



# **TIBCO® Managed File Transfer Command Center**

## **Release Notes**

Version 8.7.1 | June 2026

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## New Features

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No new features have been added in this release of TIBCO® Managed File Transfer Command Center:

# Changes in Functionality

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No functionality changes have been made in this release of TIBCO® Managed File Transfer Command Center.

# Changes in Platform Support

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Supported platforms are not affected in this release. For a complete list of supported platforms, see the Readme file.

# Deprecated Features

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The following features have been deprecated as of this release of TIBCO® Managed File Transfer Command Center.

## Version 8.6.0

The TIBCO® Managed File Transfer Command Center Platform Server responder is deprecating the SSL mode. Use the Tunnel Mode instead.

## Version 8.5.0

| Key                                                                         | Summary                                                                                                                                       |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Java 8 to Java 16 Support                                                   | TIBCO® Managed File Transfer Command Center 8.6.0 and later versions are compiled on Java 17 and no longer run on Java 8 to Java 16 versions. |
| Platform Server Implicit SSL Mode for Transfers and Command Center Requests | Use TLS Tunnel when communicating to Platform Servers.                                                                                        |

# Removed Features

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The following features have been removed as of this release of TIBCO® Managed File Transfer Command Center.

## Version 8.7.0

| Key                | Summary                     |
|--------------------|-----------------------------|
| Supported Platform | AIX is no longer supported. |

## Version 8.6.0

| Key                    | Summary                                                      |
|------------------------|--------------------------------------------------------------|
| JTDS SQL Server Driver | JTDS driver for Microsoft SQL Server is no longer supported. |

## Version 8.5.0

| Key               | Summary                                                                           |
|-------------------|-----------------------------------------------------------------------------------|
| DB2 Support       | IBM DB2 databases are no longer supported.                                        |
| TIBCO Accelerator | TIBCO® Accelerator is removed as there are better ways to improve transfer speed. |

| Key              | Summary                                                                     |
|------------------|-----------------------------------------------------------------------------|
| Radius Support   | Radius Authentication is removed. Migrate to SAML or OIDC authentication.   |
| IBM FIPS Support | IBM FIPS is no longer supported. Use the BouncyCastle FIPS support instead. |

# Migration and Compatibility

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When upgrading from a previous release to this release of TIBCO® Managed File Transfer Command Center, follow these guidelines:

- The database should always be backed up prior to an upgrade.
- When migrating from prior releases, you must install TIBCO® Managed File Transfer Internet Server 8.7.1 first. Only after all TIBCO MFT Internet Servers are migrated to 8.7.1, you should install TIBCO® Managed File Transfer Command Center 8.7.1.
- TIBCO® Managed File Transfer Command Center 8.7.1 cannot run concurrently on the same machine with versions prior to 7.3.0 of TIBCO® Managed File Transfer Command Center or TIBCO® Managed File Transfer Internet Server sharing the same Java JDK because of improvements in the software. If you are installing TIBCO® Managed File Transfer Command Center 8.7.1 on a machine that is running a version prior to 7.3.0 of TIBCO® Managed File Transfer Command Center, it should only be installed if you are upgrading to the new version. You can install TIBCO® Managed File Transfer Command Center 8.7.1 on the same server only if you use a different Java JDK.
- Alerts added in prior releases (before version 7.3.0) become transfer alerts in this release.
- Versions of the desktop client at release 8.3.0 and below do not work with version 8.7.1. You must upgrade to version 8.5.2 of the desktop client. Desktop Client version 4 does not work with MFT Internet Server version 8.3.0 and below.
- The Promotion Utility only supports REST. The Promotion Utility can work with MFT Internet Server and Command Center version 8.3.0 and version 8.2.0 by using REST calls
- The Command Line Utilities (Admin, Platform Transfer, and File Transfer) only support REST. They can work with MFT Internet Server and Command Center version 8.3.0 and version 8.2.0 by using REST calls.
- TIBCO® Managed File Transfer Command Center version 8.5.0 and above use a different algorithm to encrypt and decrypt passwords. This new encryption only takes place when a password is changed and all Internet Server and Command Center instances have been upgraded to version 8.5.0 or later. When all instances have been

upgraded to version 8.5.0 or later and passwords have been changed, you must not revert any servers back to versions 8.4.3 or previous versions. Passwords encrypted by the new encryption algorithms cannot be decrypted by versions 8.4.3 or previous versions.

