

BMC Support Central User Guide



BMC Customer Care
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Getting Started with Support Central

BMC Support Central is designed to make it as easy as possible to get help with your BMC products. This user guide will introduce you to the Support Central interface, walk you through the different resources available, and provide detailed step-by-step instructions for completing common support tasks.

This page will get you started with Support Central. You'll first need to create a user account and then log into the site. From there, you'll have access to Support Central's features.

See below for detailed instructions or refer to the Table of Contents for help with other support tasks.

Web browser compatibility

For the best experience with BMC Support Central, we recommend using one of the browsers listed below. While aspects of Support Central may function correctly with other browsers, the site has been tested with, and is fully supported for a specific set of browsers. [Click here](#) to see the list of supported browsers.

Register your account

Before you get started, you'll need to have a copy of your BMC Order Detail document in front of you. You can also watch this [video](#) on how to register your account.

NOTE: You should have received this via email when you ordered your product(s).

To register on the Support Central site:

1. Go to <http://www.bmc.com/support>. You'll see a light grey menu bar with two links on the right. **Click Register**.
2. A registration form will appear. Please **fill out** the top section of the form with your name, phone number, e-mail address, country, company and a password.
3. At the bottom of the form, please check the '**Access to BMC Support**' checkbox. The 'Access to BMC Support' section of the form will expand, so that it can be filled out.

- This is where you'll need your Order Detail document. Figure 1 below shows the location in the table with your product information, you should see two columns off to the right that say, '**Support ID**' and '**Support ID Password.**'

License Number	Description	Distribution Number	Support ID	Support ID Password	Activity	Prepaid Support
LA123.4.0.00	BMC Remedy Service Desk	-	1234	bmc	1	YES

Figure 1

- In the 'Support Contract ID' text box, **enter the number** from the '**Support ID**' column on your Order Detail sheet.
- In the 'Contract Password (PIN)' text box, **enter the number** from the '**Support ID Password**' column.
- Complete the '**Language,**' and '**Time Zone**' fields.
- You can also click the '**Access to BMC Academy (Education)**' and '**Access to BMC Partner Resources**' checkboxes if required and then check 'I agree to receive email about BMC products and promotions' checkboxes, if desired.
- Check the '**I have read and accepted the Terms of Use**' checkbox.
- Click on Submit to complete the registration process.
- If prompted complete the Captcha verification.
- If your registration has been completed successfully, you'll see a confirmation screen that looks like Figure 2 below

Success

To complete your registration please follow the validation instructions sent to your email address.

If you did not receive the validation email, please check your spam folder for an email from customer_care@bmc.com.

Questions? Contact customer_care@bmc.com.

Figure 2

- The final step is **validating your registration via email**. You'll receive an e-mail from customer_care@bmc.com with the subject 'BMC Account Validation.'

14. **Open the email** and click the 'validate' button to validate your account.
15. After you've validated your email, we'll send you one more email confirming that your registration is complete.
16. You can now log into the Support Central website.

Log into Support Central

When you land on the [Support Central homepage](#) you'll want to log in immediately. Logging in will give you access to our personalized self-help tools and our extensive collection of customer-only resources.

You'll need to have on hand the email address and password you used when you registered your Support Central account.

NOTE: For help registering, see previous section.

To log into Support Central:

1. Go to <http://www.bmc.com/support>. You'll see a light grey menu bar with two links on the right. Click **Login**.
2. On the next screen, enter your login credentials (your 'Username' is your full email address) and click **Sign In**.
NOTE: If this is your first time logging in, the next screen will prompt you to choose a security image. Select one of the image thumbnails, and then click **Create My Account**.
3. Once you've logged in, you'll be returned to the Support Central homepage.
4. You now have full access to the Support Central resources.
NOTE: For an overview of the Support Central homepage, refer to the **Overview of the Support Central** dashboard section, below. For help with specific Support Central features, please consult the other sections of this guide.

Overview of the Support Central dashboard

The Support Central dashboard will serve as your main point of interaction with the BMC support pages. Figure 3 below is an overview of the different elements of the Support Central dashboard, with a basic description of what you'll find in each.

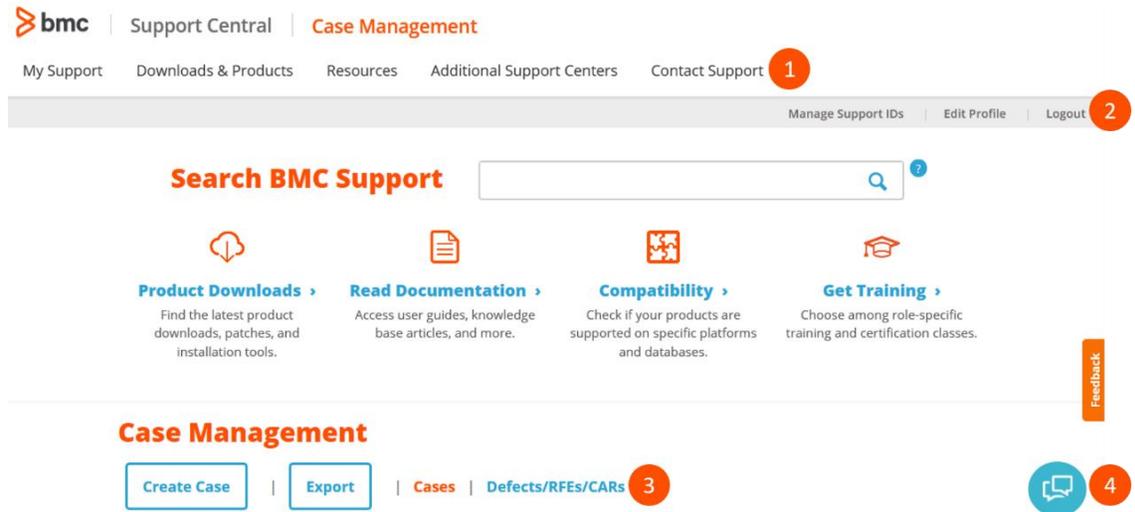


Figure 3

- 1. Main Support Menu** This menu is the main navigation tool for the resources on Support Central. The menus are organized by topic:
 - **My Support:** In this menu, you'll find detailed information about your products and licenses, as well as your support profile.
NOTE: For help with the pages in this menu, refer to the [Error! Reference source not found.](#) section of this guide.
 - **Downloads & Products:** In this menu, you'll find tools for downloading products and patches.
NOTE: For help with the pages in this menu, refer to the [Download Products & Updates](#) section of this guide.
 - **Resources:** In this menu, you'll find links to the BMC Knowledge Base, user documentation, and information on product availability and compatibility.
NOTE: For help with the pages in this menu, refer to the [Find Detailed Product Info](#) section of this guide.
 - **Additional Support Centers:** In this menu, you'll find additional, brand-specific support resources.
 - **Contact Support:** In this menu, you'll find contact information for our regional support offices.
NOTE: For help with the pages in this menu, refer to the [Additional Support Centers](#) section of this guide.

2. **Account Menu** The account menu has direct links to your account information. You can edit your Support Contract IDs, manage your user profile, log out of Support Central, and view any notifications about upcoming service interruptions from this menu.

NOTE: For help with the pages in this menu, refer to the [Manage Your Support Account](#) section of this guide.

3. **Case Management** These buttons provide a quick and easy way to create and manage support Cases.

NOTE: For help with support Cases, refer to the [Submit & Track Support Cases](#) section of this guide.

4. **Customer Care Shortcut** - If you are ever stuck and would like immediate assistance, click the Chat icon to open up a chat window with BMC's Customer Care team.

NOTE: For additional information about our Chat feature, refer to the Customer Care Chat section of this guide

Manage Your Support Account

Your Support Central account helps us tailor your support experience according to the BMC products you use. Keeping your account up to date with contact information, current product licenses and support contract ID details makes it easier for our Customer Care team to serve you.

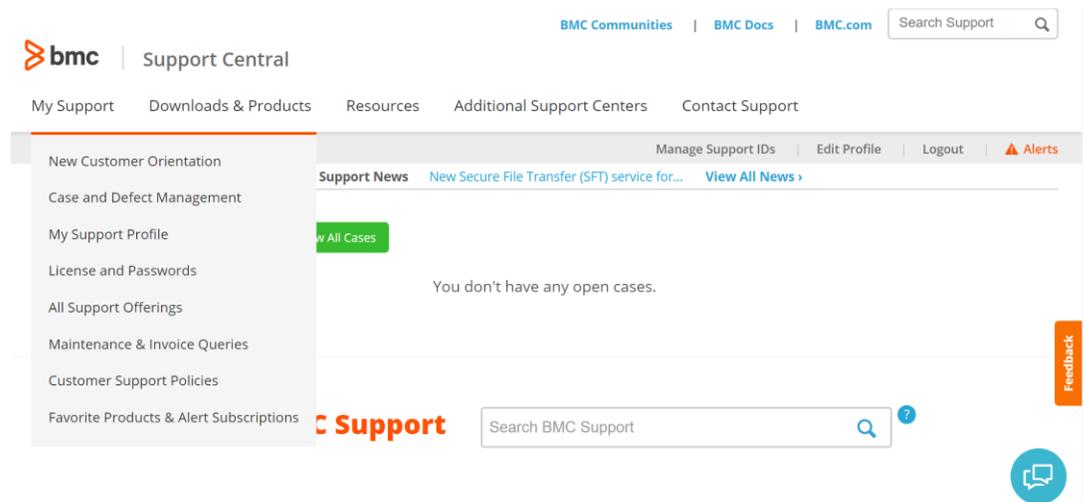


Figure 4

Tools for managing your Support Central Account can be found under the first menu item on the Support Central Page (Figure 4):

Below you'll find detailed instructions for editing your support profile, managing your product licenses and passwords, and exploring the other resources available from the 'My Support' menu.

NOTE: If you're looking for help with the first link on this menu, 'Case and Defect

Management,' please refer to the [Submit & Track Support Cases](#) section of this guide.

My Support Profile

My Login Profile

View or Modify personal information, phone number, subscriptions, and password. Please contact Customer_Care@bmc.com to change your User ID (email address).

Manage Support IDs

Manage support contract IDs.

Favorite Product and Alert Subscriptions

- Create, View or Modify supported product subscriptions.
- Add/Remove the product as favorite

Figure 5

View and edit your support profile

Most of your account information is accessible from the 'My Support' menu, by clicking the My Support Profile link. Figure 5 above is tour of the different features of your Support Profile, including instructions for how to manage each aspect of it.

1. Edit Profile

Clicking on this link will take you to a page (Figure 5) where you can modify your contact information and more.

