

## BMC Alignability for Service Desk Express

Version 10.1.00  
October 4, 2011

BMC Software is releasing version 10.1.00 of the BMC Alignability for Service Desk Express product. These release notes supplement the product documentation and describe enhancements and resolved problems in this version.

With this release of BMC Alignability for Service Desk Express, BMC continues to invest in solutions for mid-sized businesses, developing innovative new features, simplifying the user interface, and implementing enhancements requested by customers.

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### **NOTE**

Before you install the product, check the Customer Support website at <http://www.bmc.com/support> for updated documentation (for example, flashes and technical bulletins); product downloads, patches, and fixes; and product availability and compatibility (PAC) data.

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The following topics are provided:

- What's new and modified (page 2)
- Corrected problems (page 9)
- Supported software (page 11)
- Installation information (page 16)
- Related information (page 16)
- Support information (page 17)



# What's new and modified

BMC Alignability for Service Desk Express has been enhanced with the following changes and new features.

## Merging of Alignability Process Model modules

The Service Support and the Service Delivery modules in the Alignability Process Model have been merged. The process model now consists of the following processes:

- Configuration Management
- Event Management
- Incident Management
- Problem Management
- Change Management
- Release Management
- Service Level Management
- Availability Management
- Capacity Management
- Continuity Management
- Financial Management

The Alignability Process Model structure has also been modified.

## Added new out-of-the-box modules

The following out-of-the- box modules have been added in this release.

- Roles
- Release and Release Details
- Country

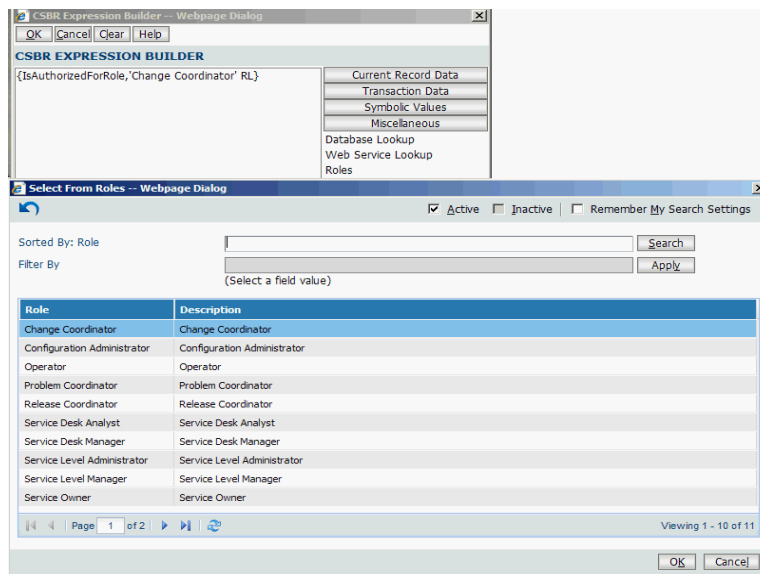
## Using Roles form

A new Roles module has been added that is linked to the Staff module.

In the CSBR Expression Builder window, a new Roles option has been added under the Miscellaneous category. Click Roles to display the Select from Roles popup. The popup displays all the active roles that are created by the system administrator. The data in the CSBR Expression Builder is in the following format:

```
{IsAuthorizedForRole,<Role> RL}
```

By default, the Roles form is displayed in the out-of-the-box APM Administrator navigator bar under System Administration->Roles. The Roles tab is also available in the out-of-the-box Staff form under System Administration->Staff.



In earlier versions of BMC Service Desk Express, MATH statements were used to access information related to roles, thus, sending the argument to the SQL parser of your BMC Service Desk Express database. With the new Roles module, all the unnecessary MATH calls will be avoided, thus, improving performance.

The system administrator can perform the following tasks:

- Create different user roles.
- Link staff members to a particular role. A staff member can be assigned to single or multiple role(s).

#### **NOTE**

Only the system administrator can assign or unassign roles to staff members or link staff members to a particular role.

- Create a CSBR to define conditional expression based on the different roles. For example, create a CSBR to access the permission of a staff member based on his assigned roles.

#### **NOTE**

You cannot select multiple roles across pages in the Select From Roles popup.

