS>ARHLPDesk</TRANS><Category>Facilities</
Category><Description>I am having back pain and need to have my
office setup checked.</Description><Priority>Low</
Priority><Status>Closed</Status><Type>Ergonomics</
Type><ArItem>Assessment</ArItem><Summary>I need an ergonomic
assessment.</Summary><stcCaseID>HD0000000000008</stcCaseID></
Record>.
```

The **stcadpr.dll** exports the data exchange between the tags <TRANS>.........</
TRANS>.

Figure 7   Data Keys in EIE:DataMapping for Case ID+
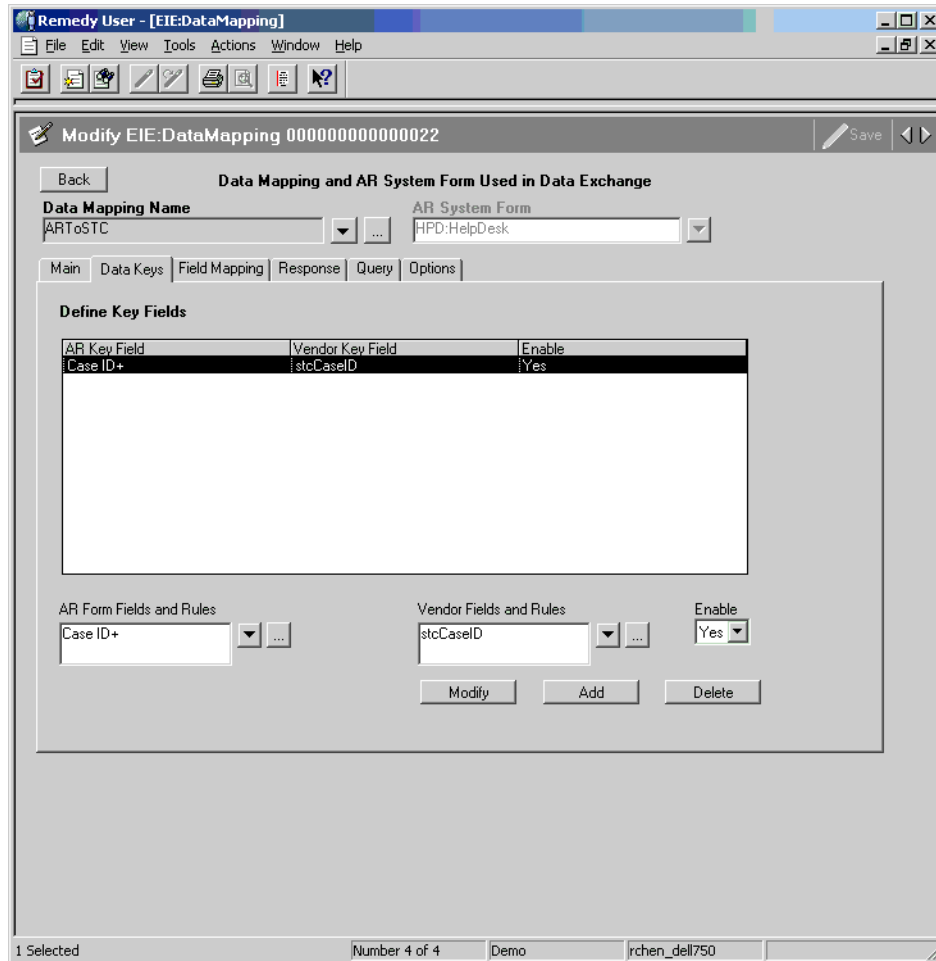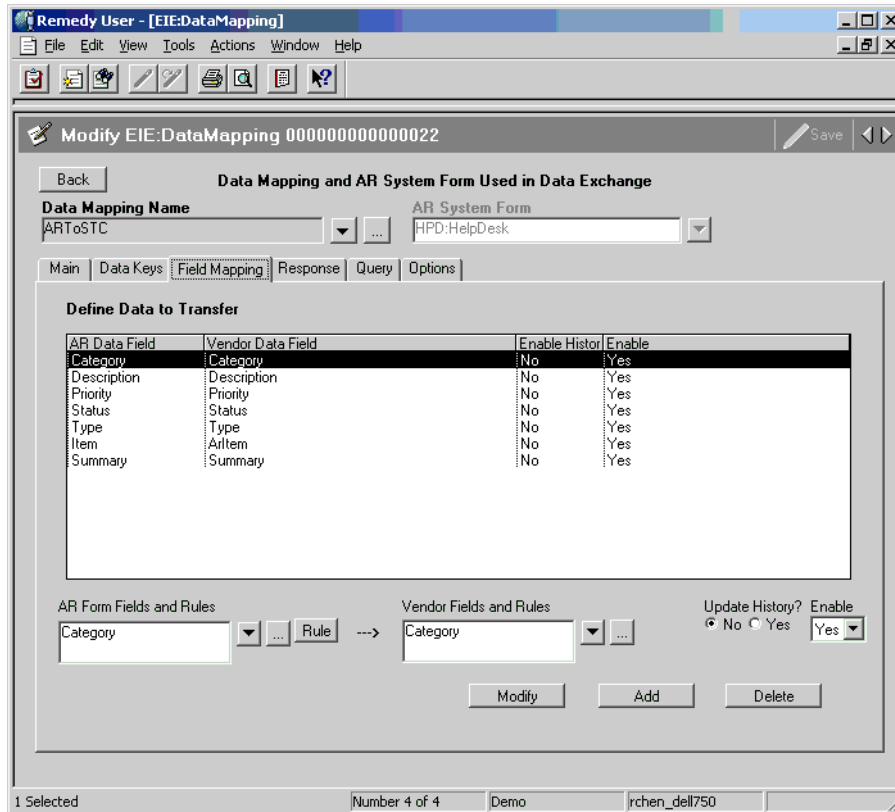
Figure 8   Field Mappings in EIE:DataMapping for Category

- If the direction of the data exchange is from AR to e*Gate, the Remedy e*Way will pass the data stream received to the backend system in e*Gate.

- If the direction of the exchange of data is from e*Gate to AR, AR will initiate the action by sending a request "Request Server Info". e*Gate will verify that the request made is "Request Server Info", trigger the information to be obtained from the backend system, and reply to the request. The Remedy e*Way provides the means to match the reply to the original request client. Within the **stcadpr.dll**, the thread that sends the "Request Server Info" blocks on read when waiting on the reply from the Remedy e*Way.

