

Control-M/Enterprise Manager 8.0.00.600 Release Notes



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Introduction to the Control-M/Enterprise Manager Release Notes

BMC Software is releasing version 8.0.00 fix pack 6 of Control-M/Enterprise Manager (Control-M/EM). These release notes provide information about the enhancements and resolved problems in this release. The information in this document supplements and supersedes information in the Control-M Workload Automation manuals.

Up-to-date, essential installation and service information that becomes available after this product is released is available here <https://kb.bmc.com/infocenter/index?page=content&id=KA419109>.

Before installation, BMC recommends that you check the website for any up-to-date information and also to determine whether recent patches are available for this product.

What's New

The following topics describe new features for Control-M/EM fix pack 6:

Control-M Application Plug-ins enhanced user interface

A new and enhanced user interface is now available in Control-M Workload Automation fix pack 6 for the following versions of Control-M Application Plug-ins:

Control-M for Oracle Retail 8.0.00. For more details see Control-M for Oracle Retail 8.0.00 Release Notes

Control-M for Web Services, Java and Messaging 8.0.00 (formerly Control-M for BPI). For more details see Control-M for Web Services, Java and Messaging 8.0.00 Release Notes

Control-M/EM

The following topics describe enhancements and corrected problems for Control-M/EM 8.0.00 fix pack 6:

- [Control-M/EM enhancements](#) (on page 5)
- [Control-M/EM corrected problems](#) (on page 6)

Control-M/EM enhancements

The following table describes the enhancements of Control-M/EM 8.0.00 fix pack 6:

Tracking #	Description
CAR00050397	<p>Control-M/Enterprise Manager introduces some new enhancement around SSL:</p> <ol style="list-style-type: none"> 1. Supports SSL certificate keys with length of 2048, 3072 and 4096. 2. Supports SSL ciphers and data encryption of algorithm with 256 bits like AES 256 bits in Control-M components. <p>Note: This feature is supported with Control-M/Server component. Control-M/Server should be at least version 8.0.00 fix pack 3 or higher.</p>
QM001801936	<p>Show only those Host / Host Group values in the drop-down list of the Job Properties Host / Host Group field that the user authorized to run Jobs on.</p>
QM001830185	<p>Ability to open Neighborhood view of the selected Job or Folder via its right-click menu in all Workload Automation Client domains, in addition to existing option to open this view via Analysis ribbon button.</p>

Control-M/EM corrected problems

The following table describes the problems that were reported in earlier releases of Control-M/EM and have been corrected. The list of corrected problems is also available here <https://kb.bmc.com/infocenter/index?page=content&id=KA419110> in the Knowledge Base.

Tracking #	Description	Client installation required
CAR00050196	Job properties pane's selected tab might reset to Synopsis and multiple selection might be reset to single selection when scrolling the viewpoint's tree.	Yes
CAR00049102	Detached window is opened with the wrong width size when using two monitors.	Yes
CAR00048286	"Job's average execution time " is displayed instead of "Job's execution time" in "When" dropdown box in "Notification before job completion" dialog.	Yes
CAR00048284	In "Notification before job completion" dialog when "Job not submitted by time" is chosen "Job's calculated time" option is displayed in none z/OS jobs.	Yes
CAR00049860	XML utility fails with error "XML Document is not valid" when using argument file with HOSTID parameter.	Yes
CAR00048025	Jobs are left with local RBCs in Planning Domain when changing a SMART Folder with local RBCs to Simple Folder.	Yes
CAR00050332	Up/Down keys do not work when moving between domains in Workload Automation Client, and domains list cannot be reached by shortcut key ("Ctrl + Shift + Alt + P")	Yes
CAR00050329	Control-M security tool takes long time to open in CCM tools-> Control-M Server tools, when many users are defined in Control-M Server.	Yes
CAR00050300	Export file is not created correctly using exportdefable utility when exporting z/OS job with duplicates "ON" actions.	Yes