- Due to the upgrade to Tomcat 10, both the Connection Manager (CMA) and CMS components now require Java 17 or later for proper operation

 **Note:**

When you run TIBCO® Managed File Transfer Command Center in BouncyCastle FIPS mode, only Elliptic Curve Diffie-Hellman ciphers are supported. In FIPS mode, RSA keys are not allowed to be used for encrypting/decrypting and then used again for signing/verifying. SSL/TLS is particularly prone to this problem, especially if keys are shared by clients and servers. Therefore, only Elliptic Curve Diffie-Hellman ciphers are allowed for FTPS, Platform Server SSL, Platform Server Tunnel, and HTTPS client and server requests. While Elliptic Curve ciphers are supported in recent client and server software, some old software does not support Elliptic Curve ciphers. You must ensure that all client and server software supports Elliptic Curve ciphers. When you use TIBCO MFT Platform Server for Windows or TIBCO MFT Platform Server for UNIX, the following software must be installed to support Elliptic Curve ciphers:

- MFT TIBCO Platform Server for Windows V8.0.0 with hotfix 8.0.0\_HF-002 or later
- MFT TIBCO Platform Server for UNIX V8.0.0 with hotfix 8.0.0\_HF-001 or later

## Enabling the CTEXT Data Type

When you install TIBCO® Managed File Transfer Command Center with a PostgreSQL database, support for the CTEXT data type is required. To enable the CTEXT data type, perform the following steps:

Install the PostgreSQL CTEXT extension.

Execute the following SQL command as a superadmin for the PostgreSQL MFT database.  
CREATE EXTENSION IF NOT EXISTS CTEXT;

## Migration from a Previous Release

You can migrate to version 8.7.1 of TIBCO® Managed File Transfer Command Center in one of two ways:

1. As a new installation with a new database.
2. As an upgrade from an existing installation.

**i Note:** If you have an existing installation running TIBCO® Managed File Transfer Command Center 8.7.0, performing this service pack (or hotfix) installation is the best practice.

- a. Copy the following files to the install directory of TIBCO® Managed File Transfer Command Center 8.7.0:
  - i. fips.sh
  - ii. fips.bat
  - iii. install.sh
  - iv. install.bat
  - v. Installer.jar
  - vi. SPMFT871.jar
- b. Install the service pack as a hotfix. Enter one of the following commands based on your operating system:
  - i. For UNIX: `./install.sh SPMFT871` or `./install.sh SPMFT871 silent`
  - ii. For Windows: `.\install.bat SPMFT871` or `.\install.bat SPMFT871 silent`
- c. If TIBCO® Managed File Transfer Command Center 8.7.0 was installed as an express install, based on your operating system, enter one of the following commands:
  - i. For UNIX: `./install.sh SPMFT871 express`
  - ii. For Windows: `.\install.bat SPMFT871 express`

You can migrate to version 8.7.1 of the Admin client and the Platform Transfer client utilities by performing the following steps:

1. Copy the AdminClient.tar and the AdminClient.zip files from MFT

install/SPMFT871/cfccroot/obfuscate/AdminClient to MFT  
Install/distribution/AdminClient/ and re-install the client utility.

2. Copy the PlatformTransferClient.tar and the PlatformTransferClient.zip files from MFT  
install/SPMFT871/cfccroot/obfuscate/PlatformTransfer to MFT  
Install/distribution/PlatformTransfer/ and re-install the client utility

## Closed Issues

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The following issues have been fixed in this release of TIBCO® Managed File Transfer Command Center.

