BMC Support Central User Guide

BMC Customer Care

05 May 2015

Contents

Registration

If you are new to the BMC Customer Support Website, you will need to register on the site before being able to access any of the secure areas of the site. Please click on the "Register Now" button as shown below:

NOTE: To register for support with BMC software you will require your support contract ID and password. This information is communicated to all customers on the Order Detail document. This document is sent to the person(s) who are listed at the point of sale or renewal as either or the Shipping, Billing, Install and Order contact. This information is communicated in the format of an email and will look like this:

Order Detail

Ship To:
BMC Software
Houston, Texas

Contact: Joe, Bmc
Phone: 000 000 000
Email: joe_bmc@bmc.com

PO Number: xxxxx
Order Number: xxxxxxx
SLA: xxxx-xx

Ordering Company: BMC Software

BMC Contacts:
Administrator:
Sales Rep:
Phone:

License Number	Description	Distribution Number	Support ID	Support ID Password	Qty	Prepaid Support
LA123.4.0.00	BMC Remedy Service Desk	-	1234	bmc	1	YES

Click on Register Now:

Choose the option "Are you a current/future BMC Customer?". Enter your user details, then tick the box beside Access to BMC Support.

Enter your Support Contract ID and password and click "Validate". Enter your Job Function, Primary Role and Support Language.

If you require access to BMC Academy for education courses, tick that box and fill in the relevant information.

Once you have filled in your details, enter the text from the Captcha image in the field provided, agree to the BMC Privacy Policy, and click Submit.

Legal Disclaimer

How BMC will use your Personal Information:

BMC Software Inc. ("BMC") collects personal information ("Personal Information") when you ("You") register and complete this registration form ("Registration Form"). When You complete this Registration Form, You understand and agree that BMC may process and share your Personal Information that you provide for the following purpose:
- To grant You access to services and solutions offered by BMC and provide You access to the domain name BMC.com hosted by BMC
- To authorize the transfer of your Personal Information to BMC authorized third parties for the purpose of delivering BMC's services and solutions to You.

When You complete this Registration Form to Access to BMC Support, You understand and agree that BMC may process and share your Personal Information that you provide as described above and to grant You access to support services and solutions offered by BMC.

When You complete this Registration Form to Access to BMC Academy, You understand and agree that BMC may process and share your Personal Information that you provide as described above and to grant You access to services and solutions offered by BMC Education Services and provide You access to the BMC Academy hosted on behalf of BMC and its affiliates by Cornerstone OnDemand, Inc. ("Cornerstone"), a US company with international operations and headquartered at 1601 Cloverfield Blvd., Suite 620 South, Santa Monica, California 90404, USA, which has self-certified with the EU-US Safe Harbor and the US-Swiss Safe Harbor frameworks. Cornerstone will handle Your Personal Information as per its privacy policy which You can find at http://www.cornerstoneondemand.com. Cornerstone will collect, process and store Your Personal Information on behalf of BMC and its affiliates on servers located in the United States and/or the United Kingdom.

Managing your Personal Data

For more information explaining how we use Your Personal Information please see our BMC Privacy Policy. For any questions or requests to access, update or delete to Your Personal Information, you can contact BMC at Privacy@BMC.com.

☐ **I agree to BMC Privacy Policy**

[Submit]

A message will display on the screen, as shown below:
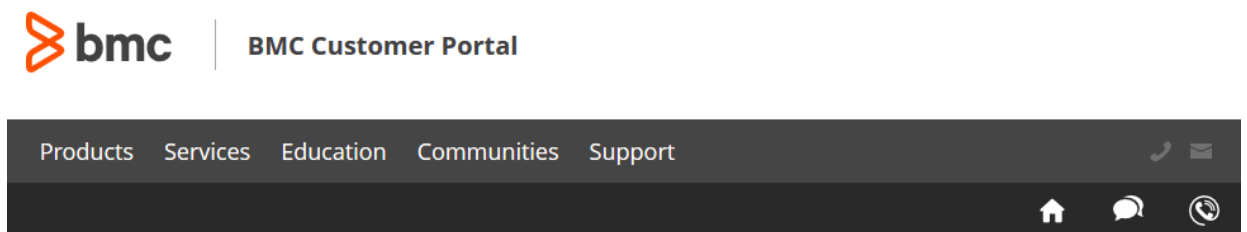
You will receive an email from customer_care@bmc.com with the subject line BMC Account Validation.

Hello Jane,

BMC Software has received a request to create an Account for you. Please click on the link below to validate your email.

Your login id is testemail@mailinator.com

To validate your email, click http://webreg.bmc.com/profile/profileactivation?tc_=Xei+n/WNGiJnWxbr0bFSZWU2vyQ/TPlOg0HcDohhxuVBzABtlk3PogXkCRGvVvYkfIWK7ApM64CGyn0hI0ytL2uXr5y8nRoJeC9jAhceYMo=.

For any questions/queries, please feel free to contact customer_care@bmc.com.

Sincerely,
BMC Software

BMC Software is committed to respecting your privacy. For specific information, read the BMC Software Privacy Policy. Copyright © 2015 BMC Software, Inc. All Rights Reserved. All product and company names are trademarks of their respective owners. For more information, read the BMC Software Terms of Use and Copyright Statement

You **must** click on the Validation link to activate your account. The following message will appear on the screen:

Once you have activated your account, you will receive an email with the subject line BMC User Registration informing you that your registration is now complete.

Hello Jane,

Thank you for registering with BMC Software. Your registration is now complete. You can log on at any time using your email address and password.

Access Support	**Access BMC Academy**	**Access BMC Marketplace**
Logon to http://www.bmc.com/support/	Logon to http://bmc.csod.com	Logon to https://marketplace.onbmc.com/
Questions? customer_care@bmc.com	Questions? education@bmc.com	Questions? customer_care@bmc.com

Subscribe to BMC services such as Support, Marketing or Partner Network by clicking on the links listed below. You will receive a separate email upon completing a successful subscription.

- Subscribe to Email Newsletters
- Edit Your Profile
- Change Your Password
- Subscribe to Support Central
- Subscribe to Partner Network

This is an automated email. Please do not reply.

Thank You,
BMC Software, Inc.

You can now log into your account by going to www.bmc.com/support and clicking on Support Login. The first time you log into your account you will be prompted to choose a security image. Choose your image, and click Create Account.

My Support Profile

Once you have successfully registered on BMC Support Central, you will have access to all the secure areas of the site (those marked with a padlock symbol). On the BMC Support Central site you can view and modify your support profile under the "My Support Profile" link (see highlighted section below):

Search the Knowledge Base

Ask a Question...   **Ask**

Example: Is Red Hat Enterprise 5.4 supported by the 3.7.40 Patrol Agent? More Search Tips

Issue Management
Submit New Issue 🔒, View/Update Issues 🔒, View Pending Items 🔒, and view Email Submission Instructions. You can also review transcripts from your past chat sessions 🔒.

Product Documentation
Access online and offline documentation for all BMC products from docs.bmc.com, including documentation on the Supported Product A-Z List.

Click here to access the Parameter Reference Database.

Product Support Status
Find your products current support status and support lifecycle dates in the Supported Product A-Z List.

Licensing and Passwords
Request license keys and product passwords, or purge existing licenses.

Maintenance Renewal and Invoice Inquiries
Submit requests for maintenance, quotes, or outstanding invoices. Review our vendor fact sheet and electronic fund transfer (EFT) information.

Support Offerings
Get more information on Standard and Premier support offerings.

Product Availability and Compatibility
Query product lists for platform availability and compatibility. View withdrawn product lists.

Support Contact Information
Find BMC Contact Information for your location.