- To get a response for the data transfer, enter the appropriate values in the Response tab. If the data exchange is from e*Gate to AR, the response field will display the status of the AR update. A sample response set up looks like:

Figure 9   Field Mappings - EIE DataMapping
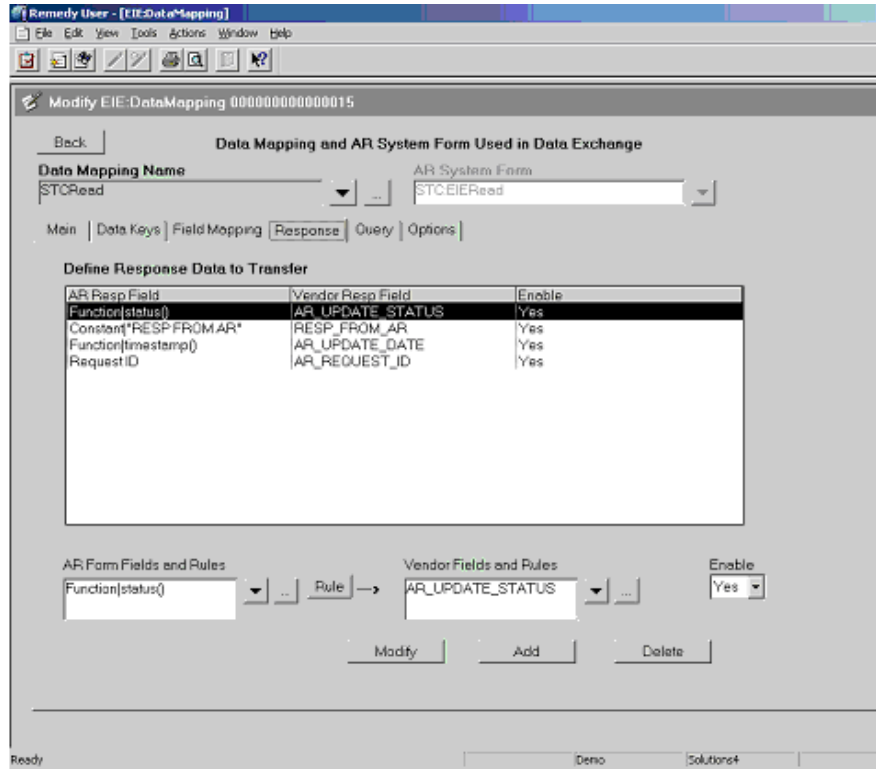
- The response message from AR sent through the adapter will appear similar to the following:

```
<Record><TRANS>Send</TRANS>
              <stcCharacter>GlobalCrossing36</ stcCharacter><
stcCharacter2>abcd</ stcCharacter2> <stcCharacter3>hijk</
stcCharacter3>
              <AR_UPDATE_STATUS>0</ AR_UPDATE_STATUS>
              <RESP_FROM_AR>RESP FROM AR</RESP_FROM_AR>
              <AR_UPDATE_DATE>Friday, July 06, 2001 12:35:04PM</
AR_UPDATE_DATE>
              <AR_REQUEST_ID>000000000006885</AR_REQUEST_ID>
              <AR_UPDATE_STATUS>0</ AR_UPDATE_STATUS>
              <RESP_FROM_AR>RESP FROM AR</RESP_FROM_AR>
              <AR_UPDATE_DATE>Friday, July 06, 2001 12:35:04PM</
AR_UPDATE_DATE>
              <AR_REQUEST_ID>000000000006885</AR_REQUEST_ID>
</Record>
```
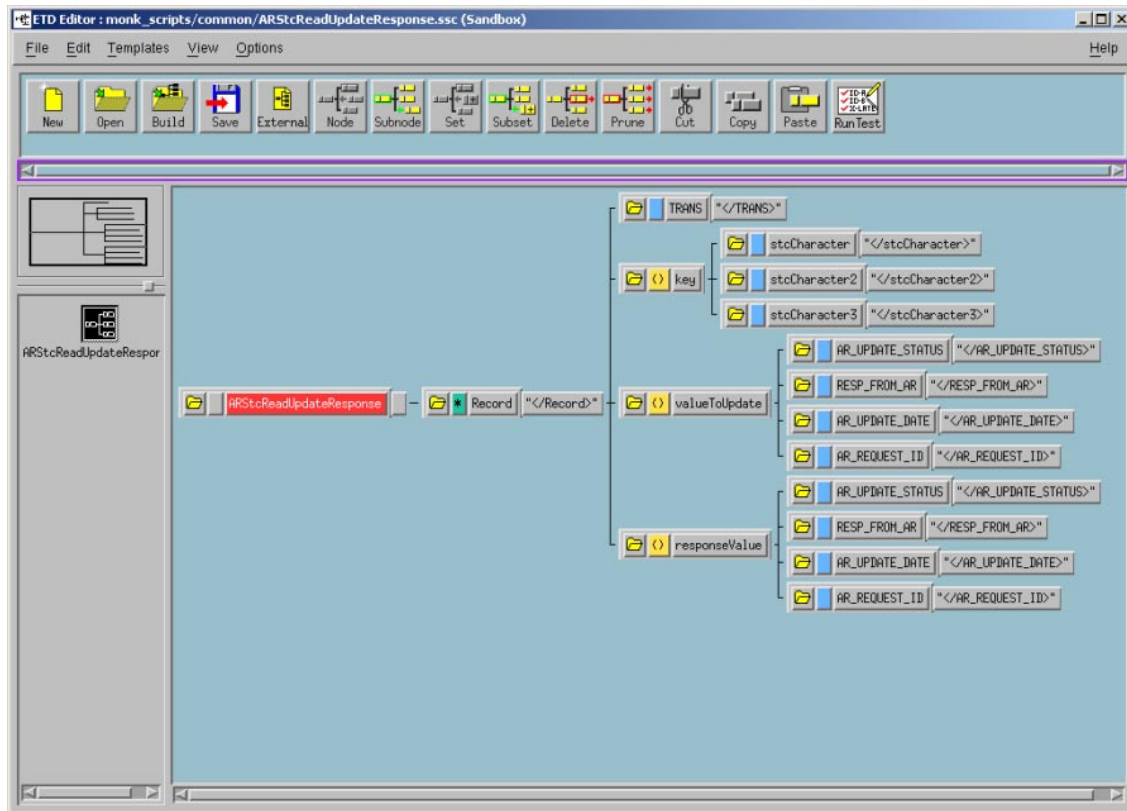
- This response is represented in an ETD as follows:

Figure 10 ETD Editor - ETD Response

