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# Validation Guide for the



## *Magic MarketZone Product Program*

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Integrating with BMC<sup>®</sup> Magic Service Desk  
Revision 1.3

Tests Executed by:

The Intertek logo is a dark blue rounded rectangle with the word "Intertek" in white, bold, sans-serif font.

# TABLE OF CONTENTS

<b>1</b>	<b>INTRODUCTION.....</b>	<b>3</b>
<b>2</b>	<b>PRICING .....</b>	<b>4</b>
2.1	MAGIC SERVICE DESK INTEGRATIONS .....	4
2.2	ADDITIONAL SERVICES .....	4
<b>3</b>	<b>GETTING STARTED – SCHEDULING AND SUBMISSION .....</b>	<b>5</b>
3.1	PRE-SUBMISSION .....	6
3.2	TEST PROCESS IN LAB .....	7
3.3	FINAL RESULTS .....	8
<b>4</b>	<b>MAGIC LAB SPECIFICATION .....</b>	<b>9</b>
4.1	COMPONENTS.....	10
<b>5</b>	<b>TEST INFORMATION GUIDE.....</b>	<b>10</b>
5.1	INTEGRATION NOTE REVIEW .....	12
5.2	INTERTEK VALIDATION TESTS .....	14
5.3	RECOMMENDATIONS .....	19
<b>6</b>	<b>SPECIAL TEST EXCEPTIONS .....</b>	<b>20</b>
<b>7</b>	<b>TOP TEN REASONS FOR RESUBMISSION. ....</b>	<b>21</b>
	<b>APPENDIX A – <u>MARKETZONE PRODUCT MEMBER QUESTIONNAIRE</u>.....</b>	<b>22</b>
	CONTACT INFORMATION.....	22
	PRODUCT INFORMATION .....	22
	<b>APPENDIX B - INTEGRATION TIPS .....</b>	<b>23</b>
	GENERAL .....	23
	SQL INTEGRATION .....	23
	E-MAIL INTEGRATION .....	23
	OTHER .....	23
	NETWORK & SYSTEMS MANAGEMENT .....	24
	<b>APPENDIX C – CONTACT INFORMATION .....</b>	<b>25</b>

## ***1 Introduction***

Welcome to the Magic MarketZone Product Program for integrating with the BMC<sup>®</sup> Magic Service Desk Suite. This program has been customized and designed in partnership between BMC Software, Inc. and Intertek. BMC Software has approved all aspects of the program. Your participation and feedback will help further define the tests and program.

The purpose of the program is to validate that MarketZone Product members have properly integrated using Magic Service Desk and to ensure the applications connect and work together. Central to this process is the integration note (iNote). Therefore, the focus of the tests is to verify that the iNote is not only accurate and consistent with the behavior of the software, but also complete. The information in the iNote must describe in detail what is necessary to setup, install, and perform in order to successfully use Magic Service Desk with your product. We will verify any claims about the functionality made in the iNote.

The purpose of this validation guide is to provide MarketZone Product members with information about the various tests that will be performed when you submit your integration for validation. The focus of the testing is to verify the integration of your product with Magic Service Desk. The focus is not to validate your application's functionality itself. If there is any information that needs further clarification, please do not hesitate to let us know.

The process for submission of your integration note and software is also discussed, as well as the report produced during the test cycle. Our intent is to make this process as clear as possible.

We look forward to contributing to your product's success and working with you as part of the Magic MarketZone Product Program.

## 2 Pricing

### 2.1 Magic Service Desk Integrations

Product Type	Pricing
<b>Integrations (Magic Service Desk)</b>	
Full Validation Test Fee	\$ 2650
Re-test Fee	\$ 2100

#### 2.1.1 Full Validation Test Fee - \$2650

This fee applies to the submission of one product integration. (Regardless of the MarketZone Product category) This fee includes testing for a single product on a single platform.

#### 2.1.2 Re-test Fee – \$2100

For MarketZone Product member integrations that do not meet the validation requirements, we offer a reduced fee for a re-test of the integration. The re-test will be comprised of a full set of tests for the updated product integration and integration note. This fee is for the re-test of a single platform.