Tracking #	Description	Client installation required
CAR00049291	The "Average Start Time" of Cyclic jobs, is not correct.	No
CAR00050141	Events time in Archived Viewpoint conversion to Control-M time can be wrong when Control-M time zone is not in the format of GMT+XXX	No
CAR00047563	deftable fail when trying to import a job without node ID in the xml source file. The error message is: Operation Not Authorized in EM/Server.	No
CAR00049978	EM on Windows fails to authenticate LDAP users in case their LDAP DN contains non-English letters.	No
CAR00049815	sslcmd utility crashes when generating CSR (Certificate Signing Request) on Linux.	No
CAR00050383	High memory consumption in GUI Server when using the EMAPI request: "request_act_retrieve_jobs".	No
CAR00049811	Help button is missing from the Application's ribbon	Yes
CAR00050496	Can't add newlines in job description field in Planning domain when editing job.	Yes
CAR00049973	Jobs do not appear as expected given predecessor/successor jobs in Flow Diagram.	Yes
CAR00049902	Jobs are not sorted automatically in job list view in monitoring domain when the list sorted by status	Yes

Tracking #	Description	Client installation required
CAR00050348	The Workload Automation Client cannot connect to a GUI Server when the "AlertsEnabled" system parameter is set to 0.	Yes
CAR00050250	The "Recapture abend codes", "Recapture condition codes" and "Steps adjustments" options of the z/OS Restart window are not initialized correctly (always initialized to "Yes") when opening this window in the monitoring domain.	Yes
CAR00050294	Search input area has no cursor scrolling in Find (Ctrl-F) as great string enters.	Yes
CAR00050265	Last update time column isn't displayed properly in the workspaces window.	Yes
CAR00050717	Cannot connect to GUI Server after changing language if profile has "Automatically Detect" setting for Server choosing.	Yes
CAR00047546	An empty viewpoint is displayed when opening a Service (BIM or SLS). For SLS services, some SLS services do not have the " End Time ".	Yes

Control-M/EM security corrected problems

The following table describes the problems that were reported in earlier releases of Control-M/EM and have been corrected.

Tracking #	Description	Client installation required
CAR00050362, CAR00050363	Stronger password encryption between web clients (Self Service and Workload Change Manager) and Web server.	No

Control-M Application Plug-ins Corrected Problems

The following table describes the problems that were reported in earlier releases of Control-M/EM and have been corrected. The list of corrected problems is also available here <https://kb.bmc.com/infocenter/index?page=content&id=KA419111> in the Knowledge Base.

Tracking #	Description	Client installation required
CAR00049268	Control-M for SAP - When using the "Load" button to get Spool Recipient Shared Distribution List " in Workload Automation 800, the message " No Values " appears although values do exist on SAP.	Yes
CAR00050097	Control-M for Advanced File Transfer - Refresh connection profile cleans the transfer path.	Yes
CAR00049923	Control-M for Advanced File Transfer - Corrupted Non-English characters on AFT V8 forms.	Yes

BMC Software Batch Impact Manager corrected problems

The following table describes the problems that were reported in earlier releases of BMC Batch Impact Manager and have been corrected. The list of corrected problems is also available here <https://kb.bmc.com/infocenter/index?page=content&id=KA419112> in the Knowledge Base.

Tracking #	Description	Client installation required
CAR00044670	Batch Impact Manager reports a service will be late, or will not complete, when some of the service jobs use Quantitative or Control resources. The problem might occur when one of the jobs that uses the resource, is a cyclic job with interval 0, or with an interval from 'Start time' that is smaller than job average run time. In this case, the job will never release the Quantitative Resource or the Control Resource to other jobs.	No
CAR00049118	Batch Impact Manager Service is late or will not complete, when there is use of resources and "maxwait"	No
CAR00049124	BMC Batch Impact Manager might estimate a Service is late or "Will not complete" , when there are critical jobs that require Control Resources.	No
CAR00050277	BMC Batch Impact Manager may issue a core file when working with "Analysis View points" Ad-Hoc services.	No
CAR00050137	Progress reports and problematic job information are not cleaned when Batch Impact Manager Services end ok.	No
CAR00049821	Batch Impact Manager ignores the "year" part of a date when loading daylight savings time information from CCM.	No
CAR00047087	When service calculation is very long and new day is close by, Batch Impact Manager begins new calculation even though active environment will be replaced very soon, and as a result begins to process post new day data only after redundant calculation is done.	No
CAR00049051	BMC Batch Impact Manager Service Critical Path Viewpoint is sometimes empty.	No
CAR00049170	Batch Impact Manager server might recycle if reporting records are accumulating due to database delays.	No
CAR00049171	Batch Impact Manager performs simulation even when the active environment is about to be replaced due to a download.	No