### Version 8.7.1

| Key        | Summary                                                                                                               |
|------------|-----------------------------------------------------------------------------------------------------------------------|
| MFCC-10324 | ECharts is upgraded to 6.1.0                                                                                          |
| MFCC-10296 | Commons-configuration2 is upgraded to 2.15.0                                                                          |
| MFCC-10289 | Removal of ssh-rsa from Public Key section of SSH Algorithm Group does not prevent usage of ssh-rsa at transfer time. |
| MFCC-10285 | Added support for ECDSAP256 type SSH system keys                                                                      |
| MFCC-10281 | SSH host key type is added to server properties in audit logging                                                      |
| MFCC-10148 | User limits are added to Groups and the <b>ALL</b> button is configurable on the Groups admin page                    |
| MFCC-10103 | JasperReports is replaced by BIRT                                                                                     |
| MFCC-9270  | Multiple SSH System keys can be applied to an Internet Server                                                         |

## Version 8.7.0

| Key       | Summary                                                                                                                                                                    |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MFCC-9721 | Paging does not work on Manage Audits Search Filters page.                                                                                                                 |
| MFCC-9644 | After upgrading to TIBCO® Managed File Transfer Command Center version 8.6.0, FTPS connections do not work.                                                                |
| MFCC-9601 | LDAP users with the <b>ViewUserRight</b> permission cannot view IP restrictions.                                                                                           |
| MFCC-9585 | Itext library is updated to version 2.1.7.js6.                                                                                                                             |
| MFCC-9584 | Msal4j library is updated to version 1.15.0.                                                                                                                               |
| MFCC-9568 | Cannot add GCP servers when Password Vault is enabled.                                                                                                                     |
| MFCC-9548 | Commons-fileupload is upgraded to version 1.6.0.                                                                                                                           |
| MFCC-9545 | Values populate automatically when creating Responder Profiles from Command Center.                                                                                        |
| MFCC-9538 | GCP Auth File content is not visible on the Manage Servers page when using Password Vault.                                                                                 |
| MFCC-9532 | An invalid error message, You must enter a default server password, is displayed when adding GCP servers using the Add from existing server option from different servers. |
| MFCC-9525 | Filtering alerts by <b>Alert Type</b> as a search criterion does not work.                                                                                                 |
| MFCC-9506 | New GCP Workload Identity Federation related fields are supported in the CLI.                                                                                              |
| MFCC-9504 | Cannot install MFT if Audit fails to add Audit Constraints.                                                                                                                |
| MFCC-9487 | Commons-beanutils library is upgraded to version 1.11.0.                                                                                                                   |
| MFCC-9471 | The CFAdmin command RetrieveAllUsersInGroup returns an incorrect response.                                                                                                 |

| Key       | Summary                                                                                                                                                                                                                                                   |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MFCC-9462 | JSON Service Account File content is corrupted after upgrading to TIBCO® Managed File Transfer Command Center version 8.6.0.                                                                                                                              |
| MFCC-9455 | JQueryUI and JQueryFileUpload commands are removed.                                                                                                                                                                                                       |
| MFCC-9446 | LDAP synchronization does not work after installing TIBCO® Managed File Transfer Command Center version 8.5.2_HF-003.                                                                                                                                     |
| MFCC-9444 | The error messages generated when renaming directory in GCP transfer definitions are updated. The help page is also updated to display the message Rename directory is not supported in GCP.                                                              |
| MFCC-9443 | When there is a 409 Conflict with incorrect input to the GCPIidentityProviderType field in the Add Server REST call, the server definition is still created.                                                                                              |
| MFCC-9437 | The AddPGPPublicKey command for TIBCO CLI fails with the Index 0 out of bounds for length 0 error message when the CreateAdd is set to create.                                                                                                            |
| MFCC-9428 | The error message generated when removing a department using the admin CLI is updated.                                                                                                                                                                    |
| MFCC-9413 | Upgrading to TIBCO® Managed File Transfer Command Center version 8.6.0 fails and the following error message is logged:<br><br>setupdb rv: ALTER TABLE Alerts ADD COLUMN Tags varchar(512) NULL<br>setupdb rv: Incorrect syntax near the keyword 'COLUMN' |
| MFCC-9367 | Encryption using an RSA key fails with an exception in FIPS mode.                                                                                                                                                                                         |
| MFCC-9344 | Cannot create PGP system keys in FIPS mode.                                                                                                                                                                                                               |
| MFCC-9342 | Manage Platform Server does not display user profiles or responder profiles.                                                                                                                                                                              |
| MFCC-9340 | React warnings are fixed and the packages containing vulnerabilities are updated.                                                                                                                                                                         |