### ► To add multiple roles across pages in the CSBR Expression

- 1 In the CSBR Expression Builder window, click Roles to display the Select From Roles popup. This popup displays only the active roles.
- 2 Select a role and click OK to add the details to the CSBR expression.

- 3 Perform step 1 and step 2 again to add the next role to the CSBR expression. The new role details is appended to the CSBR expression. For example, if you select Capacity Manager on the first page and Continuity Planner on the second page, the resultant expression will be

```
{IsAuthorizedForRole,'Capacity Manager','Continuity Planner' RL}
```

The logical OR operator is used to evaluate the condition. The result will contain records that contain either of the roles.

► **To add a role**

- 1 From the System Administration header on the navigator bar, click Roles.
- 2 Enter the Role name and the description in the Roles form.
- 3 Click the Save icon.

## Added fields for entering system settings information

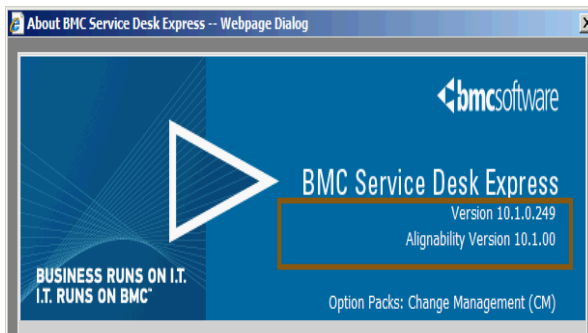
A new System Settings tab has been added to the out-of-the-box Staff form (System Administration-> Staff). The tab contains the following fields:

- Windows User ID
- LDAP User ID
- # of Calls Assigned
- Password Never Expires

## Finding the BMC Alignability for Service Desk Express version

Now, you can find the version of the BMC Alignability for Service Desk Express database by clicking the 'About' link at the top right corner of the application.

The About BMC Service Desk Express window appears. Your version number is listed underneath the BMC Service Desk Express version.



## User interface changes

The user interface has been modified to include all the user interface changes that were introduced in BMC Service Desk Express 10.1. For example,

- Introduction of a new flattened user interface for staff members that has been designed to reduce the number of popup windows open while they are managing multiple records.
- Modification of the details section and the popups grids.
- Change in icon images
- New look and feel for navigator bar
- Change in Calendar popup window
- Removal of right-click context menus in the details section

The new images will only be applicable for custom forms. For example, when you select a field with the checkbox option, the alignment of the text will now be on the right instead of the left. Following user interface standards, the placement of text for checkboxes has been modified to the right of the control.

For the complete list of user interface changes that were introduced in BMC Service Desk Express 10.1, refer to the *BMC Service Desk Express 10.1 Release Notes*.

## On demand loading of the details section

On-demand loading of the details section has been implemented and the following options are now available in the details section:

- To display the details section — Click the Show Record Details link after opening the form. The settings are retained only for a particular instance of a form.
- To hide the details section — Click the icon in the right corner (next to the minimize and maximize icons). Right-click the icon to display the Always Show Record Details check box. This is the default behavior.
- To always display the details section — Select the Always Show Record Details check box. The settings apply to all forms and all subsequent logins for the same user ID and on the same computer. This provides you the flexibility of applying different settings while you are at different locations, such as your office and your home.

## Forms

- For the Staff field in the following modules, you can now enter the information instead of only selecting the information:
  - Support Request
  - Support Request template
  - Problem

- Work orders
- Work order Templates
- A new Impact column has been added in the Support Request tab of the details section in the Service form.
- An empty Work Order form appears when you create a Work Order from the tab on the Support Request form. Earlier the data from the Support Request form was copied automatically to the Work Order form.
- The Member field has been renamed to Staff.
- Now, you cannot reopen a support request. The Support Request form has been redesigned.
- A new Type field with two options (Business service and Technical service) has been added to the Service form.
- You can now register Major Incident Teams for a service. A new Major Incident Team tab has been added to the details section in the Service form. You can add a Staff member to the Major Incident Team.
- The data type of the Availability field in the Service Level Agreement form has been modified to Float instead of Integer data type.
- A new Country field has been added, thus enabling you to use Country based filtering for the following forms:
  - Templates (Support Request Template, Change Template, Work Order Template)
  - Configuration Item
  - Contract
  - Service
  - Person
  - Site
  - Organization

## Business Rules

- The current information of the latest business rules (BRs) is available in the system settings.
- A new mail notification audit action has been added to all the existing notification rules.
- A new **Affected CIs** tab has been added in the details section of the Change form. The data of the Affected CIs is synchronized with the data of the Affected CIs of linked Work Orders. The following BRs have been added:
  - CIWO03 - Add detail to Change when Work Order has been linked to CI.
  - CIWO04 - Remove detail from Change when Work Order has been unlinked from CI.