My Support Profile
Find login assistance, view My Account Team 🔒, make password changes, manage support IDs and Server environment information, or modify your Proactive Alert Subscription.

Product Downloads, Patches and Fixes
View and Download available products, patches, PTFs and Fixes. Find FTP and Installation Guides.

On the "My Support Profile" page you can view and modify your Personal Information, manage your company's Support IDs, view or modify your Personal Products list, create and modify server environments, subscribe for Proactive Notifications, and view your account team.

My Support Profile

🔒 = available to supported customers only

My Login Profile 🔒
View or Modify personal information, phone number, subscriptions, and password. Please contact Customer_Care@bmc.com to change your User ID (email address).

My Product List 🔒
View or Modify your personal products list, used for submitting and managing Issues. Since this is a customizable list, it may not accurately reflect your installed or licensed products.

Proactive Alert Subscriptions
Create, View, or Modify supported product Subscriptions.

- Create or Modify Customized Product and Subscription Lists 🔒

- View Customized Product List 🔒

Manage Support IDs 🔒
Manage support contract IDs.

My Server Environments 🔒
Update product environments.

My Account Team 🔒
View my Sales Account Team.

If you click on "My Login Profile", shown above, you will see the following page:

Edit Profile

Salutation:	▼ (optional)
First Name:	Joe
LastName:	Bloggs
Suffix:	▼ (optional)
*Email Address (User ID):	JOE_BLOGGS@BMC.COM
Challenge Question:	Mothers Maiden Name ▼
Challenge Answer:	
Challenge Question 2:	Year of High School Graduation ▼
Challenge Answer 2:	
Preferred Language:	English-British ▼
Job function:	Call Center ▼
Phone Number:	
Extension Number:	
Primary Role	▼

Submit

*Please contact Customer_Care@bmc.com to change your User ID (email address).

You can modify any of the details on this page. However, if your email address has changed and you need to have your username updated to reflect your new email address, please email your request to customer_care@bmc.com.

Manage Support IDs

On the "Manage Support IDs" page you will see the list of Support IDs currently associated to your profile, along with the relevant Service Level:

Support Contract Management Panel

Primary Support ID: XXXXX   **Current Support ID:** XXXXX

To add a new support ID to your profile, enter support ID and password and click 'Add Support ID'

Support ID [   ]   Support ID Password [   ]   Add Support ID

Highlight the supportid from the table prior to clicking on the 'Switch to Selected ID' button

Other Support Ids Listed:

2 entries returned   Preferences ▼

Support ID	Company Name	Service Level
XXXXX	BMC SOFTWARE INC.	CONTINUOUS
XXXXX	BMC SOFTWARE, INC	CONTINUOUS

Switch to Selected ID   Set as Primary ID   Remove selected ID   SupportID Administration

This page tells you what your Primary Support ID is. This is the support ID you entered when you first registered on the BMC Support Central site. If your company has more than one support ID, you can add these into your profile by entering the support ID and its corresponding password into the fields provided.

Once you have more than one support ID in your profile, you can switch between them, remove them from your profile, or set another support ID as your Primary ID.

My Server Environments

When you click on "My Server Environments", you will see all environments that have been created for your support ID. Once you create an environment, you can choose this environment when creating an issue. Here you will have the option to view, modify or create a new environment profile:

Profile For Support ID XXXXX   **Company Name** BMC SOFTWARE INC.
Current Listed Profile(s)

Showing 1 - 25 of 165   ◀ Page 1 ▾ ▶   Preferences ▾

Profile Name ▲	Client Platform	Server Platform	HW Platform	GUI	Create Date
Randy Beutler	Windows XP Professi...	Windows Server 2003	Other		21/02/2007 14:18:11
1.97.12.102	Macintosh OS/X / 10.x	AXP 7.x	HP 9000 Model 800		24/05/2005 03:52:39
137.72.89.48		Linux Redhat i386 2.x			13/12/2005 08:37:37
7.5.02		Windows Server 2003			14/07/2009 07:35:26
AAA		AIX 5.x			30/09/2008 13:19:21
AEGON	Windows	Solaris 9/2.9 / SunO...			17/03/2008 13:54:04
AIFE Remedy Production Server	Windows XP Professi...	Linux Red Hat EL 4.x	Pentium Xeon		23/04/2008 03:57:17

[Add Profile]   [Modify Profile]   [Remove Profile]

Customer Admin Tool

A Support ID Administration button has been added to the Support Contract Management Panel:

Support Contract Management Panel

Primary Support ID: XXXXXX   **Current Support ID:** XXXXXX

To add a new support ID to your profile, enter support ID and password and click 'Add Support ID'

Support ID [_____] **Support ID Password** [_____] [Add Support ID]

Highlight the supportid from the table prior
to clicking on the "Switch to Selected ID" button

Other Support Ids Listed:

3 entries returned   [Preferences ▼]

Support ID	Company Name	Service Level
XXXXX	BMC SOFTWARE INC.	CONTINUOUS
XXXXXX	BMC SOFTWARE, INC	CONTINUOUS
XXXXXX	BMC SOFTWARE INC.	CONTINUOUS

[Switch to Selected ID]   [Set as Primary ID]   [Remove selected ID]   [SupportID Administration]

Click on the Support ID Administration button to view users attached to the Current Support ID.

This view is from a user without administrative privileges:

Support Contract ID Administration

Support ID: XXXXXX   BMC SOFTWARE, INC   **Service Level:** CONTINUOUS   **Contract End Date:** 3/31/1990 8:00:00 AM

Showing 1-3 of 3   ◄ Page 1 ▼ ►   [Refresh]

Full Name	Single Sign On	Admin	IssueMgmt
JOHN DOE	JOHN.DOE@BMC.COM	N	Y
JOE BLOGGS	JBLOGGS@BMC.COM	N	Y
JANE DOE	JADOE@BMC.COM	N	Y

[Close]   [Print Contact List]   [Audit History]

This view is from a user with administrative privileges:

Support Contract ID Administration

Support ID: XXXXXX .:: BMC SOFTWARE INC. .:: **Service Level:** CONTINUOUS .:: **Contract End Date:** 1/1/2038 7:00:00 AM

Contract Level Settings – **Issue Mgmt:** Y ▾   **Initial Contract Setup Defaults** – **Issue Mgmt:** Y ▾

Contact Level Settings: ** Note: If either the Contract Level or Contact Level are set to No the Contact will not be allowed Access to said area.

Showing 1-3 of 3   ◄ Page 1 ▾ ►   Refresh

Full Name	Single Sign On	Admin	Issue Mgmt	Purge
JOHN DOE	JOHN.DOE@BMC.COM	N	☑	☐
JOE BLOGGS	JBLOGGS@BMC.COM	N	☑	☐
JANE DOE	JADOE@BMC.COM	Y	☑	☐

[Close]   [Update Password]   [Print Contact List]   [Audit History]

Who has access to the Customer Admin Tool? A User's access to the Customer Admin tool will vary depending on their permissions.

Users –

1. Non-Admin Contacts will be able to view a list of Contacts that have access to their Support ID and what access they have.

   All existing Contacts will initially be Non-Admin Contacts with access to everything. When a Contact registers with a Support ID, it will set their access to Non-Admin and access to all areas for that Support ID.

2. Admin Contacts will be able to update the following:

   i.   Change the Pin (Password) of their Support ID

   ii. View Contacts (primary and secondary) of their Support ID

   iii. Purge or remove specific contacts from accessing their Support ID

   iv. Restrict user(s) from opening Issues in Issue Management

Customers will continue to use the "Support Contract Management Panel" to manage their Support ID's.

When a contact selects to Add a Support ID, the Contact/Contract relationship will be added as a Non-Admin Contact with the Support ID's Initial Setup Defaults.

