Contacting BMC Software

You can access the BMC Software website at http://www.bmc.com. From this website, you can obtain information about the company, its products, corporate offices, special events, and career opportunities.

United States and Canada

Address: BMC SOFTWARE INC  
2101 CITYWEST BLVD  
HOUSTON TX 77042-2827  
USA

Telephone: 713 918 8800 or 800 841 2031

Fax: 713 918 8000

Outside United States and Canada

Telephone: (01) 713 918 8800

Fax: (01) 713 918 8000

If you have comments or suggestions about this documentation, contact Information Design and Development by email at doc_feedback@bmc.com.

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Customer Support

You can obtain technical support by using the Support page on the BMC Software website or by contacting Customer Support by telephone or email. To expedite your inquiry, please see “Before Contacting BMC Software.”

Support website

You can obtain technical support from BMC Software 24 hours a day, 7 days a week at http://www.bmc.com/support_home. From this website, you can:

- Read overviews about support services and programs that BMC Software offers.
- Find the most current information about BMC Software products.
- Search a database for problems similar to yours and possible solutions.
- Order or download product documentation.
- Report a problem or ask a question.
- Subscribe to receive email notices when new product versions are released.
- Find worldwide BMC Software support center locations and contact information, including email addresses, fax numbers, and telephone numbers.

Support by telephone or email

In the United States and Canada, if you need technical support and do not have access to the Web, call 800 537 1813 or send an email message to customer_support@bmc.com. (In the Subject line, enter SupID: <your Support Contract ID>, such as SupID: 12345.) Outside the United States and Canada, contact your local support center for assistance.

Before contacting BMC Software

Have the following information available so that Customer Support can begin working on your issue immediately:

- Product information
  - Product name
  - Product version (release number)
  - License number and password (trial or permanent)

- Operating system and environment information
  - Machine type
  - Operating system type, version, and service pack
  - System hardware configuration
  - Serial numbers
  - Related software (database, application, and communication) including type, version, and service pack or maintenance level

- Sequence of events leading to the problem

- Commands and options that you used

- Messages received (and the time and date that you received them)
  - Product error messages
  - Messages from the operating system, such as file system full
  - Messages from related software
License key and password information

If you have a question about your license key or password, contact Customer Support through one of the following methods:

- E-mail customer_support@bmc.com. (In the Subject line, enter SupID: <your Support Contract ID>, such as SupID: 12345.)

- In the United States and Canada, call 800 537 1813. Outside the United States and Canada, contact your local support center for assistance.

These release notes provide information you need when you install and use the BMC Remedy IT Service Management (ITSM) 7.0 Data Management tool. Read this document before installing the software and before contacting Customer Support to report a defect.

The following topics are provided:

- Overview of IT Service Management Data Management (page 6)
- Operational guidelines (page 6)
- Compatibility information (page 7)
- Localization issues (page 7)
- Related documentation (page 7)
- Open issues (page 8)
Overview of IT Service Management Data Management

The ITSM Data Management tool introduces data management capabilities to ITSM 7.0. With this release, you can enter foundation data into spreadsheets, which you can load into ITSM.

You can provide these spreadsheets to anyone in your organization to complete, regardless of their access to ITSM. For example, managers can complete spreadsheets that are used to create people records for their staff and contacts.

Operational guidelines

This section provides information about installing, using, and troubleshooting the Data Management tool.

▶ To install, use, and troubleshoot the IT Service Management Data Management tool

1. Read these release notes in their entirety to make sure that you have complied with all system requirements and that you understand any dependencies for IT Service Management Data Management.

2. Download the tool by following these steps:
   a. Log in to the customer website http://www.bmc.com/support_home.
   b. Click the Downloads and Patches link.
   c. Log in to the Patches section and search for Patch 9003.
   d. Download DataManagement.zip to your workstation.


4. Install the tool according to the directions in the BMC Remedy ITSM 7.0 Data Management Administrators Guide.

   Read “Chapter 2: Installing the tool” before installing IT Service Management Data Management.

5. If a problem occurs while installing or operating IT Service Management Data Management, follow these steps:
   a. To determine whether the problem you are experiencing is an open issue with a known resolution or work-around, see these Release Notes.
   b. To make sure that you are following recommended procedures, see your documentation.
c For troubleshooting information, see the appropriate knowledge base on the Customer Support website: \texttt{http://www.bmc.com/support_home}.

d If you cannot find a solution or feel that the problem is one that should be reported to BMC for action, contact BMC Customer Support through one of the methods described in “Customer Support” on page 3.

Compatibility information

Compatibility matrices for BMC Remedy products, which identify the hardware and software requirements for installing this release, are available in the Software pages of the Customer Support website at: \texttt{http://www.bmc.com/support_home}.

