Summary
BMC is extending limited support for BMC Atrium CMDB 2.1 until March 31, 2011.

Background
BMC Atrium CMDB 2.1 version was released in August 2007. Since that time, BMC has released BMC Atrium Core 7.5, 7.6 and 7.6.03. BMC Atrium CMDB 2.1 has been in limited support for more than 12 months.

STATEMENT OF DIRECTION
Extension of BMC Atrium CMDB 2.1 support
Based on the BMC support policy at http://www.bmc.com/support/product-support-policy.html, BMC Atrium CMDB 2.1 was expected to be unsupported as of September 2010. BMC Software realizes that a significant portion of our customers are still using BMC Atrium 2.1. Hence, BMC software is granting an exception to the standard support policy by extending limited support for BMC Atrium CMDB 2.1 until March 31st, 2011. This provides all BMC Atrium CMDB 2.1 customers more time to plan for the CMDB upgrade.

Please note that support for BMC Atrium CMDB 1.1 and 2.0.01 ended on September 30th, 2010 as per the earlier support extension announcement which could be found at http://webapps.bmc.com/support/faces/prodversion.jsp?prodverseqid=173766

FREQUENTLY ASKED QUESTIONS
- I am using BMC Atrium CMDB 2.1 and I am planning to upgrade CMDB, what are my options?
  - BMC recommends upgrading to the latest available version of BMC Atrium Core. Current latest version is Atrium Core 7.6.03. Please visit the BMC Support site to see list of available BMC Atrium Core versions.
- When BMC Atrium Core is upgraded do I need to upgrade BMC Remedy AR System as well?
  - There is always a minimum version of AR System version for every version of BMC Atrium Core. Please refer to the “BMC Atrium CMDB - Compatibility with other BMC products” section in the compatibility matrix. The BMC Atrium Core Compatibility Matrix can be found at http://www.bmc.com/support/reg/remedy-compatibility-tables.html?c=n.
- When BMC Atrium Core is upgraded do I need to upgrade BMC Remedy IT Service Management and other dependent applications?
  - BMC Atrium Core and BMC Remedy AR System provide backward compatibility to existing applications. In most cases AR System and BMC Atrium Core can be upgraded without the need to upgrade dependent applications. Compatibility application patches might be required, depending on your product versions. Please refer to the BMC Atrium Core Compatibility Matrix for more details.
- Is there additional cost to upgrade to the latest version of BMC Atrium Core?
  - No. All customers with valid maintenance contracts are entitled to all versions of BMC Atrium Core at no additional cost.
- I am using BMC Foundation Discovery and BMC Topology Discovery 1.6, what are my options?
  - Please migrate to BMC Atrium Discovery and Dependency Mapping 8.2.
- What is the support timeline for BMC Foundation Discovery and BMC Topology Discovery 1.6?
  - In January of 2010 BMC extended full support for BMC Foundation Discovery and BMC Topology Discovery until Nov 1, 2010. BMC will continue limited support of version 1.6 through March 31 of 2011 to ensure smooth migrations for our BMC Atrium CMDB customers.