## Client Side Business Rules

- The current information of the latest Client Side Business Rules (CSBRs) is available in the system settings.
- Now, you cannot copy closed Problems. A new CSBR has been added that removes Copy button for the problem form if the status of the problem is either Dead-End or Solved.
- You cannot enter negative values in the Service Level Agreement form for the following fields
  - Incident resolution (%)
  - Availability
  - Reliability



The following CSBRs are modified:

- SLA -16: Incident resolution is required
- SLA -17: Availability is required
- SLA -18: Reliability is required

## Miscellaneous

- The Whiteboard header and the Whiteboard forms has been renamed to Broadcast header, Broadcast, Broadcast Monitor, Broadcast Ticker forms. The Broadcast has been made available as a Banner function only.
- A new Work Order tab has been added to the Support Request form. The Workflow functionality has been added for Support Requests. The workflow functionality for Support Requests works in a similar manner as for the Request Fulfillment (Change Management) workflow.
- The following changes have been made to the categories:
  - The Request for Support Improvement category has been renamed to Complaint.
  - The Request for Information category has been renamed to Request Fulfillment.
  - A new Compliment category is added.
- You can now have a parent- child relationship for the Support Requests. The following new tabs have been added to the details section of the Support Request form:
  - Child Requests - To add child support requests.
  - Related Requests - To add related and independent support requests.

This applies to the category 'Request for Incident Resolution' with an Impact of Medium, High, and Major.
- The Incident Management header in the navigator bars has been renamed to Request Management.

- You can now automatically register a support request as Major Incident. When the Business Importance Level of a Service Level Agreement that is linked to the Support Request is Core or Critical, and the selected impact is High, the incident impact will automatically be changed into a Major Incident.
- A link to Google maps is added in the Site form. A new  icon has been added in the toolbar of the Site form. A new  remote desktop connection link icon has been added in the toolbar of the Configuration Item form. For more information about the `mstsc.aspx` file, refer to the *BMC Alignability for Service Desk Express 10.1.00 Installation Guide*.
- The Dead-End problem status has now Open state instead of Closed state.
- The completed status used for Request Management will no longer stop the clock.

## Performance improvements

The following performance changes are made to improve the performance of BMC Alignability for Service Desk Express over remote access location and the wide area network:

- IIS improvements
- Removed and reduced duplicate and unnecessary database calls.
- Implemented the client-side filter for MATH and DB statements. By reducing the amount of data transfer between the workstation and the application server to validate the conditions, response times are improved.

For more information about settings that are required for IIS 6.0 and 7.0 to enable compression, refer to the *IIS compression white paper*.

In the following scenarios, you must delete the temporary internet files cache immediately:

- When a patch is installed
- When any system administration modifications are done (for example, adding a CSBR)

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### **NOTE**

The customizable forms will be cached for a period of 24 hours and will be refreshed subsequently.

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## Added support

BMC Alignability for Service Desk Express 10.1.00 supports the following:

- Microsoft SQL 2008 Release 2 Service Pack 1 (x86, x64)
- Microsoft SQL Server 2008 Release 2 Standard Edition (x86, x64)
- Mozilla Firefox 5.0 (For Self Service only)
- Mozilla Firefox 4.0 (For Self Service only)



- Apple Safari 5.0.5 (6533.21.1) (For Self Service only)
- BMC Performance Manager 2.8.5
- BMC ProactiveNet 8.5
- Bomgar™ 11.1.1
- Bomgar 10.6.5
- Bomgar 10.5.5

## Discontinued support

BMC Alignability for Service Desk Express 10.1.00 and later does not support the following:

- Microsoft Internet Explorer 6.0 and 6.0 SP1.
- Mozilla Firefox 3.0.6
- Microsoft Operations Manager 2005
- VMWare GSX Server - 3.1
- Microsoft Windows XP Professional Service Pack 2

The following features have been removed from the BMC Alignability for Service Desk Express 10.1.00:

- Widget view for the dashboard
- Right-click context menus in the details section

## Corrected problems

The following problems were reported earlier and were corrected in this version. The table lists a tracking ID if BMC assigned one to the issue.

