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  - System hardware configuration
• Serial numbers
• Related software (database, application, and communication) including type, version, and service pack or maintenance level

- Sequence of events leading to the issue
- Commands and options that you used
- Messages received (and the time and date that you received them)
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Introduction to Control-M Self Service

Control-M Self Service is a web and mobile application, which enables you to view your services from anywhere and analyze the problematic services and jobs. After you have determined what the problems are, you can resolve them by performing various service and job actions, depending on your authorizations.

A service is created from the Service Manager, as described in Service definition.

Control-M Self Service provides the following functionality:

- **Service management**: Enables you to hold, release, filter, show history, and order services, as described in Control-M Self Service service management (on page 12).

- **Job management**: Enables you to find, hold, release, re-run, confirm, restart, set to OK, kill, order and update jobs, as described in Control-M Self Service job management (on page 17).

For a description of the Control-M Self Service user interface, see Control-M Self Service navigation (on page 7).

Setting Self Service preferences

This procedure describes how to set up Self Service viewing preferences.

➢ To select preferences:

1. Select the Preferences tab located at the top-right of the screen.
2. Select your preferences as described in Self Service preferences (on page 7).
3. Click Save.
Self Service preferences

The following table describes the Self Service preferences.

<table>
<thead>
<tr>
<th>Preference</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic select Problematic Job</td>
<td>Highlights the job with the most critical status in the job view.</td>
</tr>
<tr>
<td>Hide empty SMART Folders</td>
<td>Enables you to hide empty SMART folders without jobs in the job view.</td>
</tr>
<tr>
<td>Services default view</td>
<td>Defines the default view after logging into Self Service</td>
</tr>
<tr>
<td>Language</td>
<td>Defines the interface language</td>
</tr>
<tr>
<td>Archive search maximum results</td>
<td>Determines the maximum number of search results</td>
</tr>
<tr>
<td>Map node width</td>
<td>Enables you to select the node width in the viewpoint.</td>
</tr>
<tr>
<td>Map job node title</td>
<td>Enables you to select the information displayed in the title of the node body in your viewpoint. Default: Job/Member Name</td>
</tr>
</tbody>
</table>

Control-M Self Service navigation

Control-M Self Service is divided into the following two views:

- **Service view**: Services appear on the left in List view or Tile view and service details appear in the right pane based on the selected service, as described in **Service view** (on page 7).

- **Jobs view**: Jobs appear on the left after double-clicking a service and shows jobs in List view or Tile view and job details appear in the right pane based on the selected job, as described in **Jobs view** (on page 9).

Service view

The following figure shows the services in the left pane and the related details of the selected service in the right pane:
The following table describes the various actions you can perform in the Service view:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Favorites</td>
<td>Enables you to manage your favorite services based on naming filters. Open the drop-down list to add a selected service to your list of favorites. Additional options let you remove and edit favorites. Under <strong>Edit Favorites</strong>, you can type in the names of services to display. You can also use wild cards for service names.</td>
</tr>
<tr>
<td></td>
<td>Enables you to refresh the Service View manually. The services are automatically refreshed at defined intervals.</td>
</tr>
<tr>
<td>History View</td>
<td>Enables you to view the details of a service from specific date, as described in <strong>Viewing the history of services</strong> (on page 13).</td>
</tr>
<tr>
<td>Actions</td>
<td>Enables you to hold and release the selected service, as described in <strong>Control-M Self Service service management</strong> (on page 12).</td>
</tr>
<tr>
<td>Order Service</td>
<td>Enables you to order a service, as described <strong>Ordering a service</strong> (on page 13).</td>
</tr>
<tr>
<td></td>
<td>Enables you to view the services in Tile view that shows limited details of the service.</td>
</tr>
<tr>
<td></td>
<td>Enables you to view the services in List view that shows descriptive details of the service, as described in <strong>Service details</strong> (on page 14). You can also choose which fields you want to appear in List view, by right-clicking any column and selecting the items you want.</td>
</tr>
</tbody>
</table>

**Jobs view**

The following figure shows jobs that belong to a specific service in the left pane and the related details of the selected job in the right pane:

For a detailed description of the analysis panel in the right pane, see **Job details** (on page 28).
The following table describes the various actions you can perform in the Jobs view:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>←</td>
<td>Enables you to navigate to the previous job in your job selection.</td>
</tr>
<tr>
<td>→</td>
<td>Enables you to navigate to the next job in your job selection.</td>
</tr>
<tr>
<td>⌘</td>
<td>Enables you to refresh the Jobs View manually.</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>Opens the neighboring jobs in a new tab. The neighboring jobs include related prerequisite jobs of the selected job, and jobs that are dependent on the selected job.</td>
</tr>
<tr>
<td>Navigate to</td>
<td>Enables you to navigate to the predecessor or successor of a selected job.</td>
</tr>
<tr>
<td>Actions</td>
<td>Enables you to hold, release, re-run, confirm, restart, set to OK, kill, order or update the selected job, as described in Control-M Self Service service management (on page 12).</td>
</tr>
<tr>
<td>List</td>
<td>Enables you to view the jobs in Tile view that shows limited details of the selected job.</td>
</tr>
<tr>
<td>List</td>
<td>Enables you to view the jobs in List view that shows descriptive details of the selected job, as described in Job details (on page 28). You can do the following:</td>
</tr>
<tr>
<td></td>
<td>▪ Filter the job by typing a value in the relevant column or selecting a value from the drop-down list</td>
</tr>
<tr>
<td></td>
<td>▪ Select which fields you want to appear in the List view</td>
</tr>
<tr>
<td></td>
<td>▪ Group fields together</td>
</tr>
<tr>
<td>Zoom</td>
<td>Enables you to zoom in and out on jobs in Tile view.</td>
</tr>
</tbody>
</table>
Control-M Self Service service management

Control-M Self Service enables you to view the status of your services, check for problems, and perform various service actions.

The following procedures describe how to filter, hold, release, view history, and order services:

- **Finding services** (on page 12): Describes how to filter and find services, which enables you to see the status of specific services.
- **Holding a service** (on page 12): Describes how to hold a service, which stops the service from Control-M processing and enables you to fix any problems that might have occurred hold a job.
- **Releasing a service** (on page 13): Describes how to release a service from a Hold state, which enables the service to run.
- **Viewing the history of services** (on page 13): Describes how to view the history of services, which enables you to see the status and service details of specific services from a previous date.
- **Ordering a service** (on page 13): Describes how to order a service, which enables you to run all the jobs within the service.

**Finding services**

This procedure describes how to find services, which enables you to see the status of specific services.

➢ **To find services:**

1. From the **Status** drop-down list, select the service status that you want to view.
2. In the **Search** field, type the name or part of the name of the service(s) that you want to find.
3. Click 🔄.

The services that match the filtered criteria appear.

4. To view the service details, click one of the tabs in the right pane, as described in **Service details** (on page 14).
5. To view all services, click **Reset**.

**Holding a service**

This procedure describes how to hold a service, which stops the service from Control-M processing and enables you to fix any problems that might have occurred.
**NOTE:** You cannot hold a BMC Batch Impact Manager service or any service that is not based on a job or a SMART folder. For more information, contact your Control-M Administrator.

1. **To hold a service:**
2. Select a service that you want to hold.
3. From the **Actions** drop-down list, select **Hold**.

   Control-M Self Service automatically refreshes the services at defined intervals.

   A Hold icon appears on the service and is no longer running.

---

**Releasing a service**

This procedure describes how to release a service from a Hold state, which enables the service to run.

**NOTE:** You cannot release a service that is not based on a job or a SMART folder. For more information, contact your Control-M Administrator.

1. **To release a service:**
2. Select a held service that you want to release.
3. From **Actions** drop-down list, select **Release**.

   Control-M Self Service automatically refreshes the services at defined intervals.

   The Hold icon disappears from the service and the service is now available to continue running.

---

**Viewing the history of services**

This procedure describes how to view the history of services, which enables you to see the status and service details of specific services from a previous date.

