

User Group Meeting Minutes – 9.27.2008

Topics Discussed:

1. Urgent Issues & Defects
2. Review final RFE list
3. Review CM-UG environment peers
4. Open Forum

Attendees

- › David Johnson – BMC *New Product Mgr*
- › Chris Armstrong – PSGS
- › Alan Koval – DTE
- › Thomas.Dahlman@alltel.com
- › Felipe.Oflas@barclaysglobal.com
- › Eric Quam – St Judes
- › Vincent - Pepsi
- › ? - FMGlobal
- › Teresa Smith – PNC
- › ? - PNC
- › Joe Savino – Met Life
- › Glenn – Fedex
- › Ravi - FAA
- › Please email me if you are not listed..

Upcoming Events

Next CM-UG Meeting

October 15th 2008

1PM Easter / Noon Central
Dial in Number = 1-877-537-1634
Conference Code = 2551061010

November 19th 2008

1PM Easter / Noon Central
Dial in Number = 1-877-537-1634
Conference Code = 2551061010

December 17th 2008

1PM Easter / Noon Central
Dial in Number = 1-877-537-1634
Conference Code = 2551061010

New Monthly CM-UG Call Feature

Each month BMC or CM-UG members will provide product information or tips to the CM-UG. This should be a 10-15 minute overview including technical details.

October 2008

Common Reboot Service
Seemit_Shah@bmc.com will provide an overview of this new feature which is included in CM 7.5

November 2008

TBD –
Send ideas or requests to Chris@CM-UG.com

December 2008

TBD –
Send ideas or requests to Chris@CM-UG.com

Urgent Issues and Defects:

- › **The latest Tuner version (Version 7.2.02.001) fails to work on Vista.**
 - SW00303647
 - Vista Tuner issue – May not be public .001a fixed the issue for St. Jude / PNC

- › **Gathering remote log files (v7 and up).**
 - If the url has spaces in it you cannot pull the logs back, examples below:
 - Fails – http://TunerName_or_IP:7717/workspace/http://MASTERTX:5282/My Channel?log
 - Works - http://TunerName_or_IP:7717/workspace/http://MASTERTX:5282/MyChannel?log

- › **Mobile Tuner issues:**
 - AllTell (7.1.1) – mobile tuners able to resolve the URL for internal from internet, which is being saved longer than expected. The iphost expire properties are not working as expected.
 - Marimba.tuner.iphost.expire=10 (minutes) default
 - Marimba.tuner.iphost.expire=0 is creating a lot of chatter on port 53 (DNS).. Watched via wireshark to confirm.
 - DTE – mobile tuners may be on 1 of 3 networks. 3rd network is not member of SBRP. When tuner starts up it binds to current address. 7.2.02 has helped the issue as it checks for what the current active network is.
 - Previous to 7.2.02 Tuner relied on windows to provide the IP address.
 - FMGlobal – Uses FSRK Tool repeater flusher to help ensure the channels are downloaded from local repeaters.

Rfe's

› Review RFE list from David (BMC)

- BMC has color coded the RFE list we provided last week.
- David – Planning going on for 8.0, some of the RFE's in the list may be implemented in 8.0
- Does a template exist for RFE requests, BMC will provide.

› Download latest RFE list below:

- [http://www.cm-ug.com/files/CM-UG RFE Meeting - 9-17-2008.doc](http://www.cm-ug.com/files/CM-UG%20RFE%20Meeting%20-%209-17-2008.doc)
- Additional RFE's
 - Patch service ability to collect exit codes
 - RFE # to be provided.

› Use new RFE template going forward, download below:

- <http://www.cm-ug.com/files/EnhancementRequest.doc>

CM-UG Environment Peers

› **Review current peers**

- [http://www.cm-ug.com/files/CM-UG Environment Peers-2008.xls](http://www.cm-ug.com/files/CM-UG%20Environment%20Peers-2008.xls)

› **Complete the survey to add your environment:**

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

Open Forum:

- › **Group would like to discuss DR for CM systems in more details.**
 - Consider setting up a call for members to discuss best methods.

- › **DR Examples & Comments:**
 - Metlife – Main site has all servers, DR site has an active mirror, LDAP, and DB replica.
 - Barclays – 2 Delayed replication mirrors, each runs about ½ day behind.
 - Inf Svc channel – must stay in same channel number as absolute paths are used for installers.+

- › **F5 users consider using GTM for failover/HA.**

User Interaction

› Developer.BMC.com

Please register an account on the new BMC developer network.

http://developer.bmc.com/communities/community/bmc_service_automation?view=overview

The screenshot shows the BMC Developer Network interface. At the top, there is a navigation bar with the BMC Software logo and the text 'DEVELOPER NETWORK'. Below this, a user is logged in as 'ChrisArmstrong' with a 'Log out' link. Navigation links include 'New', 'Your Stuff', 'History', and 'Browse'. The main content area is titled 'BMC Service Automation' and includes tabs for 'Overview', 'All Content (29)', 'Discussions (3)', 'Documents (4)', and 'Blog Posts (22)'. A sidebar on the left lists 'Communities' such as Capacity Management, Client Configuration Automation, Network Configuration Automation, and Server Configuration Automation, along with 'Top Participants' including ChrisArmstrong, pseagers, crowell, and Gordon Mckeown. The main content area features a 'BMC Service Automation Community' header with a welcome message and a 'Recent Content' section listing several posts with titles like 'Re: CME tuner deployment error', 'Configuration Item vs. Configuration Record (what's the difference?)', 'Re: scripting in a bmc channel', and 'Re: deploying the tuner with MSI format'.