▪ The response has 3 groups of data: key, valueToUpdate and responseValue according to the C++ class CBaseAdapter: UpdateRuleValues. The key group has all the values defined in EIE:DataMapping at the Data Keys tab. The valueToUpdate group and responseValue group contain the same set of data as defined in EIE:DataMapping at the Response tab.

▪ A dedicated Multiplexing e*Way for each data exchange is recommended. This simplifies the monk script logic when decoupling messages. If the number of available Multiplexing e*Ways is limited due to a limited number of available TCP/IP ports, then the monk logic in the Collaboration rules must be configured to decouple the messages in such a way as to get two or more types of messages from the same Multiplexing e*Way.

Implementation

This chapter includes information pertinent to implementing the Remedy e*Way in a production environment as well as describing the sample schema included with the installation CD-ROM.

4.1 Installing the Remedy Sample Schema

The e*Gate Installation CD contains a sample scenario to demonstrate a simple schema using the Remedy e*Way. The sample schema can be installed on a local Registry Host for demonstration purposes.

4.1.1. Importing the Sample Schema

Once the Remedy EIE e*Way is installed, a new schema must be created. While it is possible to use the default schema for the sample implementation, it is recommended that you create a separate schema for testing purposes. After you install the Remedy EIE e*Way, do the following:

1　Start the e*Gate Enterprise Manager GUI.

2　When the Enterprise Manager prompts you to log in, select the host that you specified during installation, and enter your password.

3　You will then be prompted to select a schema. Click **New**.

4　Enter a name for the new Schema. In this case, enter **remedyMux**, or any appropriate name as desired.

The e*Gate Enterprise Manager opens to your new schema. You are now ready to begin creating the necessary components for this schema.

4.1.2. Running the Sample Schema

To run the sample schema, type the following at the command prompt:

```
stccb.exe -ln remedyMux_cb -rh localhost -rs remedyMUX
-un Administrator -up STC
```

Order of Application Startup and Shutdown

You should run the Remedy EIE as a Windows service set to manual start.

When running a Remedy e*Way scenario, start the e*Gate schema first, and then start the EIE service. When shutting down the scenario, shut down the EIE service before shutting down e*Gate.

4.2   About the Remedy Sample Schema

Figure 11, below depicts the sample schema included with the Remedy e*Way installation. This scenario receives an Event from Remedy and either constructs an appropriate reply to Remedy or writes the data out to a file.

