

# **BMC Third Party Platform Component Support Policy**

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## BMC Third Party Platform Component Support Policy

BMC is committed to providing a product experience where the BMC products work effectively with the various tier one third party platform software components (“Third Party Platform Components”) that are included in, or required by, BMC products. As a result, BMC will use commercially reasonable efforts to make Full Support Releases (Definition of “Full Support” - <http://www.bmc.com/support/product-support-policy.html>) of BMC products function with the latest releases of the Third Party Platform Components in accordance with the list below. Third Party Platform Components include:

- Web Browsers
- Run Time Environments
- Application Servers
- Web Servers
- Desktop Operating Systems
- Server Operating Systems
- Mobile Operating Systems
- Databases

### Tier One Third Party Platform Products\*

OS	Database	Browser	Web Server	J2EE Java App Servers	Run Time Environment
MS Windows	OS MS SQL Server	OS Internet Explorer	Apache	Tomcat	Java Platform (JRE / JDK)
RedHat Enterprise Linux	Oracle	Firefox	CICS	Jboss	
Solaris	IBM DB2 for zOS		MQ Series		
iOS	IMS		Websphere		
zOS					

\*Not all BMC products support each of the Third Party Platform Components. See BMC product documentation or the Product Application Compatibility Matrix utility on the BMC support website for supported Third Party Platform Components

### Pre-Certification Support

For BMC’s supported product releases, BMC will use commercially reasonable efforts to provide “Pre-Certification Support” for BMC products using the newly GA released Third Party Platform Components immediately upon the new GA release of the Third Party Platform Component, provided that they are maintaining backwards compatibility.

- “Pre-Certification Support” is defined as working with customers through standard BMC support channels to diagnose and resolve issues related to Third Party Platform Components delivered with BMC product via workaround or configuration changes. Pre-Certification Support includes backwards compatible emergency hot fixes and end user applications (including service packs, minor and major releases)

### Certified Support

For BMC’s supported product releases, BMC will use commercially reasonable efforts to provide Certified Support\* for BMC products using the newly GA released Third Party Platform Components according to the timelines in the Release Schedule below, provided that they are maintaining backwards compatibility.

\*Certified Support is defined as the testing of the Third Party Platform Component with the BMC product versions currently in Full Support for general interoperability.

## **Emergency Hot Fixes – All Tier One Application Types**

- For Third Party Platform Components emergency hot fixes that maintain backwards compatibility, BMC will use commercially reasonable efforts to provide Certified Support of the BMC product within 30 days of the Third Party Platform Components Emergency Hot Fix release.

## **End User Applications (Service Pack, Minor and Major Release Level)**

- For Third Party Platform Components End User Applications, BMC will use commercially reasonable efforts to provide Certified Support within 4 months of the Third Party Platform Component End User Application release; provided however that, in some cases, Certified Support for Third Party Platform Components End User Applications may require customers to upgrade to the latest release of the BMC product.
- End User Applications include Web Browsers and Run Time Environments

## **Server Side Applications, OS, Databases (Service Pack, Minor and Major Release Level)**

- For Third Party Platform Component Server Side Applications, OS, and Databases, BMC will use commercially reasonable efforts to provide Certified Support within 4-6 months of the Third Party Platform Component Server Side Application, OS or Database release; provided however that, in some cases, Certified Support for Third Party Platform Component Server Side Application, OS or Database may require customers to upgrade to the latest release of the BMC product.
- Server Side Applications, OS, and Databases include Application Servers, Web servers, Desktop Operating Systems, Server Operating Systems, Databases, Mobile OS

## **Release Schedule**

For the BMC Cloud Lifecycle Management solution, an additional 3 months is required to complete the certification for interoperability with the Third Party Platform Components.

Support and certification for non-Tier One third party platform components will be delivered based on timing determined during standard BMC product release cycles and therefore are not governed by this policy.

In some circumstances beyond BMC's control, Third Party Platform Components that claim backwards compatibility may have negative impacts on the BMC products or customer environments. Once BMC certifies a Third Party Platform Component, there is always a chance of unique characteristics of customer environments negatively impacting an upgrade. Therefore, BMC always recommends that customers assess the impact of any Third Party Platform Component before applying it to critical systems.

In some cases, a Third Party Platform Component may be released and have inherent issues that need to be addressed by the providing vendor. BMC is not responsible for resolving or repairing the Third Party Platform Components' defects.

In some cases, both the BMC Product and an initial Third Party Platform Component that is included with BMC products require use of a second Third Party Platform Component; but, the BMC Product requires one version and the initial Third Party Platform Component requires another. BMC is not responsible for ensuring that both the BMC Product and the initial Third Party Platform Component run on the same version of the second Third Party Platform Component.

The timelines for support listed in this policy are not guarantees. Sometimes support for Third Party Platform Components will take longer than the timelines listed in this policy.

Upon BMC product releases at the defined BMC Service Pack, Minor and Major Release Level, the BMC Product Application Compatibility Matrix will be updated on BMC's support website.

BMC customers must remain on supported versions of Third Party Platform Component and BMC products in order to receive the support described in this policy.

This policy is not a guarantee that a Third Party Platform Component that is supported by BMC will work as documented by the providing vendor or with BMC products.

This policy is subject to change without notice.

**BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.**

From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe :

- **Technology is the heart of every business**
- **IT drives business to the digital age**

**BMC – Bring IT to Life**



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