1. **To view the history of services:**
2. Click **History View**.

   The **Service History View** appears.

3. In the **Date** field, click **Date** and select the date that you want to view.

   The services that match your criteria appear.

---

**Ordering a service**

This procedure describes how to order a service, which enables you to run all the jobs within the service.

1. **To order a service:**
2. Click **Order Service**.

   The **Service Ordering** window appears.
2. Select the service in the left pane.
   
   **NOTE:** You can search for a service by typing in its name in the search field below the list.

3. (Optional) Select the **Order as independent flow** check box, which determines if a flow in a folder is ordered uniquely.
   
   **NOTE:** This check box is only enabled if you are ordering a single folder (a SMART folder service) created in version 8.0.00 and above. If the check box does not appear, you need to change the `DisplayOrderAsIndependentFlow` field in the Control-M Configuration Manager. For more information, see Defining Control-M Self Service parameters.

4. For each parameter, type in or select a value.

5. Do one of the following:
   
   - Click **Order**
   - Click **Order and Keep Open**, which enables you to order another service without reopening the **Service Ordering** window.

   The new service appears regardless of search or filtering criteria, and will remain until replaced with the scheduled service.

### Service details

The following table describes the details of each tab in the Service view in Control-M Self Service.

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Shows details such as, start and end time, progress, number of jobs in the service, number of jobs completed, order ID, and description of the selected service, as described in Service General tab (on page 15).</td>
</tr>
<tr>
<td>Parameters</td>
<td>Shows the defined parameters and values of the selected service</td>
</tr>
<tr>
<td>Log</td>
<td>Shows the activity log of the selected service, as described in Service Log tab (on page 16)</td>
</tr>
</tbody>
</table>
Service General tab

The following table describes the basic parameters for the selected service.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Shows one of the following possible statuses:</td>
</tr>
<tr>
<td></td>
<td>▪ OK</td>
</tr>
<tr>
<td></td>
<td>▪ Not OK</td>
</tr>
<tr>
<td></td>
<td>▪ Warning</td>
</tr>
<tr>
<td></td>
<td>▪ Completed</td>
</tr>
<tr>
<td></td>
<td>▪ Completed Late</td>
</tr>
<tr>
<td></td>
<td>▪ OK and Completed OK</td>
</tr>
<tr>
<td></td>
<td>▪ Not OK and Completed Late</td>
</tr>
<tr>
<td>Start Time</td>
<td>Shows the timestamp when the service started to run.</td>
</tr>
<tr>
<td>End Time</td>
<td>Shows the timestamp when the service stopped running.</td>
</tr>
<tr>
<td>Ordered By</td>
<td>Shows the name of the person who ordered the service.</td>
</tr>
<tr>
<td>Deadline</td>
<td>Shows the time when a Batch Impact Manager service must complete to not be considered late (<em>Batch Impact Manager services only</em>).</td>
</tr>
<tr>
<td>Order ID</td>
<td>Shows the Order ID number.</td>
</tr>
<tr>
<td>Total Jobs</td>
<td>Shows how many jobs are in the service.</td>
</tr>
<tr>
<td>Jobs Completed</td>
<td>Shows how many jobs within the service completed.</td>
</tr>
<tr>
<td>Priority</td>
<td>Shows the priority level of the service (<em>Batch Impact Manager services only</em>).</td>
</tr>
</tbody>
</table>
Service Log tab

The following table describes the activity parameters of the service.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Time</td>
<td>Shows the timestamp of the service activity.</td>
</tr>
<tr>
<td>From Status</td>
<td>Shows the previous status of the service.</td>
</tr>
<tr>
<td>To Status</td>
<td>Shows the current status of the service.</td>
</tr>
<tr>
<td>Message ID</td>
<td>Shows the ID number of the event message.</td>
</tr>
</tbody>
</table>
Control-M Self Service job management

Control-M Self Service enables you to view the status of your jobs, check for problems, and perform various job actions.