Tracking #	Description	Client installation required
CAR00048513	Batch Impact Manager recalculating services after they have ended.	No
CAR00048727	Batch Impact Manager recycles when a large number of alerts are sent and the server is working on a high number of threads.	No
CAR00049546	Reporting Facility might display error message: "Failed to get services/jobs data: Service is unavailable. Make sure BMC Batch Impact Manager Server is running".	No
CAR00049561	Batch Impact Manager may recycle during download which has occurred while an analysis viewpoint is being refreshed.	No
CAR00049169	EM GUI Server might recycle and Gateway might not connect to GSR when there are many services with many jobs in them.	No
CAR00049172	Batch Impact Manager services calculation performance improved by making use of multiple processors and by calculating time gaps only for critical path jobs.	No

Control-M Self Service corrected problems

The following table describes the problems that were reported in earlier releases of Control-M Self Service and have been corrected. The list of corrected problems is also available here

<https://kb.bmc.com/infocenter/index?page=content&id=KA417071> in the Knowledge Base.

Tracking #	Description	Client installation required
CAR00050339	When setting the language to Spanish in the web client, the online help is inaccessible.	No
CAR00049568	Control-M Self Service server might recycle if service status Database updates are accumulating due to database delays.	No

Tracking #	Description	Client installation required
CAR00050470	The smart folders are arranged in one line instead of the tree.	No

Control-M/Workload Change Manager

The following topics describe enhancements and corrected problems for Control-M/Self Service 8.0.00 fix pack 6:

- [Control-M/Workload Change Manager enhancements](#) (on page 12)
- [Control-M Workload Change Manager corrected problems](#) (on page 12)

Control-M/Workload Change Manager enhancements

The following table describes the enhancements of Control-M/Workload Change Manager 8.0.00 fix pack 6:

Tracking #	Description
QM001854734	Allow creating a modification request in Workload Change Manager for a Job Flow loaded from file

Control-M Workload Change Manager corrected problems

The following table describes the problems that were reported in earlier releases of Control-M Change Manager and have been corrected. The list of corrected problems is also available here <https://kb.bmc.com/infocenter/index?page=content&id=KA417071> in the Knowledge Base.

Tracking #	Description	Client installation required
CAR00049992	WCM web client crashes when moving from list view to map view in a request that contains thousands of jobs.	No
CAR00049993	There is latency when trying to add notes to jobs in a request that contains thousands of jobs.	No
CAR00050245	When changing the application/sub application name of a folder that contains many jobs, in Application/Sup-Application hierarchy mode, the client gets stuck for a long time.	No
CAR00049994	The FIND does not scroll to the job in the list.	No

Control-M/EM Compatibility

Control-M/EM can be installed on Windows and UNIX computers and works together with other products in the Control-M scheduling solution (for example, Control-M/Server and Control-M/Agent).

The following lists the operating systems and other pre-installation requirements for Control-M/EM:

- [Control-M/EM client compatibility with Windows](#) (on page 14)
- [Control-M/EM server compatibility with Windows](#) (on page 15)
- [Control-M/EM server compatibility with UNIX/Linux](#) (on page 16)
- [Control-M/EM compatibility with Control-M components](#) (on page 17)
- [Control-M/EM compatibility with third-party software](#) (on page 18)
- [Control-M/EM integration with BMC products](#) (on page 18)
- [Control-M/EM language compatibility](#) (on page 19)

NOTE: Before installing Control-M Workload Automation 8.0.00, you must check that you have Java version 1.6 operating system patches/packages prerequisites on your computer. You can do so by running the latest **check_req** utility. You may also need additional operating system patches/packages. For more details, see the Knowledge article KA390545 in the Knowledge base.

Control-M/EM client compatibility with Windows

The following table lists the Windows operating systems that are compatible with Control-M/EM client.

