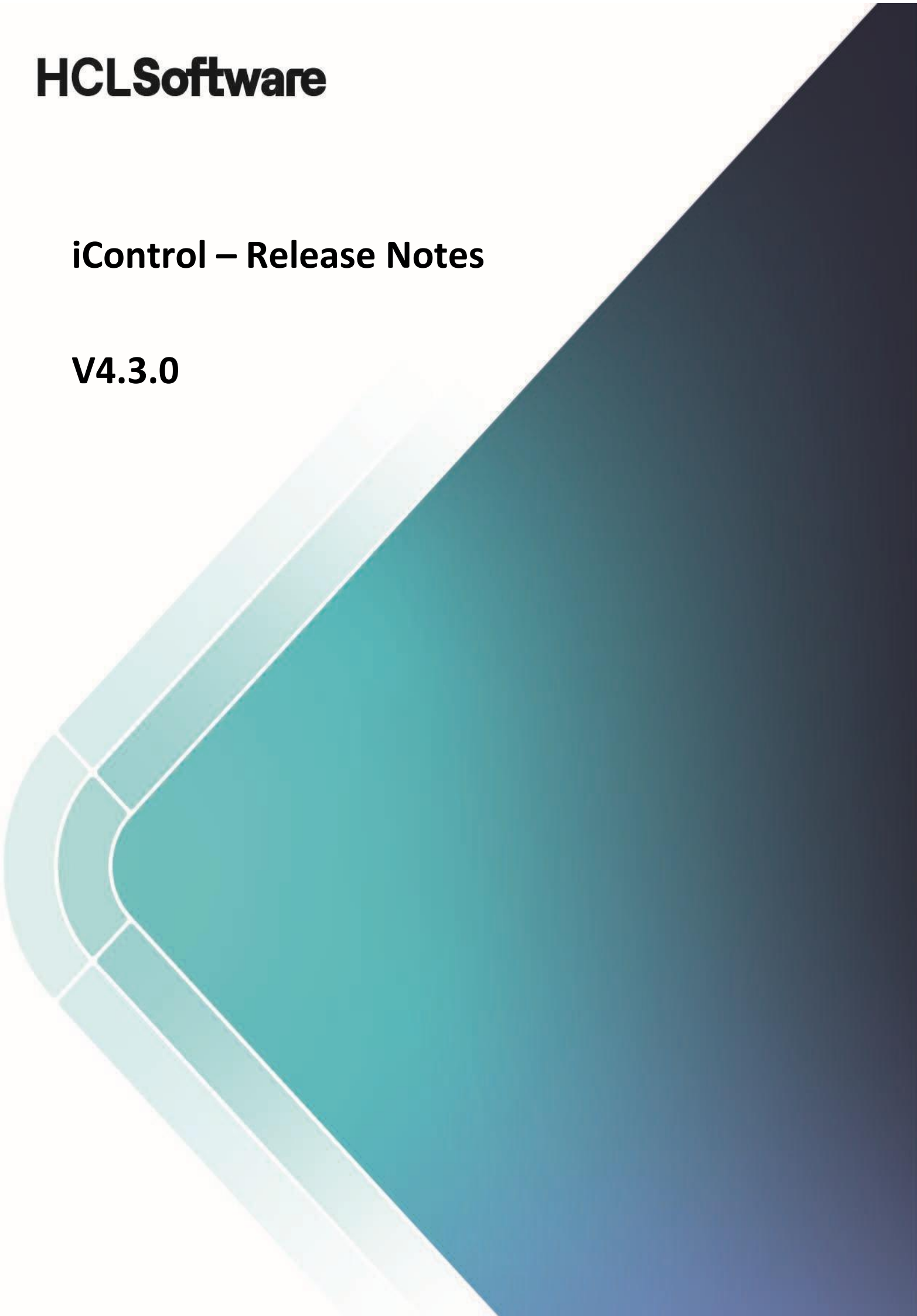


HCLSoftware

iControl – Release Notes

V4.3.0



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Table of Contents

1. Release Details	1
2. Overview	1
2.1. Email Notifications	2
2.2. Hive UI Style & Usability Updates	4
2.3. Dark Mode & Static Themes	7
2.4. Various Fixes & UX Improvements	10
3. Known Outstanding Issues	11
4. System Requirements	12
5. About	12
6. Support	12

