

Control-M 20 Webinar Questions and Answers

- Q** For client based what types of attributes that still needs to be managed by config manager comparing to the web interface?
- A** The Web Interface in Control-M 20 provides the Configuration domain where you can manage most functions related to Agents, Plug-ins and Centralized Connection Profiles. All other functions still require the Control-M Configuration Manager (CCM) including troubleshooting, Control-M Server, Security and Authorizations management.
- Q** Do you have the same functionality for run as accounts where we can assign management of these to different teams?
- A** Yes, the functionality of managing “Run As Users” remains the same as in previous versions but starting with Control-M 20, you are able to grant authority to users and groups to manage “Run As” definitions limited to specific agents as defined in Role Based Administration.
- Q** Does Control-m agent now support SQL Always On Cluster?
- i.** This question is not clear. Can you please contact us so that we can better understand and provide a complete response.
- Q** Where would that database reside? ...within the product or externally?
- A** Apologies but we have lost the context of this question. Please contact us so that we can get you the information you are looking for.
- Q** Is there a limit to the number of jobs that are shown in the web monitoring as there is in version 9.0.18?
- A** The number of jobs that can be viewed in the Monitoring domain is unlimited and has not changed from previous versions. 20,000 is a DEFAULT intended for average machine configurations yielding reasonable performance but can be changed.
- Q** What is the security level for control-m automation such as file transfer, batch processing from on-prem to cloud? security is big concern for sector like banks
- A** We are using the latest standard encryption algorithms and cyphers. AES-256 out of the box. TLS 1.2 can be configured between the components. We are constantly doing penetration tests, static code scanning, third party scanning as part of development’s CI/CD and adhere to OWASP Top 10 – 2017.
- Q** Will V 9.20 run on RHEL7 version and not on RHEL6 servers?
- A** Control-M 20 is supported on RHEL 7 and RHEL 8 for all installation types and RHEL 6 for in-place upgrade only. Please see the BMC Architecture Compatibility Modeler for all supported configurations at <https://docs.bmc.com/docs/modeler/#/>.
- Q** Does the Control-M 20 has the capability of Dashboards / Analytics?
- A** No, some customers extract Control-M data using the existing Reports tool reports or direct queries to EM database and build their own external data lake with dashboards/Analytics on top of it
- Q** New features introduced in terms of cloud technology
- A** Control-M 20 delivers Google Cloud Platform (GCP) Service-to-Service authentication and enhanced OAUTH2 authentication. Managed File Transfer now supports S3 both for bucket-to-bucket transfer as well as a destination for local-to-S3 transfer. AWS Aurora is also now supported as the database for Control-M.
- Q** Also, on AI what are the updates in SLA Management, if any?
- A** No update in SLA Management in the context of AI, it should be transparent if SLA service contains AI jobs

- Q** If you can find out if and when centralized SAP Centralized Connection profile management could be ready, I'd appreciate it.
- A** Centralized Connection Profile support for SAP is planned for an upcoming release but there is no specific date at this time.
- Q** Is there a date announced yet for end of life for Advanced File Transfer?
- A** AFT end of support date is 12/31/2023
- Q** Will the web interface be introducing forecast soon?
- A** These capabilities are planned for a future version but no specific date is available at this time.
- Q** Will the mobile be getting some of the new features?
- A** These capabilities are planned for a future version but no specific date is available at this time.
- Q** Do you have any plans to add support of Cyrillic character set?
- A** Not at the moment. Can be reconsidered based on requirements from the field.
- Q** Is Crystal Reports still part of control-m 20?
- A** No, Crystal Reports was part of the reporting facility that was replaced in Control-M v 9.0.18
- Q** Hopping from version 8 to 20 should not be a problem.
- A** In place upgrade from V8 to V20 isn't available and V8 isn't supported anymore. However, using support's AMIGO program, they can direct you how to perform the upgrade while migrating your V8 env to V19 and then continue to V20.
- Q** Can the version 20 Web Tool edit variables in a job on the AJF?"
- A** Yes. You can edit job's variables (name, type, value) from the Monitoring Domain.
- Q** Within the web client. can you now change all property values of a job while in the AJF like you can in the thick client?
- A** All job values that are changeable in the Desktop client monitoring can be also changed in Control-M Web.
- Q** For the AWS/Google/Azure plugins - are there any plans to tie in with a third-party auth service such as vault to get credentials instead of having to hard-code them in the profiles?
- A** Yes, we do plan to support vault integration, while our first provider would be Cyberark.
- Q** OKTA authentication - have there been any updates with this?
- A** We are aiming to introduce, as part of V21, SAML 2.0 direct support which will allow connections to SAML. V20 and V19 online help detail how to make such integration while adding another web server as a proxy server in front of our web server and connect it to OKTA.
- i. http://documents.bmc.com/supportu/9.0.20/help/Main_help/en-US/index.htm#73480.htm
- Q** Do we get any new Security Features compared to previous version which was not there?
- A** Role Based Administration allows for more authorization granularity, giving access to others without any exposure to the CCM or servers/DB.
- i. Control-M Web is now set to https by default.
- ii. Application packs plugins now use AES-256 encryption.
- iii. Updated JRE while all components besides EM moved to JRE 11.
- iv. Remote host ssh connection is now using the latest available cyphers.
- v. Ctmvar utility is audited.