Operating System	Bits	Compatible Processors
Windows Vista Enterprise Edition	<ul style="list-style-type: none"> ▪ 32 ▪ 64 	<ul style="list-style-type: none"> ▪ x86 ▪ x86_64
Windows Vista Business Edition		
Windows Vista Ultimate Edition		
Windows 7 Enterprise Edition		
Windows 7 Business Edition		
Windows 7 Professional Edition		
Windows 7 Ultimate Edition		
Windows 8 Enterprise		
Windows 8 Pro		
Windows 8		
Windows Server 2008 Standard Edition		
Windows Server 2008 Enterprise Edition		

Operating System	Bits	Compatible Processors
Windows Server 2008 R2 Standard Edition	64	x86_64
Windows Server 2008 R2 Enterprise Edition		
Windows Server 2012 Standard Edition		
Windows Server 2012 Standard Edition R2		

Control-M/EM server compatibility with Windows

The following table lists the Windows operating systems that are compatible with Control-M/EM server.

Operating System	Bits	Compatible Processors	Database servers and clients
Windows Server 2008 Standard Edition	<ul style="list-style-type: none"> ▪ 32 ▪ 64 	<ul style="list-style-type: none"> ▪ x86 ▪ x86_64 	<ul style="list-style-type: none"> ▪ Microsoft SQL Server 2005, 2008, 2008 R2, 2012, 2014. ▪ A BMC-supplied PostgreSQL 9.0.4 server and client.
Windows Server 2008 Enterprise Edition			
Windows Server 2008 R2 Standard Edition	64	x86_64	<ul style="list-style-type: none"> ▪ Microsoft SQL Server 2005,2008, 2008 R2,2012, 2014. ▪ A BMC-supplied PostgreSQL 9.0.4 server and client.
Windows Server 2008 R2 Enterprise Edition			
Windows Server 2012 Standard Edition			

Operating System	Bits	Compatible Processors	Database servers and clients
Windows Server 2012 Standard Edition R2			

Control-M/EM server compatibility with UNIX/Linux

The following table lists the UNIX/Linux operating systems that are compatible with Control-M/EM server.

Operating System	Version	Bits	Compatible Processors	Database server and clients
AIX®	<ul style="list-style-type: none"> ▪ 7.1 ▪ 6.1 ▪ 5.3 (Update 9) 	64	Power	<ul style="list-style-type: none"> ▪ An Oracle 11 database server. ▪ An Oracle 12C database server. Please refer to KA405428 before installing ▪ Sybase Adaptive Server Enterprise15.0.2 and later, using the ISO1 character set. ▪ A BMC-supplied PostgreSQL 8.3.7 server and client.
HP-UX	<ul style="list-style-type: none"> ▪ 11.31 (Update 3) ▪ 11.23 (B.11.23.0806) 		Itanium	
Oracle Solaris	<ul style="list-style-type: none"> ▪ 11 ▪ 10 (Update 7) ▪ 9 (Update 9) 		SPARC	
Red Hat Enterprise Linux Server	<ul style="list-style-type: none"> ▪ 6 ▪ 5 (Update 1) 		x86_64	
SUSE Linux Enterprise Server	<ul style="list-style-type: none"> ▪ 11 ▪ 10 			
Oracle Enterprise Linux Server	<ul style="list-style-type: none"> ▪ 6 ▪ 5 (Update 1) 			

Control-M/EM compatibility with Control-M components

The following table lists the Control-M components that are compatible with Control-M/EM.

Control-M	Version
Control-M/Server	<ul style="list-style-type: none"> ▪ 8.0.00 ▪ 7.0.00 ▪ 6.4.01
Control-M/Agent	See Control-M/Server compatibility with Control-M components
BMC Batch Discovery	8.0.00
BMC Batch Impact Manager	8.0.00
Control-M/Forecast	8.0.00
Control-M Self Service	8.0.00
Control-M for z/OS	<ul style="list-style-type: none"> ▪ 8.0 xx ▪ 7.0.xx ▪ 6.3.xx
Control-M Workload Change Manager	8.0.00
Control-M Workload Archiving	8.0.00

Control-M/EM version 8.0.00 fix pack 6 is compatible with all supported versions of Application Plug-ins and options for application-specific products that were available before this release.

Control-M/EM compatibility with third-party software

The following table lists third party software that is compatible with Control-M/EM.