Welcome BasicSupport SIT Manage Support IDs | Logout

[Profile](#) [Change Password](#) [Communication](#) [My Products](#)

[Personal details](#) [BMC Resources](#)

basicsit@harakir@mail.com - Contact customer_care@bmc.com to change your email address

First Name BasicSupport	Last Name SIT	Profile photo  View file requirements
Phone Number +1 9028699756	Extension (optional) 1234	
Company IBM	Country United States	Enter your biography

[Cancel](#) [Update](#)

[Self-help](#)
[Feedback](#)

Figure 6

On this page you can:

- Update your name and phone number
- Change your login password
- Register for Support and Education services or Partner resources
- Change your communication preferences
- Change your Favorite Products and Product Alert Subscriptions (see 'Additional My Support links section' below)
- Review your company's Licensed Products and request the addition of the relevant Support IDs to your profile.

2. Manage Support IDs

Clicking on this link will take you to a page (Figure 7) where you can add or edit Support Contract IDs, as well as view other users registered with the same contract ID.

At the top of the page, you can remove support IDs from your profile, and add additional Support IDs to your account. From the table below, you can review the Support Contract IDs associated with your account. To edit an existing Support Contract, tick the Action box in the table and click on of the buttons on top:

Figure 7

Manage Support IDs

Remove Support ID/User Allowed To Create Case Add Support IDs

Use checkboxes to 'Remove support IDs/Users' or 'Allow to create Cases'

Action	Support ID	Account Name	Service Level	Start Date	End Date	Type	Contact	Admin	Allowed To Create Cases
<input type="checkbox"/> Show All		BMC Software, Inc	CONTINUOUS	01 Nov 2004		End User Support ID		No	Yes
<input type="checkbox"/> Show All		BMC Software, Inc	CONTINUOUS	30 Mar 1990	30 Mar 1990	End User Support ID		No	Yes

1. **Remove Support ID/User** – Click this button to remove Support IDs associated with your account. Customer Admins can remove users from their support ID.
2. **Allow to Create Case** – This is only available for Customer Admins. Allow or disable access to open Cases directly with BMC Software by clicking this button.
3. **Add Support IDs** – Click this button to add additional Support IDs to your account.
4. **Show All** – Click on 'Show All' to display all the users under that support ID

NOTE: Customer Administrators will have access to remove users from their Support ID, restrict access to open Cases with BMC Software and change the pin associated with the Support ID to prevent other users from registering with it. If a Customer Admin changes the pin associated with a Support ID, the admin will then be the gatekeeper for that support ID, and all requests for the support ID and pin will be routed through them. You can request administrative privileges by emailing customer_care@bmc.com.

Request product licenses

You can find help for requesting product licenses in the 'My Support' menu, by clicking the **Licensing and Passwords** link.

On the top of the page you'll find instructions for requesting license information for Remedy products. Follow the links to request new or trial licenses, purge existing licenses, or upgrade your license files.

NOTE: For help with Remedy license requests, please refer to the [instructions found here](#). Further down the page, under the 'Product Password Requests' you can follow the instructions to request passwords for other BMC products.

Sharing a file to BMC – our Secure File Transfer (SFT) service

To enhance the protection of files shared with us, BMC has implemented a Secure File Transfer service supporting SFTP, FTPS, and HTTPS protocols. This service is an alternative to attaching a file to a Case via BMC Support Central and must always be used for files which exceed the 2GB limit for Case attachment file size. Files that are 2GB or smaller should always be attached directly to Cases.

We have a detailed User Guide that covers instructions on accessing the service, how to use the service, file naming conventions, FAQs, known issues and more.

[User Guide - instructions](#)

[User Guide - video](#)

Additional My Support links

Aside from the topics we've covered above, there are a number of other useful resources linked to from the 'My Support' menu. Below you'll find a brief description of what each of the other menu links is useful for.

- **Case and Defect Management:** Click this link if you're looking to submit or manage support Cases for your account.

NOTE: Remember, you can find help with these tools in the in the [Submit & Track Support Cases](#) section of this guide.

- **Support Offerings:** Click this link to read an overview of the different types of support contracts BMC offers. This page is useful if you have any questions about the service level that your Support Contract entitles you to.
- **Maintenance & Invoices Queries:** Click this link to make requests about invoices, your customer account, or maintenance agreements for your products.
- **Customer Support Policies:** Click this link to review, in detail, the policies governing your BMC Support Contracts.
- **Favorite Products & Alert Subscriptions:** Click this link to add your favorite BMC products and/or manage your subscription to BMC product alert emails. On this page, you'll see a list of products. Use the search box to find product(s) that you want to mark as your favorite BMC products. Subscribe to product alerts by clicking on the toggle button in the 'Alerts' column. Use the 'All products', 'My Supported Products' and 'My Selection' tabs to filter the product list as required.
 - 'My Selection' restricts the list of products to just your favorite BMC products and alert subscriptions.
 - 'My Supported Products' restricts the list to just those products that you are supported on by virtue of having added the relevant Support IDs to your profile.
 - The 'Supported' column of the table shows you if you are currently supported to download, use and log support cases for a BMC product.
 - The 'Subscribed' column in the table shows you if you are currently subscribed to Product Alert emails for a BMC product. Slide the switch to subscribe to a product's alert emails. Slide it off to unsubscribe.
 - The 'Favorited' column shows you if a BMC product is in your favorites. Click the star to favorite a product. This will personalize the BMC website and BMC web applications for you. Clear the favorite star to unfavorite a product.
 - You can see a description of the various product alert types here.

If you need help, please use the self-help feature, or click the chat icon to chat with our Customer Care team.

Find Detailed Product Info

BMC has over one hundred product support pages (Figure 8) under the “Downloads and Products” navigation menu item that bring together product information, knowledge articles, Community posts, downloads and much more into a single product-specific page. Pages are product and version specific.

Figure 8,9 &10below highlights some of the features that the Product Support pages offer.

Product Support page index for guest users:

- BMC’s most popular products are displayed

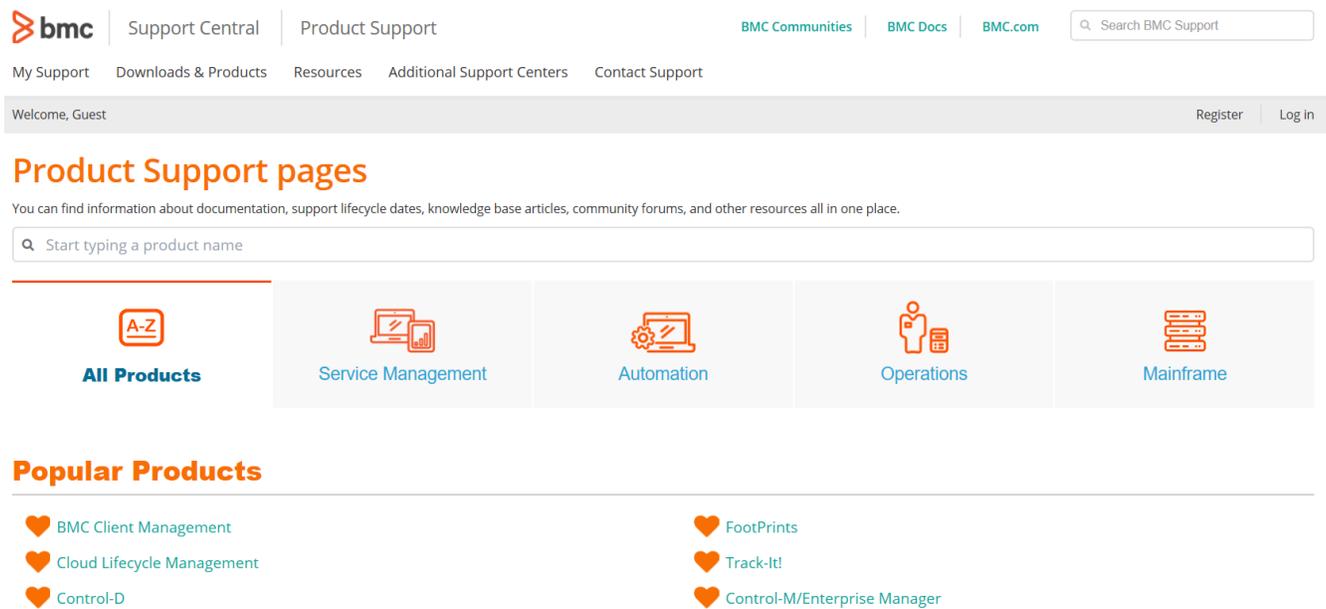


Figure 8

Product Support index page for logged in users:

- Your favorite BMC products are displayed.

The screenshot shows the BMC Product Support index page for a logged-in user. At the top, there is a navigation bar with "Welcome, Test Account" on the left and "Manage Support IDs", "Edit Profile", and "Logout" on the right. Below the navigation bar is the main heading "Product Support pages" in orange. Underneath, a search bar contains the text "Start typing a product name". A horizontal menu below the search bar features five categories: "All Products" (with an "A-Z" icon), "Service Management", "Automation", "Operations", and "Mainframe", each with a corresponding icon. Below this menu is the "My Favorites" section, which lists six favorite products, each marked with a star icon: "RECOVERY MANAGER for DB2", "BMC Performance for DB2 Databases", "Remedy AR System Server", "ALTER for DB2", "BMC Prefix Update for IMS", "3270 SUPEROPTIMIZER/CICS", and "BMC Application Accelerator for IMS".

Figure 9

- You can subscribe to the product alert emails as shown below.

The screenshot shows the BMC Product Support page for "APPTUNE for DB2". At the top left, there is a navigation breadcrumb "Support for APPTUNE for DB2" with a star icon. To the right, a box indicates "You are Subscribed to Product Alerts" with a "Subscribe to alerts for this product" button. Below the breadcrumb, there is a search bar with the text "Find other products". The main content area is divided into two columns. The left column contains a metadata table with the following information: Version 12.1.00, Release Date: 8-Dec-2016, Version Support Status: FULL SUPPORT, Full Support End Date: Unspecified, and End of Version Support Date: Unspecified. Below the table is a "Documentation" section with a list of links: "Getting started" (Introduction to APPTUNE, APPTUNE features, Key concepts), "Using" (Working with the product), "Command and syntax reference" (Descriptions of commands and syntax, and related reference information), and "Administering" (Security and system administration). The right column contains a "Messages" section with the heading "Messages" and a list of product lines: "BMC products for DB2", "BMC products for IMS", and "Cost Optimization products". On the right side of the page, there is a sidebar with "BMC Support Resources" (Support Central, Knowledge Base, Product Documentation, BMC Communities, Training & Certifications, Global Services, Contact BMC) and "Case Management" (Submit New Case, View All Cases). At the bottom of the sidebar, there is a section for "Upgrade Assistance" with the text "The BMC Assisted Migration Offering (AMIGO) program is designed to assist customers with the planning of product upgrades to a newer version - 'Success through proper planning'" and a button "Explore AMIGO Program".