**Note:** Payment of validation fees must be received by Intertek before testing begins.

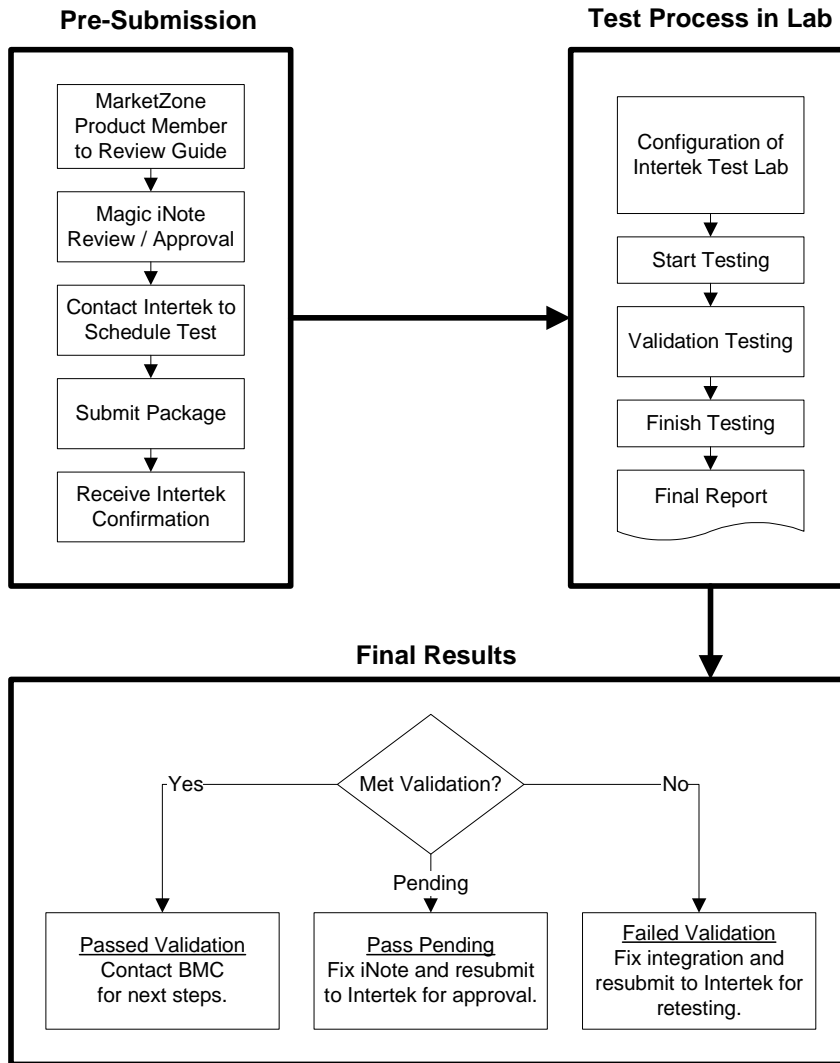
### 2.2 Additional Services

#### 2.2.1 Targeted Test Services for the Developer Community

Intertek offers additional test services customized to your product needs. Please see Appendix C for a full explanation of the Targeted Test Services for the Developer Community.

### 3 Getting Started – Scheduling and Submission

To achieve validation, you must submit your software to Intertek Magic Validation Lab. The following describes the process for your product to become a Validated MarketZone Product.



**Figure 1: Validation Process Flowchart**

### 3.1 *Pre-Submission*

#### 3.1.1 MarketZone Product Member to Review Guide

Prior to completing the iNote and submitting the integration for testing at Intertek, we strongly recommend you review this validation guide thoroughly to ensure the product integration matches the outlined criteria. This reduces the need for re-testing, and can speed up the process.

#### 3.1.2 BMC Software Review Process

Prior to scheduling the test with Intertek, the MarketZone Product member will go through a consultation period with BMC Software. During this period, the completed iNote should be submitted to BMC Software for review. BMC Software will return the edited iNote to the partner for updates. Once the review is complete, BMC Software will send the "lab-ready" iNote to Intertek. Information on the content requirements is included in Chapter 5, the Test Information Guide.

#### 3.1.3 Contact Intertek to Schedule Test

Once all the processes required by BMC Software are met and the document has been verified for content by BMC Software, the MarketZone Product member may schedule the validation testing with Intertek. To schedule your test, call the Product Intertek lab at (925) 485-6175 or e-mail us at BMC@Intertek.com. You will receive confirmation the same working day for all calls and e-mails received by 3:00pm PST.