Third party software	Version
Internet Explorer	<ul style="list-style-type: none"> ▪ 10 ▪ 9 ▪ 8 ▪ 7
Mozilla Firefox	3.6 and higher
Google Chrome	4 and higher
Apple Safari	4.0.4 and higher
Web server	Any web server that supports Java Servlet API 1.2.
.NET Framework (Full Profile)	4.5.1 (recommended 4.5.2)
Microsoft Silverlight	4.0.50826.0 and higher

Third-party notices, terms, and conditions pertaining to third-party software can be found in the "ThirdParty" subdirectory of the Control-M installation.

Control-M/EM integration with BMC products

The following table lists BMC products that can integrate with Control-M/EM.

BMC product	Version
BMC Remedy	<ul style="list-style-type: none"> ▪ 8 ▪ 7
BMC Service Impact Manager	<ul style="list-style-type: none"> ▪ 7.3 ▪ 7.1
BMC Atrium CMDB	7.6.04

Control-M/EM language compatibility

The following table lists the languages that are compatible with Control-M/EM.

Language	Level of support
East Asian (CJK)	The following languages are now supported: <ul style="list-style-type: none"> ▪ Traditional Chinese ▪ Simplified Chinese ▪ Japanese ▪ Korean
Western European (Latin-1 character set)	Special Western European characters used in English, Spanish, German, and French can be specified in most free-text fields and parameters.
Basic ASCII	US English

Online help compatibility

The following table lists the supported browsers for the Online help:

Third party software	Version
Internet Explorer	<ul style="list-style-type: none"> ▪ 10 ▪ 9 ▪ 8 ▪ 7
Mozilla Firefox	<ul style="list-style-type: none"> ▪ 4.0 ▪ 3.6 ▪ 3.5
Chrome	4 and higher

Product Distribution

The following procedures describe how to obtain the installation files for Control-M/Enterprise Manager version 8.0.00 fix pack 6, using EPD, FTP, or the BMC Sales Representative:

- [Obtaining installation files through EPD](#) (on page 23)
- [Obtaining installation files using FTP](#) (on page 23)
- [Obtaining installation files through the BMC sales representative](#) (on page 24)

Obtaining installation files through EPD

This procedure describes how to obtain the Control-M/Enterprise Manager installation files through EPD.

➤ To obtain installation files via EPD:

1. Click <https://webapps.bmc.com/epd/> and follow the instructions on the EPD site until you reach the Download Files page.
2. Log in as a Control-M/EM user and create a temporary directory (for example, TEMP_INST_DIR).
3. Do one of the following:
 - **UNIX:** Copy the **PANFT.8.0.00.600_<platform>_INSTALL.BIN** files that are relevant to your UNIX system in binary mode from the EPD site to the temporary directory that you created.
 - **Windows:** Copy the **PANFT.8.0.00.600_<Windows_platform>.zip** file that is relevant to your Windows system from the EPD site to the temporary directory that you created.
4. (UNIX only) Type the following command for each copied installation file to ensure that the fix pack installation has the necessary authorizations:

```
chmod +x <installation_file>
```

Obtaining installation files using FTP

This procedure describes how to obtain the Control-M/Enterprise Manager installation files using FTP.

➤ To obtain installation files using FTP:

1. Download the installation files from one of the following locations:
 - **UNIX:**
ftp://ftp.bmc.com/pub/control-m/opensystem/CONTROL-M_Enterprise_Manager/8.0.00/PANFT.8.0.00.600/Unix/
 - **Windows:**
ftp://ftp.bmc.com/pub/control-m/opensystem/CONTROL-M_Enterprise_Manager/8.0.00/PANFT.8.0.00.600/Windows/
2. Log in as a Control-M/EM user, and create a temporary directory (for example, TEMP_INST_DIR).

3. Copy the required files, as follows:

- **UNIX:** Copy the **PANFT.8.0.00.600_<platform>_INSTALL.BIN** file that is relevant to your UNIX system or **PANFT.8.0.00.600.iso** in binary mode from the FTP site to the temporary directory that you created.
- **Windows:** Copy the .iso or relevant .zip file from the FTP site to the temporary directory that you created.

