

# Control-M, IOA, and INCONTROL

**November 24, 2019**

BMC is announcing a new method for sending files to Customer Support.

With increasing demand for robust cybersecurity and General Data Protection Regulation (GDPR) compliance, BMC is implementing a new solution for receiving files from customers, Secure File Transfer (SFT). SFT supports the following protocols with the latest transfer and at-rest encryption technologies:

- Secure FileTransfer Protocol (SFTP)
- File Transfer Protocol Secure (FTPS)
- Hypertext Transfer Protocol Secure (HTTPS)

For more information, see [Secure File Transfer User Guide for BMC Customers](#).

To view a YouTube video that walks you through the general setup procedure, see [SFT User Guide](#).

If you have any questions about this technical bulletin, contact BMC Customer Support at 800 537 1813 (United States or Canada) or call your local support center.

## Overview of the change

SFT is replacing our existing service (<ftp.bmc.com> and <sftp.bmc.com>) for receiving files.

- Anonymous access is not allowed. You must have a registered BMC account with a support subscription (Support Central login with associated Support ID) to log into the SFT application.
- The new host name is <mft.bmc.com>
- If you whitelist IP addresses, you will need to add the new IP addresses.
- If you are sending information from a mainframe by using FTPS, you will need to install new certificates.

## Effective dates

Access using the:

- New SFT method (<mft.bmc.com>) is available now.
- Current anonymous FTP method (<ftp.bmc.com/incoming>) will be retired on February 3, 2020. If you are using this method, you will need to switch to SFT.
- Current SFTP method (<sftp.bmc.com>) will remain active, but will be retired at a later date.

## 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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For BMC Control-M Products that are licensed on the “per CPU – Full Capacity” unit of measurement and installed in an Amazon Web Services (“AWS”) or Microsoft Azure (“Azure”) cloud environment, a license is required for the total number of CPUs in each AWS or Azure instance upon which the Product is installed or which the Product manages, either remotely or locally. For AWS, one CPU is equivalent to one vCPU, as defined by AWS. For Azure, one CPU is equivalent to up to four Virtual Cores (as defined by Azure), rounded up to the closest multiple of four.

### **Server Endpoint Licensing**

All machines upon which any Control-M component is installed or upon which Control-M managed workload runs must be licensed. This includes Control-M Agent platforms onto which one or more application plug-ins are installed but also includes Control-M Agent platforms where no application plug-ins are installed.

The licensing guidelines for application plug-ins are as follows:

- ERP and BI/DI: The application server(s) upon which Control-M managed processes are executed should be licensed in addition to the Control-M Agent machine(s) (in some cases, this may be the same machine).
- Databases: Each database server upon which Control-M managed database related processes are being executed should be counted in addition to the Control-M Agent machine(s).
- AFT and MFT: Only the machine(s) upon which the AFT or MFT plug-in is installed should be licensed.
- Web Services, Java & Messaging: Only the Control-M Agent machine(s) upon which the plug-in is installed should be licensed.
- Backup: The Control-M Agent machine(s) where the Backup plug-in is installed and also the hosts which are running the backup server software should be licensed (note that this excludes the client machines for which the Backup Server software is managing actual backup processes except where a backup takes place of the backup server machine itself).
- Cloud: Only the Control-M Agent machine(s) upon which the plug-in is installed should be licensed.
- Hadoop: All machines in each managed Hadoop Cluster should be licensed.

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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, go to <https://docs.bmc.com> and click **Third-party software (TPS)**.

BMC SOFTWARE INC

2103 CITYWEST BLVD, HOUSTON TX 77042-2827, USA • 713 918 8800

Customer Support: 800 537 1813 (United States and Canada) or contact your local support center.