STATEMENT OF DIRECTION

Expected 64-bit interoperability with BMC Remedy AR System Mid-Tier 7.6.03
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
Data Visualization Fields (DVF) in versions of BMC Atrium Core prior to version 7.6.03, in BMC Service Level Management prior to 7.6.00 and in BMC Remedy ITSM applications prior to version 7.5.00 required an additional layer of integration known as the Java™ Native Interface (JNI). The DVF technology is used to display richer User Interface (UI) components like the BMC Atrium Explorer or BMC Remedy Change Management change calendar.

STATEMENT OF DIRECTION FOR BMC REMEDY AR SYSTEM 7.6.03 64-BIT MID-TIER CUSTOMERS
The following will be required if BMC Atrium Core (any version), BMC Remedy ITSM application versions earlier than 7.5.00 or BMC Service Level Management (SLM) versions earlier than 7.6.00 are present when upgrading to the BMC Remedy AR System 7.6.03 64-bit Mid-Tier:

a) The AR System server must be upgraded to at least version 7.6.03 at the same time as the AR System Mid-Tier is upgraded to version 7.6.03 64-bit.

b) BMC Atrium Core must be upgraded to at least BMC Atrium Core 7.6.03. BMC Remedy ITSM applications must be upgraded to at least version 7.5.00. BMC SLM must be upgraded to at least version 7.6.00

c) Failure to upgrade the AR Server, Atrium Core, SLM and the ITSM applications will cause DVF-based user interfaces to fail on 64-bit mid-tiers. Some examples of interfaces that will fail include:
   - Atrium Core Administration Console
   - Atrium Explorer
   - Change Management Task Viewer
   - Change Management Calendar
   - SLM Status Indicator

FREQUENTLY ASKED QUESTIONS

o Why do I need to upgrade AR System and Atrium Core in this situation?
   - BMC expects to enable the BMC Remedy AR System Mid-Tier provided in version 7.6.03 to run within a 64-bit Java Virtual Machine (JVM) and to integrate with supported 64-bit application servers. To enable this support, the pure Java API first introduced in AR System 7.1.00 will be used. This pure Java API will not support a JNI layer when used in a 64-bit JVM or with a 64-bit application server. Because a JNI layer will not be available, and the DVFs in affected products have not been updated to use the pure Java API, the above impact will be experienced.

o If I want to run my BMC Remedy AR System 7.6.03 Mid-Tier in a 32-bit JVM, does this apply to me?
   - No. This limitation only applies to those customers who want to run the AR System 7.6.03 Mid-Tier in a 64-bit JVM and integrate with a 64-bit application server.

o What is meant by an application server?
   - BMC Remedy AR System supports integrations with leading application servers such as:
     - Red Hat® JBoss® Enterprise Application Platform
     - Oracle® WebLogic™ Server
     - IBM® WebSphere® Application Server
FREQUENTLY ASKED QUESTIONS (CONTINUED)

- Even though it is not supported, will prior BMC Atrium Core versions, SLM or ITSM applications of version 7.0.03 or earlier run properly on an AR System 7.6.03 Mid-Tier configured to run in a 64-bit JVM?
  - No. Because these applications do not use the pure Java API required for 64-bit operation on the BMC Remedy AR System 7.6.03 Mid-Tier, the affected user interfaces will not work. You must upgrade Atrium CMDB to at least version 7.6.03, SLM to at least version 7.6.00 and ITSM applications to at least version 7.5.00 when running AR System 7.6.03 Mid-Tier running in a 64-bit JVM.

- Will I be able to upgrade the AR System server to version 7.6.03 but keep the AR System Mid-Tier at version 7.5.00 to avoid this issue?
  - Yes, if you also do not upgrade the applications. Your other option is to continue running the AR System 7.6.03 Mid-Tier in a 32-bit JVM.

- I use AR System to power custom applications and do not use Atrium Core, ITSM or SLM. Do I need to do anything to get my applications to work with the AR System 7.6.03 Mid-Tier running in a 64-bit JVM?
  - No - If you are not using a DVF. If you are using DVFs in your custom applications, those DVFs need to be recompiled with the AR System 7.1.00 Java API or later.

- BMC Remedy Flashboards are a DVF – are they affected?
  - No. Flashboards functionality has already been updated to use the pure Java API.

- Does Atrium Core 7.6.03 still require a JNI layer for its DVFs?
  - No. Atrium Core 7.6.03 utilizes pure Java and no longer requires a JNI layer for DVFs.

- Is there an additional cost for the ability to run the AR System 7.6.03 Mid-Tier in a 64-bit JVM?
  - No. That ability comes as a standard part of AR System 7.6.03

- Will the ability to run the AR System 7.6.03 Mid-Tier in a 64-bit JVM be limited to specific operating systems, web servers or application servers?
  - No. Any supported operating system, web server or application server that itself supports a 64-bit JVM will be supported. Please consult the BMC Remedy and Atrium compatibility matrices for more information.