Issue	Description
None	The results of the Support Requests for Problem Management Review QuickView were not as expected when you cleared the Service filter option.
None	You could delete the Problem detail records.
None	The Service form contained a corrupt field in the details section.
None	There was a color difference in the History tab of the Staff form.
None	There was no shortcut key available for saving in the Organization, Site and Country form. <i>Note:</i> The ALT+S shortcut key has been assigned to the Organization, Site and Country form.
None	You could not link predecessor to a Work Order form.
None	The forms did not contain the new toolbar buttons that were introduced in BMC Service Desk Express 10.1.

Issue	Description
None	The trigger in BMC Alignability for Service Desk Express 10.0.0.732 did not change the status of the next Work Order in the workflow.
None	You could not create new Impact or Priority.
None	The Service Desk Resolutions report was a duplicate of the Operator report. <i>Note:</i> Operator report has been removed.
None	Predecessor functionality for manually added Work Orders did not work as expected.
None	When multiple Work Orders were cancelled, the work flow might fail.
None	When you upgraded to BMC Service Desk Express 10.1, the value of the Cost of Effort field was not updated as expected when using a CSBR.
None	When you saved a Group, more audit rules were executed than expected.
None	When you linked a Support Request to a Whiteboard, the more audit rules were executed than expected.
None	When the Service field was modified, the details were not updated as expected. <i>Note:</i> The following BRs are updated to use Service name instead of Service Description: <ul style="list-style-type: none"> <li>■ PM05a - Add detail when Service has changed</li> <li>■ PM05b - Add detail when Service has changed</li> </ul>
None	There was no audit information for Start Date, End Date and Actual Date fields.
None	When a BR was triggered by other BR, there were empty fields. <i>Note:</i> The 'INC01 - Set status from ClosedMail to closed after 28 days' BR is modified.
None	The following BRs sent notification to the assigned member instead of the Change Coordinator / Manager. <ul style="list-style-type: none"> <li>■ WOR01 - Send email to Change Coordinator</li> <li>■ WOR02 - Send email to Change Manager</li> </ul>
None	You could create a Services link even if you did not have the Service Level Administrator role. <i>Note:</i> A new BR 'SERVSERV03- Permissions for Service Level Administrator' has been added to prevent the creation of a Services link without the Service Level Administrator role.
None	Data was deleted from the Service Request form unexpectedly when the closure of a Service Request was cancelled.
None	You could not reopen a Support Request if you had all the APM roles assigned. <i>Note:</i> The 'Incident -7: Roles - Allow update Closed Support Request for Problem Coordinator role' CSBR was modified.
None	Staff members could be assigned to an incorrect combination of Staff and Group. This occurred for Support Request, Problem, Changes and Work Orders modules.
None	When a Support Request was completed, the Status of the Support Request was changed back to Assigned status. <i>Note:</i> Modified the 'csbr Incident -67: Set status to Assigned on assignment change' CSBR.

Issue	Description
None	You could save a template using ALT+S even if you did not have appropriate role. <b>Note:</b> The following CSBRs are modified: <ul style="list-style-type: none"> <li>■ Incident Template -1: Modify permissions for Service Desk Manager</li> <li>■ Change Template -1: Role - Modify permissions on template only for Change Coordinators</li> <li>■ Work Order Template -1: Role - Modify permissions on template for Change Coordinators / Release Managers</li> </ul>
None	There was an incorrect spelling in the 'Incident Template -1: Modify permissions for Service Desk Manager' CSBR description.
None	The cumulative time spent was not always calculated correctly.
None	The Target Date was not recalculated for a Service Request when the Service was changed for that Service Request.
None	There were error messages while converting data type Varchar to Float in CSBRs that updated the Cumulative and Cost of Effort field.
None	The 'Work Orders -50: Reassignment to Change Coordinator after rejection' CSBR did not work as expected.

## Supported software

The following table summarizes the BMC Alignability for Service Desk Express support on operating systems (OSs), databases, and browsers. Support for a version of BMC Alignability for Service Desk Express is designated by +. A blank cell indicates no support.

