LTS 23 Webinar Q&A

For the hosted server for working with third parties/clients with file transfers, is there a third party involved with that we would need to know about? An example would be MOVEit.
No, there is no third-party requirement for the hosted server option. It can be fully self-hosted on your own network without any additional requirements beyond your OpCon environment and having the correct license.

Does this work with Deploy (regarding MFT)?
Deploy only supports multiple OpCon environments at this time, but we will consider this feedback when shaping the future plans we have for this solution.

Is it FedRamp certified (regarding MFT)?
Our MFT solution may meet the requirements in terms of features (i.e., access control, encryption, configuration, etc.), but it has not been assessed independently to receive an official FedRamp certification.

Also, for MFT can you import sites from other applications? We currently use WS FTP Pro.
Our MFT solution does not have an embedded import function for WS FTP Pro, but our consulting team is able to assist with the migration of sites into OpCon MFT.

Is the host server (for MFT) Linux or Windows OS?
Our MFT solution requires a Windows OS for the host.

Is there a plan to move to a web-based option for Deploy instead of a client?
We do have plans to consolidate the capabilities of Deploy into our web-based client, but we do not currently have a target date for when this will be completed.

Does schedule extract/DDI become unsupported with the LTS 23 release?
No, schedule extract and DDI will continue to be fully supported.

Will MFT eventually have an email processing component for file attachment triggers?

We may be able to support this scenario using our new Cloud Events framework that is included with our MFT Server solution. MFT server activity is communicated to OpCon, and these actions can be mapped to trigger OpCon Events. In terms of current state, this may also require a file movement job. We will take this scenario into consideration for future enhancements.

- [Read more about supported 'MFT Trigger Types' here.](#)
- [Read more about 'OpCon Events' and the 'Notification Email Event' here.](#)

Is Solution Manager already included in our current licensing? We use Self-Service, Vision, Operations, and Library, but I don't see a Solution Manager option in our Web GUI.

Yes, Solution Manager is just the name of the entire web-based client you are using for Self-Service, Vision, etc. It's a reference to the entire application, not a specific feature.

Are the job sub-types still currently being built for Solution Manager, or do they already exist? Example: Fiserv DNA sub-type that makes it much easier to build those jobs within those third-party applications.

We are currently working to migrate connectors and sub-types into Solution Manager, and Fiserv DNA is one of the next few we have targeted in terms of priority.

Are/can these "persona" roles be integrated with Active Directory?

The personas referenced during the presentation are not actual objects or static roles, but you are able to create a role that matches those capabilities and apply that role to your AD users when they access OpCon by associating that role their group.

Does LTS 23 bring support for notification manager as well or will that come later?

LTS 23 does fully support management of the notification manager framework within Solution Manager. It's accessible from the Library.

Can the Workflow Designer be viewed with a read-only profile?

There is not an official read-only view of Workflow Designer or Studio, but limited access can be achieved by granting the privileges to Maintain Schedules and View Jobs in Master Schedules but restricting the ability to modify jobs.

Can any statistical data be pulled from the logs?

Currently, OpCon's log data is not structured in a way that normalizes the date/time stamps with their associated messages. We do have future plans for this type of solution that would apply tabular structure to this data to support searching/queries. You're currently able to retrieve logs via the OpCon REST API, but a solution to normalize the data would still be required before it could be leveraged for statistics.

You said user access reports in LTS 23? For example, what batch users can a developer build with? Which scripts can they choose? Which schedules?
With LTS 23, you can define resources (i.e., schedules, jobs, and machines) and batch users at the role level within Solution Manager. A developer would have access to use anything granted to them by their administrator. It's fully customizable where you can create multiple roles that grant access to different groups of resources as needed.

Will you be able to export reports?
Yes, the new reports demonstrated during the presentation can be exported directly to the web client.

Will the reporting provide stats, such as how many jobs were completed, failed, restarted, and so forth?
We do currently support many reports, including the ones mentioned with the BIRT framework that is still supported with LTS 23. In 2024, we plan to migrate more of these types of reports to the Solution Manager web client that will behave similar to what was demonstrated during the presentation.

Can you share any information about OpCon RPA?
Here are some reference links for the OpCon RPA solution, including a demonstration:
- [OpCon RPA Overview](#)
- [On-Demand Webinar: OpCon RPA in Action](#)
- [OpCon RPA Installation and Management Instructions](#)

Can we use one Solution Manager to point to dev and prod OpCon environment?
No, each instance of OpCon is installed with its own dedicated combination of the Solution Manager web client and supporting REST API framework, which is required for secure communication with the OpCon database.

Can users other than admin 'View Job Output' log of a job?