To access the Customer Support website, you \textit{must} have a support contract.

BMC recommends that you check the websites of the suppliers of the platforms in use at your site to verify they are still supported. BMC does not support platforms that are no longer supported by the vendor.

The latest and most accurate product compatibility information is \textit{always} documented in the compatibility matrix. \textit{Carefully} read the system requirements for your particular operating system, especially the necessary patch requirements.

Localization issues

The ITSM Data Management 7.0 tool is available in English only. It can be used to load foundation data in a localized environment.

Related documentation

Table 1 lists the available documentation for IT Service Management Data Management. It also lists other documents referenced within the \textit{BMC Remedy ITSM 7.0 Data Management Administrator’s Guide} and within the instructions in the spreadsheets.

Unless otherwise noted, online documentation in Adobe Acrobat (PDF) format is available on the product installation distribution media, on the Customer Support website (\texttt{http://www.bmc.com/support_home}), or both. You can order printed documentation from the Customer Support website. A complete list of documents available for the ITSM 7.0 applications is available from the Customer Support website.
NOTE
To access the support website, you must have a support contract.

Table 1: Related documentation

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Audience</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMC Remedy Asset Management 7.0 User’s Guide</td>
<td>Procedures for using the BMC Remedy Asset Management application; includes new features and overview.</td>
<td>Everyone</td>
<td>Print and PDF</td>
</tr>
<tr>
<td>BMC Remedy Import Help</td>
<td>Procedures for using BMC Remedy Import.</td>
<td>Administrators</td>
<td>Help file</td>
</tr>
<tr>
<td>BMC Remedy ITSM 7.0 Data Management Administrator’s Guide.</td>
<td>Installation and usage instructions for the ITSM 7.0 Data Management tool.</td>
<td>Administrators</td>
<td>PDF</td>
</tr>
<tr>
<td>BMC Remedy ITSM 7.0 Data Management Release Notes</td>
<td>Information about known issues in the ITSM 7.0 Data Management tool.</td>
<td>Administrators</td>
<td>PDF</td>
</tr>
<tr>
<td>BMC Remedy IT Service Management 7.0 Configuration Guide</td>
<td>Procedures for configuring the BMC Remedy IT Service Management applications.</td>
<td>Administrators</td>
<td>Print and PDF</td>
</tr>
<tr>
<td>BMC Remedy Service Desk: Incident Management 7.0 User’s Guide</td>
<td>Procedures for using the BMC Remedy Service Desk: Incident Management application; includes new features and overview.</td>
<td>Everyone</td>
<td>Print and PDF</td>
</tr>
</tbody>
</table>

Open issues

To view the most current open issues for the IT Service Management Data Management tool and for the applications in the ITSM suite go to the Customer Support home page: [http://www.bmc.com/support_home](http://www.bmc.com/support_home). Access to this page requires a current login name and password.

Go to this URL to view issues that have been identified and are still open with the IT Service Management Data Management 7.0 software and the applications in the ITSM suite. Where possible, work-around solutions are suggested.
Table 2 lists open issues you might encounter with IT Service Management Data Management.

### Table 2: Open data management issues

<table>
<thead>
<tr>
<th>Issue number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Records generated by the Data Load Management Tool in the CAI:Event (used for multi-threading) are not deleted as part of the back-end cleanup after validation and promotion. These remaining records have no effect on functionality.</td>
</tr>
<tr>
<td>None</td>
<td>Microsoft Excel has a limit of 65,536 rows in a spreadsheet. This limits the number of records that you can include in a single spreadsheet.</td>
</tr>
<tr>
<td></td>
<td><strong>Work-around</strong></td>
</tr>
<tr>
<td></td>
<td>Copy everything from the directory <code>C:\Program Files\BMC Software\BMC Remedy ITSM Data Management Tool</code> to multiple directories.</td>
</tr>
<tr>
<td></td>
<td>For example, if you need three directories, you might set them up as:</td>
</tr>
<tr>
<td></td>
<td><code>C:\Program Files\BMC Software\BMC Remedy ITSM Data Management Tool1</code></td>
</tr>
<tr>
<td></td>
<td><code>C:\Program Files\BMC Software\BMC Remedy ITSM Data Management Tool2</code></td>
</tr>
<tr>
<td></td>
<td><code>C:\Program Files\BMC Software\BMC Remedy ITSM Data Management Tool3</code></td>
</tr>
<tr>
<td></td>
<td>For forms in which you have too many records for a single spreadsheet, you can enter the data in multiple spreadsheets in multiple directories.</td>
</tr>
<tr>
<td></td>
<td>In the extra directories, if you are not loading records in all spreadsheets, you can edit <code>foundation.lst</code> to comment out files that do not contain records.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> You can run batch files from the separate directories concurrently, which enhances performance for loading data from the CSV files into the staging forms.</td>
</tr>
<tr>
<td>SW00261710</td>
<td>For Support Groups, if you enter a description that is longer than 128 characters, the data will validate with no errors, but fail to promote. Currently, an ITSM Support Group back-end form does not support Description fields longer than 128 characters.</td>
</tr>
<tr>
<td></td>
<td><strong>Work-around</strong></td>
</tr>
<tr>
<td></td>
<td>For all Support Group records, make sure that the Description field is not longer than 128 characters.</td>
</tr>
<tr>
<td>SW00263318</td>
<td>When you load people, they can be given unrestricted access to all companies (for records their permission grants access) or to no companies. They cannot be granted access to specified companies only.</td>
</tr>
<tr>
<td></td>
<td><strong>Work-around</strong></td>
</tr>
<tr>
<td></td>
<td>After you load the person, log in to ITSM as an administrative user. On the People form, set access to the appropriate companies.</td>
</tr>
</tbody>
</table>
If your MS Excel macro security is set to either High or Medium, when you open the conversion spreadsheets, a dialog box appears due to the macro command included in the spreadsheets. If security is set to High, you must install the certificate attached to each spreadsheet to run the macros.