**Table 1-1: Details of support information (Sheet 1 of 4)**

Product name	BMC Alignability for Service Desk Express 10.1.00
<b>Application Server OS</b>	
Microsoft Windows Server 2008 Release 2 Standard, Enterprise, Web Server Edition	+
Microsoft Windows Server 2008 (x86, x64) Service Pack 2	+
Microsoft Windows Server 2008 (x86, x64) Service Pack 1	+
Microsoft Windows Server 2008 (x86, x64)	+
Microsoft Windows Server 2003 Release 2 Service Pack 2 (x86, x64)	+
Microsoft Windows Server 2003 Service Pack 2 (x86, x64)	+
<b>Web Server</b>	
Microsoft Windows Server 2008: IIS 7.0	+
Microsoft Windows Server 2003: IIS 6.0	+
<b>Note:</b> BMC Alignability for Service Desk Express supports Secure Sockets Layer (SSL).	
<b>Database Server OS: Microsoft SQL Server</b>	
Microsoft Windows Server 2008 Release 2 Enterprise, Standard, Web Server Edition	+
Microsoft Windows Server 2008 Standard, Enterprise Edition (x86,x64)	+

Table 1-1: Details of support information (Sheet 2 of 4)

Product name	BMC Alignability for Service Desk Express 10.1.00
Microsoft Windows Server 2003 Release 2 Service Pack 2 (x86, x64)	+
Microsoft Windows Server 2003 Service Pack 2 (x86, x64)	+
<b>Database Server OS: Oracle®</b>	
Microsoft Windows Server 2008 Release 2 Enterprise, Standard, Web Server Edition	+
Microsoft Windows Server 2008 Standard, Enterprise Edition (x86, x64)	+
Microsoft Windows Server 2003 Release 2 Service Pack 2 (x86, x64)	+
Microsoft Windows Server 2003 Service Pack 2 (x86, x64)	+
IBM® AIX® 6.1	+
IBM AIX 5.2	+
HP-UX 11.0	+
Red Hat Enterprise Linux® 5.2	+
Oracle Solaris 10 (SunOS 5.10)	+
<b>Database: Microsoft SQL Server</b>	
Microsoft SQL Server 2008 Release 2 Express Edition	
Microsoft SQL Server 2008 Release 2 Service Pack 1 (x86, x64)	+
Microsoft SQL Server 2008 Release 2 Standard Edition (x86, x64)	+
Microsoft SQL Server 2008 Release 2 Enterprise Edition (x86, x64)	+
Microsoft SQL Server 2008 Service Pack 2 Enterprise Edition (x86, x64)	+
Microsoft SQL Server 2008 Express Enterprise Edition (x86)	+
Microsoft SQL Server 2008 Enterprise Edition (x86, x64)	+
Microsoft SQL Server 2005 Service Pack 4 Enterprise Edition (x86, x64)	+
Microsoft SQL Server 2005 Service Pack 3 Enterprise Edition (x86, x64)	+
Microsoft SQL Server 2005 Service Pack 2 (x86, x64)	
<b>Database: Oracle</b>	
Oracle 11g(11.1.0.7) <sup>a</sup>	+
Oracle 10g (10.2.0.4) <sup>a</sup>	+
<b>Browser-Support Staff Interface</b>	
Microsoft Internet Explorer 9.0	
Microsoft Internet Explorer 8.0 (with compatibility view)	+
Microsoft Internet Explorer 7.0	+
<b>Browser-Self Service module</b>	
Microsoft Internet Explorer 9.0	
Microsoft Internet Explorer 8.0 (with compatibility view)	+
Microsoft Internet Explorer 7.0	+
Mozilla Firefox 7.0	
Mozilla Firefox 6.0.2	
Mozilla Firefox 5.0	+

Table 1-1: Details of support information (Sheet 3 of 4)