| Key       | Summary                                                                                                                                                |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| MFCC-9326 | poi-ro library is upgraded to version 5.4.0.                                                                                                           |
| MFCC-9323 | Two new server fields, FTP TLS resumption and email TLS version are added to the REST API.                                                             |
| MFCC-9316 | The Upload Maximum Size parameter is not considered when uploading files using the REST API.                                                           |
| MFCC-9308 | An invalid error message, You must enter a default server password, appears when adding GCP servers using the <b>Add from existing server</b> option.  |
| MFCC-9293 | The MFT Internet Server Windows service does not stop correctly.                                                                                       |
| MFCC-9292 | Directory transfers using a UNC path in the server file name do not work.                                                                              |
| MFCC-9276 | The File size limit for mailbox transfers is corrected in the TIBCO® Managed File Transfer Internet Server Transfer and File Share Clients User Guide. |
| MFCC-9265 | Commons-vfs2 library is upgraded to version 2.10.0.                                                                                                    |
| MFCC-9262 | The EDDSA library is removed.                                                                                                                          |
| MFCC-9237 | The alert description token remains empty.                                                                                                             |
| MFCC-9236 | Users with the <b>ViewScheduler</b> Right cannot access jobs.                                                                                          |
| MFCC-9230 | The Tags REST call returns invalid key names.                                                                                                          |
| MFCC-9228 | The <b>FileShare</b> dialog box displays an error if no directory or file is selected.                                                                 |
| MFCC-9227 | The Swagger comment for file transfer rest call has an error.                                                                                          |
| MFCC-9226 | Directory receive with scan subdirectories from Google Cloud only returns files in the root directory.                                                 |
| MFCC-9220 | An unsupported LDAPGroupFlag error occurs when adding a group through the admin command line interface.                                                |

| Key       | Summary                                                                                                                                    |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------|
| MFCC-9215 | Netty-common library is updated to version 4.1.118.                                                                                        |
| MFCC-9213 | An error occurs when adding a PGP Key using the link presented after adding a server.                                                      |
| MFCC-9179 | If a regex expression to test email addresses only allows lowercase letters before the @ symbol, it geberates an Invalid IP error.         |
| MFCC-9121 | Support for 64 byte password to cfnodes, profiles, remote profiles, cfinq and cfping is added.                                             |
| MFCC-9109 | The <b>Sync All Groups</b> option does not remove the disabled or removed users from the group.                                            |
| MFCC-9023 | When a user is excluded and a lockout has not occurred, the user still appears on the lockout management page.                             |
| MFCC-9017 | JSON injection is possible in the file transfer servlet.                                                                                   |
| MFCC-9014 | When data is formatted incorrectly, REST calls return information about the library used.                                                  |
| MFCC-9011 | In admin REST calls, validation occurs before authorization, which can leak data.                                                          |
| MFCC-9008 | REST calls do not properly check user rights.                                                                                              |
| MFCC-8680 | The web.xml parameter SyncLDAPatLogon only works for HTTP requests and does not work for SFTP logins.                                      |
| MFCC-7960 | Internet Server Virtual Alias to Virtual Alias transfers do not execute the PPA for the source virtual alias when defined as *LOCAL.       |
| MFCC-5518 | The UpdateSystemKeyRight documentation allows creation of a System Key, but TIBCO® Managed File Transfer Command Center does not allow it. |

# Known Issues

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The following issues exist in this release of TIBCO® Managed File Transfer Command Center.