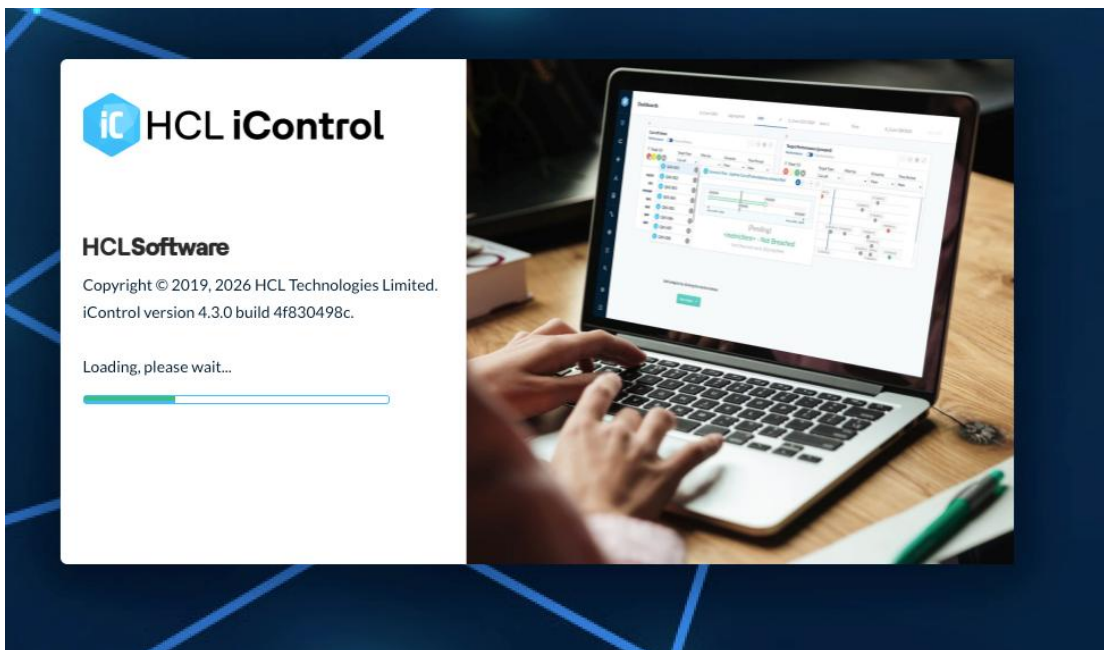
1. Release Details

Product/Service Name	iControl
Version Number	4.3.0
Release Month	January 2026
Size of the Release (KB/MB/GB)	13 MB
Checksums (QA)	web_commit_hash: a706e71 api_commit_hash: bf5f65d

2. Overview

The iControl product provides business context to operational events by linking applications, business units, and products to a business process flow delivering products or services to an endpoint.

The scope of this release (version above) Includes features and updates documented below.



Release 4.3.0 included over 560 related tasks. In addition, underlying 3rd party component libraries will have been updated as required by HCL product development governance, to remove vulnerabilities, and to comply with release compliance guidelines.