The following procedures describe how to filter, hold, release, re-run, confirm, restart, set to OK, kill, order, and update jobs:

- **Finding jobs** (on page 17): Describes how to find a job in Control-M Self Service
- **Holding a job** (on page 18): Describes how to hold a job, which stops the job from Control-M processing and enables you to update the job
- **Releasing a job** (on page 18): Describes how to release a job from a Hold state, which enables the job to run
- **Re-running a job** (on page 19): Describes how to run a job in Control-M Self Service
- **Confirming a job** (on page 19): Describes how to confirm a job, which enables the job to continue running
- **Restarting a job** (on page 19): Describes how to re-run a Control-M for z/OS job from a specific state
- **Setting a job to OK** (on page 21): Describes how to set a job to end OK, which overrides any defined scheduling criteria and sends the job to the active job environment
- **Terminating a job** (on page 21): Describes how to terminate a job from the Control-M Self Service, which cancels a job from running in the middle of the execution
- **Ordering a job now** (on page 20): Describes how to order a job, which runs the job and overrides the submission criteria
- **Updating a job** (on page 21): Describes how to update properties
- **Searching for archive data** (on page 22): Describes how to search for job log and output archived data stored in the Control-M Workload Archiving Server.

If you want to enable Audit Annotations on each job action, contact your Control-M Administrator.

Finding jobs

This procedure describes how to find jobs in Control-M Self Service, which enables you to check for problems and resolve them by performing various job actions.

➢ **To find jobs:**

1. In the **Jobs** tab, type the name of the job, the job file name, or the job order ID.
2. Click **Search**.
   
   A list of relevant results appears. You can right-click a result to access additional options.
   
   Additional properties are displayed in the right pane.
3. You can do one or more of the following:
   - Filter a job: In the relevant column, type a value or select a value from the drop-down list.
   - Group fields: In any column, click \[\text{Add Grouping}\] and select Add Grouping.
     NOTE You cannot group by more than one group. You can remove a group from the relevant column by clicking \[\text{Remove Grouping}\] and select Remove Grouping.
   - Manage columns: In any column, click \[\text{Column Chooser}\] and select Column Chooser.
     NOTE: The Column Chooser saves the user's settings, so the next time the user logs in, the same column selection appears. It does not apply to other users.

Holding a job

This procedure describes how to hold a job, which stops the job from Control-M processing and enables you to update the job.

➢ To hold a job:
1. From the Service View tab, right-click the service that contains the jobs you want to hold and select Browse Jobs.
2. Select the job you want to hold.
3. From the Actions drop-down list, select Hold.
   The job is on hold and you can now update the job. Control-M Self Service automatically refreshes the jobs at defined intervals.
4. To view the job details, click one of the tabs in the right pane, as described in Job details (on page 28).

Releasing a job

This procedure describes how to release a job from a Hold state, which enables the job to run.

➢ To release a job:
1. From the Service View tab, right-click the service that contains the jobs you want to release and select Browse Jobs.
2. Select the job you want to release.
3. From the Actions drop-down list, select Release.
   The job is released and can now continue processing according to its definition. Control-M Self Service automatically refreshes the jobs at defined intervals.
4. To view the job details, click one of the tabs in the right pane, as described in Job details (on page 28).
Re-running a job

This procedure describes how to re-run a job in Control-M Self Service.

- **To rerun a job:**
  1. From the Service View tab, right-click the service that contains the jobs you want to re-run and select Browse Jobs.
  2. Select a job that has finished running that you want to re-run.
  3. From the Actions drop-down list, select Rerun.
     The job executes. Control-M Self Service automatically refreshes the jobs at defined intervals.
  4. To view the job details, click one of the tabs in the right pane, as described in Job details (on page 28).

Confirming a job

This procedure describes how to confirm a job that is waiting for confirmation, which enables the job to continue running.

**NOTE:** If the job is not defined to request user confirmation, you do not need to do this procedure.

- **To confirm a job:**
  1. From the Service View tab, right-click the service that contains the jobs you want to confirm and select Browse Jobs.
  2. Select a Wait User job you want to confirm.
  3. From the Actions drop-down list, select Confirm.
     A confirmation message appears.
  4. Click Yes.
     The job is confirmed and continues to execute. Control-M Self Service automatically refreshes the jobs at defined intervals.
  5. To view the job details, click one of the tabs in the right pane, as described in Job details (on page 28).