If you select to remove a Support ID, all associated access information will also be removed.

Contact customer_care@bmc.com to become an Admin or to give users Admin access for your company.

Knowledge Base

Once you are registered and subscribed on the BMC Support Central site, you will have access to the BMC Knowledge Base where you will be able to search for existing resolutions and FAQs.

Click on the Knowledge Base link on the top left hand side of the main page, or simply type your question in the Ask a Question field.

Search the Knowledge Base

Ask a Question...   Ask

Example: Is Red Hat Enterprise 5.4 supported by the 3.7.40 Patrol Agent? More Search Tips

Issue Management
Submit New Issue 🔒 , View/Update Issues 🔒 , View Pending Items 🔒 , and view Email Submission Instructions. You can also review transcripts from your past chat sessions 🔒 .

Product Documentation
Access online and offline documentation for all BMC products from docs.bmc.com, including documentation on the Supported Product A-Z List.

Click here to access the Parameter Reference Database.

Product Support Status
Find your products current support status and support lifecycle dates in the Supported Product A-Z List.

Licensing and Passwords
Request license keys and product passwords, or purge existing licenses.

Maintenance Renewal and Invoice Inquiries
Submit requests for maintenance, quotes, or outstanding invoices. Review our vendor fact sheet and electronic fund transfer (EFT) information.

Support Offerings
Get more information on Standard and Premier support offerings.

Product Availability and Compatibility
Query product lists for platform availability and compatibility. View withdrawn product lists.

Support Contact Information
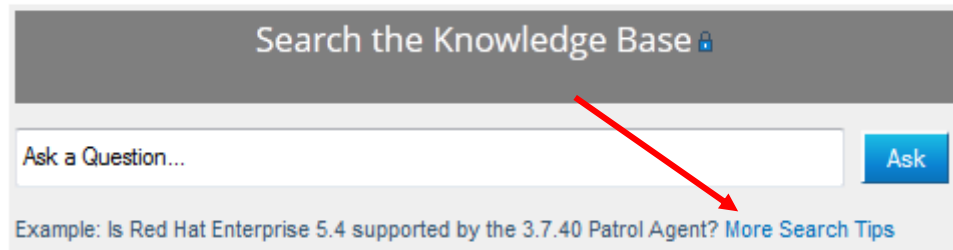Find BMC Contact Information for your location.

My Support Profile
Find login assistance, view My Account Team 🔒 , make password changes, manage support IDs and Server environment information, or modify your Proactive Alert Subscription.

Product Downloads, Patches and Fixes
View and Download available products, patches, PTFs and Fixes. Find FTP and Installation Guides.
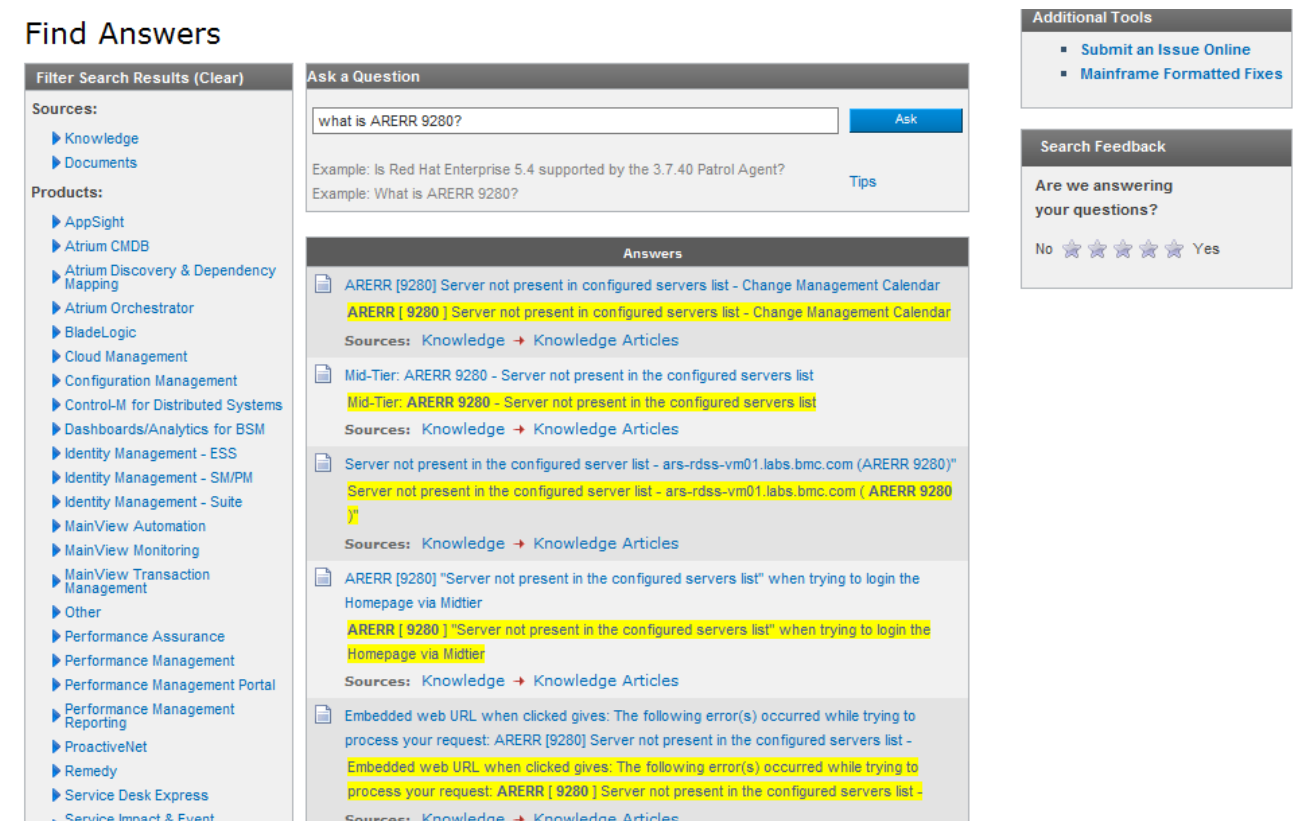
Enter your question, symptom or error message in the Ask a Question field using natural language (as you would ask a colleague or support agent) and click on the Ask button. Results will be displayed on the Answers page. For the first search, all content sources and product areas will be included in the answers provided.

NOTE: Clicking on the Tips link beneath the Ask button will display a number of useful hints and tips on how to get optimal search results.

The Answers page displays the question asked, the best matching answers, some filter options and some further action functions.

If the initial answers are not providing the required information, then the question can easily be revised and the answers can be updated by clicking on the Ask button.

In the majority of cases, if the required information exists, it should be possible to locate it by providing a succinct and accurate question.

In some cases it may be necessary to refine the scope of the search to a specific knowledge source or product (or product family); this can easily be done using the filters on the Answers page.

If the required information does not exist, then a support agent can be contacted using the Submit an Issue Online link. When the Submit Issue form is accessed in this way, the Summary field is populated with the current Knowledge Base Question text for your convenience.

To view an article, choose the article that you require and click on the title to open it. It will look something like this:

Knowledge Article

ARERR [9280] Server not present in configured servers list - Change Management Calendar

⬅ Back to Answers   📋 Printer Friendly   ⭐ Rate this Page

Knowledge Article ID: KA326307
Version: 1.0
Status: Published
Published date: 01/20/2011

Problem

Attempting to access the calendar for Change Management, the user is presented with an an error message: ARERR 9280 - Server not present in configured servers list

Change Management 7.X

Solution

Ensure the server name has been added to the BMC Remedy Mid Tier - Configuration Tool > AR Server Settings. The fully qualified domain name may be required as well.