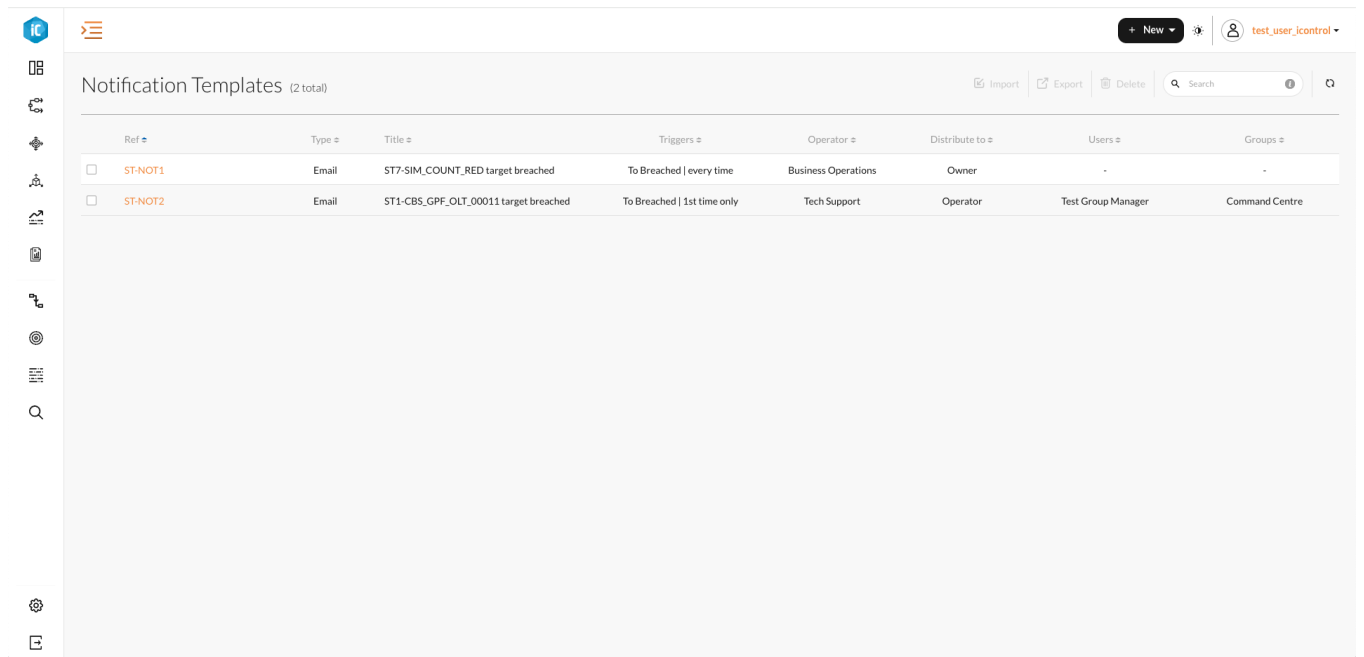
Is this predominately platform release, these are the key features delivered:

- Email Notifications: Target Status change alerts.
- Hive UI Style and user experience updates.
- Dark Mode and Static Themes.
- Various fixes and User experience improvements.

