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BMC Makes a Record of Problems

Enhanced root cause tool automates resolution

By [David Rubinstein](#)

August 15, 2007 — Developers spend a great deal of time trying to identify problems in applications so they can resolve them. So on Monday, BMC Software released an enhanced version of the AppSight root-cause analysis software it acquired, as part of last year's purchase of Identify Software, that the company claims reduces the time needed to fix defects in code.

"Developers go through requirements analysis, design, coding and a number of levels of testing. Half of the time in a development project life cycle is spent in testing," said Eldad Maniv, vice president of BMC's Identify business unit. "Why do developers spend some 60 percent of their time resolving problems? A significant part of that is figuring out the exact root cause of a problem. That's an iterative process that takes a lot of time."

The AppSight problem resolution system, Maniv said, records everything that goes on when an application is in use, "like an aerospace black box." When a problem occurs, it is recorded, and the tool gathers the information automatically, saving the time it takes to get to the root cause. "There's no recreation necessary," he claimed. "You just play it back. The analysis is simpler, and there is no guesswork or multiple iterations" created to try to re-enact the problem.

The enhanced version adds a new QA module that enables testers to record application execution, log the problems detected, and attach those logs to defect reports in tracking tools, according to the company. The module has an open API for integrating with defect-tracking tools; integrations with IBM Rational ClearQuest and HP (formerly Mercury) Quality Center come out of the box.

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