



# MARIMBA NEWSLETTER

## 8.3.01 AND BEYOND

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### Special points of interest:

- Next CM-UG is scheduled on April 16th
- Marimba 8.3.01 features
- Marimba OS Provisioning



Spring is in the air, and with it the inevitable freshness of perspective, the hint of new things to come! We would like to take the opportunity to welcome all our respected customers, and we trust that this newsletter finds you in good cheer and health. We look forward to continuing to engage customers in our new initiatives through social media and various other communication platforms.

Before we move on to discussing the new developments and features being considered in upcoming and future releases of Marimba, I'd like to take this opportunity to dispel a lot of doubts and speculation on the future of Marimba, its competitiveness with respect to so-called market leaders, and especially the churn and uncertainty that has arisen from the recent changes in ownership of the product line.

I can tell you about the fact that we see a tremendous growth potential in this product. To confirm this, you only need to observe that the majority of the team that has been passionately working on enhancing the Marimba product line has been retained during the transition.

I can tell you about the fact that Marimba has always

boasted key differentiators in scalability and robustness; the ability to beat the leader in the client management field (not to mention other key players in the domain) in terms of reduction in servers, optimized file distribution, etc. are unmatched in the client management domain.

I can tell you about the fact that we at Marimba have been actively working on completing our feature set to cover areas of client management that we feel are lacking in our top competitors in the domain; our recent 8.3.01 release is, in part, a culmination of that strategy (whether it be through our enhancement of our OS provisioning solution, completing multi-forest LDAP support, and numerous other fixes and RFEs that have made it through).

I can tell you about our release charter for 8.5.00 and beyond, where we intend to leverage Marimba into a formidable customization and extensibility platform; where we intend to ultimately connect the dots to make the Marimba platform as cloud-ready, to extend our support for Mobile Device Management to target iOS and Android, to enhance existing Agentless Deployment use-cases to give our customers value for money. I can confidently state that no other competitor of ours in this domain (not even the present leader in client management) would be able to give you so comprehensive (and so definite) a roadmap on where the product is intended to go. With this knowledge comes stability and clarity of purpose for our customers - proof that we are willing to back our initiatives with firm commitments and intensive hard work to get the job done.

Let me add one final point.

We firmly believe that the best antidote to marketing propaganda and grist for the rumor mill is an honest technical evaluation of our product against the competition. We believe that when we cut through the hype and the attempts to obfuscate, you will find that on a feature-by-feature basis, the Marimba product can trump any other competitor in this domain. We, here at Marimba, have dedicated a large part of our time and efforts to making this possible, and we do not intend to rest on our laurels. And we have the technical statistics (and the customer experiences) to prove it!

Coming back to the items we'd like to showcase in this edition of the newsletter are the OS provisioning feature has been completed to support migration from Windows XP. We also thought it would be instructive to re-iterate some of the items we're planning in the 8.5.00 releases and beyond. Finally, we've also introduced a new recurring section, where our architects and knowledge experts present the various research initiatives that are being undertaken in parallel, to find solutions for use-cases that enhance the customer experience.

We hope you will find this newsletter to be informative of what's happening in Marimba, and we are always open to feedback, whether it be on particular items in previous newsletters you'd like us to explore, or suggestions for topics to cover.

Thank you, and have a nice day!

## NEWS FROM THE FIELD

Marimba 8.3.00 has been a huge success and a major release containing loads of features which included numerous RFEs from our customers.

We are also happy to announce that a major enterprise customer maintaining over 200,000 endpoints has started using Marimba 8.3.00. The customer has migrated from SCCM to Ma-

rimba 8.3.00. Our team of engineers helped them customize the required use cases by using the tremendous Marimba extensibility features that Marimba 8.3.00 offers.

Our engineers also provided the tools required to ensure a smooth migration from SCCM to Marimba 8.3.00, thus enhancing the customer experience.

Marimba 8.3.00 has finally

evolved into a platform which allows you to perform numerous tasks. This Marimba as a platform has been possible due to the extensive changes that have gone into this 8.3.00, which further allows you to build numerous channels suited to your extended use cases thus making life easier for Marimba administrators.

## MARIMBA 8.3.01 FEATURES

Marimba 8.3.01 features:

- Marimba operating system provisioning
- Support for Multiforest
- Support for new versions of databases namely:
  - \* Oracle 12c
  - \* SQL Server 2012 with Service Pack 1
- Accessing generic installer packages in the transmitter
- Printing the channel version in the channel's history log
- Feature to add custom intervals in CRS snooze dropdown window
- A new property to disable dictionary cache feature to improve performance
- Patch Manager Enhancements
- Hash code implementation for Inventory Plugin



## OPERATING SYSTEM PROVISIONING IN MARIMBA 8.3.01

With the apocalypse date for Windows XP coming very near on April 8th 2014, the important need of the hour is an automated migration of the Windows operating system from Windows XP to Windows 7.

Companies all around the world are scrambling to find efficient and cost effective way to perform these OS migrations.

We are excited to announce that Marimba 8.3.01 provides this much required complete and comprehensive end-to-end solution which helps you to plan, migrate, and monitor

Windows XP operating system to Windows 7 OS migrations. By fully automating the whole Windows OS deployment workflow, thus eliminating the need for user interaction, the Marimba OS Provisioning solution provides a streamlined deployment experience which results in significant savings. The Marimba OS Provisioning feature provides you with the flexibility to customize any part of the migration workflow to suit your requirements.

And the best part of this solution is that, if you are a Marimba 8.3.00 enterprise user,

then the OS migration solution does not involve much of Marimba configuration, thus making it one of the most cost effective solutions and easy to implement solution ever to be provided for OS migrations.