#### 3.1.4 Submit Package

The next step is to submit the software and accompanying documents to Intertek. We prefer this to be submitted electronically via e-mail (BMC@Intertek.com). If you are not using electronic submission, or for sending payment, please ship the documents to the address listed in Appendix C, Contact Information. If all submission items are not received prior to the scheduled test date, we cannot begin testing, and may need to re-schedule the tests. The documents required for submission are as follows:

- In order for us to test the integration, we require the software package to be submitted. This includes any hardware, software, and installation documentation that is not part of the standard lab setup. Please see Chapter 4 for more information on the hardware and software in use in the lab. If you have any questions regarding software submission, please contact us at the number listed in Appendix C.
- The MarketZone Product questionnaire is required to be submitted, which provides general contact information. This is the Questionnaire provided in Appendix A. Please copy and paste this section into a new document.
- The signed Intertek Vendor Software Testing Agreement. We will fax this document to you, once the schedule has been confirmed. The Vendor Agreement needs to be returned only once. Additional Magic MarketZone Product Validation testing will only require a product addendum to be signed.

- Payment by check for the Magic MarketZone Product Validation testing. Make checks payable to Intertek. See pricing section to determine fee. Payment of validation fees must be received by Intertek before testing begins.

### 3.1.5 Receive Intertek Confirmation

Once we receive the software and associated documents, we will send out confirmation that we have received the documents, via e-mail. We will also confirm the test dates at this point.

## 3.2 *Test Process in Lab*

### 3.2.1 Configuration of the Test Lab

The Intertek Test Team will notify the MarketZone Product member which components the member is responsible for configuring. Any configuration components beyond the scope of Intertek's testing environment need to be provided by the partner. It is preferable that the MarketZone Product member completes the configuration on-site at the Intertek Test lab. However, phone support during setup can be substituted if necessary.

When a validation testing time is booked, up to one week will be reserved for testing of the MarketZone Product member's integration. This will include up to an entire day for the lab configuration.

### 3.2.2 Start Testing

Once we have received all the necessary documentation and software, and we have confirmed receipt of the software, we will start the testing on the scheduled date.

### 3.2.3 Validation Testing

We will test the integration using the full iNote, and assess the integration for the validation criteria specified in the Test Information Guide, Chapter 5. We will verify that the claims of functionality and the installation/configuration instructions in the integration note are correct and complete using the MarketZone Product member's software and Magic Service Desk.

### 3.2.4 Daily Status

Every day we will email a Daily Status report to all concerned parties which will detail progress of the testing and any open issues. Any requirements that are not met will be listed in the daily status report also.

### 3.2.5 Final Report

Once the test cycle is completed, we send out a final report to you and to BMC Software, detailing the tests undergone, and the results of those tests. Any open issues or failures will include detailed information, assisting you in correcting the fault.

### **3.3 Final Results**

#### **3.3.1 Validation Met**

If all the requirements outlined in the tests are met, you will receive Validated Magic MarketZone Product status, and all the benefits that this encompasses.

#### **3.3.2 Validation Not Met**

If not all of the requirements outlined in the tests are met, you will have the opportunity to make any necessary corrections and resubmit the iNote. If the iNote contains minor mistakes, such as a single step missing from the example, then a Validation Met status may be awarded pending the change highlighted by the tests. Whether an iNote will be allowed a 'pass pending' will be the judgment of BMC Software with detailed information from the Intertek Magic Validation Test Team.

If changes to the iNote are necessary as part of a pass pending, the MarketZone Product member may then resubmit the iNote with the changes highlighted. We will then verify these changes against the suggestions noted in the final report. Once the necessary changes have been made, we will then issue a revised final report with a status of Validation Met. BMC Software will review the final iNote, add the product category and certification date, and convert the iNote to an Adobe Acrobat (pdf) file; prior to posting it on their website.

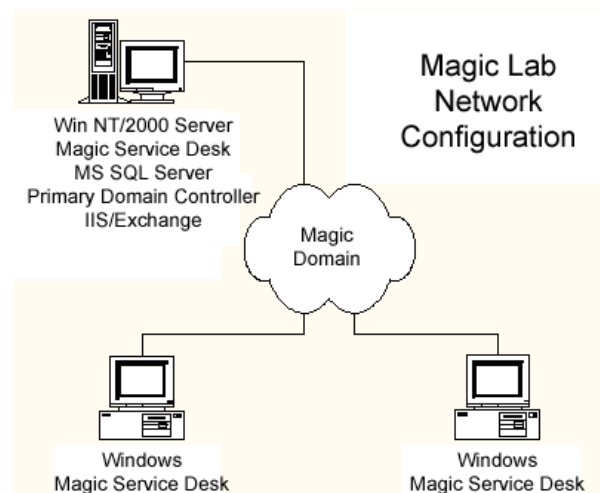
For integrations that do not pass the initial test criteria, a retest is allowed. A retest will involve a full pass through the validation criteria, with the associated cost (see chapter 2 for pricing details).

If there are areas of your iNote that do not meet the test criteria, and are either part of the design, or out of your control, you may be eligible for a fee waiver. Please see the section on Special Exceptions, Chapter 6 for more information.

## 4 Magic Lab Specification

This section describes the platform configurations in the test lab. The Magic Service Desk equipment, both Client and Server, will be “typical” systems. They will contain the base operating system, with all the current compatible service packs or patches. The database will be installed with all the current compatible service packs or patches. For further details on which service packs and patches are running in the lab, please contact us at the address listed in Appendix C. The Magic system will contain a test environment, with tailored workflow. This environment will be a typical help desk environment, which may not resemble sample workflow such as the Demo Help Desk.

It is important in writing your iNote NOT to assume that the user will have any sample workflow in their environment. The examples in the iNote must consider that most users will need to tailor the integration to their specific environment.



For example, the integration requires that a ‘Problem Category’ be passed from the third-party application to the Magic system. The example states that the user needs to replace the ‘Problem Category’ field with the appropriate equivalent for their environment.

We will test on the most recent major release of Magic Service Desk. Exceptions to this may be granted by Magic during the consultation period. This will most commonly occur during the period immediately following a major release of Magic Service Desk. If instructed by Magic, we will test on a previous “dot” release of Magic Service Desk if that is the latest version a MarketZone Product member supports. We will maintain the lab with the latest “dot” release of Magic Service Desk, 30 days following the release. We will test integrations on these “dot” releases in most cases. If required by a MarketZone Product member and with BMC Software’s agreement, we can test on previous releases, or with specific Magic Service Desk patches. We will not validate the integration software for any versions of Magic Service Desk prior to the two most recent major releases.

This configuration is important to reference when you are determining the system requirements of your integration. If your integration requires anything outside of the configuration listed

here, it **MUST** be specified in the system requirements section of the iNote (i.e. sound card). If your integration requires Magic Service Desk objects, (forms, data, etc.) these must be either included in the integration software, or must be listed as a requirement in the iNote. For example, if your integration depends on objects in the Magic Change Management application, this must be listed as a requirement in the iNote. Also, if your integration requires any specific sub-components of Magic Service Desk, such as Magic Desktop Automation, this must be clearly stated in the system requirements section of the iNote.

If your application requires hardware or software that is not included in the standard lab setup listed below, we may require you to provide this equipment in order to test the integration **and provide shipping to return the equipment after the testing is completed.**

#### **4.1 Components**

The components on the test domain are as follows:

- Intel, Windows 2000 Server Magic Service Desk servers. One of these servers will be a primary domain controller for the Validation lab domain.
- Multiple Intel based clients, running a variety of Windows client software. In most cases a single client will be used.

The minimum specification for these systems is as follows:

- Intel Server: Intel Pentium 4 2.80Ghz  
80GB Hard disk  
CD-ROM  
512MB Memory  
Windows 2000 Server

The Magic Server has MS SQL Server, and Internet Information Server running. There are three systems. The domain controller has Exchange Server 5.5/2000 running, which will service mail for both the servers and all of the clients.

- Magic Service Desk Client: Intel Pentium III 700Mhz  
7GB Hard disk  
CD-ROM  
128MB Memory  
Windows 2000

## **5 Test Information Guide**

This section is to provide a summary and description of the tests that will be executed by Intertek as part of the Magic MarketZone Product Program. To maximize the chances of your integration meeting validation, we recommend you perform these tests prior to submission. Ideally, someone would perform the tests other than the person(s) who developed the integration and/or wrote the iNote.

Prior to submission to Intertek, the iNote will be verified for content by BMC Software. We have included guidelines for assessing the content of the document, to enable MarketZone Product members to better understand the requirements for this aspect of the iNote.

The test cycle will focus on the installation, configuration, and functionality of the integration. Any claims of the functionality of the integration made in the iNote will be verified. We will perform the integration using the example(s) provided in the iNote and the tests will be assessed based upon this process. We will perform the integration using the test lab specified in Chapter 4, with any additional hardware and software components listed in the iNote. In order to achieve a “Validation Met” status, the iNote must contain accurate, complete and straightforward instructions for performing the integration. We will verify the steps given in the iNote with the functionality of the software.

The validation tests will be comprised of two basic test sets, and a number of optional integration specific tests. The document consistency tests will verify the information in the iNote against the functionality in the applications. The general tests will verify specific aspects of the integration, such as passing of data and environment specific conditions. The remainder of the tests will be dependent on the method used for the integration. The categories assigned by Magic for the integration may also indicate additional tests are necessary. For example, a Magic Service Desk integration using E-Mail Messaging will require the E-Mail Messaging Integration Requirements section 5.2.4 to be run. The final test set is a series of recommendations, which have no bearing on validation. These tests are carried out, as time permits. Please refer to section 5.3 for more information. The recommendations, where appropriate, will add further value to the customer and make integrating the product smoother.

## 5.1 *Integration Note Review*

### 5.1.1 Documentation Content Guidelines

These requirements are verified by BMC Software prior to submission to Intertek. These requirements focus solely on the documentation. The iNote must contain all the information necessary to begin to integrate the product. These requirements will verify that the iNote template is used, and all the sections of the template are complete. Please see the Magic iNote Template and iNote Read Me First files for further information.

### 5.1.2 General

The complete iNote must be clearly comprehensible. This requirement concerns the readability of the integration note.

- The iNote must reference the correct version of the Magic Service Desk and use the appropriate terminology.
- The information in the iNote must be in the correct place.
- The iNote must be in the Magic iNote format, and all sections must have been completed as specified in the iNote template. This requirement will check the iNote content against the specification in BMC Software's iNote template. Please refer to this document for further information.

### 5.1.3 Title

The iNote title must be correct and list the correct product.

### 5.1.4 Product Abstract

The 'Product Abstract' section must be complete.

This section explains the features of the MarketZone Product member's product to the user, and is intended as a sales/marketing tool.

### 5.1.5 Integration Summary

The 'Integration Summary' must be accurate and complete.

Please describe the value of the integration, where it specifically applies to Magic Service Desk.

This section must adequately summarize the steps given in the integration details section. (Such as configuration of the application, creation of forms or business rules, creating configuration files, setting parameters or mappings, etc.)

This section or the Integration Details section must include any necessary documentation references. These documents must be supplied with the software. If no references are made, it is assumed that the integration can be performed with only the iNote.

This section should make clear the methods used to accomplish the integration (Magic SDK, Magic API Wizard, Program Launcher, etc.). A figure representing the integrated modules and the communication between them is highly desirable.

#### 5.1.6 Support Information

The 'Support Information' section must be complete.

#### 5.1.7 System Requirements

The 'System Requirements' section must be complete. It should show versions and platforms supported for both your products and Magic products.

#### 5.1.8 Contact Information

The 'Contact Information' section must be complete.

#### 5.1.9 Integration Details

The 'Integration Details' section must be complete and understandable. This section needs to have a clear flow of information and instructions.

This section is specifically for the technical personnel who will be performing the tasks necessary to integrate the product. This section must be precise. Every step must be explained in a concise and clear manner.

#### 5.1.10 Sample Scenarios

The Sample Scenarios section must contain at least one clear example of using the integration. This example needs to be representative of a production environment.

The examples must cover all of the platforms that the integration supports. If necessary, multiple scenarios can be used to represent multiple platforms.

#### 5.1.11 Endnotes

The 'Endnotes' section must be complete and reference all BMC Software products and trademarks mentioned in the iNote

## 5.2 *Intertek Validation Tests*

### 5.2.1 Documentation Consistency Requirements

This test set will validate the functionality of the iNote against the actual functionality of the application and Magic Service Desk. We will integrate the application with Magic Service Desk, according to the instructions provided in the iNote.

Where some of the following tests are marked as having not met validation, other tests may also be marked as having not met validation. For example, if the iNote misses a step that explains to the user how to configure a mapping file, the integration would not meet validation for test 5.2.1 (b) (iii) and test 5.2.2 (i). This is intended to provide more information about any corrections that are necessary.

- (a) Verify the ‘System Requirements’ section details ALL software and hardware requirements for using the application, and integrating with Magic.
  - (i) Verify any versions of applications or operating systems required are indicated, e.g. scripting engines.
  - (ii) Verify any Magic applications that are needed are specified. This test also verifies any additional Magic components needed are specified. (e.g. option packs.)
  - (iii) Verify the iNote specifies which applications need to be running prior to performing the integration.
  - (iv) Verify any licensing requirements are stated.

If no additional Magic Service Desk components are specified, it is assumed that the integration can be performed with just the basic Magic Service Desk installation.