Product name	BMC Alignability for Service Desk Express 10.1.00
Mozilla Firefox 4.0	+
Mozilla Firefox 3.6	+
Mozilla Firefox 3.5	+
Mozilla Firefox 3.0.6	
Apple Safari 5.0.5 (6533.21.1)	+
Apple Safari 3.1.2	+
<b>Microsoft Internet Information Server (IIS)</b>	
Microsoft IIS 7.5	+
Microsoft IIS 7.0	+
Microsoft IIS 6.0	+
<b>Virtual Software</b>	
VMWare Workstation - 7.xx	+
VMWare Workstation - 5.5.3	+
VMWare ESX Server - 4.0 update 1	+
Microsoft Hyper-V (Windows Server 2008 Release 2)	+
Microsoft Hyper-V (Windows Server 2008)	+
<b>Java Runtime Environment</b>	
JRE 6.0	+
<b>Microsoft Data Access Components (MDAC)</b>	
MDAC 2.8 Service Pack 1	+
MDAC 2.8	
<b>Microsoft Silverlight</b>	
Microsoft Silverlight 4.0	+
Microsoft Silverlight 3.0	+
Microsoft Silverlight 2.0	+
<b>Microsoft .NET Framework</b>	
Microsoft .NET 4.0	+
Microsoft .NET 3.5 Service Pack 1	+
Microsoft .NET 3.5	+
Microsoft .NET 3.0	+
Microsoft .NET 2.0 Service Pack 1	+
Microsoft .NET 1.1	
<b>Email protocol</b>	
Simple Mail Transfer Protocol (SMTP)	+
Internet Message Access Protocol (IMAP)	+
Transport Layer Security (TLS) protocol with IMAP	

Table 1-1: Details of support information (Sheet 4 of 4)

Product name	BMC Alignability for Service Desk Express 10.1.00
WebDAV	
<b>Crystal Reports components</b>	
Crystal Reports 11 Runtime (RDC)	
Crystal Reports 10 Runtime (RDC)	+
<b>Lightweight Directory Access Protocol (LDAP)- Must select LDAP authentication during installation.</b>	
OpenLDAP - 2.3.30-2.fc6	+
Active Directory (all supported Windows versions)	+
<b>Additional Windows components</b>	
Indexing Service	+

<sup>a</sup> This is not valid for new installation of BMC Service Desk Express 10.1. This is supported only for upgrade scenarios.

The following table lists the minimum hardware and operating system requirements for client workstations.

Table 1-2: Client workstation requirements

Client workstation	BMC Alignability for Service Desk Express staff interface requirements and supported versions	Self Service interface requirements and supported versions
Hardware	<ul style="list-style-type: none"> <li>■ 1 GHz</li> <li>■ 1 GB RAM</li> </ul>	<ul style="list-style-type: none"> <li>■ 1 GHz</li> <li>■ 1 GB RAM</li> </ul>
Operating system	<ul style="list-style-type: none"> <li>■ Windows 7 (x86, x64)</li> <li>■ Windows Vista Service Pack 1</li> <li>■ Windows Vista</li> <li>■ Windows XP Professional Service Pack 3</li> </ul>	<ul style="list-style-type: none"> <li>■ Windows 7 (x86, x64)</li> <li>■ Windows Vista Service Pack 1</li> <li>■ Windows Vista</li> <li>■ Windows XP Professional Service Pack 3</li> <li>■ Apple Mac OS X 10</li> </ul>
Resolution	<ul style="list-style-type: none"> <li>■ 1280 x 1024 pixels (Recommended)</li> <li>■ 1024x768 (Minimum supported resolution)</li> </ul>	<ul style="list-style-type: none"> <li>■ 1280 x 1024 pixels and later</li> <li>■ 1024x768</li> </ul>

The following table summarizes the supported software that works with BMC Alignability for Service Desk Express. Support for a version of BMC Alignability for Service Desk Express is designated by +. A blank cell indicates no support.

Table 1-3: Supported Integrations or optional software support (Sheet 1 of 3)

Product name	BMC Service Desk Express	
	10.1.00	10.1
Jaws 12	+	+
<b>BMC Identity Management for .Net (IDM)</b>		
BMC Identity Management for .Net 5.2		

Table 1-3: Supported Integrations or optional software support (Sheet 2 of 3)

