

User Group Meeting Minutes – 10.15.2008

Topics Discussed:

1. Urgent Issues & Defects
2. Monthly Feature: Common Reboot Service
3. Open Forum
4. User Interaction

Attendees

- > Chris Armstrong – PSGS/FAA
- > kovala@dteenergy.com
- > Jeff Taylor - DTE
- > Seemit_Shah@bmc.com
- > Michael – Starbucks
- > Peter Hermann – Belmont SS
- > John Dwyer – Belmont SS
- > Brian Meadors – Belmont SS
- > +1? - Metro Graphics
- > Jim - PNC
- > Teresa Smith – PNC
- > John H – Baxter
- > Robin Conley – PBSG
- > Felipe.Ofas@barclaysglobal.com
- > Patrick Dunlap - ?
- > Ryan.Wiltshire@telus.com
- > +1? - Pepsi
- > Michael Pratl – Perot Systems.
- > Please email me if you are not listed..

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.

November 2008

Disaster Recover approaches for Marimba Systems. Content and open discussion.

December 2008

New tools from Belmont SS
<http://www.belmont-ss.com/>

January 2009

TBD –

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

Upcoming Events

Next CM-UG Meetings

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

Urgent Issues and Defects:

- › **Teresa Smith – PNC upgraded to 7.2.02**
 - Performance issues, mostly related to database. (ISS03343730)
 - SQL 2000 or 2005 Database, not Oracle.
 - Repeated have stopped forwarding inventory, restart fixes it. (ISS03346354)
 - Vista: 7.2.02 appears to resolve prior issues related to the Vista UI.
- › **Robin Conley – Pepsi (ISS03336811)**
 - Upgrading to Oracle 10g, created a new INVDB and planned to allow machines to check into fresh new DB.
 - Used deployment manager and patch mgr, but no method exists to export/import from Deployment and Patch. BMC is working on a method to export the data from old to new database.
- › **Alan Koval – DTE**
 - Deployment manager issues, running ver 7.2.01 (DM 6.03 sp2).
 - Jobs scheduled to run are running but affecting no servers.
 - Seeing java exception errors, not saving settings.
 - Exported files properly from old SDM, but imports failed on new SDM.
 - Used a 6.03 sp2 tuner and imported some files ok.
 - Imports only working when SDM is loaded on 6.03 sp2 Tuner.
- › **Herman Miller**
 - DM 7.1 reports with endpoints over 1000 DM gets corrupted occasionally.
 - May be a limit on the number of objects in DM target.

Urgent Issues and Defects:

› Ryan W. – Telus

- [Inventory 7.2.02.002](#)
 - Solaris systems with zones, inventory no longer returns processor details or manu/model
 - (BMC has dropped support for CPU manu/model) – will be added back if RFE is submitted and approved.
- [Core dump during inventory on Solaris and AIX \(SW00307031\)](#)
- [Inventory corruption \(batch update with no where clause or empty where clause\) SW00284033](#)
- [Not all machines will have an entry in the new machine_virtual table in 7.2.02 SW00308698](#)
- [inventory does not return all versions of oracle \(unix only\), scanner returns latest version installed SW00298812](#)

Monthly Feature – Common Reboot Service

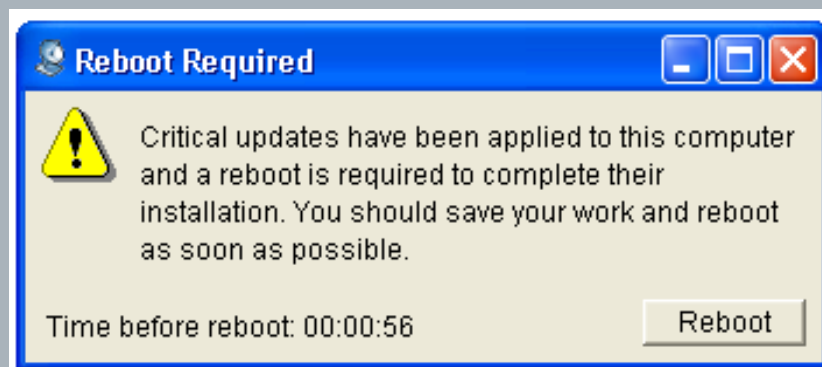
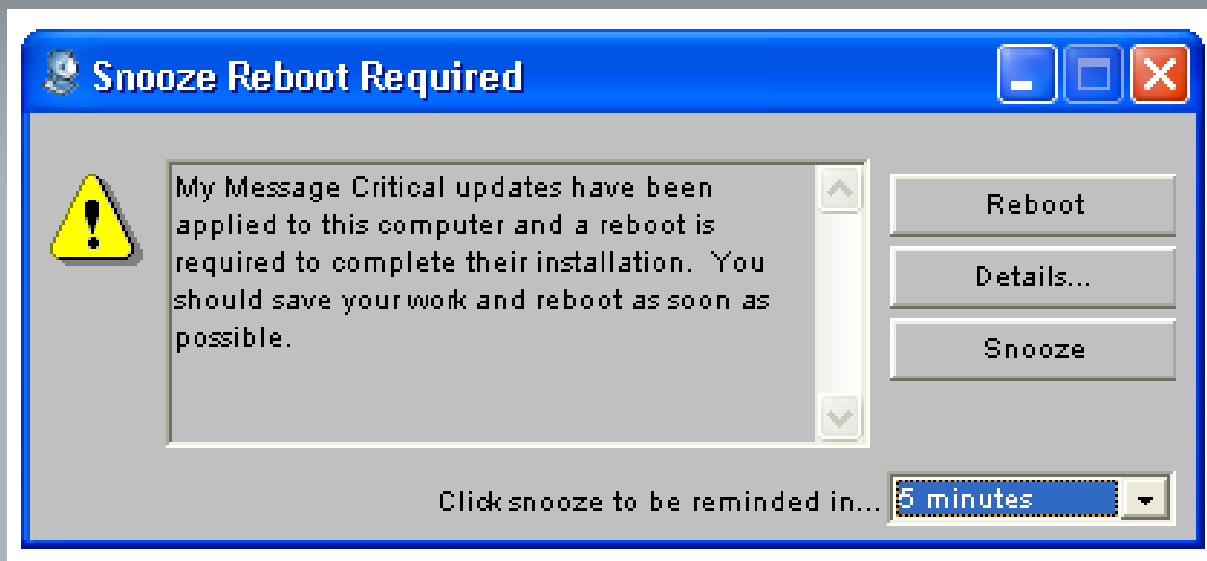
› Seemit.Shah@bmc.com – Common Reboot Service (CRS)