Figure 10

Product Support pages offer:

1. Subscription to Product Alert emails
2. The ability to mark products as favorites in order to personalize your online experience of BMC websites (as shown in figure 10)
3. Version-specific product information
4. Direct access to product and version specific documentation
5. All the 'How-to' videos from YouTube for this product Answered questions from BMC Communities
6. The most recent knowledge articles for the product
7. Immediate click-through to downloads and patches for the product and version
8. All of the latest product-specific Communities information
9. Training courses

Support Central Dashboard

The Support Central dashboard is home to a number of useful resources for tracking down information to help you troubleshoot and resolve problems you might run into with your BMC products. The majority of these can be found under the 'Resources' heading on the Support Central navigation menu (Figure 10):

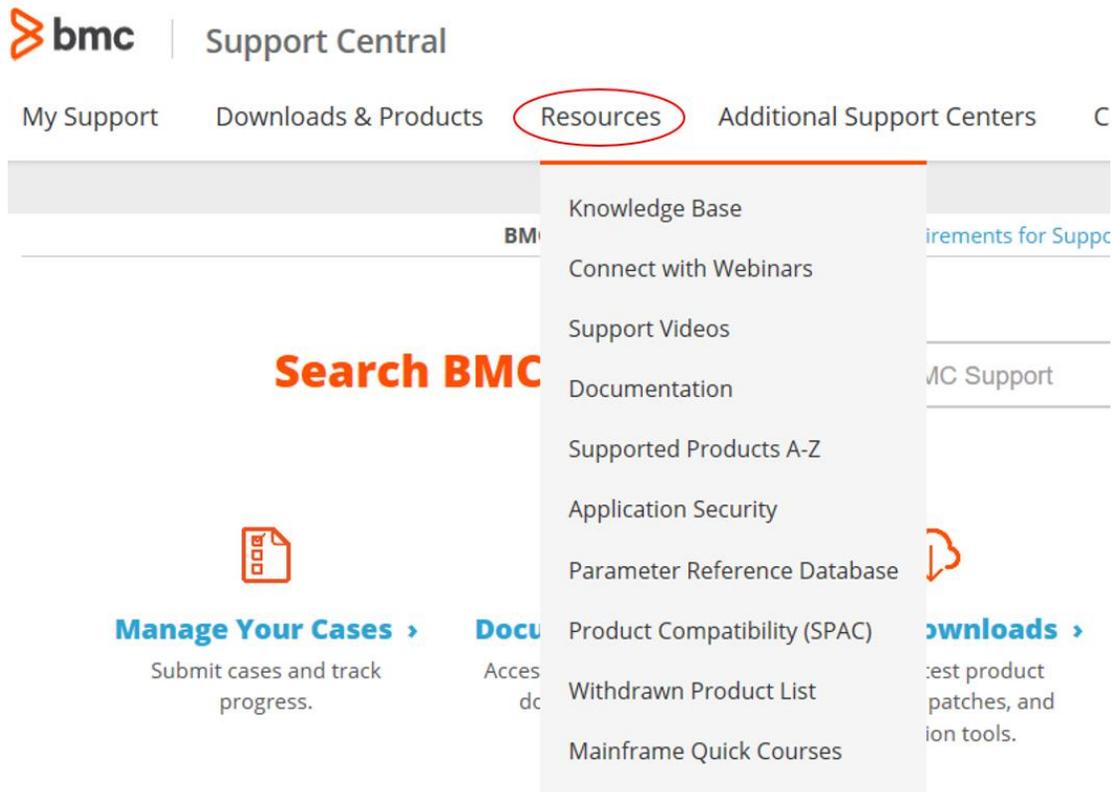


Figure 11

Below, you'll find a description of what each resource can be used for, as well as detailed instructions for how to use them.

Search the Knowledge Base

The BMC Knowledge Base is a comprehensive collection of answers to questions about BMC Products. It's a great first stop when trying to diagnose a problem.

When you click on the 'Knowledge Base' link under 'Resources', you'll be taken to a page with a simple text box (Figure 11).



Figure 12

Enter your search terms, questions, or error message in the text box and click search.

NOTE: For more help with phrasing Knowledge Base questions, refer to our [Knowledge Base Search Tips](#) page.

Once you've entered your question, the Knowledge Base will return a list of answers that looks like Figure 12 below:

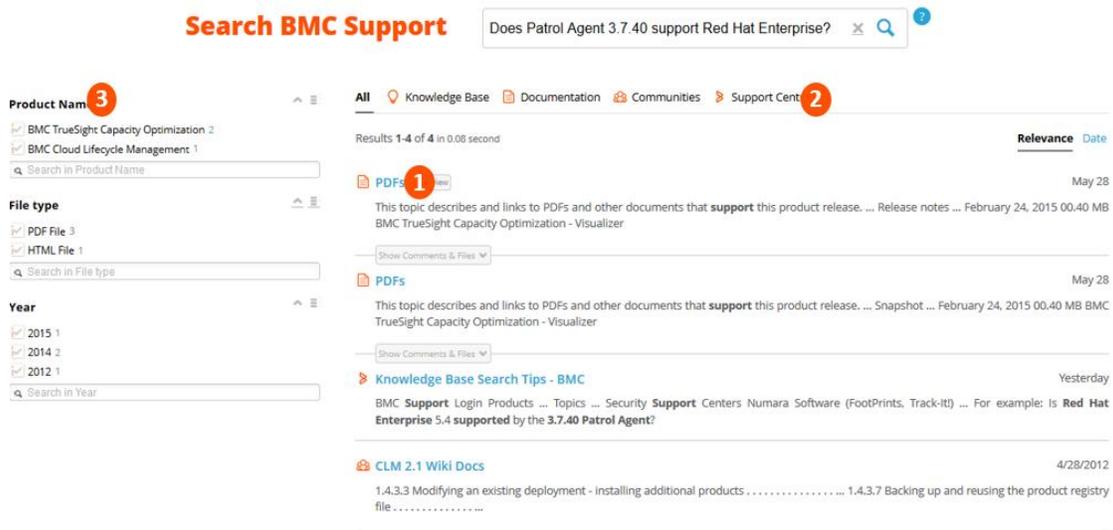


Figure 13

In the Results list, you'll find a list of possible answers to your question. Clicking on the title (1) of any of these will take you to the full answer.

Oftentimes, the list of possible answers will be quite long. At the top of the results list, you can limit your answers according to their source (2). One of the Knowledge Base's useful features is that it pulls not only from other customer's Knowledge Base questions and answers, but also from our product documentation, the BMC Communities site, and other Support Central pages.

The sidebar on the left (3) gives you several other options for filtering your results. You can limit your results by a product. Just click the product you want to filter by and it will limit your list to results relevant to that product, filter by file type or year the document was published.

Product Support

Detailed information for the Product Support pages can be found in the beginning of this section.

Attend Connect with Webinars

BMC Customer Support schedules and records periodic webinars to discuss and demonstrate how to use new features, plan for successful usage, and troubleshoot issues when they occur. Use these links to register for upcoming webinars, or view recordings of previous webinars.

View Support Videos

BMC Customer Support provides video solutions to help customers use BMC products more successfully. These include both short “how to” videos to demonstrate a feature or troubleshooting operation, and longer video presentations from the Connect with Webinar Series on best practices. Use the links to view the YouTube Channels or Subscribe to receive notification when new videos are uploaded for products you use.

Find product documentation

BMC’s library of product documentation is extensive and can be a great resource when you’re looking for in-depth help with a product or feature. BMC documentation lives on docs.bmc.com, but you can get there by clicking the ‘Product Documentation’ link under ‘Resources’.

The Documentation homepage looks like Figure 14 below:

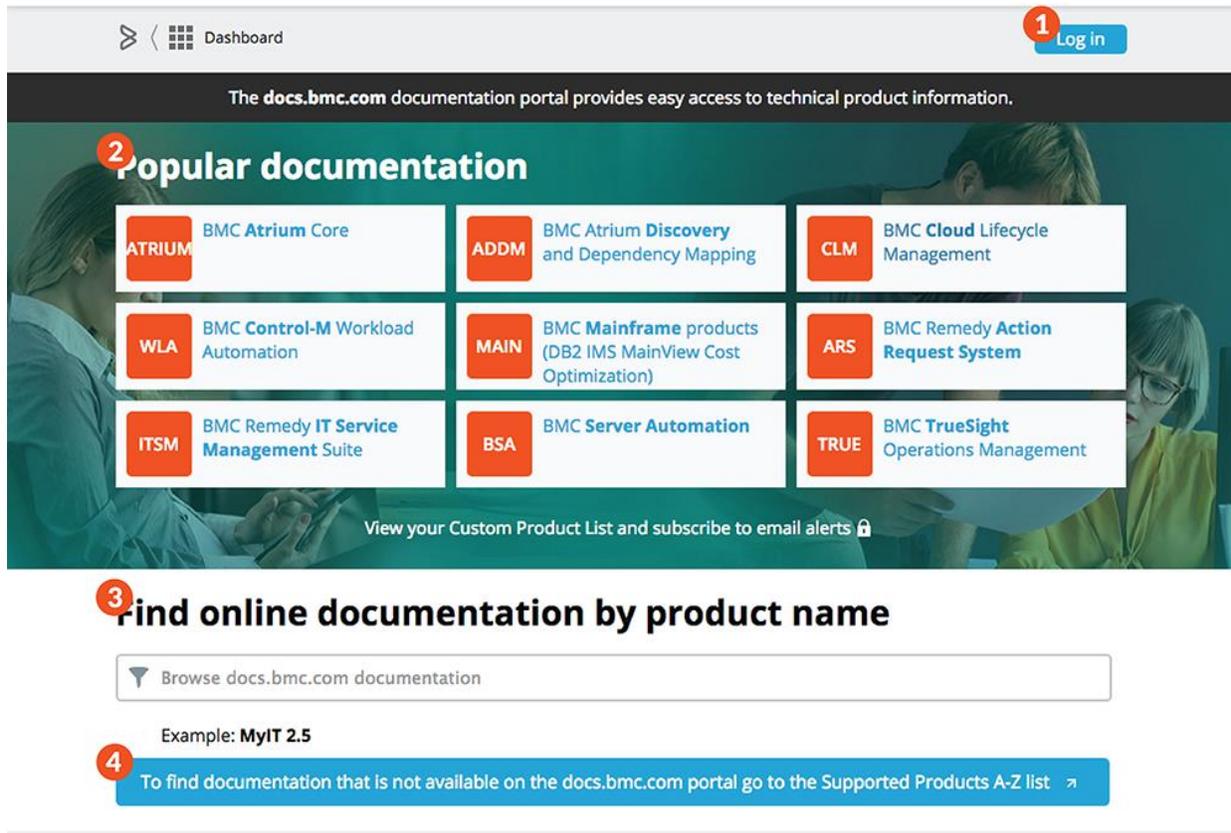


Figure 14

1. **Log into Docs Interface** - We recommend that you login so you have access to all documentation, including Known Defects and Corrected Issues Your Support Central credentials should automatically grant you access to the docs portal.
2. **Select from Popular Docs** - Under the 'Popular Documentation' heading you'll see a collection of links to some of the most commonly used product docs. If you see your product suite on this list, just click the tile to view the relevant docs.
3. **Search Docs by Product Name** - If your product name doesn't appear on one of the 'Popular Documentation' tiles, then you can type your product name into the 'Find online documentation by product name' text box below. To improve your search results, it's useful to include your product's version number as well.
4. **Find Docs for Older Products** - Documentation for some of our older products still lives elsewhere on the site. If you're not able to find documentation for an older BMC product, click the large blue button to go to the Supported Products A-Z list. On that page you'll be able to check whether your product and version is still supported, and sometimes find links to legacy documentation, as well.

