

User Group Meeting Minutes – 8.27.2008

Topics Discussed:

1. Urgent Issues & Defects
2. DM / Blade Logic Update
3. BMC CM 7.5 Update
4. InfraMon tool information
5. User interaction requests

Attendees

- › David Johnson – BMC *New Product Mgr*
- › Alan Koval – DTE
- › Chris Armstrong – PSGS/FAA
- › Thomas Magee – Mentor
- › Robin Conley – Pepsi
- › Kashor - Turing SMI
- › Thomas Magee – Mentor
- › Eric Quam - St. Jude
- › Rebekah D. – CSC
- › Robert George - Eagle Alliance
- › Michael – Starbucks
- › Frank Brennan – FAA
- › Vincent Tomacelli - pepsi
- › Ryan M –
- › Chris P – NPD
- › ? - PNC
- › Beth – Unisys
- › Andrea -
- › Peter Hermann – Belmont
- › Young So – Belmont
- › ? – MetLife
- › Please email me if you are not listed..

Upcoming Events

Next CM-UG Meeting

September 24th 2008 @ 1PM Eastern

Dial in Number = 1-877-537-1634
Conference Code = 2551061010

<http://www.cm-ug.com/viewtopic.php?t=297>

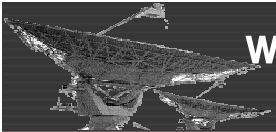
RFE / Bug Fix Meeting

September 17th, 2008 @ 1PM Eastern

Please attend this meeting if you have any RFE's in process, we will be evaluating the current RFE's with BMC to prioritize them. During this meeting I hope we can eliminate any old unnecessary RFE's and duplicates as well. If you have a feature you would like added to the product please submit an RFE with Marimba support and forward me the information.

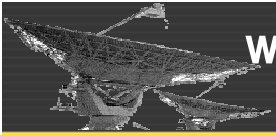
Dial in Number = 1-877-537-1634
Conference Code = 2551061010

<http://www.cm-ug.com/viewtopic.php?t=298>



Urgent Issues and Defects:

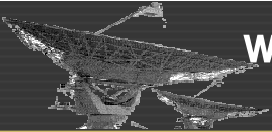
- › **The latest Tuner version (Version 7.2.02.001) fails to work on Vista.**
 - [SW00303647](#)
 - Upgrading from older 7x clients the services do not start after reboot, breaking the tuner.
 - Installing a fresh new tuner the installer has issues towards the end of the installation and fails to install.
 - Partial cause: A Tuner install file is placed in the wrong folder in Vista during install.
 - Expected fix – Mid September 2008
- › **Machine_OS table has a new foreign key (registered user), which may cause data loss.**
 - Temporary fix – Database scripts are available from BMC support.
 - Sept 2nd 2008 official fix expected – see following page.
- › **Deployment Manager issues**
 - Old version of 7.2.001a is to be replaced with 7.2.02 which is to be released Sept 2nd 2008 with all updates/fixes
- › **Compliance Reporting / ACL**
 - Issues from Unisys on 7.2.001 (inaccurate Data)
 - Domain controller patch (MS patch)
 - Here is the information that may resolve issues with compliance reporting (LDAP Sync Failures).
 - <http://support.microsoft.com/kb/949876>
- › **Celestix appliance support issues**
 - David: Celestix device to be treated as a supported platform. BMC is currently working on business relationship with them, updated legal agreements, etc.
- › **The user group has requested more proactive notification process, let the user group know of issues before it becomes an incident.**
 - David: BMC is going to provide proactive subscription based notification – link to come.



Urgent Issues and Defects:

Note on Schema Manger 7.2.02a Hotfix :

- "Please note that we will have to delay the Schema Manger 7.2.02a Hotfix. The new date will be Monday Sept 8th. I apologize for the last minute notification however after carefully weighing the options we think it is important that we delay this release to ensure that our customers will not be impacted with any additional problems.
- Our testing uncovered an issue while upgrading one of our largest test databases. The team worked through the weekend in the hope of releasing today however, this last minute discovery requires additional testing. We regret any inconvenience this may cause."



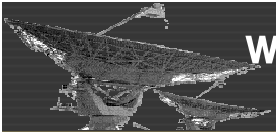
Deployment Manager / Blade Logic / Server Mgmt

Deployment Manager / Blade Logic – Server Mgmt update:

David: The rumors of Marimba going end of life and being replaced by a Blade Logic based system are merely rumors. BMC no plans for the Marimba system to go end of life at this time.

Server Management – Blade logic is a better overall solution. Marimba does have better content deployment technologies, this is expected to be carried over to the new Blade Logic based server mgmt system.

Deployment Manager – BMC has decided to leave DM alone for now and focus on stability of the product alone. Expect no new features until the after the 7.5 release or later.



BMC CM 7.5 New Features:

- › **Peer to Peer Distribution Method**
 - Overview: Clients act like local repeaters/proxies for their subnet.
 - Example: Marimba system with 100,000 endpoints and 600 repeaters should go down to ~120 repeaters.
 - Storage structure (May be caching proxy)
 - Feature can be disabled.

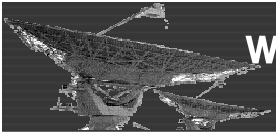
- › **Marimba Infrastructure Monitoring Solutions**
 - Each Marimba Inf component will have SNMP v3. MIB
 - BMC is also creating a stand alone performance monitoring tool
 - Possible future with Patrol

- › **Green IT / Power Management**
 - 7.5 will include some basic cmd line features
 - 8.0 will include a full GUI for these features
 - Basic functions include:
 - wakeup/standby endpoints
 - power mgmt settings

- › **Wake On Lan**
 - To be included in 7.5 release

BMC CM 7.5
scheduled to be released in late 2008

BMC CM 8.0
BMC is will start planning the release of 8.0 very soon. They have requested we forward suggestions for new features which will be considered for the 8.0 release.



