

This notification provides information about renamed products, product replacements, and withdrawn products.

The following changes are covered:

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Product Renames (Auto Migrations or Type Over Name Changes)

Product Name:	Rename Product Name:	Contact:
Aeroprise Mobility for BMC Remedy Action Request System	BMC Aeroprise Mobility for Remedy Action Request System	David Easter David_Easter@bmc.com
Aeroprise Mobility for BMC Remedy Asset Management	BMC Aeroprise Mobility for BMC Remedy Asset Management	David Easter David_Easter@bmc.com
Aeroprise Mobility for BMC Remedy Change Management [1]	BMC Aeroprise Mobility for BMC Remedy Change Management	David Easter David_Easter@bmc.com
Aeroprise Mobility for BMC Remedy Change Management [1]	BMC Aeroprise Mobility for BMC Service Request Management	David Easter David_Easter@bmc.com
Aeroprise Mobility for BMC Remedy IT Service Management Suite	BMC Aeroprise Mobility for Remedy IT Service Management Suite	David Easter David_Easter@bmc.com
Aeroprise Mobility for BMC Remedy Service Desk	BMC Aeroprise Mobility for BMC Remedy Service Desk	David Easter David_Easter@bmc.com
Aeroprise Mobility for BMC Service Request Management	BMC Aeroprise Mobility for BMC Service Request Management	David Easter David_Easter@bmc.com
BMC Alignability for Service Desk Express - Service Delivery	BMC Alignability for Service Desk Express	Serena Lambiase Serena_Lambiase@bmc.com
BMC Alignability for Service Desk Express - Service Support	BMC Alignability for Service Desk Express	Serena Lambiase Serena_Lambiase@bmc.com
MainView for Infrastructure Management (Promo Package) - Original	MainView for Infrastructure Management (Promo Package)	Mike Moser Mike_Moser@bmc.com

[1] Aeroprise Mobility for BMC Remedy Change Management customers will receive both BMC Aeroprise Mobility for BMC Remedy Change Management and BMC Aeroprise Mobility for BMC Service Request Management to retain equivalent functionality for approvals.

Product Replacements (Optional Migrations or Product Upgrades)

Existing Product Name:	Replacement Product Name:	Support End Date of Existing Product:	Contact:
BMC TrueSight End User Monitor 500 Series	BMC Real End User Experience Monitoring and Analytics	4/11/2014	Fred Dumoulin Fred_Dumoulin@bmc.com
Remedy Customer Support & AR System	BMC Remedy IT Service Management Suite	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support & AR System Fixed 1-Pk Lsn	BMC Service Desk - User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support & AR System Fixed 5-Pk Lsn	BMC Service Desk - User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support & AR System Flt 1-Pk Lsn	BMC Service Desk - Floating User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support & AR System Flt 5-Pk Lsn	BMC Service Desk - Floating User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support & SLA/Flashboard	BMC Remedy IT Service Management Suite	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support Application	BMC Remedy IT Service Management Suite	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support Fixed 5-Pk Lsn	BMC Service Desk - User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support Flt 1-Pk Lsn	BMC Service Desk - Floating User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support Flt 5-Pk Lsn	BMC Service Desk - Floating User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support Service & AR System Fixed 5-Pk Lsn	BMC Service Desk - User	7/10/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support Service & AR System Flt 5-Pk Lsn	BMC Service Desk - Floating User	7/10/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support Service & AR System Flt 5-Pk Promo Lsn	BMC Service Desk - Floating User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support Service Fixed 5-Pk Lsn	BMC Service Desk - User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support Service Fixed 5-Pk Promo Lsn	BMC Service Desk - User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com

Existing Product Name:	Replacement Product Name:	Support End Date of Existing Product:	Contact:
Remedy Customer Support Service Flt 5-Pk Lsn	BMC Service Desk - Floating User	7/10/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Customer Support Service Server	BMC Remedy IT Service Management Suite	7/10/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Quality Mgmt & AR System Fixed 1-Pk Lsn	BMC Service Desk - User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Quality Mgmt & AR System Fixed 5-Pk Lsn	BMC Service Desk - User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Quality Mgmt & AR System Flt 1-Pk Lsn	BMC Service Desk - Floating User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Quality Mgmt & AR System Flt 5-Pk Lsn	BMC Service Desk - Floating User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Quality Mgmt & Customer Support Application	BMC Remedy IT Service Management Suite	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Quality Mgmt & Customer Support SLA Dashboards	BMC Remedy IT Service Management Suite	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Quality Mgmt Application	BMC Remedy IT Service Management Suite	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Quality Mgmt Application & AR System	BMC Remedy IT Service Management Suite	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Quality Mgmt Fixed 1-Pk Lsn	BMC Service Desk - User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Quality Mgmt Fixed 5-Pk Lsn	BMC Service Desk - User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
Remedy Quality Mgmt Flt 1-Pk Lsn	BMC Service Desk - Floating User	10/11/2012	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com

Product Withdrawals (No-Migrations)

Product Name:	Support End Date:	Contact:
BMC Knowledge Management Express	3/31/2014	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
BMC Knowledge Management Express Self Service Lsn Add On	3/31/2014	Lisa Kapuscinski Lisa_Kapuscinski@bmc.com
BMC SQL-Programmer Expert for Sybase	7/11/2012	Manoj Ranganathan Manoj_Ranganathan@bmc.com

Product Name:	Support End Date:	Contact:
BMC TrueSight BI 2100 Enterprise Reporting (up to 3 collectors)	12/31/2012	Sri Raghavan Sri_Raghavan@bmc.com
BMC TrueSight BI 2100 Global Reporting (up to 8 collectors)	12/31/2012	Sri Raghavan Sri_Raghavan@bmc.com
Hitachi ID Login Manager for BMC Identity Management Suite	12/31/2011	Serena Lambiase Serena_Lambiase@bmc.com
Hitachi ID Password Manager for BMC Service Desk Express	12/31/2011	Serena Lambiase Serena_Lambiase@bmc.com
Hitachi ID Password Manager for BMC Service Desk Express User Add-On License	12/31/2011	Serena Lambiase Serena_Lambiase@bmc.com

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BMC Software, Inc.
2101 CityWest Blvd., Houston, TX 77042-2827 • 713 918 8800
Customer Support: 800 537 1813 (United States and Canada) or contact your local support center