



BMC Remedy 20.02 Documentation References for Upgrading

BMC Remedy ITSM Deployment Portal

<https://docs.bmc.com/docs/display/brid2002/Home>

BMC Remedy ITSM 18.08 Release notes and notices

<https://docs.bmc.com/docs/display/brid2002/Release+notes+and+notices>

BMC Remedy ITSM Suite 18.08 Upgrade

<https://docs.bmc.com/docs/display/brid2002/Upgrading>

Product Components

AR System Server

BMC Remedy Action Request System

<https://docs.bmc.com/docs/display/ars2002/Home>

BMC Remedy AR System Configuring after installation

<https://docs.bmc.com/docs/display/ars2002/Configuring+after+installation>

Atrium

BMC Atrium Core

<https://docs.bmc.com/docs/display/ac2002/Home>

ITSM Suite Applications

BMC Remedy IT Service Management Suite

<https://docs.bmc.com/docs/display/itsm2002/Home>

ITSM Suite - Configuring after installation

<https://docs.bmc.com/docs/display/itsm2002/Configuring+after+installation>

BMC Service Request Management

<https://docs.bmc.com/docs/display/srm2002/Home>

BMC Service Level Management

<https://docs.bmc.com/docs/display/slm2002/Home>

BMC Digital Workplace Basic

<https://docs.bmc.com/docs/display/dwpbas2002/Home>

BMC Digital Workplace Advanced

<https://docs.bmc.com/docs/display/dwpadv2002/Home>

Getting started with BMC Remedy with Smart IT

<https://docs.bmc.com/docs/itsm2002/getting-started-with-remedy-with-smart-it-909627581.html>

Getting started with BMC Remedy Smart Reporting

<https://docs.bmc.com/docs/itsm2002/getting-started-with-remedy-smart-reporting-918121511.html>

Connect with BMC Helix ITSM and Remedy Webinars

Remedy / Helix ITSM 20.02 Feature Release

<https://communities.bmc.com/community/bmcdn/helix/blog/2020/02/17/connect-with-bmc-helix-itsm-and-remedy-remedy-helix-itsm-2002-feature-release-webinar>

Live Chat in Smart IT

<https://communities.bmc.com/community/bmcdn/helix/blog/2019/10/09/connect-with-bmc-helix-itsm-and-remedy-live-chat-in-smart-it-webinar>

Keys to a Successful Transition to Smart Reporting

https://communities.bmc.com/community/bmcdn/bmc_it_service_support/blog/2018/07/17/connect-with-remedy-keys-to-a-successful-transition-to-smart-reporting-webinar

Remedy 9: Best Practices for Loading & Migrating Data in the ITSM Solution

https://communities.bmc.com/community/bmcdn/bmc_it_service_support/blog/2018/02/12/connect-with-remedy-remedy-9best-practices-for-loading-migrating-data-in-the-itsm-solution-special-webinar

Remedy 9.1.04: Zero Down Time (ZDT) Upgrade

https://communities.bmc.com/community/bmcdn/bmc_it_service_support/blog/2017/12/08/remedy-9104zero-down-time-zdt-upgrade-recorded-session

Digital Workplace Advanced Installation Overview

https://communities.bmc.com/community/bmcdn/bmc_it_service_support/blog/2017/10/09/connect-with-remedy-digital-workplace-advanced-installation-overview

Smart Reporting: Best Practice Basics for Building Reports

<https://communities.bmc.com/community/bmcdn/helix/blog/2020/04/02/connect-with-bmc-helix-itsm-and-remedy-smart-reporting-best-practice-basics-for-building-reports-webinar>

Smart Reporting: Best Practices for Advanced Report Creation

<https://communities.bmc.com/community/bmcdn/helix/blog/2020/04/02/connect-with-bmc-helix-itsm-and-remedy-smart-reporting-best-practices-for-advanced-report-creation-webinar>

Remedy 9: Delta Data Migration Best Practices Overview and Demo

https://communities.bmc.com/community/bmcdn/bmc_it_service_support/blog/2017/08/01/connect-with-remedy-remedy-9delta-data-migration-best-practices-overview-and-demo-recorded-session

Remedy 9: Configuring FTS in a Server Group Environment

https://communities.bmc.com/community/bmcdn/bmc_it_service_support/blog/2017/01/30/connect-with-remedy-remedy-9-configuring-fts-in-a-server-group-environment-webinar

Archiving Best Practices & Troubleshooting

<https://communities.bmc.com/community/bmcdn/helix/blog/2020/03/09/connect-with-bmc-helix-itsm-and-remedy-archiving-best-practices-troubleshooting-webinar>

Data Access Model Enhancements in 9.1 and Support for Hierarchical Groups

https://communities.bmc.com/community/bmcdn/bmc_it_service_support/blog/2016/02/01/connect-with-remedy-data-access-model-enhancements-in-91-and-support-for-hierarchical-groups-webinar

UDM Best Practices & Troubleshooting

https://communities.bmc.com/community/bmcdn/bmc_it_service_support/blog/2016/05/19/connect-with-remedy-udm-best-practices-troubleshooting-webinar

Performance

Optimizing the Remedy Platform Solution

<https://communities.bmc.com/community/bmcdn/helix/blog/2019/04/11/connect-with-bmc-helix-itsm-and-remedy-optimizing-the-remedy-platform-solution-webinar>

Understanding the Best Practice Configuration Recommendations for the Remedy ITSM Platform Solution

<https://communities.bmc.com/community/bmcdn/helix/blog/2019/07/02/understanding-the-best-practice-configuration-recommendations-for-the-remedy-itsm-platform-solution-webinar>

Database Considerations for the Remedy Platform Solution

<https://communities.bmc.com/community/bmcdn/helix/blog/2019/04/11/connect-with-bmc-helix-itsm-and-remedy-database-considerations-for-the-remedy-platform-solution-webinar>

Mid-tier & Tomcat Best Practice Configuration for Performance

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Using the Subquery Option to Optimize Row Level Security

<https://communities.bmc.com/community/bmcdn/helix/blog/2020/04/10/connect-with-bmc-helix-itsm-and-remedy-using-the-subquery-option-to-optimize-row-level-security-searches-webinar>

Java Performance Monitoring

<https://communities.bmc.com/community/bmcdn/helix/blog/2019/10/22/connect-with-bmc-helix-itsm-and-remedy-java-performance-monitoring-webinar>

Remedy 9: Optimizing & Troubleshooting the AR Java stack for Performance and Load

https://communities.bmc.com/community/bmcdn/bmc_it_service_support/blog/2016/08/16/connect-with-remedy-remedy-9-optimizing-troubleshooting-the-ar-java-stack-for-performance-and-load-webinar

Remedy 9: Troubleshooting Performance Issues in Remedy Java Applications

https://communities.bmc.com/community/bmcdn/bmc_it_service_support/blog/2016/12/12/troubleshooting-performance-issues-in-remedy-java-applications

Deployment Simplification Case Study

<https://communities.bmc.com/community/bmcdn/helix/blog/2019/11/19/connect-with-bmc-helix-itsm-and-remedy-deployment-simplification-case-study-webinar>