

Recommended Service Level

March 18, 2016

Introducing Recommended Service Level (RSL) maintenance

BMC is announcing an enhanced maintenance strategy for the BMC data management for DB2 and IMS, MainView, and cost optimization products with the introduction of RSL maintenance. RSL maintenance will become available on April 4, 2016.

An RSL:

- Is obtained through BMC Internet Service Retrieval (BMC ISR), which is included with the Installation System
A future enhancement will make RSL available by using the BMC electronic software distribution (ESD) site and by requesting physical media.
- Is a collection of PTFs that have been tested by BMC against the IBM Recommended Service Update (RSU)
- Contains PTFs for a three month period
- Provides more timely maintenance than the 6 month PUT
- Replaces the PUT (existing PUTs are available for two years after the date on which they became available)

BMC ISR is the mechanism to use in requesting RSL maintenance. After retrieving the RSL, use SMP/E processing to receive and apply the RSL distribution of PTFs. For information about using BMC ISR, see the maintenance information in the *Installation System Reference Manual*.

A new RSL will be available on the first week of each quarter. Additionally, a six-month accumulation of the RSL PTFs will be available. RSLs are available online for two years after the date on which they became available, in accordance with the BMC two-year rolling maintenance policy. The naming convention for the RSL is RSLyyqqC where yy is the last two digits of the calendar year, qq is the two digit month representing the quarter, and C is optional to identify the 6-month cumulative release.

A list of included PTFs and a schedule will be posted in the "Maintenance" section of the [Installation System website](#) on April 4, 2016. (A BMC support user ID and password are required).



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Note

To enable RSL:

- 1 Bring the SMP/E environment for the Installation System up to the PUT1502B level (PUT1502B is currently available).
If the Installation System is not at this level, the RSL service request will be rejected.
- 2 Apply PTF BPJ0819 to BMC ISR (BPJ0819 will become available on April 1, 2016).
The PTF enables the RSL content type in BMC ISR, as seen in the **ISR request Content Type** field:

BMC ISR Request		Enter required field
Command ===> _____		
Enter the BMC ISR Server Credentials.		
Incoming Directory Userid	_____	Contact Support for Assistance.
Incoming Directory Password	_____	Will not be displayed.
BMC ISR request ID	B050BBAEB98002CA	(Computed)
ISR request Global CSI Name	_____	
Do not enclose in quotes		
ISR request Target Zone(s) and/or Zonedefs:		

ISR request Content Type	1	(1=CRITICAL,2=RECOMMENDED,3=APARS, 4=PTFS,5=HOLDDATA,6=RSL,7=ALL, 8=VERIFIED,9=PUT)
Company Contact Information:		
E-mail Address	YOUR_EMAIL@YOURCOMPANY.COM	
E-mail Address (Verify)	YOUR_EMAIL@YOURCOMPANY.COM	
Press Enter to generate the request JCL or F12 to go back.		

Note

If you have questions, contact Customer Support at 1 800 537 1813 (United States or Canada) or call your local support center.

Where to get the latest product information

To view the latest BMC documents, see the Support Central website at <http://www.bmc.com/support>.

Notices such as flashes, technical bulletins, and release notes are available on the website. You can subscribe to proactive alerts to receive e-mail messages when notices are issued or updated. For more information about proactive alerts, see the Support Central website.

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