- vi. Automating the deployment and management of Agent SSL certificates is now available.
- vii. LDAP authentication for external client on MFTE.
- viii. Additional security fixes based on pen testing, third party scanning and static code scanning.

Q Is there out of the box capability to create report for users and their assigned roles that can be used for audit reporting?

A Yes, in Control-M v20 "User Authorizations" report was added to Control-M Reports tool so customers can use it to keep auditing.

Usage samples:

- Retrieve all/specific Roles and their assigned privileges.
- Retrieve all/specific Users and their assigned privileges.

Q New job added/installed to planning, can it be ordered without doing download and force upload of specific folder?

A In order to be able to order a new job, it should exist in Control-M Server database.

So, when you order a new job that was added in the Planning domain, behind the scenes it being checked in (together with its folder) and "uploaded" to Control-M Server

Q Access to Control-M GUI through mobile phone still not possible?

A The Control-M mobile app provides access to services in the active environment and is not changed as of version 20.

Q As per architecture of MFT and MFTE, it doesn't yet support on DR with dedicated setup. If we move Control -M application to DR site we need to perform workarounds to bring up MFT hub and gateway. Will it be handled in this version? Or the newer HA feature of MFT help here?

A If I understood the question you will still need to bring up MFT/E and to set a hub and a gateway.

Q Can Control-M be upgraded from 9.0 to this newest version? and what is process? DB needs to be upgraded as well?

A You can update directly from V9 latest FP to V20. You don't have to upgrade the DB, however if you do wish to upgrade the DB, it is possible while support can detail the steps required.

Q The Planning domain in the Control-M Web is visible only after installing Workload Change Manager?

A The Planning Domain is enabled with the activation of Control-M Self-Service.

Q With centralized connection profiles - can we still use Host1 as local?

A The "Local CM" option in Local Connection Profiles is not yet available in Centralized Connection Profiles. That functionality will be introduced into Centralized Connection Profiles at a later date as "File System".

Q For the central connection profile is it saved on the database side instead of old way on agent level?

A Correct. Centralized Connection Profiles (CCPs) are stored in the Enterprise Manager and synchronized with Control-M Servers. When a job is submitted, the CCP travels together with the job to the target agent.

Q Do you support key vaults for secrets? like azure key vaults?

A The Enterprise Manager provides a key vault accessible via Automation API. For secrets in connection profiles, code

password: secret:<name of the secret>

Q Instead of storing it on em level, storing it in key vaults either on azure or pam based solution?

A The only vault supported at this time is the Enterprise Manager.

