BMC CDB products
Version 9.4.00
March 31, 2015
BMC is announcing support procedures for recently acquired CDB Software products

BMC is announcing new support procedures for former CDB Software products.

Certain CDB Software assets, including products that you are licensed to use, were recently acquired by BMC. To make the transition as seamless as possible, BMC is committed to providing the same outstanding quality of support that you received from CDB.

Support procedures


As of that date, you need a BMC Customer Support user ID to:

- Open a support issue
- Download fixes, product libraries, and documentation
- Access certain parts of the support website

BMC provided your contract ID and PIN via e-mail on March 16, 2015. Use your contract ID to register for a support user ID at BMC Support Central. Registering for a user ID requires validation; you will receive a validation e-mail after your user ID is activated.

If you have other BMC products and already have a support user ID, you do not need to create a new one. You can add CDB products to your existing BMC Support Profile by performing the following steps:

1. Log in to BMC Support Central and click My Support Profile in the left pane.
2. Click Manage Support IDs.
3. Enter the contract ID and PIN that you received from BMC.
4. Add the contract ID to your existing BMC Support Profile.
Issue management

After activating your user ID, you can use any of the following methods to open a support issue. You will need your contract ID and the name of the product associated with the issue.

- Access BMC Support Central and click Issue Management. From the "Issue and Defect Management" page, you can open new issues and review or update existing issues.

  **Note**
  This is the preferred method for opening issues that are not critical (severity 1) issues.
  If you are opening an issue for license key information, be sure to click Yes in response to the question, “Is this issue for a problem with your product’s license or password?”

- Open an issue by using e-mail. Instructions for opening an issue via e-mail are available on the "Issue and Defect Management" page.

- Call 1 800 537 1813 (United States and Canada) and provide information to the representative who answers your call. That person will open an issue, and Customer Support will contact you for more information, if necessary.

  **Note**
  For contact information outside the United States and Canada, go to BMC Support Central and click Contact Support in the left pane.

Sending and receiving files

To make the transition as seamless as possible, the delivery of documentation, fixes, and libraries for the former CDB products will take a two-stage approach.

In the first stage, procedures will closely resemble the ones that you used on the CDB Support website. The BMC FTP download site for CDB products has the same structure as the previous CDB Support website. The folder for each version of a CDB product (9.3.00 and 9.4.00) contains subfolders for the latest libraries, individual fixes, and documentation. The link to the BMC FTP download site is:

ftp://epddownload.bmc.com/bmc/esd/ozi/cdb/
To access the FTP site, you must have a BMC support user ID. With your support user ID, you can retrieve the current FTP login information from the following site:


**Note**
The user name and password for the FTP site change annually.

Information about the second stage of the transition will become available later in the year.

**Note**
For instructions about sending files (such as output or dumps) to the FTP site, contact BMC Support for the necessary JCL. You must open an issue before sending files because the file naming convention references the issue number.

## New product names

The names of the former CDB products (version 9.4.00 only) have changed.

The following table lists the new BMC product names that you should use when opening support issues:

<table>
<thead>
<tr>
<th>CDB product name</th>
<th>BMC product name (version 9.4.00 only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDB/Auto-Load</td>
<td>BMC CDB/Auto-Load for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/Auto-Online Copy</td>
<td>BMC CDB/Auto-Online Copy for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/Auto-Online Reorg</td>
<td>BMC CDB/Auto-Online Reorg for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/Auto-Online Unload</td>
<td>BMC CDB/Auto-Online Unload for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/Check Index</td>
<td>BMC CDB/Check Index for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/DASD</td>
<td>BMC CDB/DASD for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/Delta</td>
<td>BMC CDB/Delta for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/Modify</td>
<td>BMC CDB/Modify for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/Quiesce</td>
<td>BMC CDB/Quiesce for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/Rebuild Index</td>
<td>BMC CDB/Rebuild Index for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/RePart</td>
<td>BMC CDB/RePart for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/Restore</td>
<td>BMC CDB/Restore for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/REXX</td>
<td>BMC CDB/REXX for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB product name</td>
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<tr>
<td>------------------------------------------</td>
<td>-------------------------------------------------------------</td>
</tr>
<tr>
<td>CDB/Runstats</td>
<td>BMC CDB/Runstats for DB2 for z/OS</td>
</tr>
<tr>
<td>CDB/Real-Time Utility Manager (RT-Man)</td>
<td>BMC Next Generation Utility Manager for DB2</td>
</tr>
<tr>
<td>CDB/LOBMaster</td>
<td>BMC Next Generation LOBMaster for DB2</td>
</tr>
</tbody>
</table>

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