| Key       | Summary and Workaround                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MFCC-9546 | <p><b>Summary:</b> SSH system keys or public keys configured in non-FIPS mode may not function after switching to FIPS mode, as they might not be FIPS compliant.</p> <p><b>Workaround:</b> After transitioning to FIPS mode, verify if the SSH server system key has changed and re-retrieve all SSH public keys for affected clients.</p>                                                                                                                                                                                                                                   |
| MFCC-6508 | <p><b>Summary:</b> When a user logs in with OIDC, the first login fails with the following error message:</p> <p>OIDC authentication failed. Please contact your administrator. To resolve this issue edit file: &lt;MFT-Install&gt;/server/conf/cfcc.xml Set SameSiteCookies from "strict" to "lax" &lt;CookieProcessor className="org.apache.tomcat.util.http.LegacyCookieProcessor" sameSiteCookies="lax" /&gt;</p> <p><b>Workaround:</b> Open server/conf/context.xml in the MFT installation, and change <b>sameSiteCookies</b> from strict to lax, and restart MFT.</p> |
| MFCC-6128 | <p><b>Summary:</b> When using some clients for download from Virtual Alias, the virus files are downloaded if AV check is in 'Streaming mode'.</p> <p><b>Workaround:</b> Change the Transfer or Server definition to <b>Store and Forward</b> mode.</p> <p>For more information on virus scanning, see <i>TIBCO Managed File Transfer User Guide</i>.</p>                                                                                                                                                                                                                     |
| MFCC-5945 | <p><b>Summary:</b> When a new trusted certificate is added, Internet Server or Command Center must be restarted before the trusted certificate is used.</p> <p><b>Workaround:</b> Restart the Internet Server or Command Center.</p>                                                                                                                                                                                                                                                                                                                                          |

*(Continued)*

| Key       | Summary and Workaround                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MFCC-5942 | <p><b>Summary:</b> When <code>clientAuth</code> is set to <code>true</code>, all multi-server communications fail, including server status.</p> <p><b>Workaround:</b> Set <code>clientAuth</code> to <code>true</code> when there is only one MFT instance. For multiple instances, set to <code>want</code>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| MFCC-5714 | <p><b>Summary:</b> When the target server is a Platform Server, new unsupported Internet Transfer PPA tokens are added.</p> <p><b>Workaround:</b> Review the <b>Transfer</b> definition help pages for more information.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| MFCC-5458 | <p><b>Summary:</b> When you sort the Users, Servers, and Transfers definition pages by any column multiple times, a bad token error message is received.</p> <p><b>Workaround:</b> None.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| MFCC-5339 | <p><b>Summary:</b> When connecting to a MySQL 8 database, TIBCO Managed File Transfer Command Center might get the following exception:</p> <pre>Failed to establish a connection to the database: com.mysql.jdbc.exceptions.jdbc4.MySQLNonTransientConnctionExce ption: Public Key Retrieval is not allowed-error-in-java/</pre> <p><b>Workaround:</b> There are 3 possible workarounds for this issue (ranked most secure to least secure):</p> <ul style="list-style-type: none"> <li>• (Best Practice) Use a TLS connection from MFT to MySQL.</li> <li>• Change the MySQL <code>default_authentication_plugin</code> section to <code>mysql_native_password</code>.</li> <li>• Add the following parameter to the database connection URL:<br/><code>&amp;allowPublicKeyRetrieval=true</code></li> </ul> <p><b>Note:</b> The <code>allowPublicKeyRetrieval=true</code> variable might allow a malicious proxy to perform a man-in-the-middle (MiTM) attack to get the plaintext password, hence it is set to false by default.</p> |

*(Continued)*

| Key       | Summary and Workaround                                                                                                                                                                                                                                                                                                                                                                       |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MFCC-5103 | <p><b>Summary:</b> You cannot delete or rename files from download definitions when '/' is the virtual alias.</p> <p><b>Workaround:</b> None.</p>                                                                                                                                                                                                                                            |
| MFCC-5121 | <p><b>Summary:</b> MFT Reports receive an exception when using Java 11 or above that runs in FIPS mode.</p> <p><b>Workaround:</b> None.</p>                                                                                                                                                                                                                                                  |
| MFCC-5144 | <p><b>Summary:</b> Dashboards do not work in Internet Explorer.</p> <p><b>Workaround:</b> None.</p>                                                                                                                                                                                                                                                                                          |
| MFCC-4847 | <p><b>Summary:</b> When the MFT browser client is used for file transfers, the following issues occur:</p> <ul style="list-style-type: none"> <li>• Folder drag does not work in Internet Explorer.</li> <li>• With NODRIVE token, the folder structure of the files uploaded in Edge is different from that in Firefox or Chrome.</li> </ul> <p><b>Workaround:</b> None.</p>                |
| MFCC-4588 | <p><b>Summary:</b> When the server.xml HTTPS connector has been configured to accept only TLSv1.3, hotfix installations might fail because the installer supports TLSv1, TLSv1.1 or TLSv1.2.</p> <p><b>Workaround:</b> You must add TLSv1.3 to this parameter in the <code>install.bat</code> or <code>install.sh</code>: <code>-Dhttps.protocols="TLSv1,TLSv1.1,TLSv1.2,TLSv1.3"</code></p> |
| MFCC-4564 | <p><b>Summary:</b> When the Oracle database password length is less than 14 characters, you cannot enable or disable FIPS mode in TIBCO Managed File Transfer Command Center installed on Oracle database.</p> <p><b>Workaround:</b> The Oracle database password length must be more than 14 characters.</p>                                                                                |
| MFCC-4403 | <p><b>Summary:</b> In the database reports, the heading fields are not displayed after exporting to .docx format.</p>                                                                                                                                                                                                                                                                        |

