

## User Group Meeting Minutes – 1.21.2009

### Meeting Minutes:

1. Questions, Urgent Issues, Defects
2. Monthly Feature – BMC CM 7.5 feature review
3. Tuner Health Call Details
4. User Interaction Requests (Join the new [Linkedin](#) and [Facebook](#) groups)

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## Upcoming Events

### Tuner Health Call

Wednesday January 28th 2009 - 1PM Eastern / Noon Central  
Dedicated one hour Tuner Health Monitoring and Repair discussion

### February 2009 User Group Call

Wednesday February 18th 2009 - 1PM Eastern / Noon Central  
Monthly Feature: New features in 8.0 related to system monitoring.

## Conference Call Information

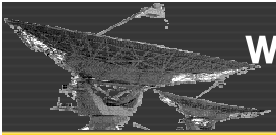
All CM-UG calls unless otherwise noted will use the following dial in information:

**Dial in Number = 1-877-537-1634**

**Conference Code = 255 106 1010**

Check our site for updates:

<http://www.CM-UG.com>



## Questions, Urgent Issues, Defects:

### › Marimba Product Download URL

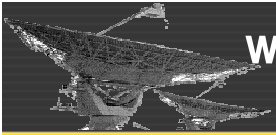
- <http://products.marimba.com/> or <http://trans.marimba.com>
- Archive = <http://products.marimba.com/Archive/>

### Sun JVM Vulnerability affecting Marimba Tuners.

- › Andy Santosa – BMC is Planning to patch JRE in 7.5
  - BMC says the chances of an exploit are limited, will provide details on how you may mitigate for now.
  - Leo – Decouple java from Tuner -?? Removing the java from tuner creates requirement to separately maintain the Tuners JVM.
  - BMC Marimba patches for this expected in April May timeframe
  - More Details = <http://www.cm-ug.com/viewtopic.php?p=765>

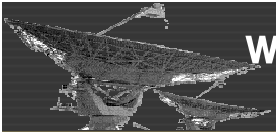
### 7.5 Defect affecting WOW

- › Just wanted to update you that the fix for defect# SW00315533 in regards to "CMS is not connecting to seed tuner for WOW deployment" is scheduled for 7.5.001 which is scheduled to be released end of this January.



## Questions, Urgent Issues, Defects:

- › Report Center 7.2 would not run on 7.5 Tuner properly. **Eric (St.Jude)**
  - **Upgraded Tuner on console, stopped before upgrading CMS, Report center has errors.**
    - Tuner and Console may need to be upgraded together.
    - Nick (US Bank) has an open issue –
  
- › **CM 7.5 supports 5.2, 6.x SUN LDAP**
  
- › **Popup issue resolved on 7.2.02, resolved by upgrading to shavlik engine 6.0**
  
- › **BDDM – [Chris@CM-UG.com](mailto:Chris@CM-UG.com)** – looking for anyone who can discuss their experiences with BMC CM OS Mgmt including BDDM / BootManage / LiveManage.
  
- › Belmont SS has been working on resolving and investigating a Tuner failures. John Dwyer has created a best practices doc for resolving tuner issues.
  - **Best practices for Tuner issues, will be discussed during the Tuner health call.**



**www.CM-UG.com**

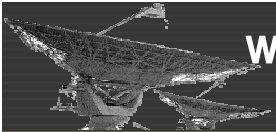
Configuration Management – User Group (formerly: Marimba Users Group)

## Monthly Feature – CM 7.5

Presentation on 7.5 Features from Rajesh at BMC:

[http://www.cm-ug.com/files/BCAC\\_7500\\_CMUG\\_v02.ppt](http://www.cm-ug.com/files/BCAC_7500_CMUG_v02.ppt)

[Rajesh.Khazanchi@bmc.com](mailto:Rajesh.Khazanchi@bmc.com)



## Tuner Health

Tuner Health call - Wednesday January 28st 2009 - 1PM Eastern / Noon Central

**Dial in Number = 1-877-537-1634**

**Conference Code = 255 106 1010**

Topics to discuss:

- **Common Tuner problems which require remediation**
  - Steps to resolve
  - Scripts
- **Sources for validation**
  - LDAP
  - HR/Asset DB's
  - AV DB's
  - Other?