Look up product compatibility

Many times, software Cases stem from compatibility problems between different elements of our IT environments. To help pinpoint such problems, BMC Support offers the Solution Product Availability and Compatibility (SPAC) utility.

Click the 'Product Compatibility (SPAC)' link under 'Resources' to open the SPAC interface as seen in Figure 14 below.

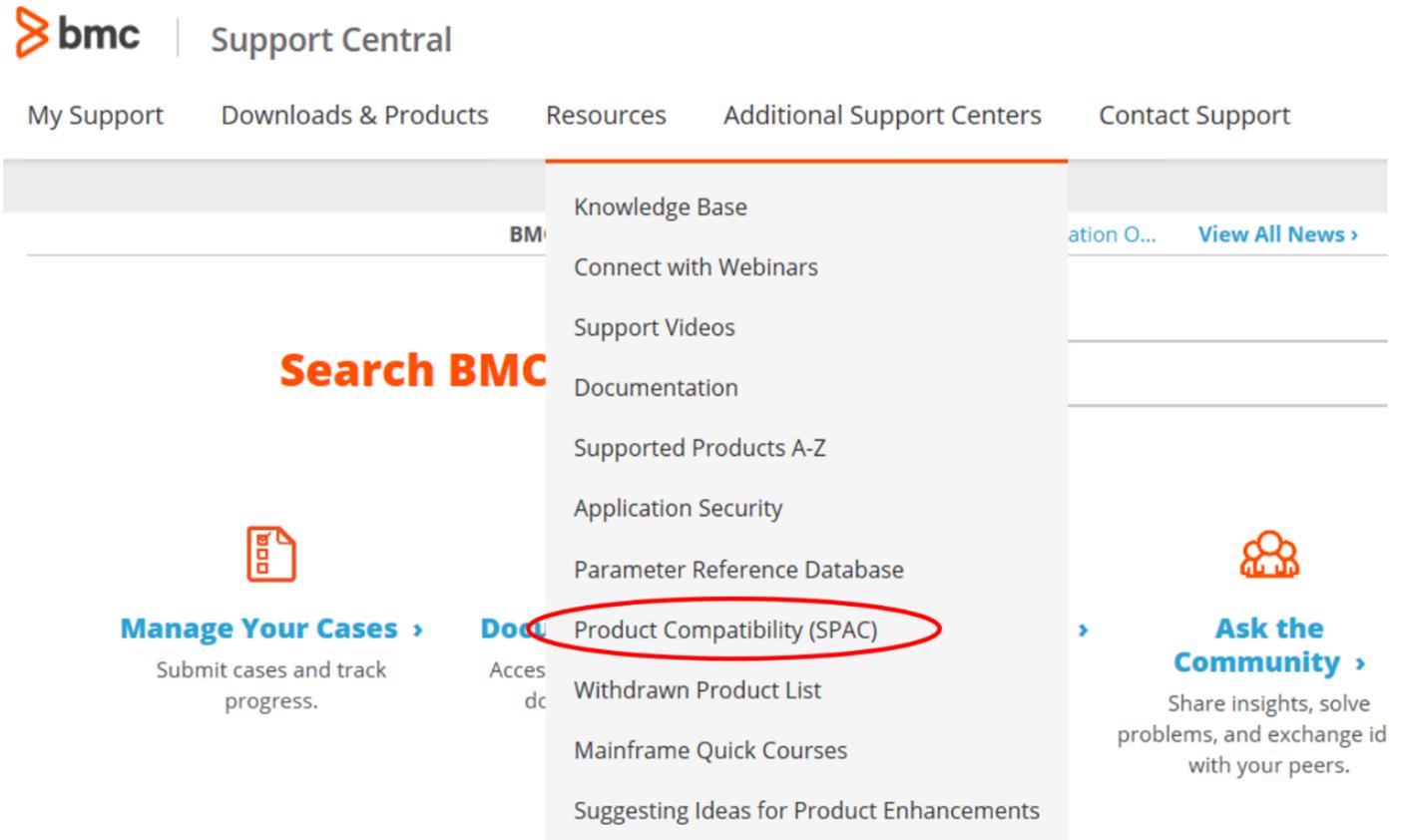


Figure 15

Once you are in the Product Availability & Compatibility site, you can search for the information you require as seen in Figure 16 below.

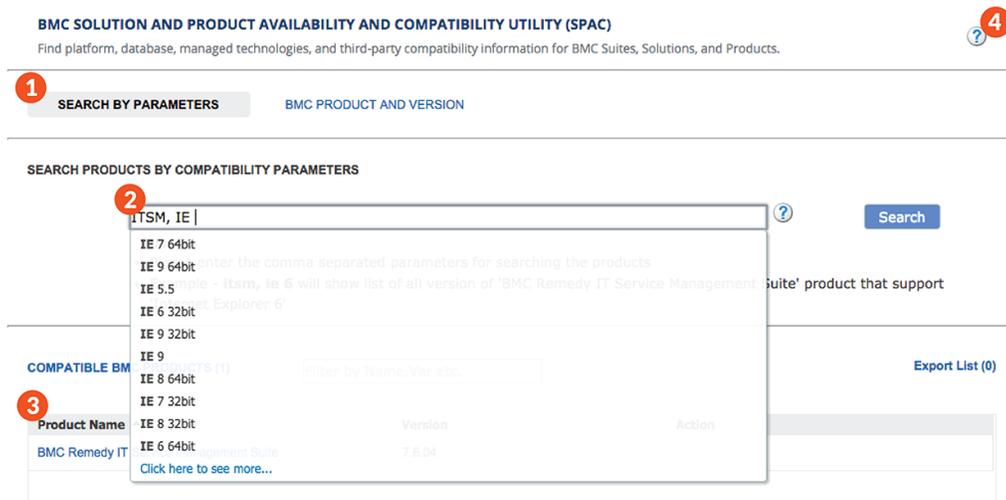


Figure 16

1. **Search by Parameters or by Product** - At the top of the SPAC interface, you can choose which method you want to use to search the database:
 - Search by Parameters - Click this button to search using a string of criteria, each separated by a comma. For example, you can search for 'ITSM, IE 6 32bit.' This would return a list of BMC IT Service Management products that are compatible with the 32-bit version of Internet Explorer 6.
 - BMC Product and Version - Click this button to search by a specific BMC product and version. Using this method, you can view a full list of products and platforms with which your selected product and version is compatible.
2. **Enter Search Variables** - When searching by parameter, you'll notice that the search bar will automatically pop up a list of search criteria as you type. Selecting your criteria from these selections will ensure that your results are more accurate and make the process of search much faster.
3. **Locate your Product on the List** - The list below the search bar (which will become lists, when searching by Product and Version) will display any products that meet your search criteria. Click on any product to see a list of its core components as well as a list of compatible platforms and products.
4. **Click Help for SPAC User Guide** - If you need additional help using the SPAC utility, click the "?" button in the upper-right corner. This will take you to a full set of documentation for using the SPAC utility.

Check product status

If you're having trouble locating resources to support an older BMC product, it's often useful to double-check the product's current status. The 'Resources' menu has two very simple links to help you do that.

The first, is the 'Supported Products A-Z' list under 'Resources' (Figure 16).

bmc | Support Central | **A-Z Supported Product List**

BMC.com » Support » A - Z Supported Product List

A-Z Supported Product List

Search for products
Search on any term in the product name:

Note: Part of the product name must be typed in this search to get results

Or, browse a list of products
List By Current Product Name [Register for or View your customized Product and Proactive Notification list](#)

All products (sorted by current name)
[A](#)[B](#)[C](#)[D](#)[E](#)[F](#)[G](#)[H](#)[I](#)[J](#)[K](#)[L](#)[M](#)[N](#)[O](#)[P](#)[Q](#)[R](#)[S](#)[T](#)[U](#)[V](#)[W](#)

Current Name	Former Name
1, 2, 3 Back to Top	
3270 SUPEROPTIMIZER/CICS	3270 SUPEROPTIMIZER/CICS
A Back to Top	
BMC Administrative Assistant for DB2	SmartDBA Administrative Assistant for DB2
BMC Alignability for Service Desk Express - Service Support	BMC Alignability for Service Desk Express
ALTER for DB2	ALTER for DB2
BMC Analytics for BSM	BMC Analytics for BSM
BMC Analytics OnDemand	BMC Analytics OnDemand
BMC Analytics OnDemand for Public Sector	BMC Analytics OnDemand for Public Sector
BMC Application Accelerator for IMS	BMC Application Accelerator for IMS
BMC Application Automation	BMC Application Release Automation
BMC Application Diagnostics	BMC Application Diagnostics
BMC Application Director for IMS	BMC Application Director for IMS

Figure 17

On this screen, you can review all the products that BMC currently offers. Search for a product in the search bar above, or just scroll down the list alphabetically. You can also choose to organize the list either by current product names or by their former names, in case the product name has changed.

Click on a current product name to view a list of versions, and which of them are still actively supported. You can also click on a version number to view technical documentation for that product version.

The second resource to check is the 'Withdrawn Product List,' also under 'Resources' (Figure 17).

BMC.com » Support » Withdrawn Product List

Welcome Kelly O'Brien | [Edit Profile](#) | [Reset Password](#) | [Logout](#)

Withdrawn Product List

This list identifies BMC Software products that have been Withdrawn from market and may have a replacement migration path, providing the same or similar functionality within a new product for current customers. These Optional Migration details are identified where applicable.

Product Name	Effective Date	More Details
BMC Analytics for BSM	13-Apr-2011	Optional Migration
BMC Application Problem Resolution for J2EE	09-Apr-2009	Optional Migration
BMC Application Problem Resolution for Windows/.NET	09-Apr-2009	Optional Migration
BMC Application Problem Resolution Level1 Viewer	09-Apr-2009	Optional Migration
BMC Application, Database, and Middleware Monitoring and Analytics	08-Jul-2014	Optional Migration
BMC AppSight	05-Oct-2011	Optional Migration
AppSight Analysis J2EE Named User	22-Jun-2006	Optional Migration
AppSight Analysis WIN/.NET Named User	22-Jun-2006	Optional Migration
AppSight Code Console	22-Jun-2006	Optional Migration
AppSight Support System - Enterprise License	22-Jun-2006	Optional Migration
AppSight Support System for J2EE	22-Jun-2006	Optional Migration
AppSight Support System for WIN/.NET	22-Jun-2006	Optional Migration
AppSight Support System for WIN/.NET 5 Users	22-Jun-2006	Optional Migration
AppSight Support System for Windows - Additional Console	22-Jun-2006	Optional Migration
AppSight System Blackbox Client	22-Jun-2006	Withdrawal Information

Figure 18

This page lists all the products BMC no longer supports. The far right column for each product links to detailed information about the withdrawal, as well as migration instructions, when available.