BMC CM 7.5 Product Enhancements:

Support for Windows Server 2008 is to be included in 7.5

Application Discovery:

Currently the tuner gathers application executables and headers only, this provides limited application data. Scanner service will do a much better job going forward – especially in the areas of license mgmt and app discovery.

The new scanner will read from more sources such as:

- Add/remove programs
- Registry
- Start menu

David mentioned the ISO 19770 standard for “Software Asset Management”, see <http://www.iso19770.com>

Virtual App Discovery

Soft grid / Thinstall supported, no MSI database is present so we must rely on api's provided by vendors. Both vendors are creating an API's for this purpose. Basic discovery expected for now. Discovery of virtual apps installed Outside of a channel = Discovery will find a thinstall.exe, but maybe not the actual app running in the wrapper.

Discovery of storage devices (SAN, NAS, etc)

No plans for CD to have these features to be added – use BMC FD/TD

There will be no Unix software discovery enhancements

Discovery of Terminals / Embedded OS devices

- Alan Koval is collecting some examples and will forward.

InfraMon – Free tool to monitor your Transmitters, Repeater, and Proxies

> InfraMon

- This tool allows you to monitor all your TX's and proxies from a single webpage, it also send emails when TX's go up/down.
 - Download - <http://developer.bmc.com/jiveProd/thread.jspa?threadID=25344>
 - Setup – This is a very simple CAR file, the installation and setup takes under 5 minutes.
 - This tool should probably moved to the official FSRK site..

The screenshot shows the InfraMon web interface. At the top, there are three tabs: 'Add New Component', 'Display Status' (which is selected), and 'Configuration'. Below the tabs, the main heading is 'Display Infrastructure Status'. Underneath, there is a section titled 'Transmitter Status' which contains a table with the following data:

Host	Status	Checked Time	Process Time	Sche
http://products.marimba.com:80	●	Wed Aug 27 14:49:33 EDT 2008	1 second	1
https://MyMasterTX:443	●	4000 B.C.	0	1
Http 5282	●	Wed Aug 27 14:49:33 EDT 2008	1 second	1
Http 82	●	Wed Aug 27 14:49:33 EDT 2008	1 second	1
Http 5282	●	Wed Aug 27 14:49:33 EDT 2008	1 second	1
http 282	●	Wed Aug 27 14:49:33 EDT 2008	1 second	1

User Interaction

› Developer.BMC.com

Please register an account on the new BMC developer network.

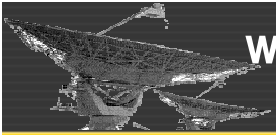
These forums are very nice and provide a single place now for all BMC products.

- BMC Marimba Forums : <http://developer.bmc.com/jiveProd/category.jspa?categoryID=27>

The screenshot shows the BMC Developer Network forum interface. At the top, there's a navigation bar with links like 'BMC Software Developer Network', 'Login', 'Guest Settings', and 'Join B'. Below that is a breadcrumb trail: 'BMCDCN Home » Forum Home » BMC Service Automation'. The main heading is 'Change and Configuration Management (Formerly Marimba)'. A table lists various forum categories with columns for 'Forum / Category', 'Views', 'Threads / Messages', and 'Last Post'. To the right, there are sections for 'Search Category', 'Top Users in Category' (listing users like ChrisArmstrong, pseagers, etc.), and 'Popular Threads'. At the bottom, there's a section for 'Recent threads in this category' with a table listing threads like 'InfraMon' by 'Monty_Yao'.

Forum / Category	Views	Threads / Messages	Last Post
● Application Management (Public) Policy based Application Management	1,067	7 / 26	Aug 27, 2008 4:31 PM by: Monty_Yao »
● Business Desktop Deployment Module (Public) Vista and XP OS deployment	1,732	5 / 13	Jul 9, 2008 11:52 AM by: kgnanasekaran »
● Capacity Management (Public)	823	1 / 1	Feb 25, 2008 6:09 AM by: Amritpal »
● Configuration Discovery (Public)	1,375	8 / 31	Aug 14, 2008 8:28 PM by: youngso »
● Desktop Patch Management (Public) Windows desktop patch management	858	1 / 4	Jul 15, 2008 1:07 AM by: youngso »
● Network Configuration Automation (Public)	698	1 / 2	Jul 15, 2008 10:15 AM by: David_Easter »
● Server Configuration Management (Public) Server Inventory and Application Settings Discovery	7,149	126 / 578	Aug 27, 2008 2:03 PM by: njklebs »
● Server Deployment Management (Public) Application Deployment, Content Management	966	4 / 22	Aug 26, 2008 12:01 PM by: Monty_Yao »
● Server Patch Management (Public) Solaris, Red Hat, AIX, Windows Server and HP UX	889	1 / 2	Oct 15, 2007 9:40 AM by: pdavies »

Thread	Author	Forum	Views	Replies	Last Post
● InfraMon	Monty_Yao	Application Man...	102	3	Aug 27, 2008 4:31 PM by: Monty_Yao »



User Interaction

- › **Please take a few minutes to complete the CM-UG survey below.**
 - This information will be made available only to the members of the CM-UG.
 - Consider using a personal e-mail account such as Gmail rather than your corporate email if necessary
 - Do not share any information you are not comfortable sharing.

<http://www.cm-ug.com/survey/survey.php?sid=28>

The purpose of this survey is to create a contact list of cm users willing to provide assistance. Once published cm-ug members will have access to this matrix in order to contact those who share similar BMC CM products and infrastructure to obtain best practices, tips, etc. This will also allow the cm-ug to work with BMC on issues, defects, and RFE's that affect the widest user base.