Restarting a job

This procedure describes how to restart a Control-M for z/OS job from a specific state.

- **To restart a job:**
  1. From the Service View tab, right-click the service that contains the Control-M for z/OS job you want to restart and select Browse Jobs.
  2. Select the Control-M/for z/OS job you want to restart.
  3. From the Actions drop-down list, select Restart.
     The Restart job dialog box appears.
4. For each field, type the required value, as described in **Restart job parameters** (on page 20).

5. Click **Yes**.

   The Control-M for z/OS job restarts. Control-M Self Service automatically refreshes the jobs at defined intervals.

6. To view the job details, click one of the tabs in the right pane, as described in **Job details** (on page 28).

### Restart job parameters

The following table describes Restart job parameters for Control-M for z/OS jobs. To define Restart job parameters, see **Restarting a job** (on page 19).

#### Restart job dialog box

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Step/Proc</td>
<td>Determines the job restart point of the pgmstep and procstep steps.</td>
</tr>
<tr>
<td>To Step/Proc</td>
<td>Determines the job restart end point of the pgmstep and procstep steps.</td>
</tr>
<tr>
<td></td>
<td>If a from step/proc value is defined, and the To step/proc field is blank, the job reruns up to and including the last step.</td>
</tr>
<tr>
<td>Recapture Abend Codes</td>
<td>Determines whether to save the Abend codes from the original job execution</td>
</tr>
<tr>
<td>Recapture Cond Codes</td>
<td>Determines whether to save the condition codes from the original job execution</td>
</tr>
<tr>
<td>Step Adjustment</td>
<td>Determines whether to enable automatic Step Adjustment. For more details about Step Adjustment, see the Control-M/Restart User Guide.</td>
</tr>
<tr>
<td>Restart Parm Member Name</td>
<td>Defines the name of the member that contains control parameters for the job to restart (1-8 characters only). The default value is the member that contains the JCL of the job.</td>
</tr>
</tbody>
</table>

### Ordering a job now

This procedure describes how to order a job, which runs the job and overrides the submission criteria.
To order a job now:

1. From the Service View tab, right-click the service that contains the jobs you want to order and select Browse Jobs.
2. Select the job you want to order.
3. From the Actions drop-down list, select Order Now.
   The job runs overriding any submission criteria. Control-M Self Service automatically refreshes the jobs at defined intervals.
4. To view the job details, click one of the tabs in the right pane, as described in Job details (on page 28).

Setting a job to OK

This procedure describes how to set a job to end OK, which overrides any defined scheduling criteria and sends the job to the active job environment.

To set a job to OK:

1. From the Service View tab, right-click the service that contains the jobs you want to set to OK and select Browse Jobs.
2. Select the job you want to set to OK.
3. From the Actions drop-down list, select Set to OK.
   The job ends OK. Control-M Self Service automatically refreshes the jobs at defined intervals.
4. To view the job details, click one of the tabs in the right pane, as described in Job details (on page 28).

Terminating a job

This procedure describes how to terminate a job from the Control-M Self Service, which cancels a job from running in the middle of the execution.

To terminate a job:

1. From the Service View tab, right-click the service that contains the jobs you want to terminate and select Browse Jobs.
2. Select the job you want to terminate.
3. From the Actions drop-down list, select Kill.
   The job is terminated and no longer continues to run. Control-M Self Service automatically refreshes the jobs at defined intervals.
4. To view the job details, click one of the tabs in the right pane, as described in Job details (on page 28).

Updating a job

This procedure describes how to update job properties.
To update a job:

1. From the Service View tab, right-click the service that contains the jobs you want to update and select Browse Jobs.
2. Select the command line job you want to update and hold, as described in Holding a job (on page 18).
3. From the Actions drop-down list, select Update.
   The Update job dialog box appears.
4. For each field, type the required value, as described in Update job parameters (on page 22).
5. Click OK.
6. To view the job details, click one of the tabs in the right pane, as described in Job details (on page 28).