Download parameter references

The BMC Parameter Reference Database (PRD) allows you to download parameter data for certain products. These parameter reports are useful not only for gathering information on default product settings, but also for planning out installation and customization projects. When you click the 'Parameter Reference Database' link under 'Resources' you'll arrive at the tool's homepage, but it won't look like much at first—you'll need to log in.

Click the **Login** button in the upper right corner. If you're already logged into Support Central, you should be automatically logged into the PRD interface, which will look like Figure 18 below:

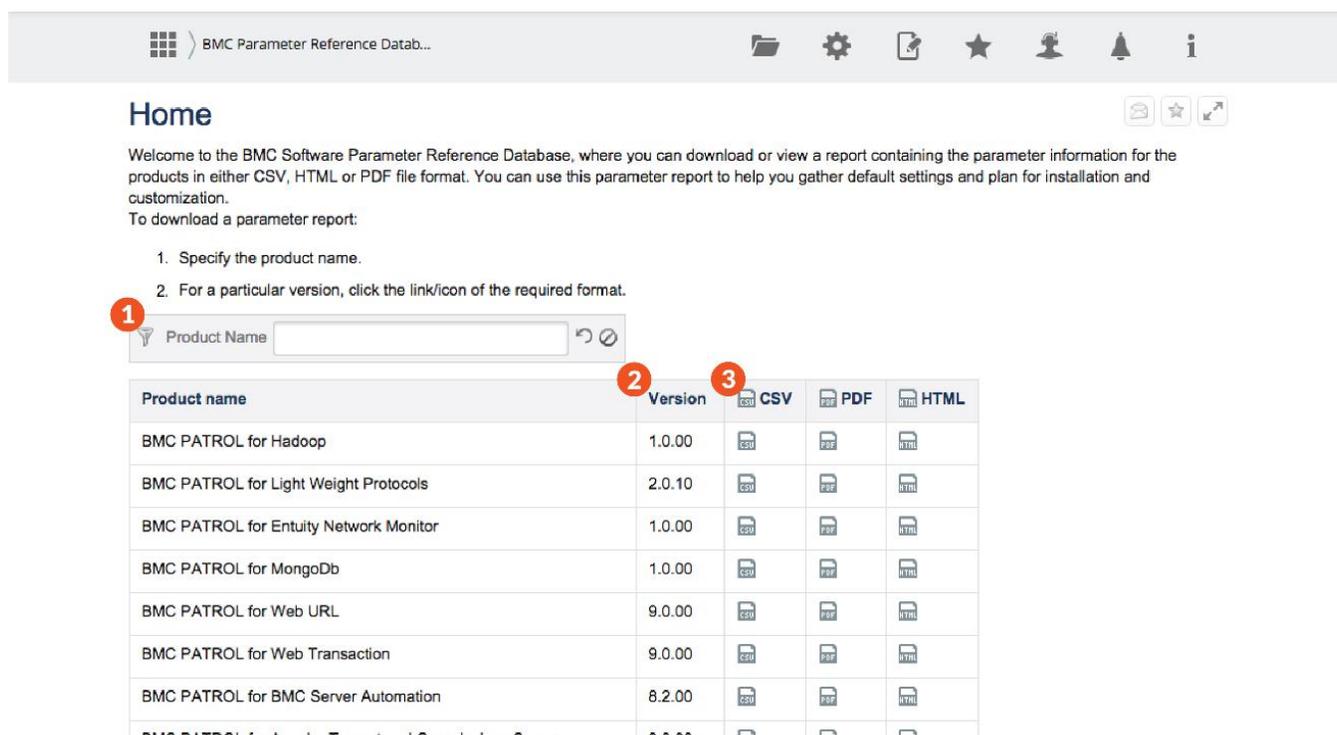


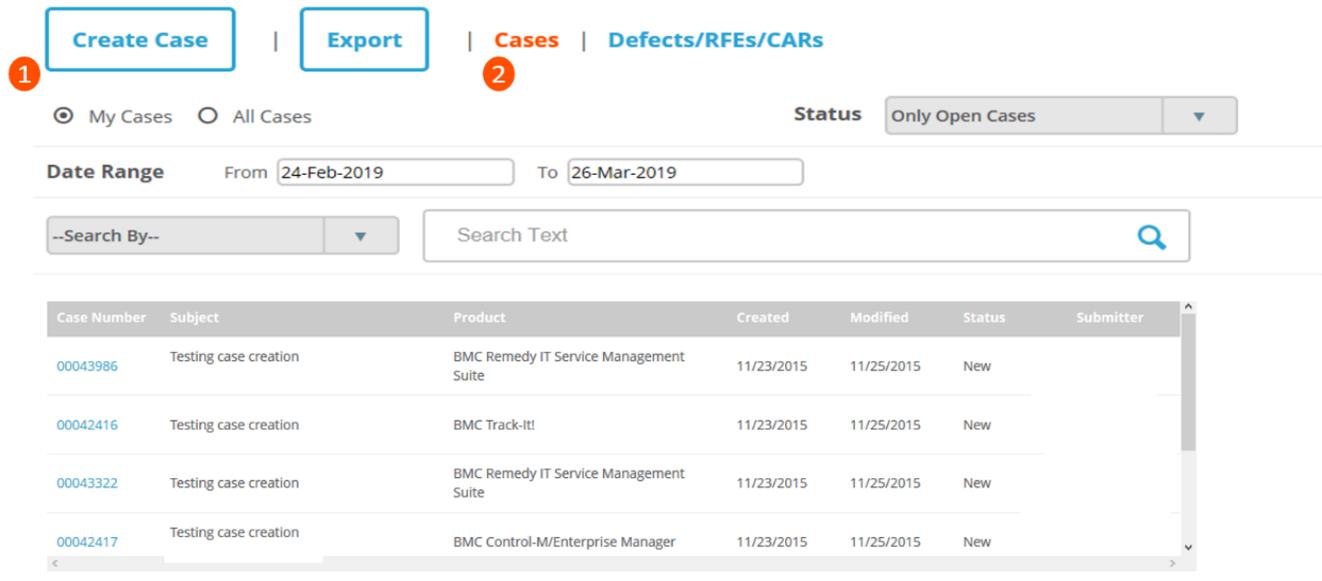
Figure 19

- 1. Filter By Product Name** - Search for the product you want by typing its name into the 'Product Name' search box. The product list below will be filtered according to your search criteria.
- 2. Find Your Version** - In the list below, locate your product, as well as the specific version you're running.
- 3. Select Download Format** - To the right, you can choose which format you'd like to download the parameter report in. Simply click the icon for your desired format to download the parameter report.

Submit & Track Support Cases

If you have a problem with one of your BMC products, you can submit a Case directly to our Technical Support team. Submitting a Case from Support Central will make it easy to track the status of your Case as it gets resolved.

Whether you need to submit a new Case or review your existing ones, the Support Central dashboard is a good starting place (Figure 19).



The screenshot shows the Support Central dashboard interface. At the top, there are two buttons: 'Create Case' (marked with a red circle 1) and 'Export' (marked with a red circle 2). Below these buttons are navigation links for 'Cases' and 'Defects/RFEs/CARs'. The dashboard includes a filter for 'My Cases' (selected) and 'All Cases', a 'Status' dropdown menu set to 'Only Open Cases', and a 'Date Range' filter from '24-Feb-2019' to '26-Mar-2019'. A search bar is present with a search icon. Below the search bar is a table of support cases with the following data:

Case Number	Subject	Product	Created	Modified	Status	Submitter
00043986	Testing case creation	BMC Remedy IT Service Management Suite	11/23/2015	11/25/2015	New	
00042416	Testing case creation	BMC Track-It!	11/23/2015	11/25/2015	New	
00043322	Testing case creation	BMC Remedy IT Service Management Suite	11/23/2015	11/25/2015	New	
00042417	Testing case creation	BMC Control-M/Enterprise Manager	11/23/2015	11/25/2015	New	

Figure 20

Click the **Submit New Case** (1) button to create a new Case or the **View All Cases** (2) button to review every support Case to which you have access, open or closed. Beneath the buttons, you'll see a list of all the support Cases you currently have open. Click on the Case ID to review or edit an existing Case.

Below, you'll find detailed instructions for creating and managing support Cases.

Create a new Case

To create a new Case, click the **Submit New Case** button on the Support Central dashboard. You'll see the following form below (Figure 20). You'll need to fill out the form with as much information about your Case as possible.

Create Case

Enter three characters of the product name to begin searching (omit 'BMC' from the name). The search narrows as you type.
(Example: Type 'p' to begin the search for 'BMC Performance Manager for Servers')

PRODUCT* VERSION*

COMPONENT VERSION

PLEASE CHECK HERE IF THIS IS A PROBLEM WITH YOUR PRODUCT'S LICENSE OR PASSWORD

SUBJECT*

PLEASE TELL US

1.What is the problem or question (What happened, are there any error messages)?
2.Describe the problem you encountered compared to your expected outcome?
3.How can the problem be reproduced?
4.What is the impact to your business for this problem? (number and type of users effected, potential loss of revenue, project delay)

DESCRIPTION (32,000 CHARS OR LESS)

SUPPORT ID*

SEVERITY* CONTACT METHOD CONTACT INSTRUCTIONS

PREFERRED PHONE 1111111111 PREFERRED EMAIL tvcust21test@mailinator.com

Figure 21

You'll see a handful of the fields are mandatory (marked with an *), but it's useful to fill in as much information as you can, to help our team resolve the Case. Here are a couple of things to note:

1. To locate your product, start typing the name of the product in the field, and you will see a list of matching products. **If your product name does not appear, click on the link "Cannot find your product?" for possible reasons, or [contact support](#).**
2. If there's a particular component of the product that's causing your Case, be sure to select that from the 'Component' drop down. Even though it's not mandatory, it's very useful for diagnosing the problem.
3. The 'Severity' field is your chance to communicate how big an impact this Case is having on your business. The default value is '3-Medium,' but you can adjust according to the urgency of the problem. For severity 1 issues, BMC Support will work with our customers 24 x 7 until the problem is resolved and will require the customers to also be available during this time. Customers are advised to [contact support](#) if follow up action or help is required for a Severity 1 case out of their business hours.
4. In the 'Contact Method' field you can specify the method of communication you'd prefer to be contacted at for this Case. You can also leave any notes about contacting you in the 'Contact Instructions' field.
5. If you're having trouble with your product license or password, make sure to tick the check box beside *"Please check here if this is a problem with your products license or password"*. That will help route your Case to the appropriate people faster.

6. Choose a support ID from the dropdown list. If you only have one support ID in your profile it will default to this ID.
7. Finally, if you don't have all of the details you need in order to submit your Case, you can click the **Save as Draft** button to save your Case without submitting it. Later, when you've collected the additional information you need, you can come back, finish filling out the form, and submit the completed Case.

