

CM-UG Meeting Minutes – 2.17.2010

Meeting Minutes:

1. Upcoming CM-UG Events
2. 8.x Upgrade discussion notes
3. 2008 Server Note
4. Broken Tuner Notes
5. WISDUM (Phased Upgrade of Tuners)
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– NEW – Conference Call Information

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

Dial in Number = 1-866-433-0002
Conference Code = *7132181062*
(Enter the star key before and after the Conference Code.)

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CM-UG.com (BMC Marimba Users Group)



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Upcoming CM-UG Events

Upcoming Events

March 2010 User Group Call

Wednesday March 17th, 2010 - 1PM Eastern / Noon Central
Monthly Feature: Phased Upgrade Steps

April 2010 User Group Call

Wednesday April 21st, 2010 - 1PM Eastern / Noon Central
Monthly Feature: Patch Mgmt

May 2010 User Group Call

Wednesday May 19th, 2010 - 1PM Eastern / Noon Central
Monthly Feature: TBD

Suggest a topic:

If you have a topic you would like to discuss as a monthly feature please

send an email to

Chris@CM-UG.com

8.x Upgrade discussion notes / Report Issues

- › **App Packager 8.x**
 - scripts which use the program files variable are directed to “E:\Program Files\”.
 - BMC ticket #
- › **–LDAPSync on 8.x – failing to run for 3+ customers.**
 - `BMC ticket #
 - Hotfix GA on Jan 22nd
- › **Infrastructure Monitoring appears to show replication channel count for repeaters is off.**
 - BMC ticket #
- › **CRS**
 - Machine is locked/user logged out, doesn't force reboot.
 - BMC ticket #
- › **Some customers have to add policy twice in Policy Manager GUI for action to save.**
 - BMC Ticket #
- › **Watch for fields after upgrade in database where “Null Value not allowed” cause issues, this was reported in a patch mgmt field.**
 - The temporary fix was to modify the machine_patch_property table to allow NULL values in the os_patch_id column
 - BMC Ticket #

8.x Note from the field regarding 2008 Server

Something to be aware of as it is really annoying. The tuner restarts itself whenever a user logs in or out of a server, i.e. the master tx, console server, etc. I guess I knew it was doing this with Vista/Win 7 but never thought about it from a server perspective until now. I believe if I set this property –and- Make sure we only bounce tuners remotely via sc.exe or psexec (possibly w/ -s switch – I need to test This theory)

Microsoft Windows 2008 Server limitations

If you have a transmitter, proxy, CMS, or Deployment Manager channel running on Windows 2008, you must disable Windows session migration to prevent your tuners from restarting when a user logs on to the server.

To disable session migration, you can set the `marimba.tuner.session.affinity` tuner property to true. Starting with Transmitter 7.5.00.002, session migration is disabled by default if this property is not already set on the tuner.

Be aware of the following limitations when you set the property:

- If a tuner is restarted (via Policy, Deployment Manager, or other channel activities) while the user is logged on to the system, the tuner will switch from service session to user session which will cause the tuner to restart when the user logs off the system.

- If `tuner.exe` is launched while the user is logged on to the system, the tuner will switch from service session to user session which will cause the tuner to restart when the user logs off the system.

In both cases, these events may cause problems with channels, such as Transmitter, Proxy, CMS, and Deployment Manager, because the channels will be restarted which may result in service interruption. To avoid this, you may want to control the reboot or restart of your tuners on Windows 2008 so that they only occur during maintenance periods. You should also avoid interacting with tuners from the command line on Windows 2008.

Broken Tuner issue notes

› **Customers have reported the following Tuner properties are very helpful:**

- `marimba.tuner.iphost.expire=0`
- `marimba.tuner.iphost.refresh=true`
 - **Test these properties on machines which do not update channels such as inventory and policy as expected.**

Other Broken Tuner issues may be the result of:

Deadlocks (Use schedule dumper to determine)
Multi-homed Master/Mirrors/Repeaters

WISDUM – Phased Tuner upgrade method

The WISDUM “Waved-Initialized-Services-Deployment-Upgrade-Method”

Method to upgrade your Tuners in small phases or waves rather than all at once.

