

BMC[®] Remedy[®] User

Version 7.x
February 5, 2007

BMC Software is alerting users about an issue with BMC Remedy User version 7.x. This technical bulletin describes a temporary workaround for BMC Remedy User 7.x to prevent the problem from occurring. If you have any questions about the problem, contact BMC Software Customer Support at 800 537 1813 (United States or Canada) or call your local support center.

Known issue

Bug Number	Description
SW00257321	<p>If you selected the Crystal Reports option when you installed BMC Remedy User 7.x, uninstalling BMC Remedy User 7.x might cause Microsoft Office 2003 or Microsoft Visual Studio to stop working. (If you did not install Crystal Reports with BMC Remedy User, this problem does not occur.) If Microsoft Office 2003 or Microsoft Visual Studio stops working, the affected computer must be returned to a restore point that predates the BMC Remedy User uninstall or reimaged to repair the corruption.</p> <p>This issue is caused by the Business Objects Crystal redistributable that is bundled with BMC Remedy User. The corruption occurs when the BMC Remedy User uninstaller calls the uninstall script of the Crystal MSI. BMC Software is working with Business Objects to resolve this issue.</p> <p>In the short term, this issue will be fixed by disabling the Crystal Reports uninstaller in the BMC Remedy Action Request System[®] 7.0.01 Patch 002 BMC Remedy User uninstall script. But the problem remains in all previous versions and patches of BMC Remedy User 7.x. In addition, an entry for Crystal Redistributables still appears in the Add or Remove Programs dialog box of the Windows Control Panel. Running the Crystal Reports uninstaller from that dialog box or from a previous version of BMC Remedy User 7.x will cause this issue to occur.</p> <p>Workaround: Until this problem is permanently resolved, BMC Software recommends that you do not uninstall BMC Remedy User 7.x. Instead, install new versions of BMC Remedy User 7.x without first removing the currently installed version.</p>



Where to get the latest product information

To view the latest BMC Software documents, visit the Customer Support page at http://www.bmc.com/support_home. BMC Software distributes printed copies of flashes, technical bulletins, and release notes with most product shipments, as indicated on your shipping list. In addition, all notices are available on the Customer Support page, including any notices that BMC Software issues after you receive your product shipment. You will not receive new notices by mail. However, by subscribing to proactive notification, you can receive email messages that direct you to those notices. For more information about proactive notification, refer to the Customer Support page.

Copyright 1991–2007 BMC Software, Inc., as an unpublished work. All rights reserved.

BMC Software, the BMC Software logos, and all other BMC Software product or service names are registered trademarks or trademarks of BMC Software, Inc.

IBM is a registered trademark of International Business Machines Corporation.

DB2 is a registered trademark of International Business Machines Corporation.

Oracle is a registered trademark, and the Oracle product names are registered trademarks or trademarks of Oracle Corporation.

All other trademarks belong to their respective companies.

BMC Software considers information included in this documentation to be proprietary and confidential. Your use of this information is subject to the terms and conditions of the applicable End User License Agreement for the product and the proprietary and restricted rights notices in the product documentation.

BMC SOFTWARE INC
2101 CITYWEST BLVD, HOUSTON TX 77042-2827, USA • 713 918 8800
Customer Support: 800 537 1813 (United States and Canada) or contact your local support center