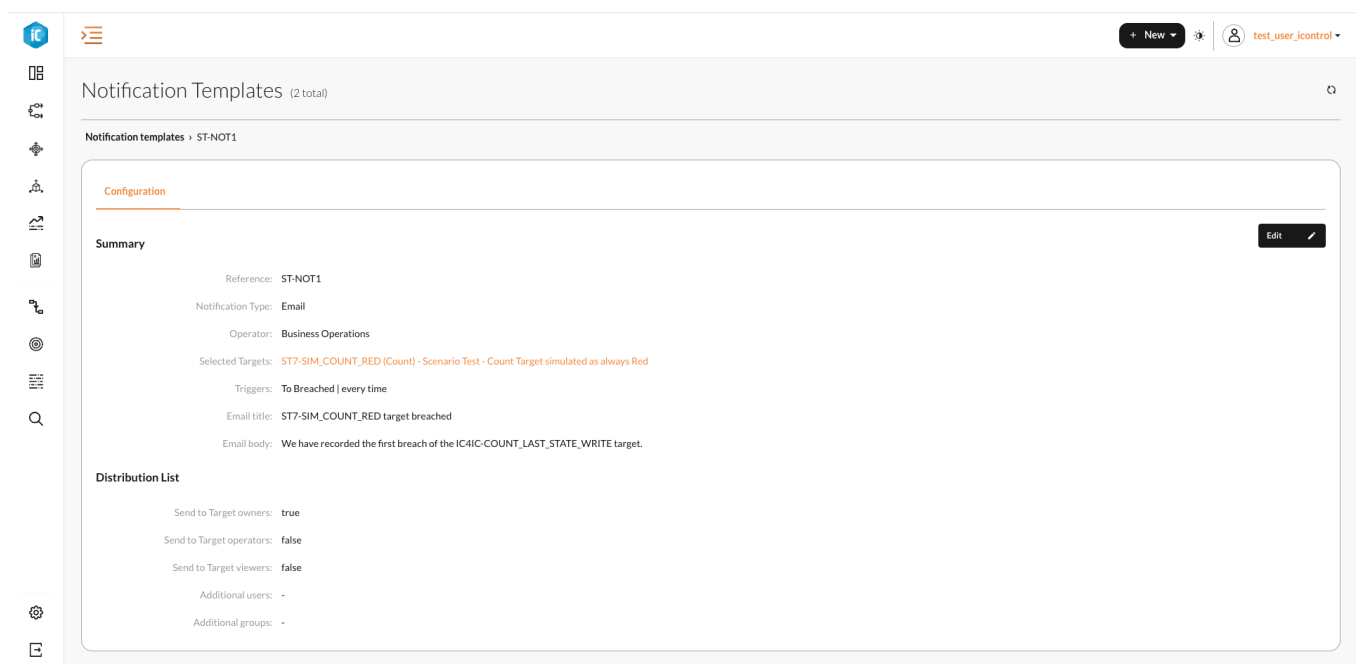
IMPORTANT: Please note for Splunk implementations, due to the Python upgrade iControl 4.3.0 and later versions will only work on Splunk 10.0 and above platforms.

2.1. Email Notifications

Both Splunk and Standalone iControl versions now support Target threshold trigger notifications, alerting of a Target status change sent to a pre-defined list of recipients in the form of an email notification. Notifications can be configured within the Menu; Configuration > Notifications, to access the Notification Templates list page.

