

Control-M for SAP Business Objects

Version 7.0.00

October 23, 2012

Patch PACBO.7.0.00.003 to fix CAR00044580

BMC Software is alerting users to a problem in version 7.0.00 of the Control-M for SAP Business Objects product. This technical bulletin describes patch PACBO.7.0.00.003 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 SAP Business Objects jobs can remain in execution status when more than one control module is installed on the same Control-M/Agent. (CAR00044580)

Resolution

Download and install patch PACBO.7.0.00.003.

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 Informatica: PAINF.7.0.00.004
- Control-M for Cloud: PACLD.7.0.00.001
- Control-M for IBM Cognos: PACGN.7.0.00.001

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



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 PACBO.7.0.00.003_unix.tar.Z (UNIX) or PACBO.7.0.00.003_windows.zip (Windows) from ftp://ftp.bmc.com/pub/control-m/opensystem/CONTROL-M_for_SAP_Business_Objects/7.0.00/PACBO.7.0.00.003/ into a temporary directory.

Obtaining installation files through the BMC sales representative

This procedure describes how to obtain this Control-M for SAP Business Objects 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 PACBO.7.0.00.003 for Control-M for SAP Business Objects:

- “Installing patch PACBO.7.0.00.003 on UNIX” on page 3
- “Uninstalling PACBO.7.0.00.003 from UNIX” on page 4
- “Installing patch PACBO.7.0.00.003 on Windows” on page 5
- “Uninstalling patch PACBO.7.0.00.003 from Windows” on page 6

NOTE



Before installing patch PACBO.7.0.00.003 ensure that Control-M for SAP Business Objects is installed.

Installing patch PACBO.7.0.00.003 on UNIX

This procedure describes how to install patch PACBO.7.0.00.003 on a UNIX computer.

Before you begin

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

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.

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 SAP Business Objects by typing the following command:

```
ctmbocontainer 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>/PACOB.7.0.00.003
```

- 6 Extract the downloaded .tar file, from one of the options referred to in “[Product distribution](#)” into the temporary directory by typing the following commands:

```
zcat PACBO.7.0.00.003_unix.tar.Z | tar -xvf -
```

- 7 From the PACBO.7.0.00.003_unix directory, type the following command:

```
./install_patch.sh
```

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

```
start-ag
```

Uninstalling PACBO.7.0.00.003 from UNIX

This procedure describes how to uninstall patch PACBO.7.0.00.003 from a UNIX computer.

Before you begin

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

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.

To uninstall PACBO.7.0.00.003 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 SAP Business Objects by typing the following command:

ctmbocontainer 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/PACBO.7.0.00.003

- 6 Type the following command that resides under the PACBO.7.0.00.003 directory:

./uninstall_patch.sh

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

start-ag

Installing patch PACBO.7.0.00.003 on Windows

This procedure describes how to install patch PACBO.7.0.00.003 on a Windows computer.

Before you begin

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

To install the patch

Use the following procedure to install the PACBO.7.0.00.003 patch on Windows:

- 1 Create a temporary directory. For example:

<CONTROL-M/Agent>\PACBO.7.0.00.003.

- 2 Download and extract **PACBO.7.0.00.003_windows.zip** from one of the options referred to in “[Product distribution](#)” into the temporary directory.

- 3 Stop the Control-M/Agent service.

- 4 Stop Control-M for SAP Business Objects by issuing the following command from the <CONTROL-M/Agent>\CM\BO\exe directory:

```
ctmbocontainer.cmd stop
```

- 5 Open a command prompt and navigate to the agent directory where the **installed-versions.txt** file is located.

- 6 Run the following script that is located under the temporary directory:

```
install_patch.bat
```

- 7 Start the Control-M/Agent service.

Uninstalling patch PACBO.7.0.00.003 from Windows

This procedure describes how to uninstall patch PACBO.7.0.00.003 from a Windows computer.

Before you begin

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

To uninstall the PACBO.7.0.00.003 patch from Windows

- 1 Log on to the Control-M/Agent host computer as a user with administrator privileges.
- 2 Stop the Control-M/Agent service.
- 3 Stop Control-M for SAP Business Objects by issuing the following command from the <CONTROL-M/Agent>\CM\BO\exe directory:

```
ctmbocontainer.cmd stop
```

- 4 Open a command prompt and navigate to the agent directory where the **installed-versions.txt** file is located.

- 5 Run the following file (ensure that you specify the opening and closing quotation marks):

- For users of Windows Vista, Windows 2008, or Windows 7

```
“%ALLUSERSPROFILE%\BMC Software\PACBO.7.0.00.003\uninstall_patch.bat”
```

- For users of other versions of Windows

```
"%ALLUSERSPROFILE%\Application Data\BMC  
Software\PACBO.7.0.00.003\uninstall_patch.bat"
```

6 Start the Control-M/Agent service.

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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