Users are not required to be an administrator to access job output—they just need to be granted access to the schedule and job (resources) and the privilege to "View Jobs in Schedule Operations" in order to generate/retrieve the output.

Where in the new Solution Manager can you find the PERT and or Workflow Designer to access diagrams for our auditors?
Workflow Designer is now titled 'Studio' in Solution Manager and accessed from the left-hand menu or the Library.

PERT is accessed from the Operation > Processes view by selecting a schedule and expanding the "Diagram" section in the right menu panel for the selected schedule.

Is this latest version available for download?
Yes, LTS 23 is available for download directly using our OpCon Web Installer (OWI) utility.

SSO is available for cloud only, not on-prem?
SSO is included when hosting OpCon in the cloud, but please reach out to your assigned Customer Success Manager to discuss this need.

Is the cloud-based solution FedRamp certified?
Our solution and infrastructure may meet the FedRamp requirements, but it has not been assessed independently to receive an official FedRamp certification.

Will Enterprise Manager (thick client) be upgradable in the future?
We will continue to fix issues with Enterprise Manager, but we'll no longer be adding features to the client and will sunset official support for it in the future.

Does it require separate licensing or have any costs to integrate SSO, or is it part of LTS 23?
SSO is supported with LTS 23 and included when hosting OpCon in the cloud, but it will require an updated license. Please reach out to your Customer Success Manager to discuss your needs.

Is LTS 23.0 only a hosted solution rather than self-hosted?
We will continue to offer a self-hosted solution as an option.

Does the REST API come at additional cost, or will we have it when we get LTS 23 installed?

The REST API is included with LTS 23 and is installed along with OpCon. You can access your own API by modifying this link to match your OpCon domain: https://localhost/api/doc/index.html

Will there be a developer guide for ACS?
Yes, as the framework matures over 2024, we do plan to offer documentation for the SDK to support customers building their own custom integrations.

Previously with Windows integration, AD users were granted access to directly update the database. Does the latest SSO offering change this?
This may depend on what type of database updates are being referred to, but our new SSO framework is exclusive to the Solution Manager web client which interacts with the OpCon database using OpCon's REST API framework. New SSO users will be created automatically, and the types of actions users will be able to take will depend on the privileges granted for their assigned role.

Will we have the ability to make our own connectors/plugins that utilize the ACS Framework?
Yes, that is the vision for the ACS framework. We plan to provide SDK documentation to support this as the framework matures in 2024.

I didn't hear a response about if we will be able to import site information from other applications like WS FTP Pro into MFT or if all sites will need to be set up from scratch in MFT.
Our MFT solution does not have an embedded import function for WS FTP Pro, but our consulting team is able to assist with the migration of sites into OpCon MFT.

Can you talk about the migration process from OpCon on-prem to OpCon in the cloud? Are there tools to migrate the data?
Yes, we will fully support you through your transition/migration to our cloud infrastructure and leverage a number of tools to make the process both efficient and timely.

Any documentation on MFT server?
Yes, our MFT server documentation is available here: https://help.smatechnologies.com/opcon/agents/opconmft/server-installation.

Is there an additional cost with OpCon RPA?

OpCon RPA is included at no additional cost when you host OpCon in the cloud or is available as an add-on if you host OpCon on-prem.

Will the maintenance releases require installation by SMA or are they installable by ourselves?
For customers hosting OpCon in the cloud, we will fully manage maintenance/feature upgrades automatically. Customers hosting OpCon on-prem will be required to manage their own upgrades, but assistance is available from our consulting team if needed.

Cloud version on gov cloud, too?
Microsoft Azure exclusively hosts and manages OpCon in the cloud.

Does Solution Manager have a workflow view to build out a process workflow?
Yes, in Solution Manager this feature is called 'Studio' and is the equivalent to 'Workflow Designer' in our Enterprise Manager client.

Upgrading every year to a new version is a lot. Can we have a stable version for more than two years?
You are able to control your own upgrade process with our on-prem solution. We will support all official releases for 36 months post-release, and we suggest being on a version that is within this window, so it is officially supported.

Just curious if you guys are looking at supporting any other financial banking cores?
We are planning to expand in this area, and we are looking at a number of different options. Please reach out to your Customer Success Manager if there is a specific integration you would like to see supported by OpCon.

Is there a cloud EASE connector? We're moving to EASE in May and aren't sure what that looks like. We are currently on-prem. Thanks!
All current features and integrations are fully supported when hosting OpCon in the cloud, and we will be releasing a new version of the EASE connector this year.

Solution Manager is still fairly limited. Will Enterprise Manager work with the cloud solution?
Solution Manager does have full functional parity with Enterprise Manager, but we are still working to support all integrations (specifically connectors). Until then, we will be including Enterprise Manager with your cloud-hosted OpCon instance.