BMC Software, Inc License Purge Agreement

Instructions

When a web purge is not an option and you need to convert/migrate a current product license key for a new one, you should submit a Purge Agreement to BMC Software, Inc. Such instances include:

- Migrating your current AR System to a new server platform.
- Changing any license-sensitive hardware and/or operating system software on your existing system (One example would be changing the network card for a Windows NT server. Please see your AR System Server Installation Guide for more details).
- Activation of a purchased AR feature upgrade, such as MPSO for the AR System Server or AR Performance for Flashboards.
- Replacing a license key that was requested with an incorrect site name and/or host ID.

NOTE: The license purge service is included as part of your BMC Support Contract.
Please note that there is a fee for any purges completed for a site that does not carry a current support contract.

To begin the manual purge process, submit an issue via the web. Once the issue is opened, the issue number (issue number will begin with ISS00) needs to be recorded on the purge form. Please fill out the Purge Agreement as completely as possible, as any missing information may delay the completion of your request. Once the purge form is completed, please fax your Purge Agreement to BMC Technical Support at:

- US, Pleasanton Center **+1 (925) 886-4440**
- EMEA Center +44 1784 478479

At this point, a license agent will begin to work your issue to complete your request. The normal turnaround time for a purge request is **1-5 business days**, dated from our receipt of the fully completed Purge Agreement form(s). Please plan accordingly.

Once you have received and successfully applied your new licenses, you must remove the converted/migrated licenses from that system's Remedy License Tool within 60 days. If you wish to concurrently run both a new and old AR System Server during this time frame, you must use the Purge feature on the older system's Remedy License Tool. For more information, please check our support web or knowledge base at www.remedy.com

The Purge Agreement Form requires the following information:

1. *Information on your Company.* You will need the following information:
   - Company Name
   - Support ID (6 digits)
   - Your Name (Printed)
   - Phone Number
   - Fax Number
   - Email Address
2. *Information on your existing license key(s).* This information can be found on your current server's Remedy License Tool. The same information is stored in the server's lic file.

Please list *each* license key that you wish to exchange.

Platform	Version	Path to LIC file
Unix	4.5.2 and below	/etc/remedy.lic
NT	4.5.2 and below	C:/Program Files/Common Files/Remedy/Licenses
Unix	5.0	/etc/remedy/(server name)/remedy.lic if upgrade from 4.5 or lower, could still use /etc/remedy.lic /etc/remedy/.multilicense
NT	5.0	C:/Program Files/Common Files/Remedy/Licenses/<servername>
Unix	5.1	/etc/arsystem/arsystem.lic if upgraded from 4.5 or lower could still use /etc/remedy.lic /etc/arsystem/.multilicense if there is a /etc/remedy, then it will use /etc/remedy/.multilicense
NT	5.1	C:/Program Files/Common Files/AR System/Licenses/<servername>
Both	6.0	Use "Export" function on License Tool

Please note: These are just the defaults. In 5.0 and 5.1 they could be anywhere that is specified by the -l parameter in the armonitor.cfg file (armonitor.conf file on UNIX)

3. *The new SITE NAME and HOST ID for your replacement licenses.* PLEASE NOTE: It is important that you list this information *exactly* as it appears in the Remedy License Tool (rather than from a server command line, etc.). To determine your replacement server's license information, you must run the Remedy License Tool on that server. Select the appropriate Product Feature to see the new SITE NAME and HOST ID. If the SITE NAME does not appear, then we recommend that you list either your network's domain name or your Remedy Support ID number (6 digits). Please remember that all the licenses for any one server *must* share the same SITE NAME.

Company Name:	_____	**Issue # (ISS00)**	_____
Support ID: (6 Digits)	_____	*Before submitting a purge request, you must submit an issue.*	
Date:	_____		
Printed Name:	_____	**bmc**software	
Signature:	_____		
Fax Number:	_____	**License Purge Agreement**	
Email Address:	_____		
Phone Number:	_____		

Current System's License Information:

Remedy Product	PO#	Issued On	Site Name	Host ID	# Lic's	License Key (s)
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

Replacement System Info:		**Reason for Filing Purge Request:**	**Check One**	**Upgrade Version**
New Platform O/S	_____	**Hardware and/or OS change**	☐	
New Site Name	_____	**Inactive Due to Non-renewal**	☐	
New Host ID	_____	**Inactive Due to HotBack Up Non-renewal**	☐	
Other Reason: _____		**MPSO / AR Performance Upgrade**	☐	
_____		**Migrator Upgrade**	☐	
_____		**Palm Upgrade**	☐	
_____		**Web to Mid Tier Upgrade**	☐	
_____		**Product Migration/Conversion**	☐	
_____		**Other (Please Specify in Space on the Left)**	☐	

This Agreement is made and entered into by and between BMC Software, Inc. and CUSTOMER, as identified below.

1.0 DEFINITIONS
1.1 "Current System" means the hardware platform / operating system / management platform on which the Server license is currently installed, as identified below.
1.2 "Replacement System" means the hardware platform / operating system / management platform on which the new server license will be installed, as identified below.
1.3 "Product" is the Remedy Corporation product as identified below.

2.0 PROVISIONS
2.1 CUSTOMER certifies that the license file /etc/remedy.lic on the Current System will be moved or edited per BMC Software, Inc. instructions.
2.2 Where the Current System and the Replacement System are different machines, CUSTOMER certifies that the Server software on the Current System will be rendered unusable for any purpose within thirty (30) days of the issuance of the Server License for the Replacement System.
2.3 CUSTOMER agrees that, once the License Purge has been completed, CUSTOMER has no right to use the original Product on the Current System.
2.4 This Agreement must be executed by CUSTOMER and returned to Remedy Corporation at the address listed above, attention License Manager, before a Server license for the Replacement System will be released.
IN WITNESS WHEREOF the parties have caused this Agreement to be executed by their duly authorized representatives: