



End of Life for BMC® Remedy® User (Windows-based client) October 2009

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

The BMC Remedy User client is a Windows based user interface to BMC Remedy AR System applications. Currently, BMC supports both the Remedy User client and a web client utilizing BMC Remedy Mid Tier.

END OF LIFE FOR BMC REMEDY USER

Providing two separate user client access methods has led to customer confusion and inconsistencies between clients' usage and behavior. The BMC Remedy User client is based on legacy windows technology which makes adding market requested enhancements to the client increasingly challenging. Also, the deployment and maintenance of a traditional "thick client" increases IT costs within an organization as compared to a web client based solution.

To ensure a high quality, feature-rich experience for BMC Remedy AR System application users and simplified administration for IT managers, **BMC Remedy AR System 8.0.00 is expected to be the last major release of AR System to include the Remedy User client.**

FREQUENTLY ASKED QUESTIONS

- Does this mean that the Remedy User client would become unsupported in AR System versions 8.0.00 or earlier?
 - No. The Remedy User client will be supported with AR System versions that included the Remedy User client – e.g. versions 8.0.00 and earlier. However, major versions of AR System after 8.0.00 will not include Remedy User client in the release and will not officially support use of the Remedy User client. Note that overall support for a given version of AR System will be governed by the [BMC Software Product Support Policy](#).

- Will the Remedy User client work against versions of AR System after 8.0.00?
 - Because BMC will not be testing or certifying the Remedy User client, it will not be supported in major versions after AR System 8.0.00. While no specific code changes are being planned at this time that would cause an incompatibility with previous versions, no commitment or expectations of backwards compatibility should be inferred.

- I hear people talking about the Windows User Tool (WUT). Is that the same thing as the Remedy User client?
 - Yes. The official name for the client is *BMC Remedy User*; however it is commonly referred to as the Windows User Tool (WUT) or Remedy thick client.

- How does this affect support for the BMC Remedy Alert client?
 - Remedy Alert will also become unsupported in the same time frame. An alert form is provided in current versions of AR System that replicates the functionality in the web client.

FREQUENTLY ASKED QUESTIONS (CONTINUED)

- How does this affect support for BMC Remedy Developer Studio?
 - At this time, support for Developer Studio on Windows is not expected to be affected.

- I've heard that use of a thick client is the only way to get good performance. What will happen to performance if I can't use the Remedy User client anymore?
 - Due to advances in web technologies, especially in the area of JavaScript engines, the performance of the web client in AR System 7.5.00 running in a modern browser equals or exceeds the performance of BMC Remedy User. BMC expects, therefore, that any future client will meet or exceed any performance characteristics of the existing Remedy User client.

- Will I lose any functionality using the new client as compared to my use of Remedy User client?
 - No. The future client provided will enable full usability of AR System or applications built on AR System. The manner in which such usability is provided may change (e.g. OLE/DDE are not available on web-based clients and report macros are accomplished through saved searches) but full functionality will be provided.

- Are BMC Remedy IT Service Management applications or BMC Atrium products affected by this direction?
 - All existing applications supplied by BMC already are fully functional with the web client and it is mandatory that any new client provided will work properly with existing applications. However, these products, and any other products powered by AR System, will cease support for the Remedy User client in the same time period as AR System.

- I have created an integration with the Remedy User client. Will that integration still be supported in the major versions after AR System 8.0.00?
 - No. Because the Remedy User client itself will become unsupported, integrations with the Remedy User client will also become unsupported. It is highly recommended that you consider creating an integration that works properly with the web client and BMC Remedy Mid Tier prior to the end of life for the Remedy User client.

- How will the client provided in future versions interact with applications local to the user's desktop OS?
 - Traditional OLE or DDE integrations will not be supported. However, BMC is investigating methods to enable interaction between local applications while ensuring that security concerns are met. Details are not available at this time.

- My company wishes to continue using the Remedy User client. What are my options?
 - To continue using the Remedy User client, you must remain on AR System version 8.0.00 or earlier. BMC strongly recommends that you and your company begin plans to migrate usage away from the Remedy User client as early as business reasonable. BMC recommends utilizing the web client in currently available versions of AR System as a way to transition away from the use of BMC Remedy User.

- When is the major version *after* AR System 8.0.00 expected to release?
 - While no specific date is yet publicly available, BMC currently expects that such a major version would be available no sooner than early 2011.



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