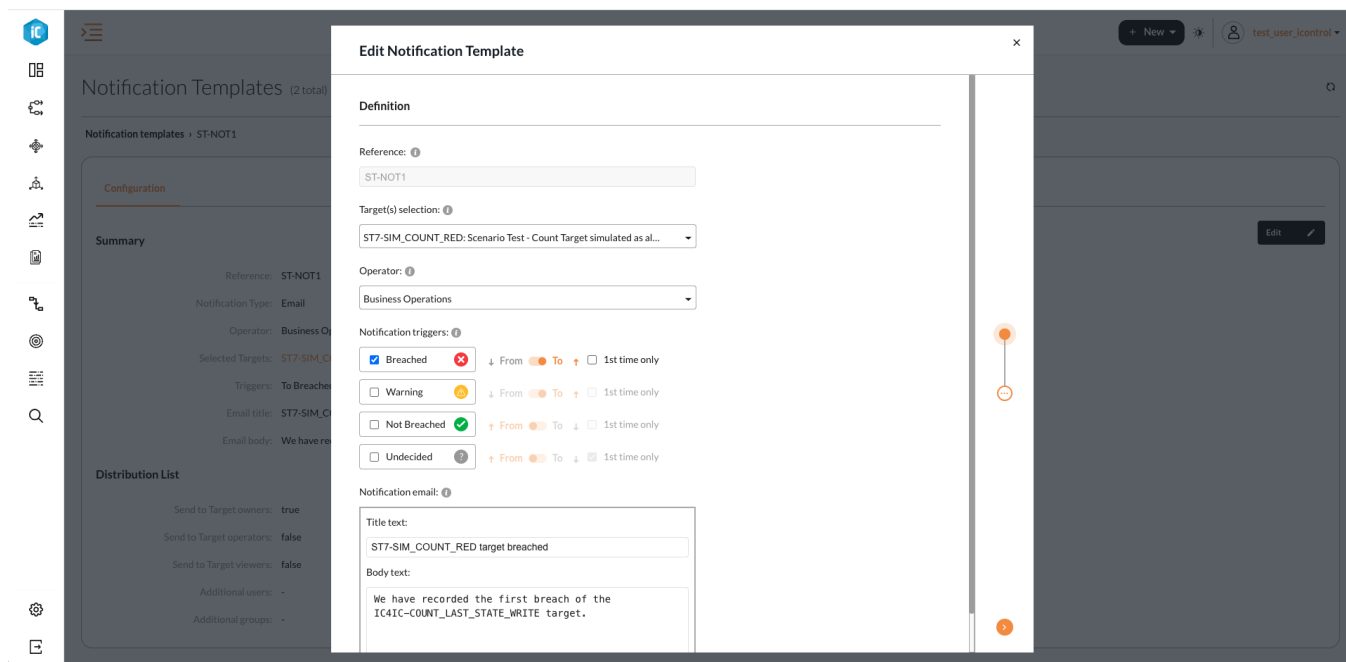


Clicking on the Ref to view Notification Template details.



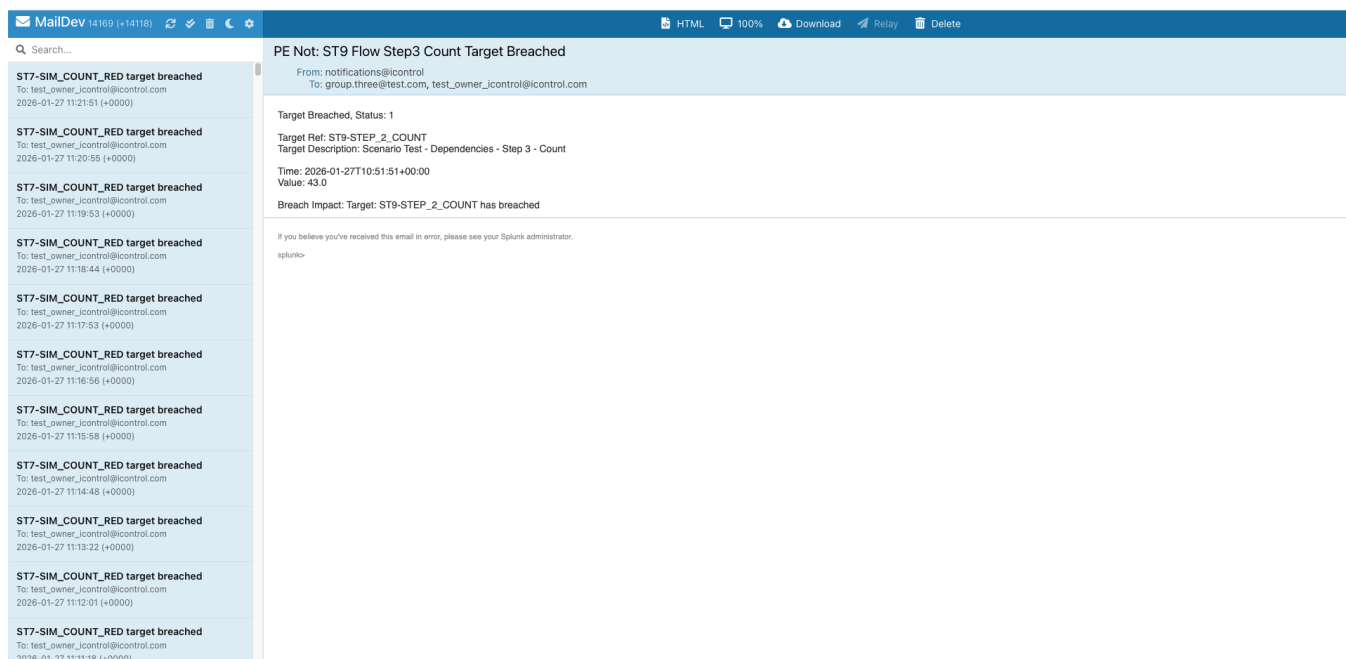
Editing a Notification Template (with permissions) via the Configuration 'Edit' button, new Notification Templates can be created via the list or configuration pages header 'New' button.