- Q** For SOD does that only applies for MFT connection profiles or to all types of connection profiles?
- A** Centralized Connection Profiles initially support a subset of Plug-Ins (see Release Notes). Automation API supports all Centralized Connection Profiles and several other Local Connection Profiles too (see Automation API documentation).
- Q** Do we have Alert console in the web interface?
- A** Yes. A “Bell” icon appears on the right side of the menu bar. Clicking on that icon, opens the Alert form.
- Q** When this version will be rolled out?
- A** The announcement was July 23, 2020. Control-M 20 became available on Electronic Product Download (EPD) and a proactive notification was sent on announcing availability on July 24, 2020.
- Q** Can we continue to use AFT if we're not ready to upgrade our license to MFT?
- A** Yes. You should contact your BMC Sales Representative if you have any questions regarding your license.
- Q** How do you manage user credential when using command line tool?
- A** It is assumed this question refers to the “ctm” command line interface for Automation API. The cli provides an “environment” function which is used to define an environment object that contains the Control-M REST endpoint, a username and password. That information is encrypted and stored in a protected directory. The credentials can be manipulated interactively or files can be made available for users to configure their environments.
- Q** Definition/Creation of JOBS could also be done by command line tool?
- A** Yes. As above, it’s assumed this question related to Automation API. Jobs can be written in JSON format and then can be validated, checked in and ordered. The intent of Automation API is to provide cli and automation capabilities that are equivalent to what can be done interactively via graphical user interfaces.
- Q** Is there any change on license charges since we have decoupled some of the features in the latest version.
- A** For any license related questions, please contact your BMC Sales Representative.
- Q** What is the roadmap for Self Service? Self-service will replace GUI?
- A** No dates have been announced for when the client will be replaced.
- Q** Are there any improvements to the reporting facility?
- A** Yes. The reporting facility is now launched from the Web Interface and new reports have been added. Please see the Release Notes and Product Documentation for additional information.
- Q** Do we get planning web interface without installing WCM ? (Another version of this question: The new web interface can Planning be used if you do not use MFT or workload manager?)
- A** The Planning Domain in the Web Interface is now included in Self-Service. Please contact your BMC Sales Representative for more information.
- Q** Is there Failover for EM using PostgreSQL embedded with CTM20?
- A** Failover for Enterprise Manager has not changed in Control-M 20.
- Q** For central connection profiles are Peoplesoft job types supported?
- A** No. Centralized Connection Profiles are currently available for the following plug-ins: Managed File Transfer, Application Integrator, Databases, Informatica, AWS, Azure
- Q** Is there anything that is not possible in the web client that is possible in windows based client? Or are they are 100% feature parity in v20?

- A** They are not equivalent. There are now functions, such as Centralized Connection Profile management that is available in the Web Interface that is not available in the Workload Automation client and the reverse is also true.
- Q** When we were moving to 9.0.19 we were told the BMC was looking at getting rid of the BMC supplied dedicated Postgres DB is this true and if so why would BMC do this?
- A** That is not the case in Control-M 20. If you are interested in discussing the product direction, we would be happy to set up a product roadmap discussion.
- Q** How will existing Connection Profiles (stored on agents) be migrated to the new architecture?
- A** A migration utility has been provided and is available [here](#).
- Q** What web browser is recommended?
- A** The list of supported browsers is provided in product documentation.
- Q** Does CTRL-M 20 have an agent push capability? Or we merely have packages to push with something like SCCM?
- A** See responses above
- Q** Sorry but he is saying that the initial agent install can be done via the CCM or API now? I am not following the whole push pull thing
- A** Facilities provided by Control-M Configuration Manager (CCM) are available only for hosts where an agent is already installed. Once an agent is installed and is active, CCM can be used to upgrade the agent or install additional components like Application Pack or Managed File Transfer.
- However, once the “ctm” cli, part of Automation API, is installed on a machine, that cli provides the “provision” service which can initiate an installation even when there is no current agent on that machine.
- The ctm cli is a lightweight node.js module that is simple to install on either Windows or Unix and can then be used to “pull” installation media from either the Enterprise Manager or another pre-defined location (like cloud storage) and then manage the process of installing and configuring an agent.
- Q** Does CTRL-M have Data Lake (S3) plugins?
- A** Yes. Control-M supports transfer to, from and between S3 buckets as well as “watching” for objects to be created in S3 buckets that can then trigger workflows, similar to the file-watcher mechanism on conventional file systems.
- Q** File Transfers are by what protocol/port?
- A** Please see details in product documentation as different protocols may be supported by different components but basically, transfers are supported for ftp, sftp, http, https, AS2 and S3. The default ports used by Control-M also differ slightly from component to component but they are all configurable.
- Q** This interface is ONLY local or accessed on the server through that 8443 port for authorized users?
- A** Port 8443, by default, is used to communicate with the Control-M Rest server, via HTTPS. This can be changed is desired.
- Q** Can we get a compatibility matrix for server/agents versions per OS/DBs, etc.?
- A** This information is available in product documentation and on the BMC Customer Support site.
- Q** In V20 will you be able to use a Forecast feature in the Web Interface? That is a big reason why most of my IT Personnel still use the GUI Client, as they need that information
- A** Forecast is not yet available in the Web Interface.

