

# CM-UG Meeting Minutes – 8-18.2010

## Meeting Minutes:

1. Upcoming CM-UG Events
2. September 15<sup>th</sup> Live Meeting info
3. BMC OS Migration Beta
4. Issues discussion
5. BMC Agent Health Discussion
6. User Interaction

## – 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.)

[View the CM-UG Calendar](#)

[View all Meeting Minutes](#)



CM-UG.com (BMC Marimba Users Group)

## September 15<sup>th</sup> Live Meeting Information

### Join the meeting

Dial in Number = 1-866-433-0002

Conference Code = \*7132181062\*

(Enter the star key before and after the Conference Code.)

#### › FIRST-TIME USERS

To save time before the meeting, [check your system](#) to make sure it is ready to use Office Live Meeting.

#### › TROUBLESHOOTING

Unable to join the meeting? Follow these steps:

1. Copy this address and paste into your web browser:

<https://www.livemeeting.com/cc/bmcsoftware/join>

2. Copy and paste the required information:

Meeting ID: dvamathe

Entry Code: R`7B("h

Location: <https://www.livemeeting.com/cc/bmcsoftware>

If you still cannot enter the meeting, [contact support](#).

## Upcoming CM-UG Events

Reminder:



The CM-UG call is normally the 3<sup>rd</sup> Wednesday of each month at 12 noon central time.

The CM-UG calendar is also located here > <http://www.cm-ug.com/calendar.htm>

### Upcoming Events

#### **September 2010 User Group Call**

Wednesday September 15th, 2010 - 1PM Eastern / Noon Central  
Monthly Feature: BMC Presentations

#### **October 2010 User Group Call**

Wednesday October 20th, 2010 - 1PM Eastern / Noon Central  
Monthly Feature: TBD

#### **November 2010 User Group Call**

Wednesday November 17th, 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](mailto:Chris@CM-UG.com)

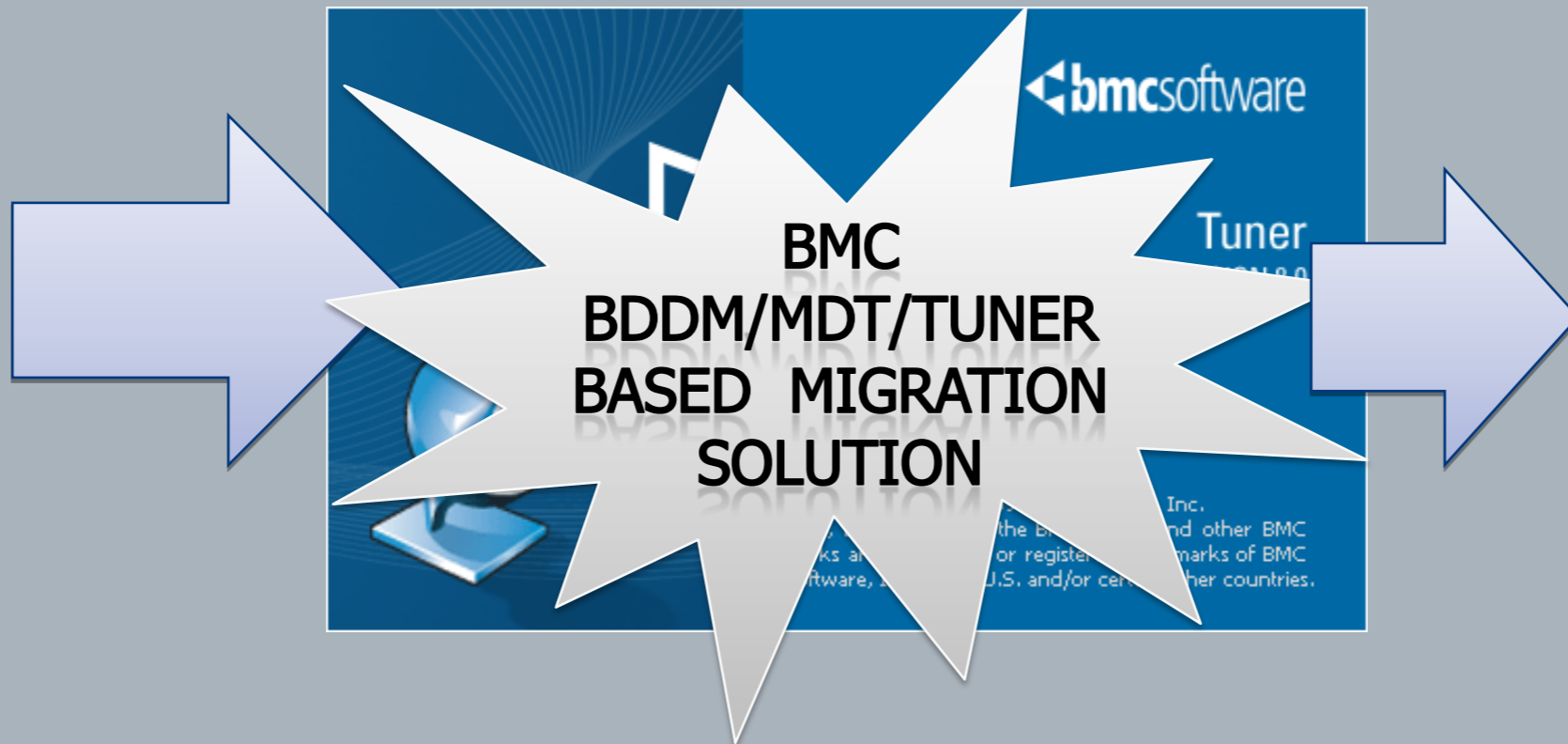
# BMC OS Migration Beta

**Ensure you are signed up for the Beta starting August 2010  
Contact Devendra or Chris to get signed up:**

[Devendra\\_Vamathevan@bmc.com](mailto:Devendra_Vamathevan@bmc.com)

