

Troubleshoot Remedy AR System Forms and Workflow

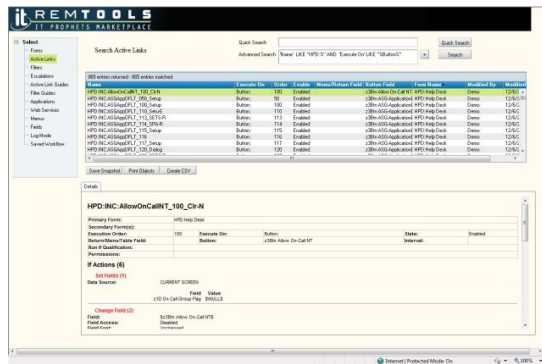
The power of Remedy is the unmatched muscle of the ARS workflow engine. RemTools gives you, the AR System developer/administrator, the unparalleled ability to fully leverage that power.

With a few clicks of the mouse you can troubleshoot a complex issue, take a snapshot of your workflow, and create useful, readable documentation.

We know your pain! You spend too much of your time deciphering code. Whether it is troubleshooting filters written by a predecessor, tracking down an errant active link in BMC's out-of-the-box applications or getting up to speed on a project somebody else started, RemTools simplifies this process by eliminating the need to toggle between existing utilities.

With RemTools AR System Administrators will:

- **Troubleshoot workflow without having to utilize the AR System Admin Tool or Developer Studio**
- **Manage forms and workflow versioning**
- **Find field IDs or field names across forms**
- **Find orphaned menus**
- **Create documentation in HTML**



RemTools interface console for troubleshooting active links

RemTools lets you use your time more effectively by streamlining the tasks of building, testing, documenting, and troubleshooting. This is achieved from within the RemTools interface console. As you can see from the screen shot above, RemTools is a Remedy application – so you already know how to use it! With RemTools you will become more efficient by eliminating the need to: Turn on logging - execute workflow - review the log files – and then open every single workflow object to see what happened and why. With RemTools this information is real-time and right at your fingertips.

To see RemTools in action, contact your IT Prophets account manager today.

Key Features

Intuitive UI

Native Action Request System Application

Displays AR System code in real-time with information consolidated from multiple data sources

Troubleshoot:

- Active Links
- Active Link Guides
- Escalations
- Applications
- Web Services
- Filters
- Filter Guides
- Menus
- Forms
- Fields

Track Version History of Forms and Workflow

Improve Your Level of Documentation

Improve Creativity and Productivity

ARS v7.1 and above