

May 27, 2014

Dear Customer,

You are receiving this letter because you own licenses for the BMC Transaction Monitoring Application Response Timer (also known as TMART) product.

BMC is sending you this letter to:

1. Notify you that BMC will end support for BMC TMART as of March 31, 2019
2. Provide you the information you need to easily migrate from BMC TMART to a new replacement product between now and the planned end of support in 2019

BMC has a replacement offering for BMC TMART called *Borland Silk Performer Synthetic Transaction Monitoring for BMC Software*. This replacement solution offers additional value and a simple technical upgrade path. Most importantly your TMART scripts can be used as-is with the new platform. Details of this replacement solution is [here](#)

Next Steps

BMC recommends that you contact your Account Manager to discuss how to obtain the replacement product. While there is still plenty of time between now and the planned end of support date in 2019, it is important to begin developing your migration plans now. Your BMC Account Manager can help you understand the impact of this change and the best timing for your migration. Your Account Manager will also be able to provide information about license migration, product capabilities, and ongoing roadmap plans.

Ongoing support:

Per BMC Support Policy, TMART is now in “Limited Support” status. Between now and the end of support date, BMC will continue to offer telephone support and provide patches and hot fixes for critical issues. BMC will no longer be developing new features or supporting additional platforms with TMART. You can find the full details of Limited Support by visiting the BMC website at:

<http://www.bmc.com/support/product-support-policy.html>



Impacted Licenses:

The following products have been withdrawn and will no longer be supported after March 31, 2019:

Product Name	End Of Support Date
BMC ProactiveNet Performance Management - Synthetic Transaction Monitoring and Analytics	3/31/2019
BMC Synthetic Transaction Monitoring and Analytics - License Add-on	3/31/2019
BMC ProactiveNet Performance Management - Synthetic Transaction Analytics	3/31/2019
BMC ProactiveNet Performance Management - Synthetic Transaction Monitoring	3/31/2019
BMC Transaction Management Application Response Time - Infrastructure Edition	3/31/2019
BMC Transaction Management Application Response Time Execution Server - Infrastructure Edition	3/31/2019
BMC Transaction Management Application Response Time - Service Level Edition	3/31/2019
BMC Transaction Management Application Response Time Execution Server - Service Level Edition	3/31/2019

Please be assured that BMC is committed to providing you with state-of-the-art solutions. If you have any other questions, please contact your BMC Account Manager at 1-800-841-2031, BMC Customer Support at 1-800-537-1813. You can also email TMART specific questions to TMART-Questions@bmc.com

Thank you.

Sincerely,

Eric Liszt
BMC Product Management,
BMC Software