

# Control-M Workload Archiving

**Version 8.0.00**

**July 1, 2015**

**Tracking number: PAARB.8.0.00.001**

BMC Software is alerting users to a problem in version 8.0.00 of the Control-M Workload Archiving server running only when a user is logged on to the Windows machine. This technical bulletin describes patch PAARB.8.0.00.001 (a Windows related patch), that creates a Windows service for Control-M Workload Archiving that starts as soon as the machine starts/reboots. The Control-M Workload Archiving service can be managed via the Windows Services utility. You can view the service logs in the Event Viewer under Application and Services Logs → Control-M Workload Archiving.

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.

## Problem

The Control-M Workload Archiving server only starts when a user is logged on to the Windows machine.

## Control-M Workload Archiving for Windows enhancement

The following entry describes the enhancement to Control-M Workload Archiving for Windows:

| Tracking #  | Description   |
|-------------|---|
| CAR00051526 | Creates a Windows service for Control-M Workload Archiving that starts as soon as the machine starts/reboots. |

## Solution

Download and install patch PAARB.8.0.00.001

## 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 patch PAARB.8.0.00.001 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 the **Windows** installation files, as follows:
  - Download and save the .iso file to a temporary directory, and then burn it onto a DVD.
  - Download and save the relevant .zip file to a temporary directory.

## Obtaining installation files through FTP

This procedure describes how to obtain this patch PAARB.8.0.00.001 installation files through the FTP.

### ➤ To obtain installation files through FTP:

- Download the Windows installation files for Control-M/EM server computer to a temporary directory:  
[ftp://ftp.bmc.com/pub/control-m/opensystem/CONTROL-M\\_Workload\\_Archiving/8.0.00/PAARB.8.0.00.001](ftp://ftp.bmc.com/pub/control-m/opensystem/CONTROL-M_Workload_Archiving/8.0.00/PAARB.8.0.00.001)

## Obtaining installation files through the BMC sales representative

This procedure describes how to obtain the patch PAARB.8.0.00.001 installation files through the BMC sales representative.

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

Contact your BMC Sales Representative. The list of representatives is available at <http://www.bmc.com/corporate/contacts-locations/>.

## Installation

The following procedures describe how to install and uninstall patch PAARB.8.0.00.001:

- [Installing patch PAARB.8.0.00.001 on Microsoft Windows](#) on page 2.
- [Uninstalling PAARB.8.0.00.001 from Microsoft Windows](#) on page 3.

## Installing patch PAARB.8.0.00.001 on Microsoft Windows

This procedure describes how to install patch PAARB.8.0.00.001 on a Microsoft Windows computer.

### ➤ To install patch PAARB.8.0.00.001 on Windows:

1. Create a temporary directory on your local hard drive (not a network drive). For example, C:\PAARB.8.0.00.001.
2. Download the patch files from one of the options referred to in [Product distribution](#) to the temporary directory.
3. To stop the Workload Archiving server, from a command prompt window, type **arc\_stop\_server**.

4. Double click the patch installation file PAARB.8.0.00.001\_windows\_x86\_64.exe.  
The installation starts to run and follow the instructions until it completes.
5. Start Workload Archiving server from the Windows services panel.

## Uninstalling PAARB.8.0.00.001 from Microsoft Windows

This procedure describes how to uninstall patch PAARB.8.0.00.001 on a Microsoft Windows computer.

### ➤ To uninstall patch PAARB.8.0.00.001 from Windows:

1. Stop the Workload Archiving server from the Windows services panel.
2. Open the Control Panel and select Programs => Uninstall a program.
3. Select BMC Control-M/Enterprise Manager PAARB.8.0.00.001, right click and select Uninstall.  
The Uninstall starts to run and wait until it completes.
4. To start the Workload Archiving server, from a command prompt window, type **arc\_start\_server**.  
The patch is uninstalled.

## 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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### **Third party Software**

For the provisions described in the BMC License Agreement and Order related to third party products or technologies included in the BMC Product, select one of the following:

- Locate the "ThirdParty" subdirectory in the installation directory of this product
- Go to <https://docs.bmc.com> and click **Third-party software (TPS)**.

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