Legacy ID

15138549 SLN15138549 SLN000015138549 20034181

Rate this Page

Please take a moment to complete this form to help us better serve you.

How effective was this at resolving your problem?

Not Effective   ○ 1 ○ 2 ○ 3 ○ 4 ○ 5   Very Effective

Additional Feedback

Mainframe customers can use the Mainframe Formatted Fixes option in the Additional Tools box to view solutions. Please note that Knowledge Articles cannot be viewed from the Mainframe Formatted Fixes page.

Issue Management

If you have a technical problem with one of the BMC Software products you are using, you can open an issue with our Technical Team on the "Issue Management" section of the site. Here you can also create, view and update your issues online.

Issue Management
Submit New Issue 🔒 , View/Update Issues 🔒 , View Pending Items 🔒 , and view Email Submission Instructions. You can also review transcripts from your past chat sessions 🔒 .

Support Offerings
Get more information on Standard and Premier support offerings.

Product Availability and Compatibility
Query product lists for platform availability and compatibility. View withdrawn product lists.

Product Documentation
Access online and offline documentation for all BMC products from docs.bmc.com, including documentation on the Supported Product A-Z List.

Click here to access the Parameter Reference Database.

Support Contact Information
Find BMC Contact Information for your location.

My Support Profile
Find login assistance, view My Account Team 🔒 , make password changes, manage support IDs and Server environment information, or modify your Proactive Alert Subscription.

Product Support Status
Find your products current support status and support lifecycle dates in the Supported Product A-Z List.

Licensing and Passwords
Request license keys and product passwords, or purge existing licenses.

Product Downloads, Patches and Fixes
View and Download available products, patches, PTFs and Fixes. Find FTP and Installation Guides.

Maintenance Renewal and Invoice Inquiries
Submit requests for maintenance, quotes, or outstanding invoices. Review our vendor fact sheet and electronic fund transfer (EFT) information.

New Issues

To open a new issue, click on Issue Management, as shown in the highlighted section above. Once in the Issue Management page, click on Submit New Issue.

Issue and Defect Management

🔒 = available to supported customers only

Submit New Issue 🔒
Create a new Issue for a BMC product.

Open your issue using Email
Follow these instructions for a simplified way to submit your issues via Email.

View/Update Issues 🔒
Find information on or track the progress of existing Issues and defects created by you.

Product Defects 🔒
View all known Remedy and BMC Configuration
Automation product defects and RFEs (items with identifiers beginning with "SW"). Items with identifiers beginning with "QM" may be found with their related Issues on the View/Update Issues 🔒 page.

View Pending Items 🔒
Retrieve your list of Issues and updates which have not yet been submitted.

Review Chat Transcripts 🔒
Find and review transcripts of your past Support chat sessions with BMC.

On the New Issue page, the following details are mandatory (highlighted in red below):

Product
Version
Summary
Details

If the problem you are having is with a component, please select from the list in the Component field. If your issue is regarding product licenses or passwords, please make sure you check the licenses button (highlighted with a blue arrow below).

You will have the choice here to receive an email with your issue number once you submit the issue. This is not an automatic email; you will need to select the Yes checkbox (highlighted with a green arrow below).

You also have the choice to either submit the issue straight away, or to save the issue until you have more details to submit. If you save the issue, it will not be submitted to the technical team until you go back to it and submit.

View/Update Issues

You can also View and Modify an existing issue on the Issue Management page:

NOTE: If an existing Issue needs to have the Impact raised to a 1-Critical, please phone your local Support Center for help. See Contact Support for all local Support phone numbers.

Issue and Defect Management

🔒 = available to supported customers only

Submit New Issue 🔒
Open a ticket for your issue.

View/Update Issues 🔒
Find information on or track the progress of existing issues and defects created by you.

View Pending Items 🔒
Retrieve your list of Issues and updates which have not yet been submitted.

Review Chat Transcripts 🔒
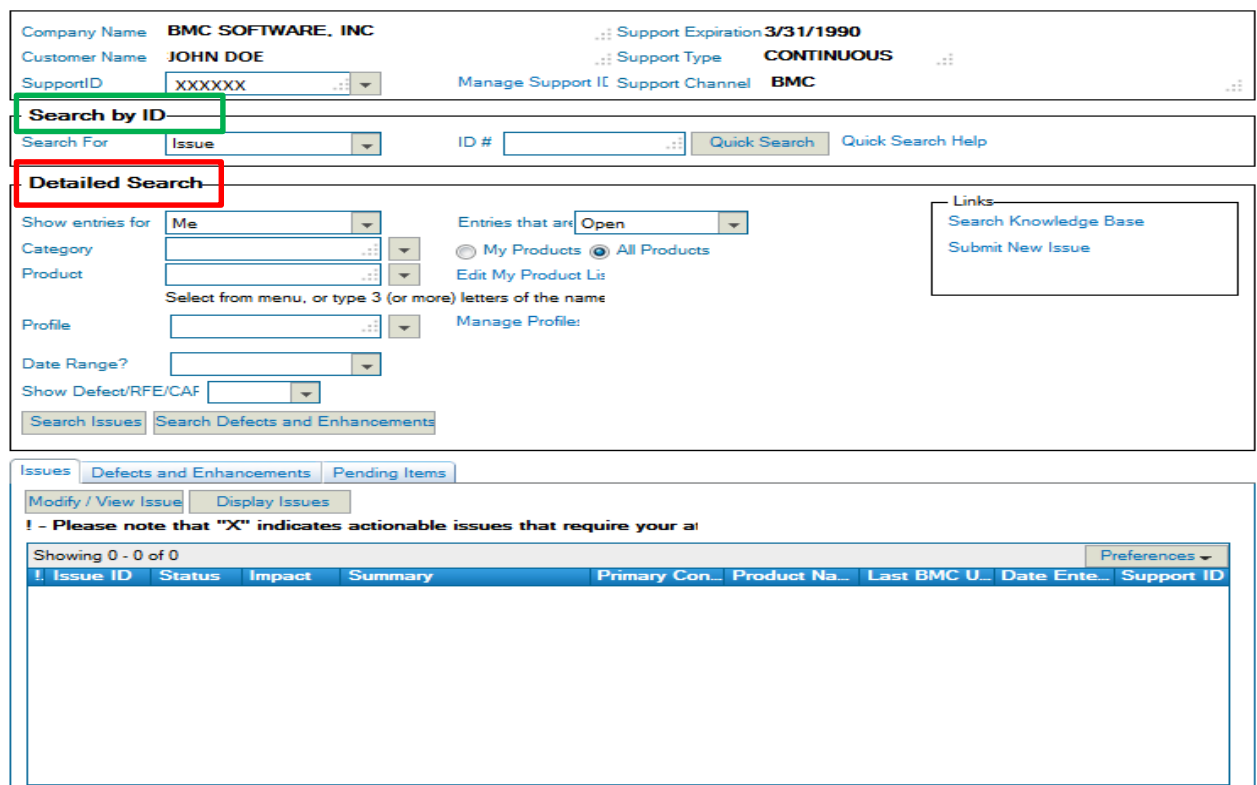Find and review transcripts of your past chat sessions with BMC.

Open your issue using Email
Follow these instructions for a simplified way to submit your issues via Email.

Product Defects 🔒
View all known Remedy and BMC Configuration Automation product defects and RFEs (items with identifiers beginning with "SW"). Items with identifiers beginning with "QM" may be found with their related Issues on the **View/Update Issues** 🔒 page.

On this page you can search for your issue using the Quick Search fields (highlighted in green) of the Detailed Search fields (highlighted in red).