(Continued)

| Key       | Summary and Workaround                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | <b>Workaround:</b> None.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| MFCC-4386 | <p><b>Summary:</b> Filename with multilingual characters gets garbled after it is uploaded to the transfer client in the SSH server type.</p> <p><b>Workaround:</b> In the <code>web.xml</code> file, add UTF-8 in the <code>SSHFileNameEncoding</code> parameter. Here is an example:</p> <pre data-bbox="378 632 1252 926"> &lt;context-param&gt;  &lt;param-name&gt; SSHFileNameEncoding&lt;/param-name&gt;  &lt;!-- use UTF-8 if default (ISO-8859-1) not working --&gt;  &lt;param-value&gt;UTF-8&lt;/param-value&gt;  &lt;/context-param&gt; </pre> |
| MFCC-3872 | <p><b>Summary:</b> A TIBCO® Managed File Transfer Platform Server upgrade is required to enable the <code>StopOnFailure</code> parameter in TIBCO MFT Platform Server transfer Data Properties section.</p> <p><b>Workaround:</b> None.</p>                                                                                                                                                                                                                                                                                                               |
| MFCC-2934 | <p><b>Summary:</b> TIBCO MFT Command Center uses Kerberos authentication to connect to the remote HDFS server even if simple authentication has been specified in the server definition.</p> <p><b>Workaround:</b> Restart TIBCO MFT Command Center.</p>                                                                                                                                                                                                                                                                                                  |
| MFCC-2750 | <p><b>Summary:</b> When selecting a user folder from the <b>Server File Name</b> list in a File Share transfer definition, if the name of the folder shared by another user is the same as the folder that you created, only the shared folder is displayed.</p> <p><b>Workaround:</b> None.</p>                                                                                                                                                                                                                                                          |

# TIBCO Documentation and Support Services

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For information about this product, you can read the documentation, contact TIBCO Support, and join TIBCO Community.

## How to Access TIBCO Documentation

Documentation for TIBCO products is available on the [Product Documentation website](#), mainly in HTML and PDF formats.

The [Product Documentation website](#) is updated frequently and is more current than any other documentation included with the product.

## Product-Specific Documentation

The documentation for this product is available on the [TIBCO® Managed File Transfer Command Center Documentation](#) page.

## How to Contact Support for TIBCO Products

You can contact the Support team in the following ways:

- To access the Support Knowledge Base and getting personalized content about products you are interested in, visit our [product Support website](#).
- To create a Support case, you must have a valid maintenance or support contract with a Cloud Software Group entity. You also need a username and password to log in to the [product Support website](#). If you do not have a username, you can request one by clicking **Register** on the website.
- To submit ideas, suggestions, or feedback for TIBCO products, visit our [product Support website](#).

## How to Join TIBCO Community

TIBCO Community is the official channel for TIBCO customers, partners, and employee subject matter experts to share and access their collective experience. TIBCO Community offers access to Q&A forums, product wikis, and best practices. It also offers access to

extensions, adapters, solution accelerators, and tools that extend and enable customers to gain full value from TIBCO products. In addition, users can submit and vote on feature requests from within the [TIBCO Ideas Portal](#). For a free registration, go to [TIBCO Community](#).

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