



## End of Life for BMC Remedy User (Windows-based client)

Original posting: October 2009

Amended: July 2010

### NOTE:

While every effort is made to provide accurate, forward-looking guidance on product direction to assist our customers in buying and planning decisions, we cannot guarantee that intentions stated below are final and binding.

### BACKGROUND

The BMC Remedy User client is a Windows-based user interface to BMC Remedy AR System applications. Currently, BMC supports both the Remedy User client and a web client that utilizes BMC Remedy Mid Tier.

### STATEMENT OF DIRECTION FOR END OF LIFE OF BMC REMEDY USER CLIENT

To ensure a high quality, feature-rich experience for BMC Remedy AR System application users and simplified administration for IT managers, **the Remedy User client will not be available in major or minor versions later than 7.6.03.**

### REASON FOR CHANGE

Providing two separate user client access methods has led to customer confusion and inconsistencies between clients' usage and behavior. The BMC Remedy User client is based on legacy windows technology that makes adding market-requested enhancements to the client increasingly challenging. Also, the deployment and maintenance of a traditional "thick client" increases IT costs within an organization as compared to a web client based solution.

### FREQUENTLY ASKED QUESTIONS

- You state that the Remedy User client will not be available in "major and minor versions later than 7.6.03". What about maintenance releases?
  - If a maintenance release of the 7.6.0x code line is released, it is expected that the Remedy User client would continue to be supported in that maintenance release.
- Does this mean that the Remedy User client would become unsupported in AR System versions 7.6.0x or earlier?
  - No. The Remedy User client will be supported with AR System versions that included the Remedy User client – for example, versions 7.6.0x and earlier. However, major or minor versions of AR System later than 7.6.03 will not include Remedy User client in the release and will not officially support use of the Remedy User client. Note that overall support for a given version of AR System will be governed by the [BMC Software Product Support Policy](#).
- Will the Remedy User client work against major or minor versions of AR System after 7.6.03?
  - Because BMC will no longer be testing or certifying the Remedy User client, it will not be supported in major or minor versions after AR System 7.6.03. While no specific code changes are being planned at this time that would cause an incompatibility with previous versions, no commitment or expectations of backwards compatibility should be inferred.

## FREQUENTLY ASKED QUESTIONS (CONTINUED)

- I hear people talking about the Windows User Tool (WUT). Is that the same thing as the Remedy User client?
  - Yes. The official name for the client is *BMC Remedy User*; however it is commonly referred to as the Windows User Tool (WUT) or Remedy thick client.
- How does this affect support for the BMC Remedy Alert client?
  - BMC Remedy Alert will also become unsupported in the same time frame. An alert form is provided in current versions of AR System that replicates the functionality in the web client.
- How does this affect support for BMC Remedy Developer Studio?
  - At this time, support for Developer Studio on Windows is not expected to be affected.
- I've heard that use of a thick client is the only way to get good performance. What will happen to performance if I cannot use the Remedy User client anymore?
  - Due to advances in web technologies, especially in the area of JavaScript engines, the performance of the web client in AR System 7.5.00 running in a modern browser equals or exceeds the performance of BMC Remedy User. BMC expects, therefore, that any future client will meet or exceed any performance characteristics of the existing Remedy User client.
- Will I lose any functionality using the new client as compared to my use of Remedy User client?
  - No. The future client provided will enable full usability of AR System or applications built on AR System. The manner in which such usability is provided may change (for example, OLE or DDE are not available on web-based clients and report macros are accomplished through saved searches) but full functionality will be provided.
- Are BMC Remedy IT Service Management applications or BMC Atrium products affected by this direction?
  - All existing applications supplied by BMC already are fully functional with the web client. Any new client provided by BMC will work properly with existing applications. However, these products, and any other products powered by AR System, will cease support for the Remedy User client in the same time period as AR System.
- I have created an integration with the Remedy User client. Will that integration still be supported in the major or minor versions after AR System 7.6.03?
  - No. Because the Remedy User client itself will become unsupported, integrations with the Remedy User client will also become unsupported. BMC recommends that you consider creating an integration that works properly with the web client and BMC Remedy Mid Tier prior to the end of life for the Remedy User client.
- How will the client provided in future versions interact with applications local to the user's desktop OS?
  - Traditional OLE or DDE integrations will not be supported. However, BMC is investigating methods to enable interaction between local applications while ensuring that security concerns are met. Details are not available at this time.

## FREQUENTLY ASKED QUESTIONS (CONTINUED)

- Where can I get assistance creating or implementing integrations for use by the web client?
  - A good source of assistance is the [BMC Developer Network](#), specifically the [BMC Remedy AR System forum](#).
- My company wants to continue using the Remedy User client. What are my options?
  - To continue using the Remedy User client, you must remain on AR System version 7.6.0x or earlier. BMC recommends that you and your company begin plans to migrate usage away from the Remedy User client as early as business reasonable. BMC recommends utilizing the web client in currently available versions of AR System as a way to transition away from the use of BMC Remedy User.
- When is the major or minor version *after* AR System 7.6.03 expected to release?
  - While no specific date is yet publicly available, BMC currently expects that such a version would be available no sooner than mid-2011.

### REASON FOR AMENDING:

Due to changes in market needs that occurred after the original statement in October 2009, the version number for AR System was changed to enable AR System to synchronize its version number with other BMC products releasing in the same time frame.

In addition, BMC has accelerated the end-of-life for the Remedy User client to occur in the next major or minor release after 7.6.03.



To learn more about how BMC can help activate your business, visit [www.bmc.com](http://www.bmc.com) or call (800) 841-2031

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