Company Name	BMC SOFTWARE, INC		Support Expiration	3/31/1990
Customer Name	JOHN DOE		Support Type	CONTINUOUS
SupportID	XXXXXX	Manage Support ID	Support Channel	BMC

Search by ID

Search For	Issue		ID #		Quick Search	Quick Search Help

Detailed Search

Show entries for	Me	
Category		● My Products ◉ All Products
Product		Edit My Product List
	Select from menu, or type 3 (or more) letters of the name	
Profile		Manage Profile
Date Range?		
Show Defect/RFE/CAF		
Search Issues	Search Defects and Enhancements	

Links
Search Knowledge Base
Submit New Issue

Issues	Defects and Enhancements	Pending Items

Modify / View Issue | Display Issues
! – Please note that "X" indicates actionable issues that require your at

Showing 0 - 0 of 0   Preferences ▾

!	Issue ID	Status	Impact	Summary	Primary Con...	Product Na...	Last BMC U...	Date Ente...	Support ID

To search in the Quick Search fields, simply enter the Issue number you wish to view or update and click "Quick Search". The issue will show up in the table at the bottom of the page.

In the Detailed search field, you can search for entries opened by yourself, or issues opened under your support ID – i.e. issues opened by you and your colleagues. To do this, select "Me", "My Current Support ID" or "All My Support IDs" from the "*Show entries for*" dropdown list, as shown below. You can also search for Open issues, Closed issues, Resolved issues, or All issues under the "*Entries that are*" dropdown list.

Company Name	**BMC SOFTWARE, INC**		.:: Support Expiration	**3/31/1990**
Customer Name	**JOHN DOE**		.:: Support Type	**CONTINUOUS**
SupportID	XXXXXX	Manage Support IDs	Support Channel	**BMC**

Search by ID

Search For	Issue	ID #		Quick Search	Quick Search Help

Detailed Search

Show entries for | Me

Me
My Current Support ID
All My Support Ids
(clear)

Category

Product

more) letters of the name

Profile

Date Range?

Show Defect/RFE/CAR

Search Issues   Search Defects and Enhancements

Entries that are | Open

○ My Products ● All Products

Edit My Product List

Manage Profiles

Links

Search Knowledge Base

Submit New Issue

Once you have found the issue you wish to update, highlight it in the table and then click on "Modify/View Issue". The issue will open in a new browser window where you will be able to add and submit your update.

Create or Update Issues via Email

To create a new issue or update an existing issue via email at customer_support@bmc.com, our automated system requires the subject line to be formatted as follows:

- To create a New issue, the Support ID must be included in the subject line in this format:

    o SupID:xxxxxx

    o **For Partners:**
      SupID:xxxxxx EUSupID:xxxxxx (please use this format if you are a partner updating an issue on behalf of your client; if you are the client, please contact the partner for assistance)

- For e-mail updates on existing issues, both the Support ID used in the issue and the issue number must be included in the subject line in this exact format:

    o SupID:xxxxxx ISSxxxxxxxx

    o **For Partners:**
      SupID:xxxxxx EUSupID:xxxxxx ISSxxxxxxxx (please use this format if you are a partner updating an issue on behalf of your client; if you are the client, please contact the partner for assistance)

For **Footprints** or **Track-It!** please go to https://support.numarasoftware.com/ or email NU-Support.Footprints@bmc.com for assistance.

For **Service Desk Express** or **RemedyForce**, please go to https://magickb.remedy.com/helpdesk/ for assistance.

For assistance, our telephone numbers are located here: http://www.bmc.com/support/support-contacts/.

All issues opened via email default to a Medium priority. Should you wish to open an issue with a higher priority, please open the issue on the web, or via phone.

Product Documentation

Click on the link Product Documentation to view all documentation related to our products.

Issue Management
Submit New Issue 🔒 , View/Update Issues 🔒 , View Pending Items 🔒 , and view Email Submission Instructions. You can also review transcripts from your past chat sessions 🔒 .

Product Documentation
Access online and offline documentation for all BMC products from docs.bmc.com, including documentation on the Supported Product A-Z List.

Click here to access the Parameter Reference Database.

Product Support Status
Find your products current support status and support lifecycle dates in the Supported Product A-Z List.

Licensing and Passwords
Request license keys and product passwords, or purge existing licenses.

Maintenance Renewal and Invoice Inquiries
Submit requests for maintenance, quotes, or outstanding invoices. Review our vendor fact sheet and electronic fund transfer (EFT) information.

Support Offerings
Get more information on Standard and Premier support offerings.

Product Availability and Compatibility
Query product lists for platform availability and compatibility. View withdrawn product lists.

Support Contact Information
Find BMC Contact Information for your location.

My Support Profile
Find login assistance, view My Account Team 🔒 , make password changes, manage support IDs and Server environment information, or modify your Proactive Alert Subscription.

Product Downloads, Patches and Fixes
View and Download available products, patches, PTFs and Fixes. Find FTP and Installation Guides.

This will bring you to the docs.bmc.com site where you will be able to browse by Category, or search by the product name. You can also access the Supported Products A-Z list from this portal to view any documentation not available on docs.bmc.com.

Electronic Product Download (EPD) Site

Customers can download their licensed product electronically from BMC's Electronic Product Download (EPD) site. To get to this site, click on Product Downloads, Patches and Fixes.

Issue Management
Submit New Issue 🔒, View/Update Issues 🔒, View Pending Items 🔒, and view Email Submission Instructions. You can also review transcripts from your past chat sessions 🔒.

Product Documentation
Access online and offline documentation for all BMC products from docs.bmc.com, including documentation on the Supported Product A-Z List.

Click here to access the Parameter Reference Database.

Product Support Status
Find your products current support status and support lifecycle dates in the Supported Product A-Z List.

Licensing and Passwords
Request license keys and product passwords, or purge existing licenses.

Maintenance Renewal and Invoice Inquiries
Submit requests for maintenance, quotes, or outstanding invoices. Review our vendor fact sheet and electronic fund transfer (EFT) information.

Support Offerings
Get more information on Standard and Premier support offerings.

Product Availability and Compatibility
Query product lists for platform availability and compatibility. View withdrawn product lists.

Support Contact Information
Find BMC Contact Information for your location.

My Support Profile
Find login assistance, view My Account Team 🔒, make password changes, manage support IDs and Server environment information, or modify your Proactive Alert Subscription.

Product Downloads, Patches and Fixes
View and Download available products, patches, PTFs and Fixes. Find FTP and Installation Guides.

On the next page click on Product Downloads (EPD):

Product Downloads, Patches, and Fixes

🔒 = Available only to users with valid Support login id.

Resource	Description
🔒 Product Downloads (EPD)	Retrieve product trials, upgrades, license key information, purchased products, patches, and service packs through the Electronic Product Distribution facility.
Product Patches	🔒 For BMC Software Heritage Products, visit the A-Z Supported Product List. Patches are available on the product documentation page. 🔒 Remedy Heritage Products, visit the Patch Download site. NOTE: The Remedy Heritage Product Patch Download site contains patches released in 2009 or earlier and is provided as a historical convenience to BMC Remedy customers. Patches released in 2010 or later will only be distributed from the Product Downloads (EPD) site. 🔒 Find out how to get patches for BMC Performance Assurance for Servers agent and console.
Mainframe PTF's	Find PTFs, locate FTP guide and installation instructions, access electronic downloads, and learn about installing BMC mainframe products. Detailed information regarding Mainframe PTF solutions can now be found in our Knowledge Base.
Configuration Management Field Services Resource Kit	🔒 The FSRK contains tools which have been developed to provide additional functionality to the Configuration Management family of products. These unsupported utilities are packaged.

On the Export Compliance and Access Terms page, enter all required information, as highlighted below:

Click on Continue to enter the EPD site. You also have the option to print this page for your records.