[Chris@CM-UG.com](mailto:Chris@CM-UG.com)

**WinXP  
&  
Vista  
Tuners**



**Windows 7  
Tuners**

## Discussions on 8-18-2010

### › Marimba MESH feature and VPN users

- BMC confirms that MESH will not traverse subnets, however we still have a concern about users on VPN in the same subnet. (Example: two users on VPN in subnet 192.168.10.x/24, both are on the same subnet. These users might be poorly connected and should not use MESH. The question is how can we disable MESH based on IP range? – in this case the VPN range)

### › 8.x upgrade status

- No major issues with exception of LDAP sync, several users have active tickets on this feature.

### › Channel Segments

- Discussion of channel segments as they relate to Windows 7, upgrades, etc.

### › Tuner Removal script

- Craig asked for a sample VBScript to remove Tuners silently so AD reinstallation can occur.

### › BMC Agent Health discussions

- Slides 6-10

A large white play button icon (a right-pointing triangle) is centered on a dark blue circular background, which is part of a larger pattern of concentric circles and a grid on the top half of the slide.

# Agent Health Discussion

BMC Engineering

- ▶ vPro agent presence
- ▶ ISM (Infrastructure Status Monitor)
  - The Infrastructure Status Monitor provides health-related metrics about your BMC BladeLogic Client Automation infrastructure, including Master transmitters, Repeaters, Mirrors, Proxies, CMS and Tuners.  
<http://documents.bmc.com/supportu/documents/67/30/106730/106730.pdf> page 273
- ▶ Hide “Uninstall” option from Add/Remove Program
  - This option is available when you create a new tuner or you can set a tuner property to disable this option from Add/Remove Programs.  
<http://documents.bmc.com/supportu/documents/67/32/106732/106732.pdf> page 70
- ▶ “Auto-recover” feature within the tuner agent to restart the tuner should java.exe process crash or terminate due to external factors.
  - You can enable this feature by setting “marimba.tuner.autorestart” as a tuner property of the agent tuner.

“We are relying on BBCA tuners for desktop management. But it is very important for my business to have these agents running all the time. I don't want a user to stop or uninstall tuners with any mean. Today, my administrators have to spend a lot of time to ensure that agent tuners are up and running in all of the systems they manage”

- ▶ Several attempts were made towards reporting such as:
  - Notification to ISM when tuner is stopped (vPro)
  - Ensuring that we restart tuner if the java process is killed
- ▶ Those were reactive measures, we are now putting effort to prevent
  - a user or application from killing the tuner
  - a user from uninstalling the tuner
  - a user from disabling the tuner service



“How should I deal with corruption of tuner binaries and workspace? It is vulnerable to corruption. A user can open the workspace and can play around with that. Even a 3<sup>rd</sup> party application can corrupt the binaries. How should I deal with that? Can't tuner protect its important files or heal itself when such corruption happens?”

## ► Self healing tuner

- Integrity check
  - At startup: Update binaries when there are discrepancies.
  - During upgrade. Roll back when there are discrepancies
- Workspace repair in case of corruption
- Auto recovery in case of unhandled exceptions
- Roll back to profile settings under given circumstances and then update policy to get updates

# Questions...




## CM-UG – Mailing List

› User Email Group:

– Sign up for the group email and subgroup emails here: <http://www.cm-ug.com/lists/?p=subscribe&id=1>

### Subscribe to the Configuration Management User Group!



required field  
Email   
Confirm your email address

Please select the newsletters you want to sign up to:

- CM-UG.com Members**  
Configuration Management User Group Members  
(Join this group to receive our meeting invitations, meeting minutes, and other valuable BMC Marimba related emails)
- App Packagers**  
Subgroup for Application Packagers.
- Patch Deployment**  
Subgroup for those who use BMC Marimba based system for Patch deployments.
- Deployment Manager (DM)**  
Subgroup for those who use the Deployment Manager feature in BMC Marimba.
- OS Deployment**  
Subgroup for those who are interested in OS deployments via Marimba based products.

# CM-UG - User Interaction


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


**LinkedIn** Home Profile Contacts Groups Jobs Inbox (1) More... Groups


**CM-UG.com** (BMC Marimba Configuration Management - Users Group)

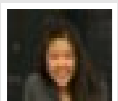
Discussions Members Promotions Jobs Search Manage More... Invite others

All Updates People I'm Following

 **Chris Armstrong, CISSP** started a discussion:  
User group call today  
6 minutes ago • Add comment

 **Paul Hecker** has joined the group.  
14 days ago • Send message

 **Tom McKeaige** has joined the group.  
16 days ago • Send message

 **Michelle O** started a discussion:  
BladeLogic Engineer - Permanent

## 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](http://communities.bmc.com/communities/community/bmcdn/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 tabbed interface below the heading shows 'Overview' selected, with other tabs for 'All Content (42)', 'Documents (0)', and 'Blog Posts (38)'. On the left side, there is a 'Communities' sidebar listing several sub-communities: 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 features a 'BMC Service Automation Community' welcome message, followed by a 'Recent Activity' section. This section contains a list of recent replies to a post titled 'deploying the tuner through Windows Active Directory' in the 'Server Configuration Management' forum. The activity includes replies from Gordon Mckeown (6 hours ago), Anil Mishra (7 hours ago), and pseagers (8 hours ago).