Update job parameters

The following table describes update job parameters. To define the update job parameters, see Updating a job (on page 21).

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>General script</td>
<td>Defines the name of the script that the job uses to run</td>
</tr>
<tr>
<td></td>
<td>This field is only enabled when the job task type is command.</td>
</tr>
<tr>
<td>Activity period submit</td>
<td>Determines the start time for the job to run</td>
</tr>
<tr>
<td>_betweensubmit</td>
<td></td>
</tr>
<tr>
<td>to</td>
<td>Determines the end time for the job to run</td>
</tr>
<tr>
<td>Time zone</td>
<td>Determines which time zone Control-M Self Service uses to determine when to run the job</td>
</tr>
</tbody>
</table>

Searching for archive data

This procedure describes how to search for job log and output archived data stored in the Control-M Workload Archiving server.

To search for archive data:

1. Do one of the following:
   - To search for archive data from multiple jobs, do the following:
     a. From the Service View tab, click History View.
        The Services History tab appears.
b. Click **Archive Search**.
   The **Archive Search** tab appears.

   To search for archive data from a single job, do the following:

   c. From the **Service View** tab, right-click the service that contains the jobs you want to search for and select **Browse Jobs**.
   
   d. Select the job that you want to search, and right-click **Archive Search**.
   The **Archive Search** tab appears.

2. Do one of the following:

   To perform a quick search, do the following:
   
   a. In the **Search** field, type the name or part of the name of the Control-M entities that contain the jobs in your search.
   
   b. From the drop-down list, select the Control-M entities that contain the jobs in your search.
   
   c. From the **Job Status** drop-down list, search for jobs that ended with Failure/Error, Ended OK, or both.
   
   d. Click **Search**.
   The archived jobs appear.

   **EXAMPLE:** You want to search for all jobs where **Job Name** and **Application** contain the number 5. In the Search field, type 5 and from the drop-down list, select **Application** and **Job Name**.

   To perform an advanced search, do the following:
   
   e. Click **Advanced**.
   The **Advanced Search** window opens.
   
   f. For each field, type the required value, as described in **Advanced Search parameters** (on page 24).
   
   You can use * and ? wild characters, as described in Pattern matching strings.
   