Manage Your Profiles

Once you have clicked on Continue the first time you use the EPD site, you will be automatically directed to the Profiles page of the site. On this page you can set up profiles by selecting your platform preferences. First time users will need to create a Master Profile.

Manage Your Profiles

The support ID and filters you select here will determine which products and versions are shown on the following pages. Your preferences will be saved for later sessions and you may change them at any time.
Support IDs containing a large number of products - its recommended to create additional profiles utilizing the platform combination for optimum performance.

Profile Information

Master ▾	Profile Name	Master		Create New Profile	Delete Selected Profile

Support Contract IDs

		Support ID		Password		Add

Support ID	Company	Support Level	Expires
XXXXX	BMC Software Inc.	CONTINUOUS	01-Jan-2038
XXXXX	BMC SOFTWARE, INC.	UNRESTRICTEDDL	05-Jan-2100
XXXXX	BMC Software Inc.	CONTINUOUS	01-Jan-2038

Profile Filter Preferences

Install Platforms
Not all platforms are supported

☑ AIX ☑ HP-UX PA-RISC ☑ NCR ☐ SAP R/3 ☑ Tru64 Unix ☑ z/OS
☑ AS/400 ☑ Irix ☑ OpenVMS Alpha ☑ SCO ☑ UNISYS 2200
☐ BAAN ☑ J2EE ☑ OpenVMS Itanium ☑ Solaris ☐ Ubuntu
☑ DGUX ☑ Linux ☑ OpenVMS VAX ☐ Solaris SPARC ☑ Unix
☑ ESX ☑ MAPPER ☑ Oracle ☐ Solaris x86-64 ☑ Virtual Machine
☑ HP-UX ☑ MPE/ix ☐ PeopleSoft ☑ TPF ☑ iSeries
☑ HP-UX Itanium ☑ Microsoft Windows/NT ☑ Reliant ☑ Tandem Guardian ☑ z/Linux

Cancel   Save Profile

If you have several support IDs, you can create multiple profiles within this page. To create a profile, please follow these steps:

1. Click the "Create New Profile" button found on the top half of your screen.

2. Enter the Profile Name in the space provided.

3. From the dropdown list, select a support ID to be associated to the profile.

4. If the desired support ID does not exist in the dropdown list, one may be added by entering a valid support ID number and password in the spaces provided.

5. Then click the Add button.

6. Next select the Profile Filter Preferences by clicking in the selection box for each Install Platform.

7. Click the Save Profile button to save changes and proceed.

You can also remove support IDs from your profile, or completely delete secondary profiles. You cannot delete your Master profile.

Component View

To download a product, go to the Licensed Products tab. You will be automatically directed to the Component View page, which shows a list of all Component products you are entitled to download. You can also change to the Licensed Products View, which will show you a list of all Product Suites you are entitled to, and the components will be listed within these suites.

In the Component View, click on the Product name, then on the Products tab. To change the version, select an alternative version from the dropdown list, and click on Go.

There are three options to download your products. Download (FTP) will send you an email containing download information to the email address associated to your user login details. The Download Manager engages a download software application that can assist in downloading to a specific location. You can select multiple items to download at the same time. Or you can simply click on the hyperlink of the file you wish to download, and it will start the download process.

Within the Component View you can use the Filter options to quickly locate the product you require. You can search by either the product name, or by the product Category. You can also create a Favorites list by clicking on the Star icon beside the product name.

You can also download the latest GA Product Patches from the Component view of the EPD site. To do so, click on the Product Patches tab of the product you require, and it will display the available patches for that product and version.

Licensed Products View

You can toggle between the Component View and the Licensed Products Vies. To view your products in the Licensed Products tree view, click on Go To Licensed Products View, and you will see a list of all products you are entitled to, listed in a Tree view. To download a product, locate the product you wish to download, expand the tree to the version you require, and you will be able to download in the ways described above. You can also create a favorites list, and export the product information to a .csv file.

Product patches are also available in this type of view, by clicking on the Product Patches tab at the top of the page.

Product Patches

Note: Do not see your products? Return to the Profiles tab to ensure that you have selected all desired Platforms in the Profile Filter Preferences section.

Select Profile BMC ESM ▾

Show Favorites   Find Patch Name ▾ [   ] Go   Reset   Export to CSV

Favorites	Select	Product Name	Release Date	Product Version	SP/Patch Version Number	Patch Type	Severity	Platform	File Type	Size
☐		⊞ 📁 3270 SUPEROPTIMIZER/CICS								
☐		⊟ 📁 BMC **Analytics for BSM**								
	☐	⊟ 📁 BMC **Analytics for BSM 7.6.06**	06-Dec-2012	7.6.06						
		📄 Click here to view available product files								
		📄 BMC Remedy Action Request System 8.0.00 Patch 003 Online Documenta	28-Feb-2013	7.6.06				Not Applicab		
	☐	📄 AR System Server, Mid-Tier, Flashboards Server, Email Engine, Assignme	03-Mar-2013	7.6.06	8.0.00.003	Cumulative	Required	Linux	gz	98 MB
	☐	📄 AR System Server, Mid-Tier, Flashboards Server, Email Engine, Assignme	03-Mar-2013	7.6.06	8.0.00.003	Cumulative	Required	Solaris	gz	121 M
	☐	📄 AR System Server, Mid-Tier, Flashboards Server, Email Engine, Assignme	03-Mar-2013	7.6.06	8.0.00.003	Cumulative	Required	Microsoft Wi	zip	70 MB
	☐	📄 BMC Analytics for BSM 7.6.06 Patch 1	28-Feb-2013	7.6.06	7.6.06.001	Cumulative	Optional	AIX	gz	384 M
	☐	📄 BMC Analytics for BSM 7.6.06 Patch 1	28-Feb-2013	7.6.06	7.6.06.001	Cumulative	Optional	Solaris	gz	406 M
	☐	📄 BMC Analytics for BSM 7.6.06 Patch 1	28-Feb-2013	7.6.06	7.6.06.001	Cumulative	Optional	Linux	gz	366 M
	☐	📄 BMC Analytics for BSM 7.6.06 Patch 1	28-Feb-2013	7.6.06	7.6.06.001	Cumulative	Optional	Microsoft Wi	zip	328 M
	☐	📄 BMC Analytics for BSM 7.6.06 Patch 3	28-Jun-2013	7.6.06	7.6.06.003	Cumulative	Required	Linux	gz	417 M

Patch Information

Patch Summary	Patch Detail
Corrected problems list - SW00448114 - When using BMC Analytics for BSM version 7.6.06 with SAP BusinessObjects	Corrected problems list - SW00448114 - When using BMC Analytics for BSM version 7.6.06 with SAP BusinessObjects Business Intelligence Platform version

3 Minute Survey   Download (FTP) OR Download Manager

Need Help Downloading?

You will see a summary of the patch and details of what has been resolved with this patch at the bottom of the page. As with the licensed products tab, you can search for a specific patch on this page using the Find function, create a list of your favorite products, and export patch information to a .csv file.

Also within the EPD site, you have the ability to request a trial of a product. Click on the Trial Products tab, and then click on the Request a Trial button.

Trial Products

Note: Do not see your products? Return to the Profiles tab to ensure that you have selected all desired Platforms in the Profile Filter Preferences section.

Trial Requests In Progress   Request a Trial

Product Name	Request Date

Search for the product you wish to obtain a trial for, and submit your request. It may take up to 72 hours for your request to be processed. Once processed, you will need to add your Trial Support ID to your profile, return to the Trial Products tab, and click on the blue hyperlink that says Download Approved Trial Products.

