

## Control-M for IBM Cognos

Version 7.0.00

October 23, 2012

Patch PACGN.7.0.00.001 to fix CAR00046503

BMC Software is alerting users to a problem in version 7.0.00 of the Control-M for IBM Cognos product. This technical bulletin describes patch PACGN.7.0.00.001 that prevents the problem from occurring. If you have any questions about the problem or the patch, please contact BMC Software Customer Support at 800 537 1813 (United States or Canada) or call your local support center.

## Issue

Control-M for IBM Cognos jobs can remain in execution status when more than one control module is installed on the same Control-M/Agent on UNIX. (CAR00046503)

## Resolution

Download and install patch PACGN.7.0.00.001.

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### NOTE



If you have any of the following control modules installed on your computer, you must also install the relevant patches to resolve the issue:

- Control-M for Databases: PAMQL.7.0.00.006
- Control-M for SAP Business Objects: PACBO.7.0.00.003
- Control-M for Informatica: PAINF.7.0.00.004
- Control-M for Cloud: PACLD.7.0.00.001

For more details, see the technical bulletin for each patch.

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# Product distribution

The following procedures describe how to obtain the installation files for this patch using EPD, FTP, or the BMC Sales Representative:

- “Obtaining installation files through EPD” on page 2
- “Obtaining installation files through FTP” on page 2
- “Obtaining installation files through the BMC sales representative” on page 2

## Obtaining installation files through EPD

This procedure describes how to obtain the patch 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 Download and save the relevant .tar file to a temporary directory.

## Obtaining installation files through FTP

This procedure describes how to obtain the patch installation files through FTP.

### To obtain installation files through FTP:

Download PACGN.7.0.00.001.tar.gz from [ftp://ftp.bmc.com/pub/control-m/opensystem/CONTROL-M\\_for\\_IBM\\_Cognos/7.0.00/PACGN.7.0.00.001/](ftp://ftp.bmc.com/pub/control-m/opensystem/CONTROL-M_for_IBM_Cognos/7.0.00/PACGN.7.0.00.001/) into a temporary directory.

## Obtaining installation files through the BMC sales representative

This procedure describes how to obtain this Control-M for IBM Cognos patch installation files through the BMC sales representative.

## To obtain installation files through the BMC Sales representative:

Contact information is available on the BMC website (see <http://www.bmc.com/corporate/contacts-location>)

# Installation

The following topics provide instructions for the installation and uninstallation of patch PACGN.7.0.00.001 for Control-M for IBM Cognos on UNIX:

- “Installing patch PACGN.7.0.00.001 on UNIX” on page 3
- “Uninstalling PACGN.7.0.00.001 from UNIX” on page 4

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### NOTE

Before installing patch PACGN.7.0.00.001 ensure that Control-M for IBM Cognos is installed.

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## Installing patch PACGN.7.0.00.001 on UNIX

This procedure describes how to install patch PACGN.7.0.00.001 on a UNIX computer.

### Before you begin

Ensure that no Control-M jobs are running on the Control-M/Agent.

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### NOTE

If Control-M/Agent was installed with user root, then you must log on as user root every time you start up or shut down the Control-M/Agent throughout this procedure.

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### To install the patch

- 1 Log on to the Control-M/Agent user account.
- 2 Stop Control-M/Agent by typing the following command:  
  
**shut-ag**
- 3 Stop Control-M for IBM Cognos by typing the following command:

**ctmcognoscontainer stop**

- 4 If you are using an AIX operating system, you must remove unused libraries from memory, by typing the following command as a root user:

```
/usr/sbin/slibclean
```

- 5 Create a temporary directory. For example:

```
<CONTROL-M/Agent>/PACGN.7.0.00.001
```

- 6 Obtain the patch PACGN.7.0.00.001 from one of the options referred to in “[Product distribution](#)”.

- 7 Extract the downloaded .tar file into the temporary directory by typing the following commands:

```
gunzip PACGN.7.0.00.001.tar.gz
```

```
tar -xvf PACGN.7.0.00.001.tar
```

- 8 From the PACGN.7.0.00.001 directory, type the following command:

```
./install_patch.sh
```

- 9 Start Control-M/Agent by typing the following command:

```
start-ag
```

## Uninstalling PACGN.7.0.00.001 from UNIX

This procedure describes how to uninstall patch PACGN.7.0.00.001 from a UNIX computer.

### Before you begin

Ensure that no Control-M jobs are running on the Control-M/Agent.

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#### **NOTE**

If Control-M/Agent was installed with user root, then you must log on as user root every time you start up or shut down the Control-M/Agent throughout this procedure.

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### To uninstall PACGN.7.0.00.001 from UNIX

- 1 Log on to the Control-M/Agent user account.
- 2 Stop Control-M/Agent processes by typing the following command  
**shut-ag**
- 3 Stop Control-M for IBM Cognos by typing the following command:  
**ctmcognoscontainer stop**
- 4 If you are using an AIX operating system, you must remove unused libraries from memory, by typing the following command:  
**/usr/sbin/slibclean**
- 5 Navigate to the following directory:  
**<agent root dir>/ctm/patches/PACGN.7.0.00.001**
- 6 Type the following command that resides under the PACGN.7.0.00.001 directory:  
**./uninstall\_patch.sh**
- 7 Start Control-M/Agent, by typing the following command:  
**start-ag**

## Where to get the latest product information

To view the latest BMC documents, see the Support Central 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 Support Central website.

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