   g. Click **Search**.
   The archived jobs appear.
## Advanced Search parameters

The following table describes Advanced Search parameters that are used in Searching for archive data in Control-M Workload Automation and Searching for archive data (on page 22) in Control-M Self Service.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Name</td>
<td>Defines the name of the job processing definition and appears in the job definition and tracking displays, and enables you to identify the job, and order the job.</td>
</tr>
</tbody>
</table>
| Period             | Searches for jobs during one of the following periods:  
  - All  
  - Last Week  
  - Last Month  
  - Last Year  
  - Between Dates (Dates From - Dates To) |
| Output Contains    | Defines a string to search for in job outputs.  
  You must define the **Job Name** or **Application** fields to search this field. |
| Log Contains       | Defines a string to search for in the job logs.  
  You must define the **Job Name** or **Application** fields to search this field. |
<p>| Control-M Server   | Defines the name of the Control-M/Server (or Control-M for z/OS) that processes the job.                                                      |
| Application        | Provides a logical name for sorting groups of jobs. This parameter is used to supply a common descriptive name to a set of related job groups. The jobs do not necessarily have to run at the same time. |
| Sub Application    | Indicates the name of the Sub Application where the job belongs logically. It is a sub-category of the Application parameter. For example, the Application is Finances, and the Sub Application is Payroll. |
| Folder             | Defines the name of the folder. In the Properties pane this parameter indicates the folder where the job belongs. |</p>
<table>
<thead>
<tr>
<th><strong>Parameter</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Library</td>
<td>Defines the name of the library. In z/OS, this parameter indicates where the job belongs.</td>
</tr>
<tr>
<td>Member Name/File Name</td>
<td>Indicates the name of the file that contains the job script, or for z/OS jobs, the name of a member that contains one of the following in relation to the job to be executed:</td>
</tr>
<tr>
<td></td>
<td>▪ The JCL of the job</td>
</tr>
<tr>
<td></td>
<td>▪ The started task procedure</td>
</tr>
<tr>
<td></td>
<td>▪ Warning messages</td>
</tr>
<tr>
<td>Member Library/File Path</td>
<td>For non-z/OS jobs, File Path indicates the location of the file that contains the script. For z/OS jobs, Member Library indicates the location of the Member that contains the JCL, started task procedure, or Warning message.</td>
</tr>
<tr>
<td>Host</td>
<td>Defines the name of a Control-M/Agent computer, remote host computer, or host group where the job is submitted.</td>
</tr>
<tr>
<td>Host Group</td>
<td>Defines the name of a Control-M/Agent computer, remote host computer, or host group where the job is submitted.</td>
</tr>
<tr>
<td>Run as</td>
<td>Identifies the user name with the authorization to execute the job. This parameter is used by the Control-M security mechanism.</td>
</tr>
<tr>
<td>Order ID</td>
<td>Searches for jobs with a specific Order ID.</td>
</tr>
<tr>
<td>Job Status</td>
<td>Determines whether to search for jobs that Ended OK, Not OK, or both.</td>
</tr>
<tr>
<td>Order Date From-To</td>
<td>Searches for jobs that were ordered between a defined period.</td>
</tr>
<tr>
<td>Job Type</td>
<td>Determines which job types are used to search for archived data, such as OS, or specific Application Plug-ins</td>
</tr>
<tr>
<td>Field Name</td>
<td>Determines which fields of a specific job type are used to search for archived data</td>
</tr>
</tbody>
</table>
Duplicating archive Search results

This procedure describes how to duplicate archive search results from the current tab to another tab. This enables you to perform another search with very similar search criteria without losing your original search results.

➢ To duplicate archive search results:
1. From the Service View tab, right-click the service that contains the jobs you want to search for and select Browse Jobs.
2. Perform a search, as described in Searching for archive data (on page 22).
3. Click Duplicate Search.
   The duplicated archive search results appear in another tab.

Comparing archived data

This procedure describes how to compare what was modified, added, or removed between two archived jobs (job log and output).

➢ To compare archived jobs:
1. From the Service View tab, right-click the service that contains the jobs you want to search for and select Browse Jobs.
2. Perform a search, as described in Searching for archive data.
3. Select two jobs that you want to compare.
4. From the Compare drop-down list, select one of the following:
   - Log
   - Output
   The Compare window appears highlighting the differences between the two jobs.

Saving archive data

This procedure describes how to save job log and output archived data to a text file.

➢ To save archive data:
1. From the Service View tab, right-click the service that contains the jobs you want to search for and select Browse Jobs.
2. Perform a search, as described in Searching for archive data.
3. In the Properties pane, click the **Log** or **Output** tab and then click **Save**.
4. Browse to a location where you want to save the archived data, and then click **Save**.
   The archived data is saved in the specified location.
Job details

The following table describes the details of each tab in the Jobs view in Control-M Self Service.

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Shows fields such as, start time and end time, order ID, order date, status, attributes of the selected job, as described in Job General tab (on page 29).</td>
</tr>
<tr>
<td>Log</td>
<td>Shows the activity log of the selected job.</td>
</tr>
<tr>
<td>Waiting Info</td>
<td>Shows the reasons why the job did not run.</td>
</tr>
<tr>
<td>Output</td>
<td>Shows the different outputs of the selected job. To view, see Viewing job output (on page 30).</td>
</tr>
<tr>
<td>Statistics</td>
<td>Shows the statistics of the selected job, as described in Statistics tab (on page 30).</td>
</tr>
<tr>
<td>Script</td>
<td>Shows the script of the selected job.</td>
</tr>
<tr>
<td>Variables</td>
<td>Shows the defined variables and values of the selected job.</td>
</tr>
<tr>
<td>Applications</td>
<td>Shows the fields and values of the specific application job form.</td>
</tr>
<tr>
<td>Documentation</td>
<td>Shows a description related to the job, and is saved in a defined location. The Documentation area includes information about where to find the Documentation.</td>
</tr>
<tr>
<td></td>
<td>In a z/OS job, the Documentation is in a Doc Member located in a Doc Library.</td>
</tr>
<tr>
<td></td>
<td>In a non-z/OS job, the Documentation depends on whether the type is File or URL:</td>
</tr>
<tr>
<td></td>
<td>▪ For a file, the description is located in a file located in a file path.</td>
</tr>
<tr>
<td></td>
<td>▪ For a URL, the Documentation is located in a URL address.</td>
</tr>
<tr>
<td>Services</td>
<td>Shows the service this jobs belongs to, the services that this job is dependent on, and the services that depend on this job.</td>
</tr>
</tbody>
</table>
### Job General tab