For more detailed EPD information, please visit the following site: http://www.bmc.com/support/epd-help/

BMC Remedy Patch Downloads

To download patches for older versions of BMC Remedy products, please click on the Product Downloads, Patches and Fixes link, and then on the patch download link for Remedy Heritage Products, as shown below. Please note that newer patches are located on the Electronic Product Download site (EPD).

Product Downloads, Patches, and Fixes

🔒 = Available only to users with valid Support login id.

Resource	Description
🔒 Product Downloads (EPD)	Retrieve product trials, upgrades, license key information, purchased products, patches, and service packs through the Electronic Product Distribution facility.
Product Patches	🔒 For BMC Software Heritage Products, visit the A-Z Supported Product List. Patches are available on the product documentation page. 🔒 Remedy Heritage Products, visit the Patch Download site. NOTE: The Remedy Heritage Product Patch Download site contains patches released in 2009 or earlier and is provided as a historical convenience to BMC Remedy customers. Patches released in 2010 or later will only be distributed from the Product Downloads (EPD) site. 🔒 Find out how to get patches for BMC Performance Assurance for Servers agent and console.
Mainframe PTF's	Find PTFs, locate FTP guide and installation instructions, access electronic downloads, and learn about installing BMC mainframe products. Detailed information regarding Mainframe PTF solutions can now be found in our Knowledge Base.
Configuration Management Field Services Resource Kit	🔒 The FSRK contains tools which have been developed to provide additional functionality to the Configuration Management family of products. These unsupported utilities are packaged.

Enter the required Product name and version (NOTE: This is only for Remedy products. BMC Heritage product patches can be found in the product documentation.

Patch Downloads for BMC Remedy Products

Enter Data in fields below				
Patch Number Product		**Version**	**Type**	**Area**

Patch # [   ]

Product [   ] [▼]

Version [   ] [▼]

Type   [   ] [▼]

Area   [   ] [≡]

Summary [≡]

Details [≡]

[Search] [New Search]

[Download Patch]

BMC Software endeavors to make all patches cumulative. Patches will include the following:
- All previous fixes will be incorporated into the patch release
- All associated executables, dlls, etc. that are required will be included in the patch release
- All fixes included in this patch release will be rolled into future patches

Highlight the required patch from the resulting list and click on Download Patch.

Patch Downloads for BMC Remedy Products

Patch Number	Product	Version	Type	Area
1	AR System	7.5	Platform	AS, AE, DevStudio, Er
2	AR System	7.5	Platform	AS, DevS, Email, Java
3	AR System	7.5	Platform	AE, AS, Dev S, Email,
4	AR System	7.5	Platform	AS, DS, EE, FB, Datal
6	AR System	7.5	Platform	AP, DS, Email, Datalm
7	AR System	7.5	Platform	AP, DS, Email, Datalm

Patch # [3   ]

Product [AR System   ] [▼]

Version [7.5   ] [▼]

Type   [Platform   ] [▼]

Area   [AE, AS, Dev S,] [≡]

Summary   7.5 patch 003 [≡]

Details   7.5 patch 003 [≡]

[Search] [New Search]

[Download Patch]

BMC Software endeavors to make all patches cumulative. Patches will include the following:
- All previous fixes will be incorporated into the patch release
- All associated executables, dlls, etc. that are required will be included in the patch release
- All fixes included in this patch release will be rolled into future patches

Mainframe PTFs

To download Mainframe PTFs, go to the Product Downloads, Patches and Fixes, followed by the Find PTFs, locate FTP guide and installation instructions link.

Select eFix PTF Distribution Services and enter the required information on the resulting page.

Once you run the search on the information you have provided, you will receive links to all the PTFs available for those requirement, and you can download the PTF you need.

Product Availability and Compatibility

You can also check if your BMC Products are supported on specific Platforms and Databases on the BMC Support Central site.

On this page you can also view the list of withdrawn products.

Product Availability and Compatibility

🔒 = available to supported customers only

BMC Solution and Product Availability and Compatibility Utility 🔒 *NEW!*
Find information about compatibility of BMC products and third-party products with which they interact.
Click here for more details on using the SPAC Utility.

BMC BladeLogic Client Automation Product Support Lifecycle 🔒
Find information regarding the support lifecycle for Configuration Automation for Clients releases.

Withdrawn Product List 🔒
Look up details for products that have been Withdrawn from market and may have a replacement migration path, providing the same or similar functionality within a new product for current customers.

To view your Product Compatibility, click on the link BMC Solution and Product Availability and Compatibility Utility. On the next page, click on BMC Product and Version, enter your product name and version, and you will see a list of supported operating systems in the resulting table.

BMC SOLUTION AND PRODUCT AVAILABILITY AND COMPATIBILITY UTILITY (SPAC)
Find platform, database, managed technologies, and third-party compatibility information for BMC Suites, Solutions, and Products.

SEARCH BY PARAMETERS   **BMC PRODUCT AND VERSION**

PRODUCT/SOLUTION

▲ Product Name: `BMC Analytics for BSM`   ▲ Product Version: `8.1.00`

Status: SUPPORT ONLY   Release Date: 04/17/2014   [Export to Excel]

COMPATIBLE PLATFORMS   COMPATIBLE BMC PRODUCTS

Operating Systems   Databases   Third Party Prerequisites   Third Party Products Compatibility   UI Languages

Operating Systems (10)

`Filter by Name,Ver etc.`

NAME ▲	VERSION	ARCH	HW NAME	HW ARC.
IBM AIX	6.1	64-Bit	RISC	64-Bit
IBM AIX	7.1	64-Bit	RISC	64-Bit
Microsoft Windows	Server 2008	64-Bit	x86_64	64-Bit
Microsoft Windows	Server 2008 R2	64-Bit	x86_64	64-Bit
Microsoft Windows	Server 2012	64-Bit	x86_64	64-Bit
Microsoft Windows	Server 2012 R2	64-Bit	x86_64	64-Bit
Oracle Solaris	11	64-Bit	SPARC	64-Bit

Notes for Selected OS

Additional OS Info: Minimum Patch Level for AIX 6.1 Required AIX 6.1 operating system install plus: Technology Level 5 IBM C++ Runtime Environment Components for AIX => xlC.aix61.rte 10.1.0.3 This release OEMs SAP BO BI 4.0 SP 6 and SAP BO BI 4.1 SP 1. Additional platform support information may be available in the SAP BusinessObjects BI Platform 4.x Support Platform Guides or Installation & Deployment Guides for more detail. Visit

DETAILS FOR SELECTED OPERATING SYSTEM

Databases   Third Party Prerequisites   Third Party Products Compatibility   UI Languages

Databases (2)

`Filter by Name,Ver etc.`

NAME ▲	VERSION	ARCHITECTURE
Oracle	11gR2	64-Bit
Oracle	11gR1	64-Bit

Licensing and Passwords

The Licensing and Passwords section of the BMC Support Central site gives instructions on how you can obtain the licenses that you are entitled to for any product that require them. The first section on this page is related to BMC Remedy Licenses and the second section highlights the steps needed to obtain password for other BMC Products.

BMC BladeLogic passwords can be obtained via the following URL:
https://www.bladelogic.com/support/supportLogin.jsp

Request New Licenses

If you are running BMC Remedy Products, you will be able to request new licenses, request trial licenses, purge a license or run a license file upgrade directly on the BMC Support Central site by clicking on the Licensing and Passwords link.

On the next page, select the link you require:

BMC Remedy Licensing

- If you are using **AR System version 7.0.01 or prior**, a product license key is required for BMC Remedy Applications, Add-on modules and number of users.
- If you are using **AR System version 7.1.00 or later**, a product license key is only required for BMC Remedy AR Server. A valid license from BMC is still required, but a product license key is not.