## User Interaction

- › User Email Group = [Members@CM-UG.com](mailto:Members@CM-UG.com),
  - Members receive all meeting invites, questions, etc.
  - Please email me to ensure you are added – [Chris@CM-UG.com](mailto:Chris@CM-UG.com)

- › LinkedIn Group = <http://www.linkedin.com/groups?gid=1774296>



CM-UG.com (BMC Marimba Configuration Management - Users Group) is visible on your profile. [Change visibility.](#)

- › Facebook Group = <http://www.facebook.com/home.php#/group.php?gid=51240831346>

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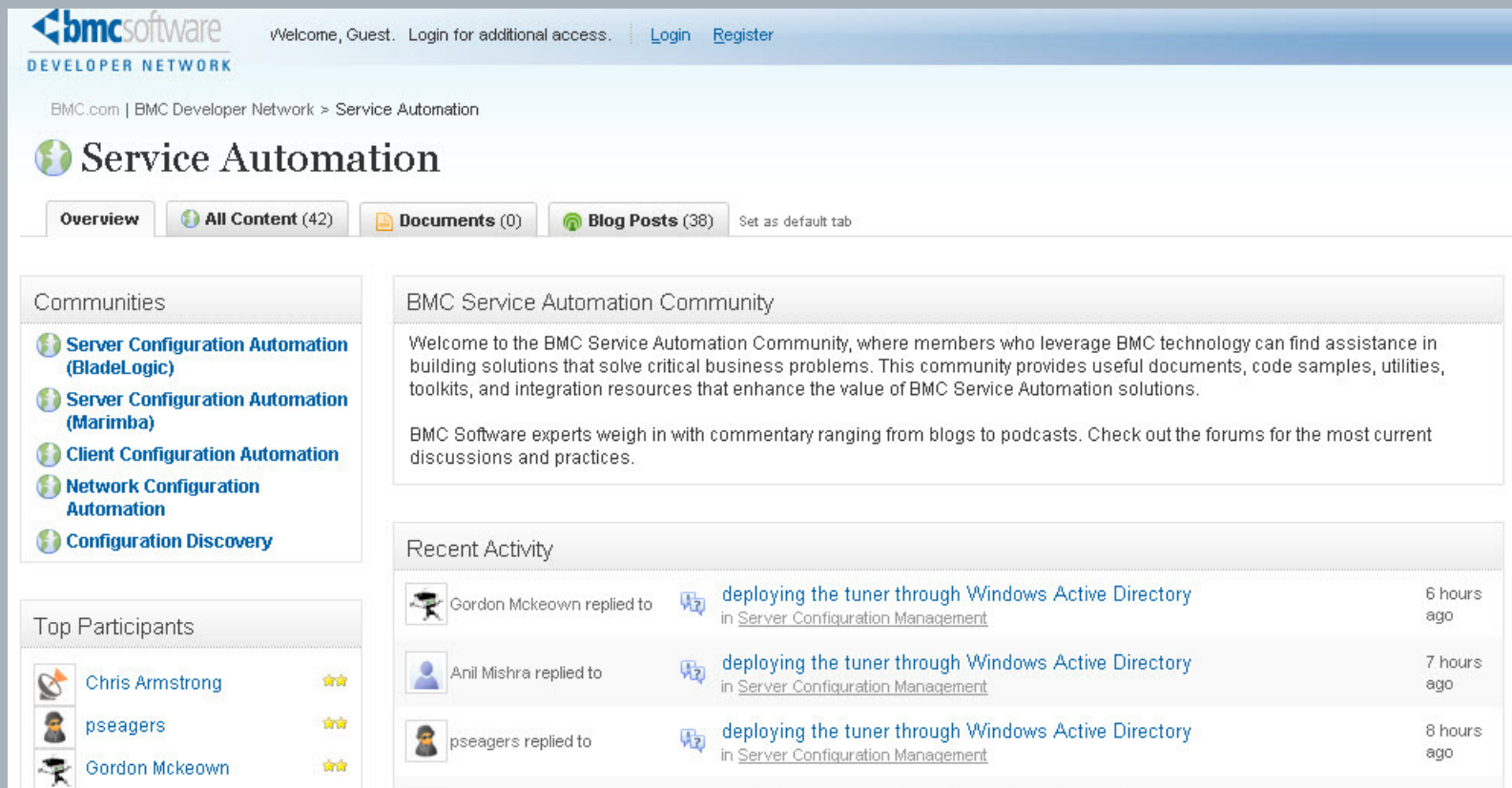
## User Interaction