Note: *The actual e*Gate component names in the sample provided on the CD will be different from those shown in Figure 11. In the diagram, the names of the e*Gate components have been changed to reflect their functionality within the sample schema.*

Figure 11   Remedy e*Way Sample Scenario
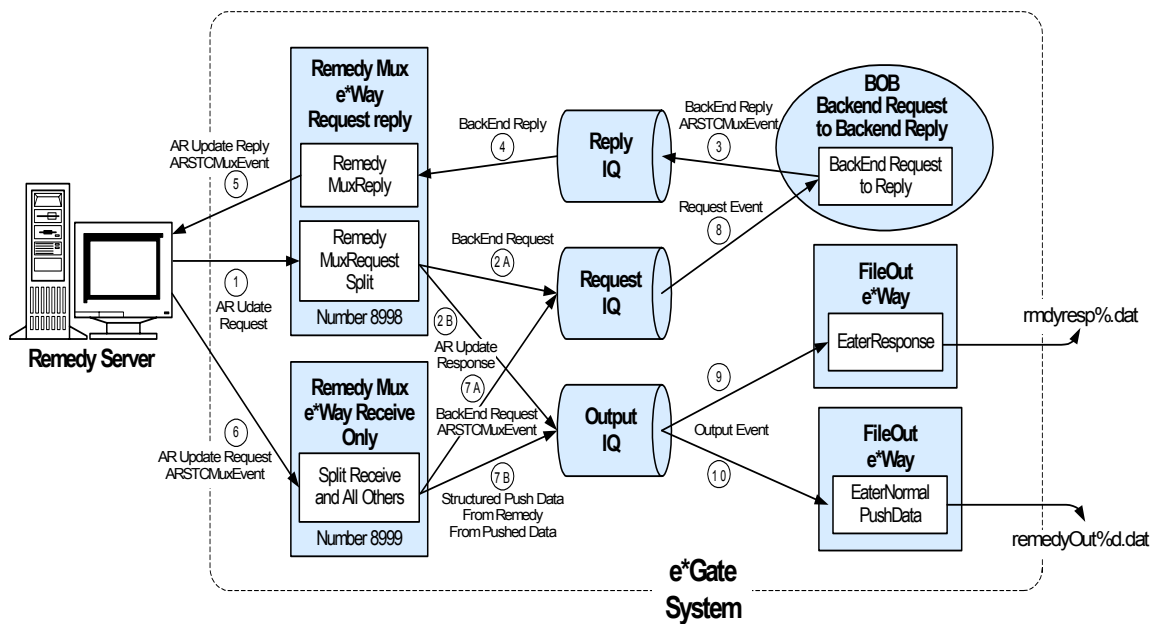
4.2.1. Sample Schema Data Flow Description

The following numbered items describe how data flows in the sample scenario. The numbers and letters are keyed to the circled characters in Figure 11.

remedyMuxEwayReqReply e*Way/remedyMuxRequestSplit collaboration - ARUpdateRequest from <EXTERNAL> (Remedy EIE)

1 The remedyMuxRequestPushDataSplit collaboration rule checks the incoming message from Remedy EIE for the string "Request Server Info". The message sent from Remedy to this e*Way is either a request for data or status/response information.

2 If the string is present, the message is:

A Sent to the Request IQ to be processed by the BOB (**8**).

B Sent to the Push IQ to be picked up by the EaterResponse e*Way (**9**) and published to rmdyresp%d.dat.

BackEndRequestToBackEndReply BOB/BqckEndReqToReply collaboration - BackEndRequest from remedyMuxRequestSplit collaboration

The BOB checks for the "Request Server Info" string and picks up the file (specified in the collaboration rule - "C:\INDATA\testread1.txt" in this case). The file contains the formatted input data (XML-like format) to be sent to Remedy EIE.

3 The input is sent to the Reply IQ.

remedyMuxEwayReqReply e*Way/remedyMuxReply collaboration

4 BackEndReply to <EXTERNAL> (RemedyEIE) gets the input form the Reply IQ.

5 BackEndReply to <EXTERNAL> (RemedyEIE) sends the input to Remedy EIE. The data is processed by EIE and inserted/updated/etc. as required, depending on the EIE configuration.

remedyMuxEwayReceiveOnly/splitReceiveandallothers collaboration

6 This collaboration checks the incoming message from Remedy EIE for the string "Request Server Info". The message from Remedy to this e*Way is either a request for data or the data from Remedy EIE (like HelpDesk data).

7 If the string is present, the message is:

A Sent to the Request IQ to be processed by the BOB (**8**).

B Sent to the Push IQ to be picked up by the EaterNormalPushData eater (**10**) and published to remedyOut%d.dat.

Index