RSL1701 and RSL1701C

January 4, 2017

RSL1701 and RSL1701C are available

RSL1701 (quarterly maintenance) and RSL1701C (cumulative maintenance) are now available. This bulletin explains how to obtain RSL1701 and RSL1701C.

RSL1701 contains PTFs released July 9, 2016 through October 7, 2016.

RSL1701C contains PTFs released April 9, 2016 through October 7, 2016.

Note

Before you begin applying maintenance, BMC recommends that you check the Support Central website at http://www.bmc.com/support for:

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

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

RSL overview

The following table indicates where to find additional information about Recommended Service Levels (RSLs).

Note

Maintenance for the Installation System is not included with RSLs. For information about updating the Installation System, see the Installation System Reference Manual.

<table>
<thead>
<tr>
<th>For information about</th>
<th>Do this</th>
</tr>
</thead>
<tbody>
<tr>
<td>RSL maintenance schedule</td>
<td>1 Go to “Mainframe Maintenance” on BMC Support Central.</td>
</tr>
<tr>
<td></td>
<td>2 Click Maintenance Schedule.</td>
</tr>
</tbody>
</table>
For information about PTFs on an RSL

1. Go to “Mainframe Maintenance” on BMC Support Central.
2. Click Maintenance Schedule.
3. Click an RSL number.

PTFs-in-error severity and how to fix them

See the Enhanced HOLDDATA information in the *Installation System Reference Manual*. The information explains how to download and receive Enhanced HOLDDATA; it also explains how to create and use the Exception SYSMOD report to detect critical conditions known to BMC, their relative severity, and how to fix them.

For information about FMIDs

1. Go to the “Mainframe Installation” on BMC Support Central.
2. Click Product Codes and FMIDs.
3. Click a product group.

*Note:* The FMIDs are also listed in the product’s release notes.

### RSL installation and distribution

The way you obtain and install an RSL depends on the RSL type.

For more information about the installation methods cited in this table, see the maintenance chapter of the *Installation System Reference Manual*.

<table>
<thead>
<tr>
<th>RSL type</th>
<th>Method for obtaining</th>
<th>Installation method</th>
</tr>
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<tbody>
<tr>
<td>Quarterly</td>
<td>BMC Internet Service Retrieval (BMC ISR)</td>
<td>Use BMC ISR</td>
</tr>
<tr>
<td>RSL type</td>
<td>Method for obtaining</td>
<td>Installation method</td>
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<tr>
<td>-----------</td>
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<tr>
<td>Cumulative</td>
<td>Either of these methods:</td>
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<td></td>
<td>■ BMC Electronic Software Distribution (ESD)</td>
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<tr>
<td></td>
<td>■ Physical media</td>
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<tr>
<td></td>
<td>Contact your BMC sales representative to order RSL maintenance on physical media. Contact information is available on the BMC website.</td>
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<td><strong>Note:</strong> You will receive the Maintenance Media DVD (which contains the RSL images only) and the Product Installation Media DVD (which contains the Installation System images and product images).</td>
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</tr>
</tbody>
</table>

### Where to get the latest product information

To view the latest BMC documents, see the Support Central website at [http://www.bmc.com/support](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.

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