### › 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/communities/community/bmc\\_service\\_automation](http://developer.bmc.com/communities/community/bmc_service_automation)



The screenshot shows the BMC Developer Network interface for the Service Automation community. At the top, there is a navigation bar with the BMC Software logo, a welcome message for a guest, and links for login and registration. Below this is a breadcrumb trail: BMC.com | BMC Developer Network > Service Automation. The main heading is "Service Automation" with a globe icon. A navigation bar below the heading includes tabs for "Overview", "All Content (42)", "Documents (0)", and "Blog Posts (38)".

On the left side, there is a "Communities" section listing several sub-communities: Server Configuration Automation (BladeLogic), Server Configuration Automation (Marimba), Client Configuration Automation, Network Configuration Automation, and Configuration Discovery. Below this is a "Top Participants" section listing Chris Armstrong, pseagers, and Gordon Mckeown, each with a star rating.

The main content area features a "BMC Service Automation Community" section with a welcome message and a description of the community's purpose. Below this is a "Recent Activity" section showing a list of recent posts and replies, including a post by Gordon Mckeown and replies by Anil Mishra and pseagers, all related to "deploying the tuner through Windows Active Directory".

## 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>

Survey #28: CM-UG Member Infrastructure Survey

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Mail Print

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

 **CM-UG.com**  
Back to CM-UG.com Homepage

**CM-UG.com Survey**

Survey #28: CM-UG Member Infrastructure Survey

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1. [\*] Your e-mail address.

2. Are you willing to be contacted by fellow CM-UG members?

Yes

No

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## User Interaction

### CM-UG survey sample data:

Sample data from CM-UG Survey below

Download the latest survey here: <http://www.cm-ug.com/survey.xls>

Your e-mail address.	Are you willing to be contacted by fellow CM-UG members?	Select the Configuration Management (Marimba) version in your environment?	Approximate number of Tuners your environment supports.	Select the components used in your environment.	What platform(s) are the majority of your Tuners on?
chris@cm-ug.com	Yes	7.x	30000	Repeaters, Mirrors	Windows XP Professional
chadrow@gmail.com	Yes	7.x	1500	Mirrors, Repeaters	Windows 2000 Professional, Windows XP Professional, Wind
	Yes	7.x	31000+	Mirrors, Repeaters, Proxies	Windows XP Professional
	Yes	7.x	13,000	Mirrors, Repeaters, Proxies	Windows XP Professional
	Yes	7.x	14500	Mirrors, Repeaters	Windows XP Professional
	Yes	7.x	60,000	Mirrors, Repeaters	Windows XP Professional, Linux, AIX, HP-UX
	Yes	6.x	4500	Mirrors, Proxies	Windows NT, Windows 2000 Professional, Windows XP Profes
	Yes	7.x	15000	Mirrors, Repeaters	Windows 2000 Professional, Windows XP Professional
	Yes	7.x	45000	Mirrors, Proxies, Reverse Proxies	Windows XP Professional, Solaris, AIX
	Yes	7.x	4000	Mirrors, Repeaters	Windows NT, Windows XP Professional, Windows Vista
	Yes	6.x	5		Windows XP Professional
	Yes	7.x	10,000	Mirrors, Repeaters	Windows 2000 Professional, Windows XP Professional, Wind
	Yes	7.x	4000	Mirrors, Repeaters, Proxies	Windows XP Professional