BMC Software is releasing version 2.3.35 of the Installation System.

For a list of the products that use the Installation System, see the product authorization information in the *Installation System User Guide*.

**NOTE**

Before you begin an installation, BMC recommends that you check the Support Central website at [http://www.bmc.com/support](http://www.bmc.com/support) for:

- Updated product documentation (for example, flashes and technical bulletins)
- Product downloads, patches, and fixes (PTFs)
- Product availability and compatibility (PAC) data

These release notes supplement and supersede the product documentation and discuss product enhancements:

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**What’s new**

These topics describe the changes or new features in this release.

For a short demo describing the BMC Internet Service Retrieval (ISR) enhancements that are new in this release, see [https://webapps.bmc.com/infocenter/index.jsp](https://webapps.bmc.com/infocenter/index.jsp).
BMC Internet Service Retrieval (ISR)

This release includes the following changes to BMC ISR:

- BMC ISR is now an installable product. The Installation System installs it automatically when installing any product, but you can also install BMC ISR independently.

**NOTE**
As of June 2012, the stand-alone, downloadable version of BMC ISR will no longer be upgraded or maintained. As of December 2012, that version will no longer be available or supported.

- When you create a request for a service package, you can now request verified PTFs as a content type.

For more details about the changes, see the product maintenance information in the *Installation System User Guide*.

Documentation

A common installation guide (*Installation System User Guide*) has replaced all of the individual product, solution, or product line installation guides.

For all products that use the Installation System, the *Installation System User Guide* contains:

- Requirements and considerations for installing a product
- Materials to prepare for an installation, including worksheets to record the information you will need during the installation and customization process
- Instructions for downloading, installing, and customizing a product

All products now have associated configuration or customization guides that explain how to perform product-specific configuration after you have installed and customized a product.

From the Support Central website ([http://www.bmc.com/support](http://www.bmc.com/support)), you can:

- Download a zipped set of documentation PDFs from each product’s EPD page
- Link to the BMC Documentation Center ([https://webapps.bmc.com/infocenter/index.jsp](https://webapps.bmc.com/infocenter/index.jsp)) to browse documentation sets, or to view demos (short overviews of selected product concepts, tasks, or features)
- View individual product documents (books and notices) within the “A – Z Supported Product List”
You can order hardcopy documentation from your BMC sales representative or from the support site. You can also subscribe to proactive alerts to receive e-mail messages when notices are issued.

Changes planned for the next release

The following changes will take place in the Installation System with its August 29, 2012 release:

- The Installation System is moving to a single, common installation. What is currently known as Custom installation will become the only option. Express installation will be discontinued.

- MainView Customization is being enhanced to include all of the functionality of AutoCustomization. AutoCustomization, therefore, will be discontinued.

If you have any concerns about these changes, please contact BMC Customer Support.

Customer support

If you have problems with or questions about a BMC product, see the support website at [http://www.bmc.com/support](http://www.bmc.com/support). You can view or download product documents, find answers to frequently asked questions, and download products and maintenance. If you do not have access to the web and you are in the United States or Canada, contact Customer Support at 800 537 1813. Outside the United States or Canada, contact your local BMC office or agent.