

# CM-UG Meeting Minutes – 11.17.2010

## Meeting Minutes:

1. Upcoming CM-UG Events
2. BMC OS Migration Beta
3. Issues discussion
4. Urgent issues
5. Marimba Jobs
6. User Interaction

## Conference Call Information

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

**US Dial in Number = 1-866-433-0002**

**Conference Code = \*7132181062\***

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

**International: 1 303 346 4146**

**International Toll Free Service (ITFS):**

**Germany = 0800-181-4569**

**India = 000-800-100-3516**

**Mexico = 001-866-850-3372**

**UK = 0808-234-3314**



CM-UG.com (BMC Marimba Users Group)

## 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

#### **December 2010 User Group Call**

Wednesday December 15th, 2010 - 1PM Eastern / Noon Central  
Monthly Feature: none

#### **January 2011 User Group Call**

Wednesday January 19th, 2011 - 1PM Eastern / Noon Central  
Monthly Feature: MESH discussion

#### **February 2011 User Group Call**

Wednesday February 16th, 2011 - 1PM Eastern / Noon Central  
Monthly Feature: OS Migration Solution

#### *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)

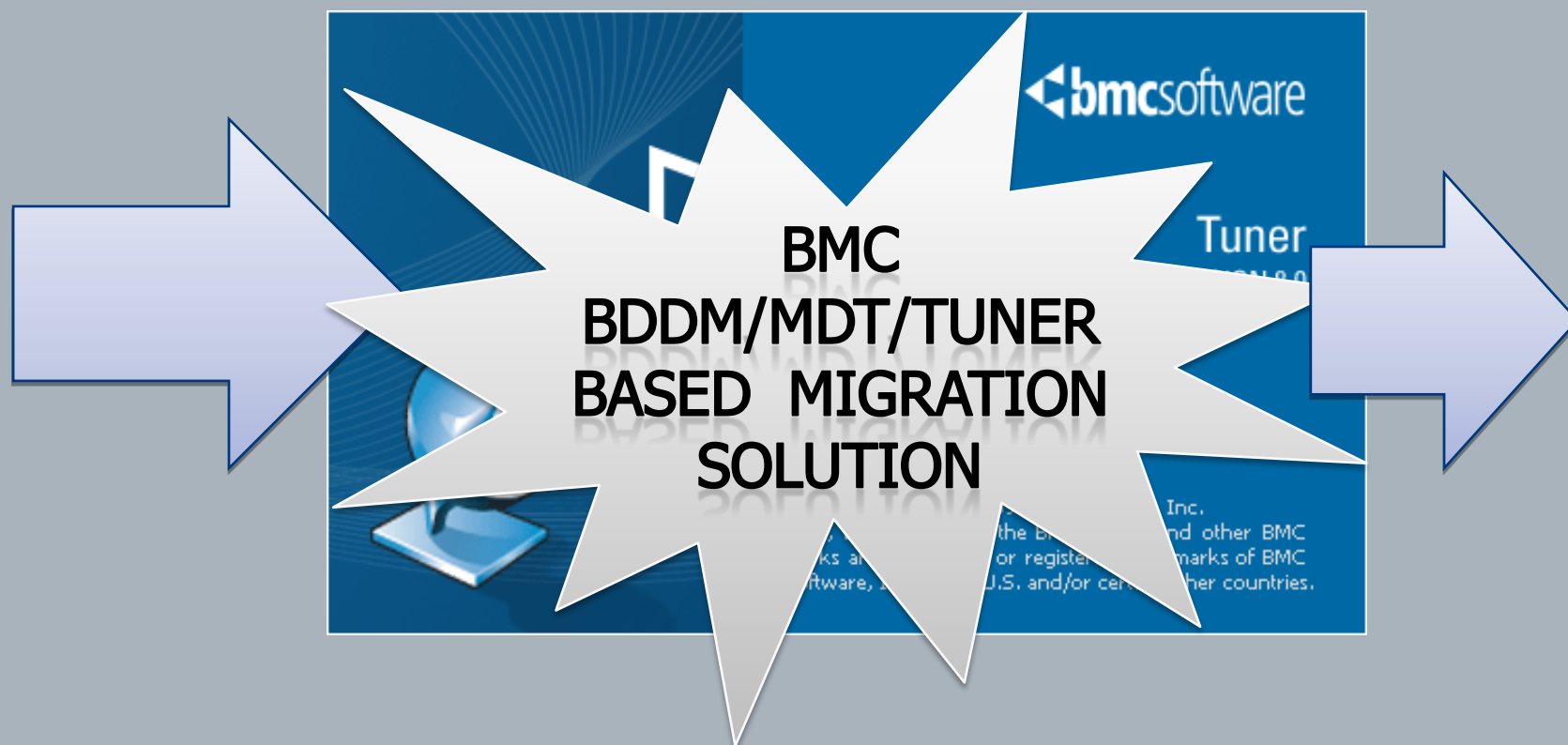
# BMC OS Migration Beta

**Ensure you are signed up for the Beta  
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 11-17-2010

- Eric @ stjude
  - Defect - ISM - endpoint is deleted the ISM data is not removed.
  - Craig F (Answer) - ISM database
- User controlled sw dist works for apps not patches.. would like to see ability for patches too.
  - RFE - already open
- HFCLI.exe errors show - even on 8x (Craig F.)
- Joe S @ Met
  - Patching issue - They deploy the critical via Marimba, yet newer patches which super-cede older critical are marked as lower than critical (important/moderate/etc).  
Managing now by adding individual patches to patch groups.  
Qualys - 3rd party patch vuln scanner.  
Submitted and RFE to deal with these situations.  
Microsoft states that to deal with this issue just deploy the important patches.
- Jason McBride @ HM
  - Patch mgmt - for Adobe/Apple/Java  
Cmdline parameters seem to have issues.  
Probably a Shavlik issue, check XML
  - Example MS10-075 was not listed as critical at first.