Product name	BMC Service Desk Express	
	10.1.00	10.1
<b>Bomgar</b>		
Bomgar 11.1.1	+	
Bomgar 10.6.5	+	
Bomgar 10.5.5	+	
Bomgar 10.5.2	+	+
<b>Event Notification - BMC ProactiveNet</b>		
BMC ProactiveNet 8.5.10		
BMC ProactiveNet 8.5	+	
BMC ProactiveNet 8.0	+	+
<b>Event Notification-Microsoft Operations Manager (MOM/SCOM)</b>		
Microsoft System Center Operations Manager 2007 Service Pack 1	+	+
Microsoft System Center Operations Manager 2007 Release 2	+	+
Microsoft Operations Manager 2005		
<b>ITSM Applications - BMC Performance Manager</b>		
BMC Performance Manager 2.8.5	+	
BMC Performance Manager 2.8	+	+
BMC Performance Manager 2.7	+	+
BMC Performance Manager 2.6	+	+
<b>ITSM Applications- BMC BladeLogic Client Automation (Earlier known as BMC Configuration Manager Express)</b>		
BMC BladeLogic Client Automation 8.1	+	+
BMC BladeLogic Client Automation 8.0		
<b>Knowledge Management</b>		
BMC Knowledge Management Express 9.2.00.004	+	+
<b>Mail management</b>		
Microsoft Exchange Server 2010 Service Pack 1	+	+
Microsoft Exchange Server 2010		
Microsoft Exchange Server 2007 Service Pack 3	+	+
Microsoft Exchange Server 2007 Service Pack 2		
Microsoft Exchange Server 2007 Service Pack 1	+	+
Microsoft Exchange Server 2007	+	+
IBM Lotus Domino server		
Novell GroupWise		
<b>Microsoft Systems Management Server (SMS/SCCM)</b>		
Microsoft System Center Configuration Manager 2007 Service Pack 2	+	+
Microsoft System Center Configuration Manager 2007 Service Pack 1	+	+
Microsoft System Center Configuration Manager 2007 Release 2	+	+
Microsoft System Center Configuration Manager 2007	+	+

Table 1-3: Supported Integrations or optional software support (Sheet 3 of 3)

Product name	BMC Service Desk Express	
	10.1.00	10.1
Microsoft Systems Management Server 2003		
<b>Project management</b>		
Microsoft Project Server 2010		
Microsoft Project Server 2007 Service Pack 1	+	+
Microsoft Project Server 2007	+	+
<b>Remote Access</b>		
Real VNC Enterprise Edition E4.5.1	+	+
Real VNC Enterprise Edition E4.4.4	+	+

## Installation information

This section contains installation information that supplements or supersedes the information in the *BMC Alignability for Service Desk Express Installation Guide*.

### How to obtain the product

BMC Alignability for Service Desk Express is available for download from the BMC Electronic Product Distribution (EPD) website at <http://webapps.bmc.com/epd>. To use the website, you must register and set up a user name and password.

If you cannot download the product, contact a sales representative and request a physical kit.

## Related information

The *BMC Alignability for Service Desk Express Installation Guide* supports the product.

Individual product documents (books and notices) are available on the Customer Support website. You can order hardcopy documentation from your BMC sales representative or from the website. You can also subscribe to proactive alerts to receive e-mail messages when notices are issued or updated.



# Support information

BMC supports the following versions and releases of BMC Alignability for Service Desk Express:

BMC Alignability for Service Desk Express Version	Level of support	Release Date	Supported BMC Service Desk Express version
10.1.00	full	October 2011	10.1.0.282 and later
10.0.01	full	July 2010	<ul style="list-style-type: none"> <li>■ 10.1.0.x and later</li> <li>■ 10.0.0.x and later</li> </ul>
5.2.01 <sup>a</sup>	limited	March 2009	<ul style="list-style-type: none"> <li>■ 10.1.0.x and later</li> <li>■ 10.0.0.x and later</li> <li>■ 9.80.x and later</li> </ul>
5.2.00	none	August 2008	not applicable
5.1.01	none	March 2008	not applicable
5.1.00	none	December 2007	not applicable

<sup>a</sup>. This version will be in the limited support mode for twelve months after the release of BMC Alignability for Service Desk Express 10.1.00.

BMC supports the following versions and releases of BMC Service Desk Express:

Version	Release date	Level of support
10.1.0.x	May 2011 (Version 10.1)	full
10.0.0.x	March 2010 (Version 10.0)	full
9.80.x <sup>a</sup>	November 2009 (Version 9.8)	limited
9.70.x	August 2008 (Version 9.7)	none
9.60.x	March 2008 (Version 9.6)	none

<sup>a</sup>. This version will be in the limited support mode for twelve months after the release of BMC Service Desk Express 10.1.

If you have problems with or questions about a BMC product, see the Customer Support website at <http://www.bmc.com/support>. You can view or download product documents, search the Knowledge Base for help with an issue, 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.

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