Once you have filled in all the details on your Case, hit the **SUBMIT** button at the bottom of the form to send your Case to our support team.

View or update existing Cases

To view or update existing support Cases, click on the View All Cases button. This will bring you to the Case Management section seen in Figure 21 below.

Case Management

The screenshot shows the Case Management interface. At the top, there are two buttons: "Create Case" and "Export". Below these are two tabs: "Cases" (highlighted in orange) and "Defects/RFEs/CARs". Under the "Cases" tab, there are two radio buttons: "My Cases" (selected) and "All Cases". To the right, there is a "Status" dropdown menu set to "Only Open Cases". Below this is a "Date Range" section with "From" and "To" date pickers, showing "24-Feb-2019" and "26-Mar-2019" respectively. At the bottom, there is a search bar with a dropdown menu labeled "--Search By--" and a search input field labeled "Search Text" with a magnifying glass icon.

Figure 22

If it's a recent Case, it will likely show up on the list on your Support Central dashboard. If that's the case, just click the Case ID, which will take to a page where you can view and edit that Case directly.

If, however, the Case you want to modify doesn't appear on the dashboard list, click the **View All Cases** button instead. On this page, you can choose to view only Cases opened by you, or all Cases opened for the support IDs in your profile. You can search for Cases, Defects/RFEs/Cars or Historical Cases. If you have any Cases in Draft status, you will also see Draft Cases.

When searching Cases, you can filter by My Cases, All Cases, Status (Open, Closed or All) or by the items listed under the Search By dropdown menu (Account Name, Case ID, Product, Subject, Submitter) as seen in Figure 23.

Case Management

The screenshot shows the Case Management interface. At the top, there are buttons for 'Create Case' and 'Export', followed by links for 'Cases' and 'Defects/RFEs/CARs'. Below these are radio buttons for 'My Cases' (selected) and 'All Cases', and a 'Status' dropdown menu set to 'Only Open Cases'. A 'Date Range' section includes 'From' and 'To' date pickers, both set to '24-Feb-2019' and '26-Mar-2019' respectively. A search bar with a magnifying glass icon contains the text 'Search Text'. A dropdown menu is open, listing search criteria: 'Account Name', 'Case Number', 'Product', 'Subject', 'Support ID', and 'Submitter'. Below the search bar, the text 'No Cases found' is displayed.

Figure 23

To edit a Case, click on the Case number from the results list to open it.

NOTE: You cannot update a Closed Case. Should you need to re-open a closed Case, please call the support line and explain why the Case needs to be re-opened.

To update your Case, scroll down to the Case Updates section (Figure 23) of the Case and enter your update in field, and click Share. You can also post files to your Case, or links to relevant sites or documentation.

The screenshot shows the 'Case Updates' section. It features a disclaimer box with the following text: 'By clicking on "File - Upload a file from your computer" link, you attest that the information uploaded does not contain sensitive data. If the data you are uploading contains sensitive information, please ask a BMC Customer Support representative to provide a secure transfer method. You are responsible for ensuring your company's sensitive data is uploaded using a secure manner provided by BMC.' Below the disclaimer, it states: 'You can upload files with an **uncompressed** size of up to 2 GB. If your file is larger, please [click here](#) for details about our other upload options.' At the bottom, there are three buttons: 'Post', 'File', and 'Link'.

Figure 24

NOTE: Some customer network rules block the technology BMC uses to update Cases via the web. Customers can create a Case, just not update it. The fix is to have the customer's network team remove the authentication requirements for *.bmc.com and *.eloqua.com. Updating a Case as seen as the same as a social media posting by the network rules.

View Defects/RFEs/CARs

You can view any defects, RFEs or CARs associated with your issues by clicking on the Defects/RFEs/CARs link under Case Management. This will bring you to a page that will display all your defects, RFEs or CARs. To view a defect, click on the Defect number, and it will display the details for you like in Figure 24 below.

Case Management

The screenshot shows the Case Management interface. At the top, there are four navigation buttons: 'Create Case', 'Export', 'Cases', and 'Defects/RFEs/CARs'. Below these, there are two radio buttons for 'Show Defects/RFEs/CARs for': 'My Cases' (selected) and 'All Cases'. To the right, there is a 'Related To' dropdown menu set to 'Only Open Cases'. Below that, there is a 'Case Date Range' section with 'From' and 'To' date pickers, currently showing '24-Feb-2019' and '26-Mar-2019'. At the bottom, there is a search bar with a dropdown for '--Search By--' and a search text input field with a magnifying glass icon.

Figure 25

Additional Case and Defect Management links

In the sections above, we've covered the most common support Case management tasks – creating and editing Cases. But there are several other Case management tools that can be useful. You can find these under the 'My Support' menu, by clicking **Case and Defect Management**.

Below (Figure 25) is a guide to the additional Case management tools available from this page.

Case and Defect Management

Tools for Cases and Defect Management

Submit and Manage Cases

Create a new Case for a BMC product.

OnDemand Case Management

Submit and manage cases for OnDemand products.

1 Open your case using Email

Follow these instructions for a simplified way to submit your cases via Email.

2 Product Defects

View all known Remedy and BMC Configuration Automation product defects and RFEs (items with identifiers beginning with "SW"). Items with identifiers beginning with "QM" may be found with their related Cases on the [Manage Your Cases](#) page.

Figure 26

1. Open your Case using Email

Clicking on this link will take you to a set of instructions for creating new support Cases via email, rather than via Support Central.

2. Product Defects

Clicking on this link will take you a page where you can search for any known problems with a product (which can be useful when troubleshooting problems). You can search for a specific defect, if you know its ID. Otherwise, you can search by product name and version, as well as by keyword. Any defects matching your search will appear in the table below. Select a defect to display the details in the 'Details' tab below (Figure 26).

Search Defects

Defect/RFE ID Version
Product Name Key Word
Problem Area 1

Query for Defects

ID	Disposition	Resolution	Product	Version	Problem Area 1	Problem Area 2
----	-------------	------------	---------	---------	----------------	----------------

Details

Summary

Details:

Symptoms:

Resolution:

Additional Information

Status: Type: Classification:
Product: Version:
Target Release Version

Workaround

Figure 27

Download Products & Updates

Once you've purchased a license for a BMC product, you can download patches, updates, as well as the product itself directly from the BMC website.

For most of our products, this is done using the Product Downloads (EPD) tool. (Though there are some exceptions, like patches for older Remedy products and PTFs for certain mainframe and distributed solutions.) You'll find links to all these resources under the 'Downloads & Products' menu item on the Support Central dashboard as seen in Figure 27 below.

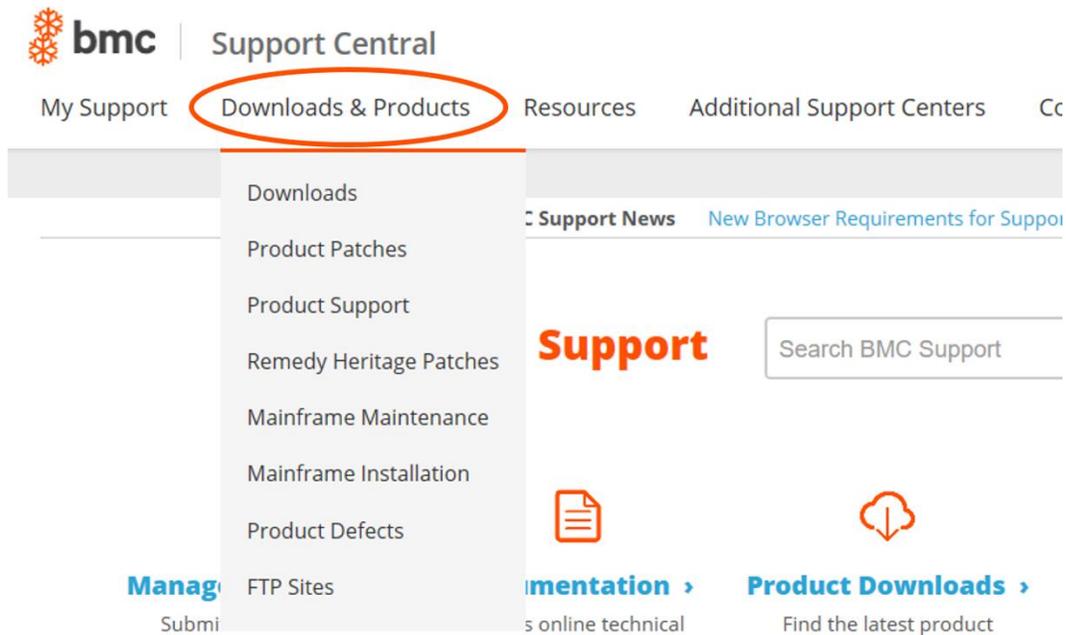


Figure 28

Use the Product Downloads tool

The Product Downloads (EPD) tool is the main interface for downloading products, patches, and updates from BMC.com. You will need to be logged into Support Central to access the EPD. Under the ‘Downloads & Products’ menu item, click ‘Product Downloads (EPD).’

This will take you through a couple of initial screens before bringing you to the EPD interface itself. First, you may see a screen announcing new features or browser support notes for the most recent release of EPD. You can click the **Remind Me Later** button to see this screen every time you log in, or the **Do not Remind Me Again** button to dismiss the notification.

The next screen is the ‘Export Compliance and Access Terms.’ On this page, you’ll need to enter your country and company name, as well as read and agree to the Export Compliance and Product Access Terms. Once you’ve read and selected both ‘I Agree’ boxes, you can click the **Continue** button.

In the sections below, we’ll walk through each page of the EPD interface.

NOTE: If you need more in-depth help using the EPD, refer to the [EPD user guide](#). Click [here](#) for details on how to download products and patches.

Profiles

If this is your first-time logging into the EPD, you’ll be automatically taken to the EPD Profiles page (Figure 28). (You can always click the ‘Profiles’ menu link in the navigation bar to come

back to this page.)

