

## BMC Software

April 15, 2014

### OpenSSL 1.0.1 Heartbeat overflow issue

BMC Software is alerting users to a serious issue where some BMC products and services might be vulnerable to the OpenSSL flaw known as Heartbleed (CVE-2014-0160). The vulnerability allows attackers to read decrypted content and may expose user data, session tokens, and passwords.

BMC Software's Application Security team is investigating the impact of this vulnerability on the security of BMC products and services.

Although we have no indication that any data has been exposed, we are exercising caution and following best practices to ensure that we continue to provide a secure environment to all BMC customers. As a part of this, BMC has compiled a **list of assessed BMC Products**, which is mentioned in the next section.

If you have any questions about the issue or the workaround, contact BMC Customer Support at 800 537 1813 (United States or Canada) or call your local support center.

## Assessed BMC products and versions

The following table lists the BMC products that **are affected**:

Affected BMC products	Fix status
BMC Atrium Discovery and Dependency Mapping 10.0 BMC Atrium Discovery and Dependency Mapping Proxy 10.0 BMC Atrium Discovery and Dependency Mapping 9.0(on Red Hat Enterprise Linux 6) BMC Atrium Discovery and Dependency Mapping Proxy 9.0	Download a fix via this <a href="#">FTP link</a> while BMC EPD is undergoing scheduled maintenance. You can connect using your browser or an FTP client as "anonymous" or guest and download the appropriate file for your version. Check this <a href="#">blog post</a> for details and update instructions.
BMC BladeLogic Decision Support for Server Automation 8.3.02	Fix pending
BMC BladeLogic Decision Support for Server Automation 8.3.03	Fix pending



Affected BMC products	Fix status
BMC BladeLogic Decision Support for Server Automation 8.5	Fix pending
BMC End User Experience Management (Passive) 2.5	Fix pending
BMC End User Experience Management (Synthetic) 15.0	Fix pending
BMC MainView Console Management 3.1 (only if SSL is configured for Console Consolidation client access)	Fix pending
BMC MainView Console Management 3.2 (only if SSL is configured for Console Consolidation client access)	Fix pending
BMC ProactiveNet Performance Management Suite Server 9.5	Fix pending
BMC Transaction Management Application Response Time 4.1 SP2	Fix Pending
BMC Transaction Management Application Response Time 4.2	Fix pending

The following table lists the BMC products that are **not affected**:

Unaffected BMC products that do not use OpenSSL	Unaffected BMC Products that use OpenSSL
BMC Application Transaction Tracing	BMC Atrium CMDB Suite 7.6.04
BMC Atrium Orchestrator	BMC Atrium CMDB Suite 8.0
BMC BladeLogic Client Automation	BMC Atrium CMDB Suite 8.1
BMC BladeLogic Network Automation	BMC Atrium CMDB Suite 8.1.01
BMC Cloud Lifecycle Management	BMC Atrium Discovery and Dependency Mapping 9.0 (on Red Hat Enterprise Linux 5.0)
BMC Decision Support for Database Automation	BMC Atrium SSO
BMC Decision Support for Network Automation	BMC Capacity Optimization and BMC Performance Assurance
BMC Event Manager	BMC Control-M 6.4
BMC Identify	BMC Control-M 7.0
BMC Identity Management	BMC Control-M 8.0
BMC IT Business Management	BMC Dashboard and Analytics
BMC MainView (except Console Management)	BMC Database Automation
BMC Middleware Administration	BMC FootPrints Asset Core/ BMC Client Management 11.6
BMC Middleware Management - Administration for WebSphere MQ (AppWatch)	BMC FootPrints Asset Core/ BMC Client Management 11.7
BMC Middleware Management -Transaction Analytics for WebSphere MQ (StatWatch)	BMC FootPrints Service Core 11.6.02 and prior
BMC Middleware Monitoring	BMC MainView Console Management 2.12 and prior
BMC MyIT	BMC Middleware Management - Performance and Availability
BMC PATROL Central Web Edition	BMC Middleware Management - Transaction Monitoring

Unaffected BMC products that do not use OpenSSL	Unaffected BMC Products that use OpenSSL
BMC Performance Manager Portal	BMC Performance Manager for WebSphere Business Integration (WBI)
BMC Release Lifecycle Management	BMC ProactiveNet Performance Management Suite Server 9.0
BMC RemedyForce	BMC Release Package and Deployment (RPD)
BMC Service Desk Express	BMC Release Process Management
BMC Service Level Management	BMC Remedy IT Service Management Suite 7.6.04
BMC TrackIT	BMC Remedy IT Service Management Suite 8.0
	BMC Remedy IT Service Management Suite 8.1
	BMC Remedy IT Service Management Suite 8.1.01
	BMC Remedy OnDemand 20.11.01
	BMC Remedy OnDemand 20.11.02
	BMC Remedy OnDemand 20.12.01
	BMC Remedy OnDemand 20.13.01
	BMC Server Automation

Products not listed in the above tables are under investigation and updates on the same will be provided on the BMC Support site.

#### **NOTE**



BMC recommends that you check the [BMC Support](#) site or this [BMC Support news](#) link for any further updates to the list of assessed products and its remediation notice.

## BMC recommendations

BMC products are frequently installed in environments that include infrastructure components that embed the OpenSSL library (e.g. Web Servers, Application Servers, Middleware, etc.). BMC recommends checking with the vendors of these components to ensure they have been patched or that the OpenSSL (CVE-2014-0160) vulnerability does not affect them.

If BMC products were deployed in vulnerable environments or they were patched for the OpenSSL vulnerability (CVE-2014-0160), BMC recommends that you change all administrative passwords and replace all SSL certificates.

# Where to get the latest product information

To view the latest BMC documents, see the Support Central website at <http://www.bmc.com/support>. Notices such as flashes, technical bulletins, and release notes are available on the website. You can subscribe to proactive alerts to receive e-mail messages when notices are issued or updated. For more information about proactive alerts, see the Support Central website.

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