4. Type the following command for each copied installation file to ensure that the fix pack installation has the necessary authorizations (UNIX only):

```
chmod +x <installation_file>
```

Obtaining installation files through the BMC sales representative

This procedure describes how to obtain the Control-M/Enterprise Manager installation files through the BMC sales representative.

➤ To obtain installation files through the BMC Sales representative:

- To obtain a product DVD, contact your BMC Sales Representative.

Contact information is available on the BMC website see

<http://www.bmc.com/corporate/contacts-locations/>

Installation

The installation files for Control-M/EM version 8.0.00 fix pack 6 are available from the BMC FTP site, on the installation DVD, or through Electronic Product Distribution (EPD), as described in Product Distribution.

The following procedures enable you to install and uninstall fix pack 6:

- [Installing fix pack 6 on UNIX](#) (on page 23)
- [Installing fix pack 6 on Windows](#) (on page 24)
- [Uninstalling fix pack 6 from UNIX](#) (on page 25)
- [Uninstalling fix pack 6 from Windows](#) (on page 25)

These release notes provide procedures for installing fix pack 6 of Control-M/EM. To install the full Control-M Workload Automation solution, see the *Control-M Installation Guide*.

The installation process allows you to shut down Control-M processes and components. If you want instructions for shutting them down individually, see <https://kb.bmc.com/infocenter/index?page=content&id=KA417064>.

To configure and deploy Web Launch packages to install this fix pack, see the *Control-M Administrator Guide*.

Installation requirements

The following table lists the disk space requirements for installing Control-M/EM 8.0.00 fix pack 6:

Operating system	Disk space requirements
AIX	1500 MB
HP-Itanium	1500 MB
Oracle Solaris	1000 MB
Red Hat	700 MB
SUSE	700 MB
Windows-32 bit	3000 MB
Windows-64 bit	3000 MB

During the installation, additional space of the same sizes as in the previous table, is required in the temporary directory disk (**%temp%** Windows and **/tmp** on UNIX).

Installing fix pack 6 on UNIX

This procedure describes how to install Control-M/EM version 8.0.00 fix pack 6 on a UNIX computer.

Before You Begin

Ensure that you have met the following requirements:

- Korn Shell (KSH) is installed.
- Control-M/EM version 8.0.00 is installed.
- No Control-M/EM XML utilities are running.
- Ensure that the database server that contains the Control-M/EM database is up and running.

➤ To install fix pack 6 on UNIX:

1. Do one of the following:
 - If you obtained the installation files using FTP (see [Obtaining installation files using FTP](#) (on page 20)), navigate to the temporary directory that you created.
 - If you obtained a DVD (using EPD or BMC Sales Representative), mount the installation DVD.
2. Install the fix pack with one of the following methods:
 - To perform an interactive installation, type one of the following commands, and then press **Y**:
 - DVD: <DVD>/Unix/setup.sh
 - FTP: <temp_dir>/PANFT.8.0.00.600_<Operating_System>_INSTALL.BIN
3. To perform a silent installation, use the commands listed below. Log in to a Control-M/EM UNIX computer and shut down the Control-M/EM components, as follows:
 - a. Type the following command:


```
root_menu
```
 - b. Type your Control-M/EM username and password.
 - c. Press **1 - Activation Menu** and then press the following commands:
 - **Stop Control-M/EM Configuration Agent**
 - **Stop Control-M Configuration Server**
 - **Stop CORBA naming service**
 - **Stop Control-M Web Server**
 - DVD: <DVD>/Unix/setup.sh -s
 - FTP: <temp_dir>/PANFT.8.0.00.600_<Operating_System>_INSTALL.BIN -s

NOTE: You can change the location of the directory where temporary installation files are extracted. You might want to do this when there is not enough space left in the temporary **/tmp** directory.

EXAMPLE: <DVDmount>/Unix/PANFT.8.0.00.600_AIX_INSTALL.BIN -d <location>

The <location> variable is the required location.

Installing fix pack 6 on Windows

This procedure describes how to install Control-M/EM version 8.0.00 fix pack 6 on a Windows computer.

Before You Begin

Ensure that you have met the following requirements:

- Control-M/EM version 8.0.00 is installed.
- Ensure that no Control-M/EM XML utilities are running.
- Ensure that the database server that contains the Control-M/EM database is up and running.

