

Accessing BMC Product Documentation

started today by viewing Frequently Asked Questions.

Security for BMC Product Documentation

Beginning on April 21st, BMC is taking steps to restrict our product documentation to customers and partners who have valid Support Contract IDs only. Much of the information in these documents contains important intellectual property that is vital to the understanding and operation of our solutions. Protecting this information is essential to maintaining BMC competitive advantage in the industry and is crucial to our success. By securing these documents, it allows us to provide more strategic product information on the secure Web site and to proactively notify you about product issues and workarounds to which we should restrict access.

Your documentation links will not change. The documentation will still be available on www.bmc.com in the same location under the Support area.

When you request access to a product documentation page or document ? either directly (via link) or through the Support Web site ? you will be prompted for a User ID and password. If you have a Support User ID, use those credentials to gain access.

If you need to register for a Support User ID, you must know your Support Contract ID. This two-step process requires you to subscribe to Support after registering. For detailed instructions about registering for a Support User ID and obtaining your Contract ID, see our Frequently Asked Questions. Register now with BMC Support.

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