- (b) Verify the ‘Integration Details’ section is accurate, complete, and consistent with the software.
  - (i) Verify the example given covers the core features of the integration.
  - (ii) Verify all the steps in this section function according to the application, Magic, and the operating system.
  - (iii) Verify all the steps necessary to perform the integration are included, and that no other steps outside of the integration note are necessary to perform the integration.
  - (iv) Verify the integration details section includes a “checklist” for required information, such as hostname, SMTP mail server, etc.
  - (v) Verify that an overview component diagram is given which clearly displays the interaction of Magic Service Desk and the integrated application.
  - (vi) Verify that the iNote includes a list of directories that will be created and any key files used in the integration.

- (vii) Verify that the user is directed to additional documentation for further customizations.

### 5.2.2 General Integration Requirements

These requirements consist of general requirements, which may or may not be needed, depending on the nature of the integration. These requirements are mostly common requirements to all the methods, such as the starting of applications, or the passing of data.

- (a) If the integration involves modification of Magic data by someone other than the submitter, verify that a Write License is required.

\*The integration must not modify Magic data through a single user license. The application must ensure appropriate licenses are required for each user making modifications.

- (b) Verify the iNote explains the methods used to achieve the integration. This could be the API Wizard, Program Launcher, email integration, or other methods of integration.
- (c) Verify the iNote does not suggest writing directly to the Magic internal database.
- (d) Verify the integration does not add or modify database triggers.
- (e) If the setting up of environment variables is necessary, verify the process is specified in the iNote.
- (f) If the setting up of permissions is necessary, verify the process is specified in the iNote. (e.g. permission to access a table in a database or user id access to read/write a file).
- (g) If the integration involves custom Magic objects provided by the vendor, verify these objects function as described in the iNote.
- (h) If the creation or modification of web administration pages is necessary, verify the iNote explains the process for the creation or modification of these pages.
- (i) If the creation of Magic objects is necessary for the integration, verify the iNote explains the process for creating these objects.
- (j) Verify the integration does not use the custom script file overrides, as this functionality is reserved for Magic use only.
- (k) Verify the integration does not modify existing asp or js files, as these changes could be erased during patches or upgrades which can occur weekly. The integration should copy, then modify existing files, and create links to these new pages via the Magic UI or the Program Launcher.
- (l) If the iNote references any existing objects, verify these objects are either present on the basic Magic installation, or are provided in the distribution. Verify that the iNote suggests the user replace sample fields or forms with their own environment's equivalent fields or forms.

- (m) If the passing of passwords or user logins is necessary, verify the iNote explains this process.
- (n) If data is transferred to or from Magic, verify it is transferred correctly, according to the procedure outlined in the iNote. Note: data here refers to entries contained within the Magic structures. The structures themselves are not considered data for the purpose of this test.
- (o) If the integration uses any method or trigger for notification, verify the message is received at the destination, and the information transmitted is accurate.
- (p) If the application is executed from Magic, verify the application is executed correctly, according to the procedure outlined in the iNote.
- (q) If the application creates, modifies or deletes objects, verify these are created, modified or deleted correctly.
- (r) If a process is started from Magic, verify the application considers time-out contingencies.
- (s) If there are any changes to the Magic structures or data, verify these do not adversely impact structures or data within Magic.
- (t) Verify the iNote does not suggest the user alter the basic functionality of the Magic workflow to accommodate the integration.
- (u) Verify that any services that were stopped for the integration installation are automatically restarted at the completion of the installation.
- (v) Verify the integration does not interfere with any other integrations.
- (w) Verify that an application failure does not hinder the operation of Magic. For example, if the integrated application is misconfigured or becomes non-responding, verify the functions of the Magic not interrupted.
- (x) If the integration requires any additional software, verify that directions are included for the configuration of this software, e.g. Microsoft Internet Information Services.
- (y) If the application reads and/or writes objects from Magic (forms, fields, links, format controls, etc.), verify that the utility retrieves the objects correctly.
- (z) Verify methods for determining if the application is running properly are included in the iNote. For instance, if the application runs as an NT service, verify there is a way to query the process to determine it is functioning correctly. Another example would be an excerpt from the log file of a functioning application.

The following sections detail the individual tests performed for the various types and categories of integration. All of the tests are performed where the iNote specifies the function is used. For example: Where the iNote specifies data is transmitted from the application via E-Mail messaging to Magic Service Desk, we would verify that data is transferred accurately and correctly, by running all the tests in the E-Mail Messaging section below.

### 5.2.3 Starting Magic from an application or URL

These tests are used where the integration starts Magic Service Desk from a 3<sup>rd</sup> party application or URL. If the necessary workflow to start from the application or URL is not provided, verify the correct path is provided in the iNote.

- (a) If login instructions for the browser are necessary, verify they are provided for in the iNote.
- (b) Verify the correct URL is provided for in the iNote.