### Advantages of Marimba OS Provisioning

This feature, known as Marimba OS Provisioning, features:

- Reduces migration cost across the enterprise
- Minimum support costs
- Ease of implementation

## OPERATING SYSTEM PROVISIONING IN MARIMBA 8.3.01 CONT...

- Allows you to perform backup and restore task of user account settings and application settings along with OS migration. You need not use any other application to perform the backup and restore tasks.
- Highly optimized workflow
- Quick OS migration
- Remote provisioning and monitoring
- Maximizes IT administrators productivity
- Minimal deployment cost because of a highly customizable end-to-end solution which
- helps in efficient planning

### Types of Migrations

Marimba 8.3.01 supports the following types of OS migrations:

- Forklift
- In-place
- Self Provisioning

## MARIMBA 8.5 AND BEYOND—REDEFINING CLIENT MANAGEMENT

Marimba 8.5 will have many path breaking features. In Marimba 8.5, most notably, the Marimba as a Service will be launched which will redefine many use cases of the product. Another important feature that we will be releasing in 8.5 will be the Mobile Devices Management which allows you to implement use cases on mobile device based operating systems such

as Android, iOS, Blackberry, and Windows Mobile. Features that will be released in 8.5 are:

- Marimba as a Service
- Mobile Devices Management (MDM) - Android, iOS, Windows Mobile, and Blackberry
- Multi-Tenancy

- Mac patching
- SCAP 1.2

Marimba 9.0 would have new technology that would allow agentless management. Agentless management helps customers choose machines where limited management is required. No additional licenses are required to target these machines.

## ARCHITECT'S CORNER—MAMOS

As architects, one of our cherished goals is to move beyond simply fire-fighting, and transition to a comprehensive, extensible and robust approach for solving customer problems. We would like to introduce one such project, the Marimba Monitor Service (MaMoS), which would be of great interest to our customers. MaMoS aims to provide a service for the continuous monitoring of critical events. MaMoS service acts like a watchdog which monitors critical events at two different levels; a watchdog event handler in the agent and the watchdog event handler in the OS. This model allows you to handle several scenarios.

### Examples

The health criteria of Inventory Plugin is known by the occurrence of the following critical scenarios:

- Inventory queue might pile up with incoming reports (incoming rate might not match the processing rate)
- Inventory plugin connectivity problems with external network
- Database connectivity issues
- Plugin might encounter a slowness in network which results in delay for processing incoming reports

In the current design, you can manually identify these critical events from the logs. With MaMoS, when Inventory plugin generates a critical event in the above scenarios, the listeners are notified about the critical events.

Notifying Out of Memory (OOM) errors

MaMoS includes a thin and lightweight log monitor component which runs external to the tuner's context. This component will monitor the tuner logs for OOM errors and provide instant notifications. At regular intervals, this component will also ping the Tuner with RPC requests to get the stats of the tuner's memory footprint.

We will be releasing this feature very soon in a patch.

Marimba-Castanet

Support contact details  
<http://www.bmc.com/support>

You can also view our updates at the following sites:

 [CM-UG.com group on LinkedIn](#)

 <https://twitter.com/MarimbaCastanet>

 <https://www.facebook.com/marimba.castanet?fref=ts>



## FSRK CHANNEL—CRITICAL LOOP RESETTER

This tool automates the process of resetting the Patch Service when it runs into a critical loop. A critical loop condition occurs when a patch installation fails on an endpoint and the patch is then reported as Missing. The next time Patch Service runs, it detects the critical loop condition and will not attempt to install the patch again unless the patch service is started with `-reset` argument or the patch group containing the concerned patch is republished.

In this scenario, you can use

the Critical Loop Resetter channel to automatically detect if the Patch Service has run into a critical loop on its scheduled run and if so, then it triggers Patch Service with `-reset` argument thereby cleaning up the critical loop state. The next time Patch Service updates, it detects the applicable patches and installs them. If it does not detect any critical loop, then no action is taken and it silently quits. It removes the burden of detecting which all endpoints have run into critical loop and then performs the required

action such as reset patch service or republish patch group. All you need to do is schedule this channel to start on a specific schedule. The recommended time for scheduling is before Patch Service channel schedule.

**Note:** Ensure to schedule this channel appropriately and use it on machines where Patch Service is subscribed.

**Where can I find this channel?**

You can find this channel in the FSRK - Utilities category of Marimba Channel Store.

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## MARIMBA TRAINING PROGRAM

Marimba will soon be launching training programs for Marimba users. These Marimba training programs are targeted to cater to the needs of the following type of Enterprise-level Marimba users:

- Basic
- Intermediate
- Advanced

While the Basic training program is aimed towards first

time enterprise users, the intermediate and advanced courses are aimed at existing users to gear them up to use advanced features and also help enterprise customers customize Marimba for their unique needs. The advanced training program helps enterprise users to write their custom Marimba channels to cater to their unique organizational needs.

Marimba also aims to provide both offsite and onsite trainings.

In addition to the training programs, marimba also provides video demos of the latest features of the release. These video demos will be uploaded to the Marimba channel on YouTube website.




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## MARIMBA LAUNCHES PROFESSIONAL SERVICES

We are very happy to announce that Marimba has launched Professional Services. The Professional Services for Marimba is the first of its kind. The decision to launch Professional Services has been taken with the aim of catering to the needs of customers, thus totally aligning ourselves towards a customer centric approach.

As part of Professional Services, we provide the consultancy and expertise you need

to realize the maximum business value from Marimba software. Professional Services will include providing consulting services on your Marimba implementation strategies, and will range from providing consulting on Marimba design and configuration architecture to Marimba implementation and education programs to help drive the adoption of the whole Marimba solution.

In a nutshell, Marimba offers

the following Professional Services:

- Consulting on configuration
- Consulting on implementation
- Consulting on writing custom Marimba channels and Marimba Scripts