The following table describes the basic parameters for the selected job.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run As</td>
<td>Shows the name of a user with authorized to run the job.</td>
</tr>
<tr>
<td>Run Where</td>
<td>Shows the host ID and host group of the job.</td>
</tr>
<tr>
<td>Status</td>
<td>Shows one of the following possible statuses:</td>
</tr>
<tr>
<td></td>
<td>- Failure/Error</td>
</tr>
<tr>
<td></td>
<td>- Ended OK</td>
</tr>
<tr>
<td></td>
<td>- Executing</td>
</tr>
<tr>
<td></td>
<td>- Unknown</td>
</tr>
<tr>
<td></td>
<td>- Wait Condition</td>
</tr>
<tr>
<td></td>
<td>- Wait Resource</td>
</tr>
<tr>
<td></td>
<td>- Wait User</td>
</tr>
<tr>
<td>Start Time</td>
<td>Shows the timestamp when the job started to run.</td>
</tr>
<tr>
<td>End Time</td>
<td>Shows the timestamp when the job stopped running.</td>
</tr>
<tr>
<td>Execution Time</td>
<td>Shows the number of seconds that it takes to run the job.</td>
</tr>
<tr>
<td>Order ID</td>
<td>Shows the Order ID number.</td>
</tr>
<tr>
<td>ODate</td>
<td>Shows the date that the job was ordered.</td>
</tr>
<tr>
<td>Description</td>
<td>Shows a description of the job.</td>
</tr>
<tr>
<td>Job Type</td>
<td>Shows one of the following possible job types:</td>
</tr>
<tr>
<td></td>
<td>- OS</td>
</tr>
<tr>
<td></td>
<td>- z/OS</td>
</tr>
<tr>
<td></td>
<td>- BIM</td>
</tr>
<tr>
<td></td>
<td>- Applications (SAP, Oracle E-Business Suite, AFT, Databases, Web Services, Java and Messaging, PeopleSoft)</td>
</tr>
<tr>
<td>Sub Application</td>
<td>Shows the Sub Application that the job is associated with at the third level in the node hierarchy in the Control-M environment.</td>
</tr>
</tbody>
</table>
### Parameter | Description
--- | ---
Application | Shows the application that the job is associated with at the second level in the node hierarchy in the Control-M environment.
Parent Folder | Shows the folder container that the job is associated with at the fourth level in the node hierarchy in the Control-M environment.
Cyclic | Shows whether the job runs at defined cyclic intervals.

### Viewing job output
This procedure describes how to view output of a job in Control-M Self Service, which enables you to review the actions of a job to determine if and where the job did not process correctly.

- **To view job output:**
  1. Select a job and click the **Output** tab.
  2. From the drop-down list, select the output file you want to view.
  3. Do one or more of the following:
     - To view the latest version of the output, click **View latest**.
     - To view specific characters or words in the output, in the **Search** field, type the words or characters that you want to view and then click .
     - To view job output in a separate window, click **Open job output in a separate window**.

### Statistics tab
The following table describes the start time, end time, and projection parameters for the selected job.

#### Statistics tab

| Parameter | Description |
--- | ---
Start Time | Shows the start time of the job |
End Time | Shows the end time of the job |
Projection | Shows the estimated start and end time of the job |