### 5.2.4 E-mail Messaging Integration Requirements

The following tests are performed, where the Client contains e-mail components that hook into Magic for the purpose of incident submission and email query of information.

- (a) Verify the iNote explains setting up e-mail components within Magic. Verify this functions as described. Verify the correct syntax is provided for the client tool.
- (b) If the integration uses e-mail submission of incidents, verify the incident is entered correctly.
- (c) If the integration uses e-mail query of information, verify the query is returned correctly.

### 5.2.5 SQL Database Access Integration Requirements

These tests are performed where the integration if Magic is used to write or read from an external database or if the application has permission to query the Magic database or if the application accesses Magic or the application is accessed from within Magic using ODBC drivers. These tests are not performed if the SQL commands are hard-coded into the application.

- (a) If Magic is used to write or read from an external database, verify the correct instructions / SQL syntax is given.
- (b) If the application has permission to query the Magic database, verify the process is clearly and accurately documented and works as described.
- (c) If the application accesses Magic, or the application is accessed from within Magic using ODBC drivers, verify the process for configuring the drivers is accurately and completely documented.

### 5.2.6 Other Integration

- (a) If the application uses attachments, verify the attachment is received correctly by Magic.

- (b) If the application imports external documents into Magic, verify that the document format conforms to that understood by Magic. (i.e document formats supported by Microsoft's Index Server).
- (c) If the application uses XML import or export, verify the process for importing and exporting the definitions is fully documented. Verify any provided XML schemas are readable by Magic.
- (d) If the application writes to a file that can be imported into Magic, verify the file is written accurately, and the format conforms to that understood by Magic.
- (e) If the application imports/exports data, verify the method used is mentioned in the iNote.
- (f) Verify any steps required to perform the import/export are described in the iNote.
- (g) The integration is allowed to add stored procedures and call them via workflow.
- (h) The integration should not create large numbers of groups, as this will negatively impact system performance.
- (i) All error messages displayed by integration pages and workflow should be clearly branded, so that they are easily identifiable as being from the partner and not Magic itself.
- (j) Verify the integration does not modify modules 12, 13, 18 and all negative sequences (Groups, Group Details, Support Staff, and system tables respectively).

### 5.2.7 Network & Systems Management

These tests are carried out for applications that perform Network or Systems Management tasks, and submit tickets to Magic Service Desk, based upon system or network failures.

- (a) Verify that the console will close incidents in Magic, when the console message is cleared.
- (b) Verify incidents that are closed in Magic, are closed in the console.

### 5.2.8 MagiCall CTI - Computer Telephony Integration

These tests are performed, where the application uses the Magic CTI interface, to control Magic Service Desk.

- (a) If the integration uses CTI, verify when a call is received a pop up window displays with the appropriate fields populated.
- (b) Verify that when a pop up is saved, an incident ticket is created.

### 5.2.9 Magic Business Automation-MBA

These tests are performed, where the application uses the Magic Service Desk plug-in architecture.

- (a) If business rules are used, verify the iNote explains how the rule is setup for use with integration.
- (b) Verify a notification message is sent when the rule is met. For example, when inventory levels drops below a set quantity specified in the business rule.
- (c) If a rule is created to add, modify or delete an incident verify the incident is added, modified or deleted.

### 5.3 Recommendations

The following are recommendations and the status of each will not have any bearing on the overall test result. These are highly recommended by Magic to ensure the applications are easy to use. These tests will be verified if time permits during the testing.

- If the integration is pager based, verify the notification does not allow the character limit for the paging service to be exceeded. Verify errors due to oversize pager messages are handled gracefully.
- Verify the application does not start too many copies of the browser window, such that performance is reduced.
- If the integration uses e-mail notification, verify the message does not start an infinite loop, or produce a large number of e-mails. This could be caused by faulty e-mail addresses, where the message is returned from the destination, and the application sends out an error message.
- Verify that the integration will not allow large numbers of incidences to be created such that the performance of Magic degrades.
- If the integration is pager-based, verify that the integration does not allow so many messages on the paging network to be sent that it “spams” the paging network..
- Verify that the application does not leak memory during normal usage in the course of the testing cycle.
- Verify that the application cleans up any temporary files that are created specifically for the integration.
- If any files are created by the application, for the integration, verify these are kept within manageable sizes.
- If custom software is installed for the integration, verify this software is fully uninstallable, and that the process for uninstalling is described in the iNote. The software must remove all files, folders and registry entries added during the install process. If files, folders or registry entries are left behind after the software is uninstalled, we need to know which files, folders or registry entries, and the reason for leaving this item behind.