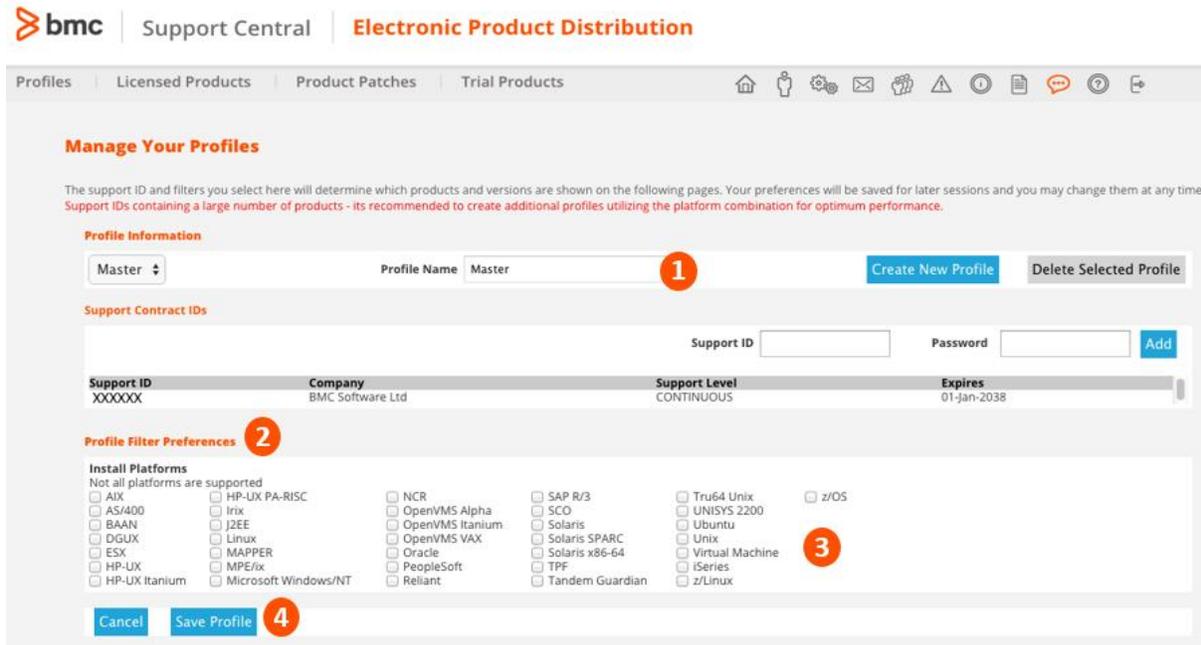


Figure 29

On this page you'll need to set up at least one profile for your environment, by selecting your platform preferences.

First time users will start by creating a Master Profile. Leave 'Master' in the 'Profile Name' text box (1) and scroll down to the 'Profile Filter Preferences' list (2). Check all the platforms (3) you use in your IT environment and click the **Save Profile** button (4).

You can always come back to this page to create additional profiles. Simply enter a name for the new profile, click the **Create New Profile** button, select the platforms, and click the **Save Profile** button.

Once you have at least one profile set up, click the 'Licensed Products' menu link to start using the EPD.

Licensed Products (Component View/Licensed Products View)

Once you've set up a profile, you'll be taken to the 'Licensed Products' page. From now on, when you log in to the EPD, this page will come up first, serving as the EPD homepage. You have two options for how you view this page - 'Component View' or 'Licensed Product View.' You can switch between them by selecting one or the other from the 'View' drop down.

Since 'Component View' is the default, we'll start there (Figure 29).

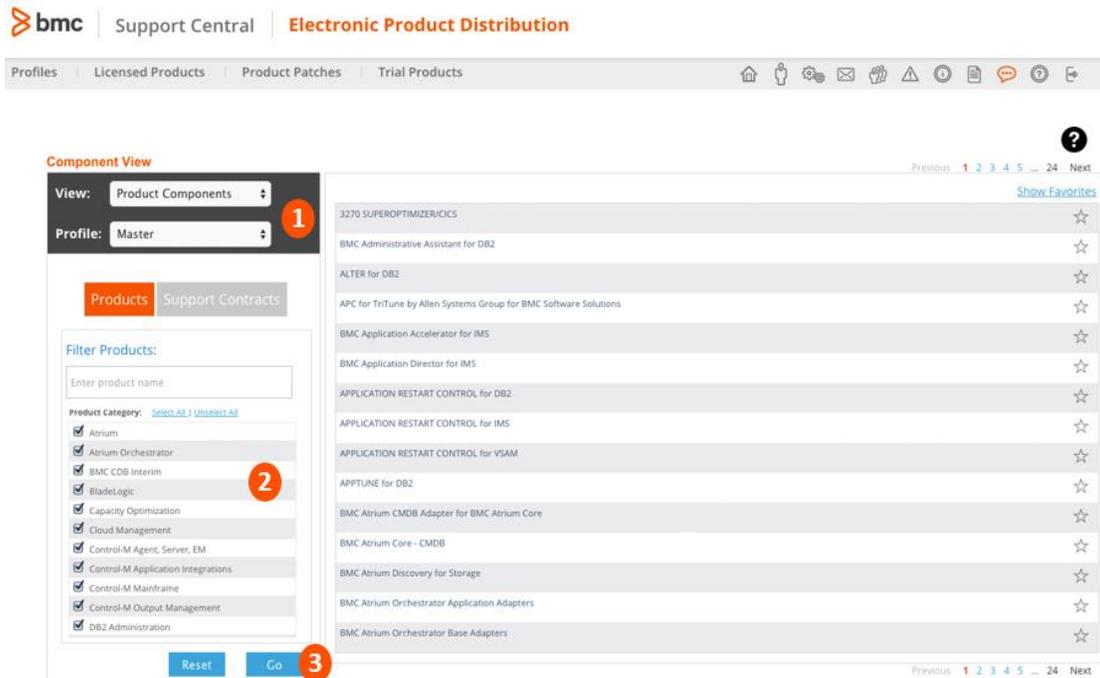


Figure 30

Using 'Component View' allows you to search all your BMC products by component. Since many of our product suites contain many components, this view makes it easy to track down the precise product you're looking for as quickly as possible.

Using the tabs in the left-hand sidebar (1), you can filter your list either by product name and category (2), or by support contract ID (useful if you have more than one). Select your filter criteria, and then click the **Go** button (3) to filter your list.

Click on any product name to open a product detail window like in Figure 30 below.

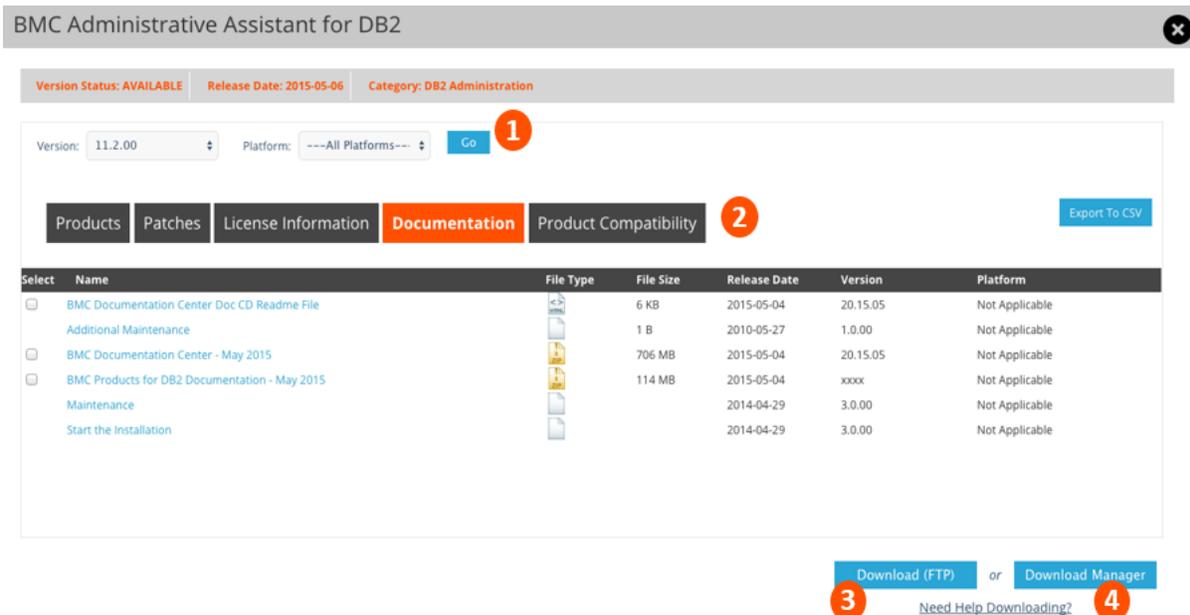


Figure 31

At the top of this window you can filter your results by product version or by the platform (1) you're running it on. The tabs below are home to the different types (2) of downloads available for the selected product:

- **Products** - Click this tab if you need to download the product itself.
- **Patches** - Click this tab to download any patches available for the product.
- **License Information** - Click this tab to download a Word document with licensing information for the product.
- **Documentation** - Click this tab to download offline versions of the product's documentation.
- **Product Compatibility** - Click this tab to be taken to the product's page in the Solution and Product Available and Compatibility (SPAC) utility.

As an alternative to the 'Component View', you can switch to the 'Licensed Products View' by selecting 'Licensed Product' from the 'View' drop down. Figure 31 below shows the License Products View.

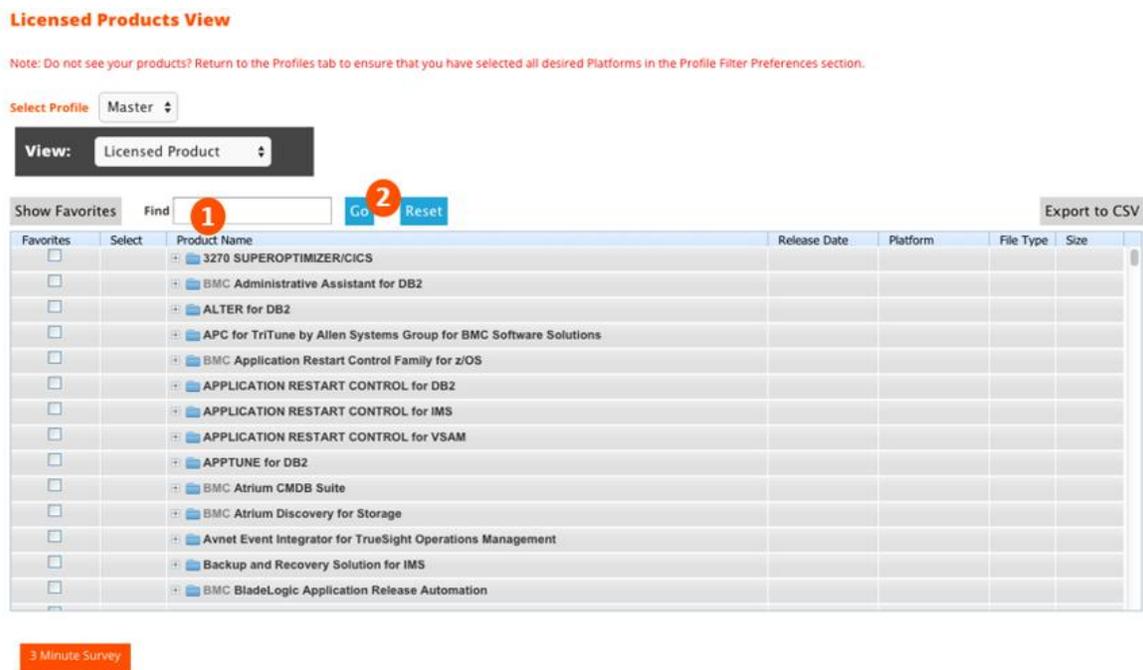


Figure 32

This page lists the same information as the 'Component View,' but it's all organized into a single, expandable file tree. Type the product name into the 'Find' text box (1) and click the **Go** button (2).