- Q** Except MFT, all of these new features are available on Control-M Platform?
A Unclear what this refers to but in the context of the webinar event, yes. If this is in regard to licensing you should contact your BMC Sales Representative.
- Q** Is this new version oriented to on-premise environments also?
A Yes. Control-M 20 is an on-premises installation only. Stay tuned for more information on other options, coming soon.
- Q** Do legacy Configuration Profile option will still exists for those components? or is it mandatory to use the new option?
A Local Connection Profiles are still fully supported and available.
- Q** In case of multiple agent different password will used with same user name then how we can use centralize profile?
A Just as you have to do today, you would have to create a profile with a different name.
- Q** When using centralized connection profiles on the EM to run an MFT job on another agent does the destination endpoint see a connection from the EM or from the other agent?
A The actual job execution and connection endpoints are not affected by Centralized Connection Profiles. The connection is still between an agent and a file transfer server. The only difference is where the connection information is stored and managed.
- Q** Will Control-M 20 finally put all plugins in the Application Pack for easier centralized deployment from CCM?
A Control-M 20 has not changed the content of the Application Pack.
- Q** It is my understanding AFT plugin is being discontinued in favor of MFT. Will current customers of AFT automatically get access to MFT?
A AFT will continue to be supported for a few years, but the direction for our file transfer support is focused on the Managed File Transfer (MFT) component. For more details please contact your BMC Sales Representative.
- Q** Does the SLA Management have advantages to the BIM?
A A Yes, the product has been renamed. The change was made to clarify what this component does.
- Q** The one thing that i hate about the Control-M Web is that it logs you out after minutes of inactivity. With the fat client this never happens!! This is a huge issue. Especially if you are multitasking and you come back to Control-M only to have to keep logging back in. Is there a way to change the time out?
A Yes. The ability to change timeout has been available with Control-M Web for quite some time. See the System Parameters for Control-M Web and the associated documentation. If you require additional information, please contact a BMC representative.
- Q** Since both centralized and local are accepted...is one override?
A Yes, If both a local and centralized profile exist, the local one takes precedence.
- Q** Will the centralized connection profiles be available for AFT or is it just for MFT?
A Centralized Connection Profiles are available only for Managed File Transfer.
- Q** Since both centralized and local are accepted...is one override?
A Yes, If both a local and centralized profile exist, the local one takes precedence.
- Q** Will the centralized connection profiles be available for AFT or is it just for MFT?
A Centralized Connection Profiles are available only for Managed File Transfer.

- Q** Then the connection profiles are configured into Web Console?
A A Centralized connection profiles are managed in the web interface.
- Q** Does MFT service need to be purchased for using the role-based authorization and sharing connection profiles? I mean the non MFT connection profiles.
A No. Role based administration and centralized connection profiles do support MFT, but do not require it. You can use role-based administration and centralized connection profiles whether or not you own MFT
- Q** Which previous version supports "Upgrade in Place" to move to V20? V19 only or also V18?
A Versions 18 and 19.
- Q** Can I edit a job in the web interface, wen yes can you show it?
A Yes, you can edit jobs thru the web interface.
- Q** Does the agent tag function work on agents running on TCP protocol?
A Yes.
- Q** Will AFT not be supported in the future
A AFT will continue to be supported for a few years, but the direction for our file transfer support is focused on the Managed File Transfer (MFT) component. For more details please contact your BMC sales representative.
- Q** Will the web interface not support AFT configuration only MFT?
A Yes, that is correct.
- Q** Will the client be eventually be replaced with self-service?
A No dates have been announced for when the client will be replaced.
- Q** Is it possible to upload multiple files in MFT B2B file exchange portal?
A Yes, this is possible as of version 20.
- Q** Are all the new functions incorporated in the traditional EM Client as well as the new Web client?
A No, not all functionality is in both the GUI client and the web interface.
- Q** Any major improvements in post-processing? It seems like most of the improvements demoed were related to MFT-E.
A No, there are no changes to post-processing in version 20.
- Q** Does MFT also support HA now or only MFTE?
A Only MFT/E supports HA, not MFT.
- Q** Can we get this presentation or Links to new resources?
A You should have already received a link to the presentation.
- Q** Are we completely moving from Local client to Web interface with all features?
A Not all features found in the GUI client are in the web interface.
- Q** Are we moving from Desktop app to web app?
A Not all features found in the GUI client are in the web interface.