## Discussions on 11-17-2010

- OS Migration module status (Craig F)
  - BMC having a legal issue with a library they are using, expect to have it worked out soon. There will be an additional cost for this solution, no pricing yet.
  - BBSA/BBCA running on same repeater, Windows/Linux OS  
Any issues with this?
  
- Windows 7 64bit client
  - On roadmap but not in 8.2 beta, no reason not to use the current 32bit client on 64 bit os at this time.
  
- Adil: Lots of win7 issues (windows 7 32 and 64 bit)
  - Tuners Die –
  - service stops running –
  - often going in and out of minimal mode.

## Urgent Issues

- › **Patch service upgrade may cause reboot loops.**
  - When upgrading from 7x to 8x ensure your patch service is 8.1.01.001 not prior.
  - BMC changed the date/time format in the application.txt of patch service if the format is not as expected its possible the machines go into patch reboot loops.
    - To resolve can you either:
      1. Delete the patch service channel
      2. Delete the lastboottime3 property from the application.txt file

### BMC Notes:

Defect # SW00374695 filed and fixed in 8.1.01.001

In the old patch service version 7.2.02: format was "mm/dd/yyyy hh:mm:ss aa" format for datetime

In the earlier version of Patch Service, we used to write the System Boot Time (i.e. lastboottime3 property) with the format "mm/dd/yyyy hh:mm:ss aa" in the application.txt.

latest version of patch service, we write the same in the long format. So, while upgrading there will be always an issue while formatting the old format since with the new version we'll be expecting the date in the long format. Modified the code to handle the old format and new format as well.



## RemNTSrv.exe in Application Packager reported as a “hack tool” by the Symantec Norton AntiVirus

### › BMC - Devendra

– <http://documents.bmc.com/supportu/documents/72/45/177245/177245.pdf>

#### – Issue

RemNTSrv.exe is bundled with all Windows packages inside the package data directory. Selecting the **Create Services** option on the **Package Editor\Services** tab during installation of a Windows package creates Windows services on the Windows operating system. When you uninstall packages created using this option, the Application Packager uses RemNTSrv.exe to delete those Windows services. The Symantec Norton AntiVirus program reports RemNTSrv.exe as a “hack tool.” If you have created Windows services using the **Create Services** option, then RemNTSrv.exe is required while uninstalling the packages.

#### – Workarounds

- Use one of the following workarounds:
  - Update the installed version of the Symantec Norton AntiVirus program with the latest DAT file on the endpoints. The latest DAT file no longer reports RemNTSrv.exe as a “hack tool.”
  - If your package has not created Windows services using the Create Services option, then you can safely delete RemNTSrv.exe from the endpoints under the BMC BladeLogic Client Automation installation directory.
  - If you have created Windows services using the Create Services option, then RemNTSrv.exe is required while uninstalling the packages. In this particular case, you can ignore the antivirus alert message if you cannot update the Symantec Norton AntiVirus program with the latest DAT.

# Marimba Jobs

› [Jobs.CM-UG.com](http://Jobs.CM-UG.com)

› Look for CM related positions

› Post Req's for CM related positions

The screenshot shows the homepage of the Marimba Jobs website. At the top, there is a navigation bar with links for 'Homepage', 'Forums', 'Resources', 'About Us', and 'Get Connected'. Below this is a search section with a 'Refine your search:' dropdown menu containing categories like 'Title' (with 'Sales Engineer' selected), 'Company' (with 'Dell', 'IBM', 'Teksystems', 'US Bank', and 'Charles Schwab' listed), and 'Location' (with 'Charlotte, NC', 'Chicago, IL', 'Somers, NY', 'Austin, TX', and 'Annapolis Junction, MD' listed). To the right of the search bar is a 'Post a Job' button with the text 'Only \$99 for 30 days'. Below the search bar is a search form with fields for 'Keywords' (Job Title, Skills or Company), 'Location' (City, State or ZIP), a distance dropdown (set to 'within 25 miles'), and a 'Search Jobs' button. A yellow banner below the search form reads 'Looking to hire? Post your job today!'. The main content area is titled 'Marimba Jobs' and includes a 'Subscribe to RSS Feed' link. Below this is a section for 'Featured Job Postings from the Web' with two entries:

Posted	Job Title	Company	Location
Oct 14	<a href="#">Test Engineer - Quality Assurance job</a>	Technisource	Hartford, CT
	and technologies (i.e. Active Directory, <b>Marimba</b> ) * Knowledge of the use of database technologies such as UDB, SQL Server in relation to the application, LAN environment and test... <a href="#">more</a>		
Oct 11	<a href="#">Technical Operations Support Specialist - Finance job</a>	Technisource	Hartford, CT
	component migration tools. Endeavor, PVCS, <b>Marimba</b> , and ISPF commands. Experienced with data migration tools. Connect:Direct, FTP. Knowledge of and experience with DB2 utilities. <a href="#">more</a>		




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

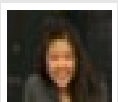
Discussions Members Promotions Jobs Search Manage More... Invite others

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. 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', '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 the sidebar is a 'Top Participants' section listing Chris Armstrong, pseagers, and Gordon Mckeown with star ratings. The main content area features a 'BMC Service Automation Community' welcome message and a 'Recent Activity' section. The activity section lists three recent replies to a post titled 'deploying the tuner through Windows Active Directory' in the 'Server Configuration Management' forum, with timestamps of 6, 7, and 8 hours ago.