BMC Internet Service Retrieval

August 18, 2016

BMC has scheduled an outage for BMC Internet Service Retrieval (BMC ISR)

BMC is announcing an outage of BMC Internet Service Retrieval (BMC ISR). This outage affects all products and product versions that use BMC ISR to obtain maintenance.

Due to scheduled Business Continuity Testing, BMC ISR will be intermittently unavailable from 10:00 P.M. US Central Daylight Time (CDT) on August 19, 2016 through 11:00 P.M. CDT on August 20, 2016.

During this scheduled outage:

- You can continue to submit requests to BMC ISR. As soon as the system is operational and BMC ISR becomes available, all pending requests will be processed. Previously completed requests can still be retrieved and processed during this outage.

- You can also obtain PTFs from eFix PTF Distribution Services (eFix). You can access eFix directly at http://efix.bmc.com or from the support site. For information about eFix, see the online Help.

**Note**

If you have questions, contact Customer Support at 1 800 537 1813 (United States or Canada) or call your local support center.

To view the latest BMC documents, see the Support Central website at http://www.bmc.com/support. Notices such as flashes, technical bulletins, and release notes are available on the website. You can subscribe to proactive alerts to receive e-mail messages when notices are issued or updated. For more information about proactive alerts, see the Support Central website.

Where to get the latest product information
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