BMC Remedy License Keys

Please refer to the AR System documentation for information on how to enable a license for this software. You are licensed to use only the capacity that you have purchased pursuant to your license agreement and applicable order. If you have questions about licenses or license keys, please contact Customer Support.

This document 🔒 explains how to make the following requests:

- Request a New License 🔒
- Request a Trial/Temporary License 🔒
- Purge an Existing License 🔒
- License File Upgrade 🔒

If you click on the Request a New License link, please read and agree to the BMC Remedy New License Agreement that appears on the following page. Once you have agreed to this you will be directed to the License page:

The Current Support ID for your session will show up automatically in the Support Contract Id* section. If you need to change this, please refer to the Manage Support IDs section above.
You then need to enter a Purchase Order Number, the Remedy version that you require the licenses for and the Hose ID. The email address will be your username and the site name will fill in automatically.

Once you have entered these details, the licenses that are available under that support ID and PO number will appear in the resulting table. Enter the number of licenses required and click on Request License. You licenses will be emailed to you.

On this page, you can also view what licenses you currently have installed under the View Current Licenses tab.

Trial Licenses

If you click on Request a Trial/Temporary License, please read and agree to the Trial/Temporary License Agreement on the next page. Once you agree to this you will be redirected to the Trial License page.

Go through the steps as shown above. In step two, your Support Contract ID, the PO number and your email address will be automatically filled in.

Purge License

To purge an existing license, click on the Purge link, read and agree to the BMC Remedy License Purge Agreement that appears on the following page.

For Mid-Tier licenses you will be directed to a page like this:

Fill in the license key you wish to purge, the new host ID and the Mid-Tier host ID, and then Submit.

For all other Remedy licenses, you will be directed to a page like this:

License File Upgrade

The Support Contract ID that is listed here must match the Support Contract ID that the license resides under. If you do not know your Support Contract ID, you can find it from your sales representative. If the Support Contract ID is not listed then please enter it manually.

Support Contract ID XXXXXX

The email address you specify will be the address where we send the licenses.

Email Address JDoe@bmc.com

This is where you specify the license which you are exchanging. The license info can be found in Remedy License on your existing server.

License Key to Purge

The host ID must match exactly the value that populates in the Remedy License.

New Host ID |

Reason for Purge Hardware/OS Change

Selecting "Hardware/OS Change" or blank will result in an automated purge and you should receive the new licenses within minutes. Any other selection will submit a ticket to our support staff to help with the transaction.

Notes

If you selected anything other than "Hardware/OS Change" or blank, please provide any details on your expectations of this transaction.

If you selected "Hardware/OS Change" or blank, the notes will be ignored as the purge is automated.

Submit

Please note that Site Name is not editable via this purge application. If there is a problem with the site name of your license key, select "Other" for "Reason for Purge" and put the details in the "Notes" field.

Enter the required details and submit.

License File Upgrade

Likewise, to request a license file upgrade, click on the relevant link. This will bring you directly to the following page:

Please, no spaces in the Server Name or File Name.

Support Id XXXXXX

Enter the name of your server. This will help support identify your license file on future requests. Attached is a menu of servers that have been configured for this contract on our ticket submit page.

Server Name

If you are upgrading your entire AR System to version 6 or higher, check this box.

If you are upgrading your ITSM Application to version 7 or higher, check this box.

Please indicate if you are upgrading your entire AR System to Version 6 (or higher), or if you are upgrading your ITSM application to version 7.

Note: No license file upgrade is necessary for non-ITSM products from Version 6 to Version 7. There is also no license file upgrade needed if you are upgrading your AR System to version 7 but not upgrading your ITSM application. You only need to upgrade your file if you are upgrading your ITSM application to version 7, or if you are upgrading your AR Server to version 6.

Upgrade for AR System 6 ☐   **Upgrade for ITSM 7** ☐

Server Type
○ Development
○ Test
○ Production

Is this server for development, testing, or production?

Email Address JDoe@bmc.com

The new license file will be sent to this email address.

File Name	Max Size	Attach Label
		OldLicenseFile

Add

Submit

Now attach your license file.
On Unix servers this file is usually stored in the /etc/<server name> directory. On Windows servers the file is usually stored in the following directory:
C:\Program Files\Common Files\AR System\Licenses\<server name>

The file name is remedy.lic or arsystem.lic

Click the "Add" button, then the "Browse" button. Locate your license file and click "Open", then "OK". Now press "Submit" to submit your license file. The new file will be emailed to you shortly.

Enter the required details, add the license you wish to upgrade, and submit. Your new license will be emailed to you.

Chat for Website Help

To obtain fast website assistance, for example have your password reset, click the Support tab which will take you to BMC Support Central. Then click on the Chat Now button at the bottom right hand side of the BMC

Support Central web page. There are also Chat Now buttons available on various support pages, for example, the registration page and the forgot password page.

Support Offerings

Knowledge Base

Issue Management

Product Documentation

Downloads and Patches

Product Availability Compatibility

Licensing and Passwords

My Support Profile

Contact Support

Maintenance Invoice Queries

Support News

Review Policies

Beta Program

My Support Central

- Edit Profile
- Subscribe to Support
- Manage My Email Subscriptions
- Change Password
- Log Out

BMC Support Central

Chat With Support is Online!
Announcing Chat – a faster way to contact the Global Support Centers and instantly connect with technical product analysts for select BMC Remedy, BladeLogic, Cloud and Atrium solutions.Click to learn more about chat capabilities and supported products.

New SPAC Utility Simplifies Finding Compatibility Data
We are pleased to announce a new utility to help our customers answer questions around compaitbility of BMC products and the operating systems, databases, and other applications with which our products interact. Click here to read the Support News item with more details.

Search the Knowledge Base 🔒

Ask a Question...   Ask

Example: Is Red Hat Enterprise 5.4 supported by the 3.7.40 Patrol Agent? More Search Tips

Issue Management
Submit New Issue 🔒 , View/Update Issues 🔒 , View Pending Items 🔒 , and view Email Submission Instructions.

Product Documentation
Find your products in the Supported Product A-Z List 🔒 to locate technical documentation. View Parameter Information for BMC Performance Manager products.

Product Support Status
Find your products in the Supported Product A-Z List 🔒 to view their current

Support Offerings
Get more information on Standard and Premier support offerings.

Product Availability and Compatibility
Query product lists for platform availability and compatibility. View withdrawn product lists.

Support Contact Information
Find BMC Contact Information for your location.

My Support Profile
Find login assistance, make password

Support Central Resources

- Customer Welcome Guide
- Support Central User Guide
- Frequently Asked Questions

Additional Resources

- BMC Premier Support
- BMC Podcasts
- BMC Communities
- Contact Support

Additional Support Centers

- Numara Software
- Coradiant
- BladeLogic (licensing, forum)
- Remedyforce
- Service Desk Express

website questions?
CHAT NOW

Other Information

Also available on the BMC Support Central site are the following:

1. Telephone numbers to contact support. Click on Contact Support, choose your region, and then your country.

2. Support Offerings: This page gives details on the different types of support BMC offers to its customers, and the service levels associated with these offerings.

3. Support News. This give details of past or upcoming news and changes related to BMC Support.

4. Beta Programs. If you would be interested in testing our future product releases, please click on this link, fill in the information required, and submit to BMC

5. Maintenance Renewal and Invoice Enquiries. Should you have any queries regarding your current support maintenance, please click on this link for information.

6. Review Policies. This age holds links to a number of our policies such as our Service Level Definitions, our Product Support Policy and our Customization Policy.

If you require any further information regarding the BMC Support Central website, please send an email to customer_care@bmc.com.

Thank you

The BMC Customer Care Team

462510