

Control-M/Enterprise Manager

Version 9.0.00.300 and 9.0.00.400
February 28, 2017
Tracking number: PANFT.9.0.00.406

BMC Software is alerting users to a problem in version 9.0.00.300 and 9.0.00.400 of the Control-M/Enterprise Manager product. This technical bulletin describes patch PANFT.9.0.00.406 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.

Problem

In the search view of Control-M Managed File Transfer, when a file transfer that is not in the active net (transfer from yesterday or before, but exists in one of the nets) is selected, the output in the right pane is not available. (CAR00115585)

The following message appears:

User not authorized

The job output is available from the viewpoint in the History domain.

Solution

Download and install patch PANFT.9.0.00.406 on top of fix pack 4.

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 1.
- [Obtaining installation files through FTP](#) on page 2.
- [Obtaining installation files through the BMC sales representative](#) on page 3.

Obtaining installation files through EPD

This procedure describes how to obtain patch PANFT.9.0.00.406 installation files through EPD.

➤ **To obtain installation files via EPD:**

1. Click <http://www.bmc.com/available/epd.html> and follow the instructions on the EPD site until you reach the **Download Files** page.

2. Do one of the following:

- **UNIX:** Download PANFT.9.0.00.406.tar.Z to a temporary directory.
- **Windows:** Download PANFT.9.0.00.406.zip to a temporary directory.

Obtaining installation files through FTP

This procedure describes how to obtain this patch PANFT.9.0.00.406 installation files through the FTP.

➤ To obtain installation files through FTP:

1. Download one of the installation files for Control-M/EM Server computer to a temporary directory:

- **UNIX:** ftp://ftp.bmc.com/pub/control-m/opensystem/CONTROL-M_Enterprise_Manager/9.0.00/PANFT.9.0.00.406/Unix
- **Windows:** ftp://ftp.bmc.com/pub/control-m/opensystem/CONTROL-M_Enterprise_Manager/9.0.00/PANFT.9.0.00.406/Windows

2. (*UNIX only*): Type the following command for each copied installation file to ensure that the fix pack installation has the necessary authorizations.

- Extract the tar.Z by using the following command:
`zcat PANFT.9.0.00.406.tar.Z | tar -xvf -`
- Add execution permissions with the following command:
`chmod +x <installation_file>`

Obtaining installation files through the BMC sales representative

This procedure describes how to obtain the patch PANFT.9.0.00.406 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 PANFT.9.0.00.406:

- [Installing patch PANFT.9.0.00.406 on UNIX](#) on page 3.
- [Installing patch PANFT.9.0.00.406 on Microsoft Windows](#) on page 4.
- [Uninstalling PANFT.9.0.00.406 from UNIX](#) on page 4.
- [Uninstalling PANFT.9.0.00.406 from Microsoft Windows](#) on page 5.

Installing patch PANFT.9.0.00.406 on UNIX

This procedure describes how to install patch PANFT.9.0.00.406 on a UNIX computer. You must install Control-M/EM fix pack 4 before installing this patch.

➤ To install patch PANFT.9.0.00.406 on UNIX computer:

1. Stop all running Control-M/EM components as follows:
 - a. Log in to Control-M Configuration Manager utility from the Control-M/EM client computer.
 - b. Set the **Desired State** of all Control-M/EM components to **Down**.
 - c. Log in to the Control-M/EM account.
 - d. From the root_menu, stop the Control-M/EM Configuration Agent.
 - e. From the root_menu, stop the Control-M Configuration Server.
2. Navigate to the \$HOME directory.
3. Install the patch using one of the following methods:
 - To perform an interactive installation, type one of the following commands, and then press **Y**:
 - **DVD**: <DVD>/Unix/setup.sh
 - **FTP**: <temp_dir>/setup.sh

If you downloaded the relevant installation file for your specific platform, use the following command:

PANFT.9.0.00.406_<Operating_System>_INSTALL.BIN
 - To perform a silent installation, type one of the following commands:
 - **DVD**: <DVD>/Unix/setup.sh -s
 - **FTP**: <temp_dir>/setup.sh -s

If you downloaded the relevant installation file for your specific platform, use the following command:

PANFT.9.0.00.406_<Operating_System>_INSTALL.BIN -s

4. After the installation has completed, restart all the Control-M/EM components as follows:
 - a. Run root_menu-> (1) Activation Menu -> (2) Start All
 - b. Log in to Control-M Configuration Manager utility from the Control-M/EM client computer.
 - c. Set the **Desired State** of all Control-M/EM components to **Up**.

Installing patch PANFT.9.0.00.406 on Microsoft Windows

This procedure describes how to install patch PANFT.9.0.00.406 on a Microsoft Windows computer. You must install Control-M/EM 9.0.00 fix pack 4 before installing this patch.

➤ To install patch PANFT.9.0.00.406 on Windows:

1. Create a temporary directory on your local hard drive (not a network drive). For example, C:\PANFT.9.0.00.406.
2. Download the patch files from one of the options referred to in [Product distribution](#) to the temporary directory created in step 1.
3. Stop all Control-M/Enterprise Manager processes and ensure that the database is running.
4. Double click the correct patch installation file according to your Windows operating system:
 - 32bit: PANFT.9.0.00.406_windows.exe
 - 64bit: PANFT.9.0.00.406_windows_x86_64.exe (Windows 10: Run as Administrator, unless UAC is disabled).

The installation starts to run and follow the instructions until it completes.

5. Start Control-M/Enterprise Manager components.

Uninstalling PANFT.9.0.00.406 from UNIX

This procedure describes how to uninstall patch PANFT.9.0.00.406 on a UNIX computer.

➤ To uninstall patch PANFT.9.0.00.406 from UNIX:

1. Stop all running Control-M/EM components as follows:
 - a. Log in to Control-M Configuration Manager utility from the Control-M/EM client computer.
 - b. Set the Desired State of all Control-M/EM components to Down.
 - c. Log in to the Control-M/EM account.
 - d. Run root_menu-> (1) Activation Menu -> (7) Stop All.
2. Uninstall the patch by typing the following:
<em home>/install/PANFT.9.0.00.406/uninstall_PANFT.9.0.00.406.sh
3. Restart all the Control-M/EM components as follows:
 - a. Run root_menu-> (1) Activation Menu -> (2) Start All

- b. Log in to Control-M Configuration Manager utility from the Control-M/EM client computer.
- c. Set the **Desired State** of all Control-M/EM components to **Up**.

The patch is uninstalled.

Uninstalling PANFT.9.0.00.406 from Microsoft Windows

This procedure describes how to uninstall patch PANFT.9.0.00.406 on a Microsoft Windows computer.

➤ To uninstall patch PANFT.9.0.00.406 from Windows:

1. Stop all Control-M/Enterprise Manager processes and ensure that the database is running.
2. Open the Control Panel and select **Programs > Uninstall a program**.
3. Select **BMC Control-M/Enterprise Manager PANFT.9.0.00.406**, right click and select **Uninstall**.

The Uninstall starts to run and wait until it completes.

4. Start Control-M/Enterprise Manager components.

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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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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