› Details about Snooze and Reboot Dialog:-

- › It's a pop up window and is used for reminding the end user to Restart System whenever a patch is installed or uninstalled and requires a reboot. It's developed using AWT API. This is basically used for giving provisions to the end user for postponing the reboot of the system.
- › Whenever the user clicks on Reboot button, the system will go for reboot. When the user clicks on Details button, then the Installation / Un-installation details will be shown in the default browser. From the drop down list box, the end user can select the time and then he/she can click on Snooze Button. Once Snooze Button is clicked the Snooze Dialog will disappear and again it will be displayed after specified time. If the user is not responding to the Snooze Dialog then automatically this dialog will be disappear after 4 minutes by default. Here the default snooze time would be the least time from the drop down list. By default the snooze drop down list will contain 5 min, 15 min, 30 min, 1 hour, 2 hour, 3 hour, 4 hour. If admin specifies the maximum time to restrict postpone of reboot, then the drop down list will contain maximum up to the specified time. For example, if the administrator has specified maximum time is 20 minutes then the drop down list would contain 5 min, 15 min and 19 min and next time onwards when snooze appears again the value would be different and after the last minute the Reboot Dialog will be displayed with the count down.
- › When the count down reaches to zero or when ever user clicks on Reboot button the system will go for restart. By default the maximum time is 1 minute and administrator can specify the time for count down. While un-registering from CRS if the priority is NORMAL then the Snooze Dialog will be displayed. And if the priority is HIGH and URGENT then directly the Reboot Dialog will be displayed.

Monthly Feature – Common Reboot Service

› Screen shots:



Monthly Feature – Common Reboot Service

› Questions:

- › Will an option exist in app packager to work with the new service?
 - › In 7.5, No. App packager 8.0 should have option to work with new service. (As planned earlier)
- › Until all channels that request a reboot have worked with the new service they will be in what state?
 - › Service channels will be stopped and packages that required reboot as a result of installation will be in install-pending state and patches that required reboot will be in reboot-pending state(patch's reboot pending state is viewable in scandata.xml of patch service not in Channel manager). Customizing the Reboot Message / UI?
- › Policy service has options of “strings” to show for reboot message. No option for graphics, uses the same Marimba Java UI for strings to show.
 - › In future, Policy service/other channels will be adapting to the common reboot format by having html files for detailing why it required reboot and necessary messages. As designed, CRS will have its own reboot / snooze UI with configurable graphics and the same will be displayed for any Service reboot. For configuring this, there will be a common GUI in future releases.(As planned earlier)

Open Forum:

› Alan Koval –

- [Server 2008 Support in 7.5](#)
 - YES it is supported in 2008
- [Can the tuner run on 2008 server with no UI \(Server core mode\)?](#)
 - ? Checking.
 - Email / Remote control features
 - SMTP Server set schedule for query, not working.
 - Remote Control for RDP/Dameware

› Michael Pratl – Perot

- Email schedules break based on folder level.
 - Set your emails at root level rather than deep.
- 7.5 Enhancements for Tuner Admin ?
 - Ability to remove multiple channels at once?

› Options for next months feature.

- DR
- [Software releases from Belmont.](#)

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'. 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)'. On the left, there is a sidebar with 'Communities' (Capacity Management, Client Configuration Automation, Network Configuration Automation, Server Configuration Automation) and 'Top Participants' (ChrisArmstrong, pseagers, crowell, Gordon Mckeown). The main content area features a 'BMC Service Automation Community' header, a welcome message, and a 'Recent Content' section listing several posts with their titles, authors, and timestamps.

Communities

- Capacity Management
- Client Configuration Automation
- Network Configuration Automation
- Server Configuration Automation

Top Participants

- ChrisArmstrong
- pseagers
- crowell
- Gordon Mckeown

BMC Service Automation Community

Welcome to the BMC Service Automation Community, where members who leverage BMC technology can find assistance in building solutions that solve critical business problems. This community provides useful documents, code samples, utilities, toolkits, and integration resources that enhance the value of BMC Service Automation solutions.

BMC Software experts weigh in with commentary ranging from blogs to podcasts. Check out the forums for the most current discussions and practices.

Recent Content

- Re: CME tuner deployment error**
19 hours ago
by ghedreux
- Configuration Item vs. Configuration Record (what's the difference?)**
1 day ago in [Van Wiles](#)
by vwiles
- Re: scripting in a bmc channel**
1 day ago
by kardock
- Re: deploying the tuner with MSI format**
2 days ago
by ChrisArmstrong