**Work-around**
To avoid installing multiple certificates, you can temporarily set the MS Excel macro security to Medium.

Alternatively, you can install each of the certificates, which allows you to run the macros without changing your security setting. If you choose this option, when you are prompted that a spreadsheet includes macros, you must perform the following steps:

1. On the Security Warning window, click Details.
2. Click View Certificate.
3. Click Install Certificate.
4. Complete the steps in the wizard to install the certificate from BMC Software.
5. Exit MS Excel, then re-open the spreadsheet.
6. Check Always trust macros from this publisher.
7. Click Enable Macros.
Table 2: Open data management issues (Continued)

<table>
<thead>
<tr>
<th>Issue number</th>
<th>Description</th>
</tr>
</thead>
</table>
| SW00269094   | In the spreadsheets, if you modify cells after the last column provided by BMC, you will receive errors when importing data. Modifying cells after the range provided by BMC adds extra commas to the end of each modified row during the conversion to CSV (comma-separated value) file format, and prevents the data from being imported. **Work-around**  
You have two options to resolve this issue:  
- If you are adding columns to support custom fields, see the “Managing customizations” chapter in the *ITSM 7.0 Data Management Administrator’s Guide* for instructions.  
- Otherwise, you can clear modified cells by deleting columns after the last column provided by BMC. |
| SW00272848   | On the **SupportGroup.xls** spreadsheet, on the 04 CTM-SupportGroupOnCall tab, the TimeZone column is required, but incorrectly marked as optional.          |
| SW00273096   | Modifying data on the staging forms during the validation or promotion process causes errors. During this process, modifying data on forms already loaded on the system, and which are referenced by the staging forms, can also cause errors. Depending on when the data is modified, and what is currently underway in the validation and promotion process, these errors might mean that:  
- Validation or promotion fails.  
- Data is incorrectly validated or promoted. |
| SW00276159   | If you are using AR System 7.1, import logs include “Unable to load mappings from file” as an error when you run the batch file to import data from the CSV files to the staging forms. **Work-around**  
You have two options to resolve this issue:  
- Install the BMC Remedy Administrator tool from AR System 7.0.01 on the workstation you are using to import data. Install this older version of the tool in a different directory than the current version. Specify the location of this tool in the foundation batch file.  
- Install AR System 7.1 patch 001. |
SW00278952 | If you are using AR System 7.0.01 patch 004, for selection fields, you must enter the numeric values. The text values are not recognized properly, and you receive the following error message: 

*Value does not fall within the limits specified for the field.*

**Work-around**

You have two options to resolve this issue:
- Enter the numeric values for selection fields.
- Install AR System 7.1 patch 001.

SW00278960 | ITSM 7.0 comes with several people templates. You can use these templates only if you have the applicable ITSM application, because they reference permissions groups that are part of the applications.

The following list indicates the people templates and their application requirements:
- Change Manager—BMC Remedy Change Management
- Change Assignee—BMC Remedy Change Management
- Support Staff template—BMC Remedy Incident Management and BMC Remedy Problem Management
- Problem Manager—BMC Remedy Incident Management and BMC Remedy Problem Management
- Problem Assignee—BMC Remedy Incident Management and BMC Remedy Problem Management
- Asset Management—BMC Remedy Asset Management

Table 2: Open data management issues (Continued)