## ***6 Special Test Exceptions***

Occasionally, you may consider that your product will not pass certain tests, and that the functionality is not in the design or you are not able to rectify the problem. This applies where inconsistencies between the iNote and the actual functionality are out of your control. An exception could be functionality in the Magic Service Desk, which is considered a bug, and has not been rectified as yet.

If, after reviewing the test specifications, you feel that your integration warrants a waiver, you can apply for a waiver to [BMC@Intertek.com](mailto:BMC@Intertek.com). Once received, Intertek will communicate this request to BMC Software, who will respond within 5 working days.

Test exceptions will be appropriately marked in the final report, and will not indicate whether the tests meet validation.

Have you checked for these?



### ***7 Top Ten Reasons for resubmission.***

This section lists some of the more common reasons that MarketZone Product members have had to re-submit their integration. This list will be updated on a regular basis. We have included the appropriate section of the test guide that corresponds to the particular reason.

TBD

***Appendix A – MarketZone Product Member Questionnaire***

The purpose of this section is to provide contact information about your company and your product.

***Contact Information***

Company Name	
Address	
City, State, ZIP	
Main phone # and ext.	
Company website URL	
Contact person for test results <ul style="list-style-type: none"><li>• Name and Title</li><li>• Tel:</li><li>• Fax:</li><li>• Email:</li></ul>	
Technical contact <ul style="list-style-type: none"><li>• Name and Title</li><li>• Tel:</li><li>• Fax:</li><li>• Email:</li></ul>	

***Product Information***

Product Name and version	
Magic Service Desk version supported and any additional components required	
Hardware requirements for integration	
Operating system requirements for integration	
Description of product	

## ***Appendix B - Integration Tips***

The following tips are designed to assist you in ensuring your iNote conforms to the standard required by the validation tests. We suggest that your iNote is as clean, complete, and concise as possible for your potential customers. Therefore we encourage you to consider the following tips, where appropriate, in your iNote.

### ***General***

- Ensure the iNote lists all the steps necessary to carry out the integration.
- Don't assume that the user will know all of the steps.
- If the integration assumes knowledge of certain applications or techniques (e.g. SQL knowledge, Visual Basic) this must be clearly stated in the iNote.
- Ensure that the system requirements list ALL hardware and software requirements.
- If the integration requires additional documentation, ensure this is referenced where necessary in the iNote.
- Verify that any additional documentation that is referenced is also complete.
- If the integration involves sending or receiving data, this needs to be explained in the iNote.
- The iNote needs to explain the methods used to integrate the products. (E.g. API Wizard, Program Launcher, email integration)
- If the integration uses existing Magic Service Desk objects, these must be specified in the iNote. Don't assume that all environments will contain the same Magic Service Desk objects.
- If the integration uses other objects present in Magic applications, these applications must be specified in the System Requirements section, e.g. Magic Program Launcher.

The following sections include tips for specific methods of integration.

### ***SQL Integration***

- If in the integration it is necessary for Magic Service Desk to read or write to another database, this must be clearly documented.
- If the application could write to the Magic database, the iNote must recommend that the user not write directly to the Magic database.

### ***E-Mail Integration***

- If the integration communicates with Magic Service Desk via email submission or notification, ensure that the process is fully explained.

### ***Other***

- If the integration communicates using files created or read by Magic Service Desk (reports, importing, etc.), ensure that the process for configuring the information is fully documented.

### *Network & Systems Management*

- If the application allows the user to submit tickets from the management console, ensure the process for mapping fields between the two applications is documented in full.
- If the application controls or monitors Magic Service Desk ensure the configuration process is fully documented.

### ***Appendix C – Contact Information***

To submit software and iNotes, plus any related documentation, or for any other questions, please contact us at:

Intertek Testing Services NA, Inc  
BMC Validation Lab  
450 Main Street, 2<sup>nd</sup> floor  
Pleasanton, CA 94566

Phone: (925) 485-6175  
Fax: (925) 484-1773

E-mail: [BMC@Intertek.com](mailto:BMC@Intertek.com)

Please also visit our web site at: [www.qpqa.com](http://www.qpqa.com)

For further details about the Magic MarketZone Product Program or Magic Service Desk, please contact BMC Software at:

BMC Software, Inc.  
Phone: (925) 730-4689  
E-mail: [TechAlliances@BMC.com](mailto:TechAlliances@BMC.com)  
Web: <http://www.remedy.com/magic/>