Find the product you want in the list and click the **+** button to expand it. You'll see a list of available versions. Expand the version you want and click the check box next to the items you want to download. With the boxes checked, proceed with your download.

Product patches

If you've come to the EPD looking for product patches, you don't have to wade through the 'Licensed Products' tab to find them. Instead, just click the 'Product Patches' menu link as seen in Figure 32 below.

Product Patches

Note: Do not see your products? Return to the Profiles tab to ensure that you have selected all desired Platforms in the Profile Filter Preferences section.

Select Profile: Master

Show Favorites Find Patch Name [] Go Reset Export to CSV

Favorites	Select	Product Name	Release Date	Product Version	SP/Patch Version Number	Patch Type	Severity	Platform	File Type	Size
<input type="checkbox"/>	<input type="checkbox"/>	3270 SUPEROPTIMIZER/CICS								
<input type="checkbox"/>	<input type="checkbox"/>	APPLICATION RESTART CONTROL for DB2								
<input type="checkbox"/>	<input type="checkbox"/>	APPLICATION RESTART CONTROL for IMS								
<input type="checkbox"/>	<input type="checkbox"/>	APPLICATION RESTART CONTROL for VSAM								
<input type="checkbox"/>	<input type="checkbox"/>	BMC Atrium CMDB Suite								
<input type="checkbox"/>	<input type="checkbox"/>	BMC BladeLogic Application Release Automation								
<input type="checkbox"/>	<input type="checkbox"/>	BMC BladeLogic Application Release Automation - Middleware								
<input type="checkbox"/>	<input type="checkbox"/>	BMC BladeLogic Application Release Automation - Standard								
<input type="checkbox"/>	<input type="checkbox"/>	BMC BladeLogic Application Release Automation - Standard for WebSphe								
<input type="checkbox"/>	<input type="checkbox"/>	BMC BladeLogic Automation Suite - Base License								
<input type="checkbox"/>	<input type="checkbox"/>	BMC BladeLogic Database Automation								
<input type="checkbox"/>	<input type="checkbox"/>	BMC Capacity Management for Mainframes								
<input type="checkbox"/>	<input type="checkbox"/>	BMC Capacity Optimization for System z - Base License								

Patch Information

Patch Summary Patch Detail

3 Minute Survey

Figure 33

This page works the same as the 'Licensed Product' view, but it will only show you patches available for each product suite.

Select a patch from the table to see a summary of the patch and details on the problems it resolves at the bottom of the page. You can search for a specific patch on this page using the 'Find' text box.

Trial Products

The last tab on the EPD site, allows you to request a trial for certain products. Click on the 'Trial Products' menu link, and then click on the **Request a Trial** button.

Step 1 - Select Trial Products

Select the products you wish to trial. Please note that it may take up to 3 business days to process this request.

Show Solutions View by Category MyIT Find [] Go Reset

Select	Product Name
<input type="checkbox"/>	BMC Marketplace OnDemand up to 50,000 Users
<input type="checkbox"/>	BMC Marketplace up to 50,000 Users
<input type="checkbox"/>	MyIT Digital Workplace
<input type="checkbox"/>	MyIT Digital Workplace OnDemand with AppCore
<input type="checkbox"/>	MyIT Digital Workplace OnDemand with AppCore for Public Sector
<input type="checkbox"/>	MyIT Self Service
<input type="checkbox"/>	MyIT Self Service OnDemand
<input type="checkbox"/>	MyIT Self Service OnDemand for Public Sector
<input type="checkbox"/>	MyIT Service Broker
<input type="checkbox"/>	MyIT Service Broker OnDemand
<input type="checkbox"/>	MyIT Service Broker OnDemand for Public Sector
<input type="checkbox"/>	Remedy OnDemand - MyIT Digital Workplace with AppCore
<input type="checkbox"/>	Remedy OnDemand - MyIT Digital Workplace with AppCore for Public Sector

Continue

Figure 34

From here (Figure 33 above), you can search for the product you'd like to try out. Just check the box next to it and click the **Continue** button. On the next screen you can review your selections and then click the **Submit Trial Request** button.

It may take up to 72 hours for your request to be processed. Once it is processed, you'll need to add your Trial Support ID to your Support Central user profile, and then return to the 'Trial Products' page. At that point, a 'Download Approved Trial Products' link will appear. Click it to begin your product download. If you do not hear from your Account Manager about your Trial, please go to <https://www.bmc.com/contacts-locations/worldwide.html> to find Sales contact information.

Patch older Remedy products

BMC no longer provides heritage patches for Remedy. If you need assistance with an older Remedy patch that is no longer available on Support Central, please contact [BMC Customer Support](#).

Download Mainframe PTFs

For several of our product lines for mainframe and distributed systems, we have Product Temporary Fixes (PTFs) available. Clicking on the '[Mainframe Maintenance](#)' link under 'Downloads & Products' will take you to a page from which you can access these and other fixes.

Using SMP/E RECEIVE ORDER

You can maintain your BMC products by using the IBM SMP/E RECEIVE ORDER command.

SMP/E RECEIVE ORDER simplifies ordering and retrieving BMC service updates, either on demand or through your scheduler. Using RECEIVE ORDER, you can:

- Request a corrective or preventive service that encompasses any of the following areas:
 - Critical—All PTFs that resolve High Impact or Pervasive (HIPER) or PTF-in-error (PE) conditions
 - Recommended—Current RSL level PTFs and all PTFs that are resolved or that resolve HIPER or PE conditions
 - Authorized program analysis reports (APARs)
 - Program temporary fixes (PTFs)
 - Enhanced HOLDDATA
 - All—All SYSMODs (PTFs and APARs)
- Automate the service (via your scheduler) by running JCL on a recurring basis to identify service needs.
- Apply the system modifications (SYSMODs) to the appropriate zone.

The following links will take you to the detailed instructions for:

- [Requirements for using RECEIVE ORDER for BMC products](#)
- [To create a RECEIVE ORDER batch job](#)
- [Sample RECEIVE ORDER batch job](#)

eFIX PTF Distribution

A link on the Mainframe Maintenance web page, '[eFix PTF Distribution Services](#)' will take you to the eFix interface (Figure 35).

eFix - PTF Distribution Services - Query Entry

PTF Information and Download Services

eFix is intended for downloading selected PTFs with their prerequisite and co-requisite PTFs. Please download cumulative PUT maintenance files using [EPD](#) (CONTROL products) or [ESD](#) (other products)

Environment: **Profile:** **Manage Profiles**

Search Type: **Status:**

Search Argument(s): *Please enter argument(s) separated by white space or commas*

Search **Clear**

Run Pre/Co-requisite analysis above Level **:**

Resolve PE PTFs **List superseded PTFs**

Results to:

Browser **E-mail address:**

Comments and Suggestions to: eFix_support@bmc.com

Figure 36

From the eFix interface, you can search for the fix you need according to your server environment (1), the type of fix you're after (2), or the product name and version (in the 'Search Arguments' text box (3)).

Leave the 'Browser' option (4) selected to have your search results appear in your browser window and click the **Search** button. Select your fix from the list and click the **Download selected PTFs on this page** button to download it.

If your PTF is not available via the eFix interface, you may be able to access it from our secure FTP sites. Go back to the 'Mainframe PTFs' landing page and click the link to the FTP site instructions. You can also just click on the 'FTP Sites' link under 'Downloads & Products'.

Not all products are installed via EPD. Go to <http://www.bmc.com/support/downloads-patches/mainframe-installation.html> for more info.

Additional Support Centers

In addition to the Support Central tools covered in the other sections of this guide, there are lots of other ways to get help with your BMC products. Below, you'll find a collection of links to other useful BMC assets, as well as a run-down of methods you can use to contact the support team directly.

Explore other BMC resources

- **Branded Support Centers** - Several BMC products lines have dedicated support centers that service those products exclusively. They are:
 - [BladeLogic products](#)
 - [BMC OnDemand](#)

If you need assistance with any of these products, we can serve you better if you reach out through that product's dedicated support center. To access these branded support centers, click the 'Additional Support Centers' link on the Support Central menu, and select your product from the drop down.

- **[BMC Communities](#)** - BMC Communities is a social communication hub where you can start or join discussions about products with other BMC customers. You can find a user group on the Communities site that relies on the same products you do—and has likely run into some of the same challenges. In addition, you can browse a wealth of useful content in the Communities pages, including blogs, forums, white papers, release notes, and more.
- **[BMC Academy](#)** - Through BMC Academy, our Education Services team offers a wide range of training resources, both online and off. Head over to the BMC Academy homepage to find the training that's right for you.
- **[Consulting Services](#)** - If you're looking for hands-on help with installing, updating, or configuring your BMC products, then our Global Services team has got you covered. Check out their consulting services offerings and let them help you get the most out of your BMC products.

Contact BMC

While we do our best to design our Support Central resources so you can easily track down the answers to your questions, you can always reach out to our Customer Care team directly, for one-on-one support.

You have several options for reaching customer support:

- From the Support Central dashboard, click the 'Contact Support' menu link and then select your region from the drop-down menu to access contact information for your region.
- You can also simply email customer_care@bmc.com at any time with your website support query.

Provide Feedback

In an effort to improve customer satisfaction, BMC has implemented an online survey to allow you to provide feedback about your recent experiences with Customer Support. BMC appreciates your feedback and we will use your comments to implement improvements to our products and services.

Every week an email is sent to all customers that have closed Issues to participate in a survey. The only exception is if the customer has been surveyed in the last 7 days or have requested not to receive a survey. BMC managers review the surveys to improve the service BMC provides its customers.

Speak To A Support Manager

If you would like to speak to a support manager, please call the Contact Center and ask to speak to the manager responsible for your issue and they will put you in touch with the appropriate person.

Customer Care Chat

The Customer Care team is available to chat with you to assist you with any website queries you may have. These include password reset questions, questions related to your support ID, EPD queries or issues with the website itself. To obtain assistance, click the Support tab which will take you to BMC Support Central. On many of the Support Central pages you'll see this chat icon.



Click this tab at any time to open a live chat window with a member of the Customer Care team.

Customer Care Chat handles web inquiries for registration, login, password, Support IDs, and downloads.

FIRST NAME*

LAST NAME*

EMAIL*

COMPANY NAME*

SUBJECT*

COMMENTS*

* The field is required.

Request Chat

Figure 37

Fill in the required fields (Figure 36) and click Request Chat to relate to a Customer Care Agent.



For more information

If you require any further information regarding the BMC Support Central website, please send an email to customer_care@bmc.com.

Thank you
The BMC Customer Care Team

About BMC

BMC delivers software, services, and expertise to help more than 10,000 customers, including 92% of the Forbes Global 100, meet escalating digital demands and maximize IT innovation. From mainframe to mobile to multi-cloud and beyond, our solutions empower enterprises of every size and industry to run and reinvent their businesses with efficiency, security, and momentum for the future.

BMC – Run and Reinvent

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