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WISDUM – Phased Tuner upgrade method

Problem statement:

During the 8.1 Upgrade you will publish the new 8.1 service channels to the Master TX. ALL ENDPOINT tuners will start the upgrade at the same time. For large companies with thousands or tens of thousands of endpoints, the All Endpoints approach is automated effectively but has risk. There is a small window of opportunity to collect successful information before moving forward, or even more critical, it is difficult to rollback from that approach. The WISDUM process allows management of the Tuner upgrades in controlled waves allowing an opportunity to pause, or move forward based on the successful results.

WISDUM Concept:

Control the Infrastructure Service Channel update schedule on the Endpoint Tuner with Policy Manager overriding the Tuners Profile Update Schedule. Then allow the additional service channels to check in on their natural schedule, updating to 8.1 as they update. Use Policy Management to allow the Profile to regain control of the update schedule and the Tuner Update Channel [TUC] to manage/force the Tuner Update in controlled waves.

WISDUM – Phased Tuner upgrade method

There are four primary components to this approach:

1. Define & Set Policy on service channels to a Predefined Wave-End-Date

Note – Use Policy Manager to target the waves.

2. Build your Combined [7.x current] & [8.1 segments] Service Channels

Note – The 8.1 service channels downloaded from BMC have version 7.5 T7 segments. If you do not build a new T7 segment with your current T7 version, the non-Targeted Tuners will upgrade to V7.5 then again to 8.1 when targeted. This could result in two upgrades for each tuner.

3. Build a TUC channel – optional

Note - The TUC channel will force the Tuner upgrade, so Inventory can report the success rate of each wave prior to moving forward with the next.

4. Run-Book for tracking Upgrade progress – optional

Note - Organizing each action will help administrators stay track while performing the upgrade.

WISDUM – Phased Tuner upgrade method

› *There are five primary Phases to an Upgrade:*

- Phase 0: Prep work and pre-upgrade policy-set deployment:
- Phase 1: Upgrade the Master, Mirror and Repeater/Proxy Tuners and Transmitter Channels.
- Phase 2: Upgrade 7 CMS Consoles, AD Schema and INVDB
- Phase 3: Endpoint Tuner Deployment & Service Channel Upgrades
- Phase 4: Setup New Features

WISDUM – Phased Tuner upgrade method

Download step by step WISDUM document here:

<http://cm-ug.com/files/WISDUM.pdf>

BMC Survey Request

BMC has requested you complete the quick survey located below:

<http://www.surveymonkey.com/s/MKJGGGH>

In an effort to learn more about your preferred product documentation media and the ways in which you prefer to receive information about our products, the BMC BladeLogic Client Automation (Marimba) writers invite you to participate in our short survey.

CM-UG - User Interaction

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

- › RSS Feed = http://www.cm-ug.com/CM-UG_com.rss



- › 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.](#)

CM-UG - User Interaction

› BMC Developer Network

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.

– Forums: http://communities.bmc.com/communities/community/bmcdn/bmc_service_automation

The screenshot shows the BMC Developer Network website. 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 the breadcrumb trail: BMC.com | BMC Developer Network > Service Automation. The main heading is 'Service Automation'. There are four tabs: 'Overview', 'All Content (42)', 'Documents (0)', and 'Blog Posts (38)'. The 'All Content' tab is selected. On the left side, there is a 'Communities' section with links to 'Server Configuration Automation (BladeLogic)', 'Server Configuration Automation (Marimba)', 'Client Configuration Automation', 'Network Configuration Automation', and 'Configuration Discovery'. Below that is a 'Top Participants' section listing Chris Armstrong, pseagers, and Gordon Mckeown, each with a star rating. The main content area is titled 'BMC Service Automation Community' and contains a welcome message and a paragraph about the community's purpose. Below this is a 'Recent Activity' section with three entries, each showing a user's profile picture, their name, the text 'replied to', a link to a forum post, and the time since the activity occurred (6, 7, and 8 hours ago).