➤ To install fix pack 6 on Windows:

1. Log in as an administrator.
2. Close the following applications:
 - Control-M Workload Automation
 - Reporting Facility
 - Conversion Tool
 - Online Help
3. Do one of the following:
 - If you obtained the installation files using FTP (see [Obtaining installation files using FTP](#) (on page 20)), navigate to the temporary directory that you created.
 - If you obtained a DVD (using EPD or BMC Sales Representative), insert the DVD, and then navigate to the **Windows** directory.
4. Install the fix pack using one of the following methods:
 - To perform an interactive installation, double-click the `<executableFile>` file and continue with the installation wizard, following the on-screen instructions until the installation is complete.
 - To perform a silent installation, open a command line and do the following:
5. From the Control-M Configuration Manager, shut down the following components, and then exit the Control-M Configuration Manager:
 - Gateway
 - GUI Server
 - GCS
 - BIM
 - Forecast Server
 - Self Service Server (if applicable)
 - Control-M Web Server (if applicable)
6. Shut down the following Control-M/EM services:

- Control-M/Enterprise Manager Configuration Agent
 - Control-M Configuration Server
 - Control-M Naming Service for EM
7. Extract the fix pack files by typing the following command:
`<executableFile> -e`
 8. Navigate to **%temp%\PANFT.8.0.00.600** and type the following command:
`silent.bat -i <emInstanceName>`

NOTE: If you are using Windows 7, Windows Vista, or Windows Server 2008 operating systems, run the silent installation from a command prompt that was opened with administrator privileges.

NOTE: By default the files are extracted to **%temp%**. You can use **-d<extractPath>** to extract the files to another directory. Ensure that there is no space between **-d** and **<extractPath>**. Otherwise, the fix pack files are extracted to the default location: **%temp%**.

Uninstalling fix pack 6 from UNIX

This procedure describes how to uninstall Control-M/EM version 8.0.00 fix pack 6 from a UNIX computer.

➤ To uninstall fix pack 6 from UNIX:

1. Uninstall the fix pack using one of the following methods:
 - To perform an interactive uninstall, type the following:
`$HOME/ctm_em /patches/remove_fp -f PANFT.8.0.00.600`
 - To perform a silent uninstall, type the following:
`$HOME/ctm_em /patches/remove_fp -f PANFT.8.0.00.600 -s`

Uninstalling fix pack 6 from Windows

This procedure describes how to uninstall Control-M/EM 8.0.00 fix pack 6 from a Windows computer.

➤ To uninstall fix pack 6 from Windows:

1. Log on as an administrator.
2. Close the following applications:
 - Control-M Workload Automation
 - Reporting Facility
 - Conversion Tool
3. Uninstall the fix pack by using one of the following methods:
 - To perform an interactive uninstall, do the following:

4. From the **Start** menu, select **Control Panel > Add/Remove Programs > Control-M/Enterprise Manager 8.0.00 fix pack 6 <instanceName>**.
5. Select **Remove**.
 - To perform a silent uninstall, do the following:
6. Navigate to the following directory:
< Control-M/EM home directory>\install\PANFT.8.0.00.600
7. From a command line, type the following command:
uninstallSilent.bat

NOTE: If you are using either Windows 7, Windows Vista, or Windows Server 2008 operating systems, run the silent uninstall from a command prompt that was opened with administrator privileges.

Support for Control-M 8.0.00.600

These topics provide information about the following:

- [Levels of support](#) (on page 27)
- [Related documentation](#) (on page 27)

Levels of support

For more information about the latest support policies and guidelines, see the Customer Support page of the BMC website at <http://www.bmc.com/support>.

Related documentation

To view the latest BMC documents, including documents in other languages, see the Customer Support website at <http://www.bmc.com/support>.

Notices, such as flashes, technical bulletins, and release notes, are available on the website.

You can subscribe to proactive alerts to receive e-mail messages when notices are issued or updated. For more information about proactive alerts, see the Customer Support website.

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BMC SOFTWARE INC

2101 CITYWEST BLVD, HOUSTON TX 77042-2827, USA • 713 918 8800

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