- Q** Is the Batch Impact Manager (Service Monitor) going to be renewed as SLA Management with new aspects/services?
- A** Yes, the product has been renamed.
- Q** Will the web tool have Reporting in version 20?
- A** Yes. The reporting facility is now launched from the Web Interface and new reports have been added. Please see the Release Notes and Product Documentation for additional information.
- Q** Is the gateway for MFT b2b now available to Windows OS?
- A** No, it is not.
- Q** Are there any special considerations upgrading to v20 from v18 or 19?
- A** No, it is directly supported as an in-place upgrade from either of those versions to 20
- Q** Going forward, Is the Planning tab in the Self-service going to be the same as in the WLA GUI in terms of options?
- A** It is not the exact same as of version 20, but as every version is released, they will become more in line.
- Q** If BMC starts providing Control-M as a platform when customer is able to build the jobs without the need to install and maintain control-M? It would be really great.
- A** Control-M 20 is an on-premises installation only. Stay tuned for more information on other options, coming soon.
- Q** Is the web interface a separate license or does it come standard with Version 20?
- A** You should contact your BMC Sales Representative if you have any questions regarding your license.
- Q** Can we put an agent in more than one TAG?
- A** No, in the initial release it can have only 1 tag associated.
- Q** Control-M 20 is Control-M version 9.0.20, right?
- A** Yes.
- Q** So the profile is assigned to a Tag and the Tag assign to any agents. That means that no need to create new profiles to new agents. If the profile already exists we just need to add the Tag on the agent?
- A** This is correct there is no need to create new profiles for new agents. Every Centralized Connection Profile is available on every agent. The tag is used by role-based authorization to limit access to groups/individuals.
- Q** With Control-M 20, do we have any integration with AWS and azure batch monitors?
- A** Integration with AWS and Azure batch has been available in prior releases and Version 20 hasn't changed that.
- Q** Is the centralized connection profile stored on the Control-M agent or the Control-M server, who manages it in the backend?
- A** The Centralized Connection Profile is not stored on the agent, but stored on the Control-M/Server and Enterprise Manager.
- Q** Once you define a centralized profile - could you have a "farm" of just blank agents and we could pick a random agent and it would push it down? In essence, we never have to have dedicated resources? It sounds like it.
- A** Yes, that is correct.
- Q** Do you need to give access to the agent to give the of possibility to create a connection profile, or is it enough to give access to connection Profile?

- A** You don't need access to the agent but you do need access to the plug-in type.
- Q** Is it still possible to have the same name for connection profiles for different agents using different credentials and targets? Like we have 3 Server nodes to 1 Em and every represents one stage of development environment which needs the same name but different targets for these connections.
- A** Just using the Centralized Connection Profile feature this is not possible.
- Q** Is connection profile security (role security) limited to the same 6 central connection profiles?
- A** Role based administration is currently available for the following plug-ins: Managed File Transfer, Application Integrator, Databases, Informatica, AWS, Azure
- Q** Connection profile configuration is applicable only for MFT module or is it available to other modules like DB?
- A** Centralized Connection Profiles are currently available for the following plug-ins: Managed File Transfer, Application Integrator, Databases, Informatica, AWS, Azure
- Q** If a Centralized Connection Profile is synced, but at the time of job submission EM is disconnected or unavailable. Will it impact submitting connection profile details for job to Control-M agent?
- A** No. The Control-M/Server will supply the synced connection profile details.
- Q** When upgrading from 9.0.19 or older version to 9.0.20, will the placement of the connection profile be moved from agent to another location?
- A** No, however there is a migration utility provided [here](#).
- Q** Will Automation API in v20 allow us to change control-m server parameters using config parameter commands
- A** Currently, only retrieval of parameters is provided via "config server:Params::get" and the setting of some specific server objects like hostgroups and runasuser definitions.