

## BMC Mainframe Products

October 12, 2012

BMC is announcing a new support utility called BMCDOC for BMC products that run on mainframe systems.

## Overview of BMCDOC

BMCDOC is a REXX utility that makes it easier to prepare files that BMC Customer Support requests and send them to [ftp.bmc.com](http://ftp.bmc.com) or [sftp.bmc.com](http://sftp.bmc.com). BMCDOC offers the following advantages:

- Reduces errors by automatically detecting the necessary steps for preparing and sending a data set to Customer Support
- Sends a notification e-mail to Customer Support when the file transfer is complete
- Maintains a record of issue-related documentation that you send to Customer Support, and helps you manage the work data sets when the issue is resolved
- Facilitates the use of Secure Shell File Transfer Protocol (SFTP) on the mainframe for secure transfer to [sftp.bmc.com](http://sftp.bmc.com)

BMCDOC creates CNTL and OUTPUT libraries for each support issue number:

- *libPrefix.issueNumber.BMCDOC.CNTL* contains JCL for managing and transferring data sets that are needed for documentation of a support issue.
- *libPrefix.issueNumber.BMCDOC.OUTPUT* receives output from the primary process steps.



# Accessing BMCDOC

To access the BMCDOC utility, go to the Support Central website at <http://www.bmc.com/support> and navigate to:

**Product Downloads, Patches and Fixes >**

**Mainframe PTFs: Find PTFs, locate FTP guide and installation instructions >**

**How to use the BMC Software FTP site >**

**BMCDOC Utility**

The **BMCDOC Utility** page includes the following resources:

- Link for downloading the utility (**BMCDOC REXX Exec Template file**)
- *BMCDOC Utility Installation and User Guide*
- Training presentations for setting up and using BMCDOC

If you have questions or need assistance with BMCDOC, open a support issue for the MainView Infrastructure licensed product. For information about the support that is available for BMCDOC, see the *BMCDOC Utility Installation and User Guide*.

## 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.

© Copyright 2012 BMC Software, Inc.

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners.

The information included in this documentation is the proprietary and confidential information of BMC Software, Inc., its affiliates, or licensors. Your use of this information is subject to the terms and conditions of the applicable End User License agreement for the product and to the proprietary and restricted rights notices included in the product documentation.

BMC SOFTWARE INC  
2101 CITYWEST BLVD, HOUSTON TX 77042-2827, USA • 713 918 8800  
Customer Support: 800 537 1813 (United States and Canada) or contact your local support center