From the Notification Templates list or configuration details page click the 'New' button to create a Template. The first page of the two page create form is used to define the identification, associated Targets and email contents for the Template as shown below (Ref has to be unique).



One or more Targets can be monitored within a single Notification Template, for example you may want a notification if any one of (say) 16 queue monitoring Targets have Breached. One or more Status triggers can be defined but it is common practice to have a single trigger type per notification.

Once the Notification Template has been defined the recipients can be detailed and the resulting notification emails will be triggered to the configured audience, for example shown below in a simple email client.

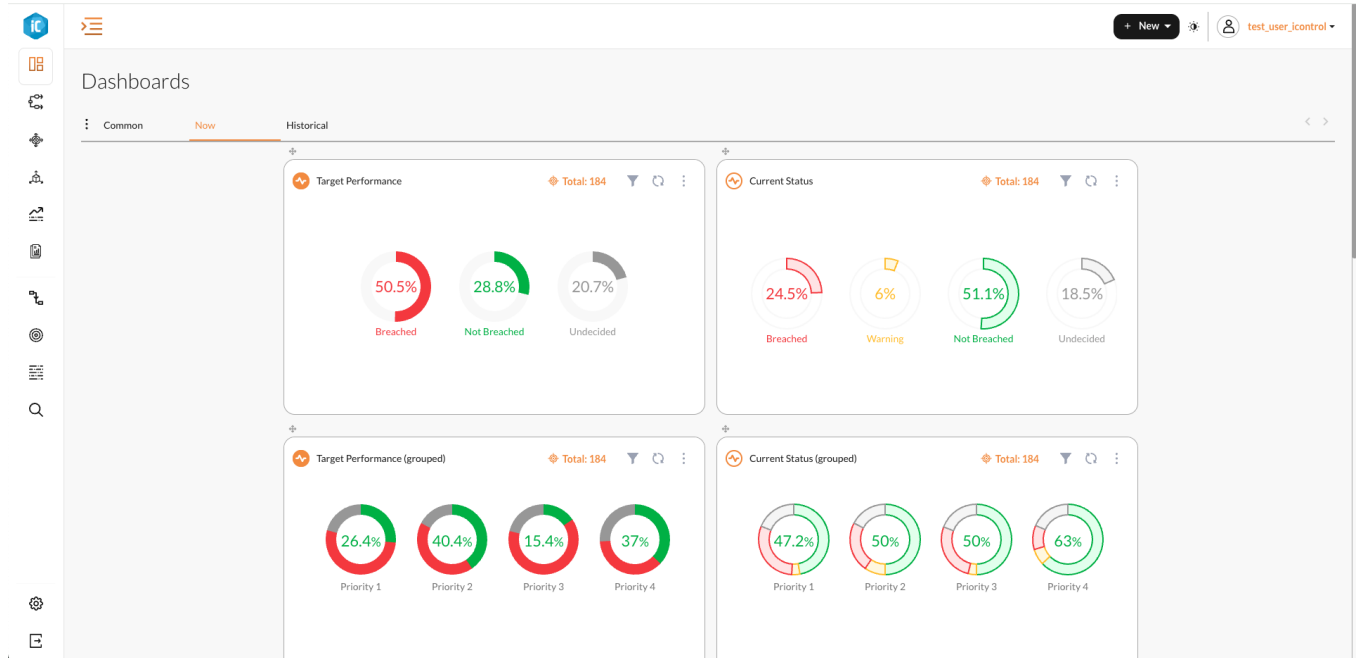


(Please note, email configuration uses any tagged fields within the associated APIs, details on Confluence).

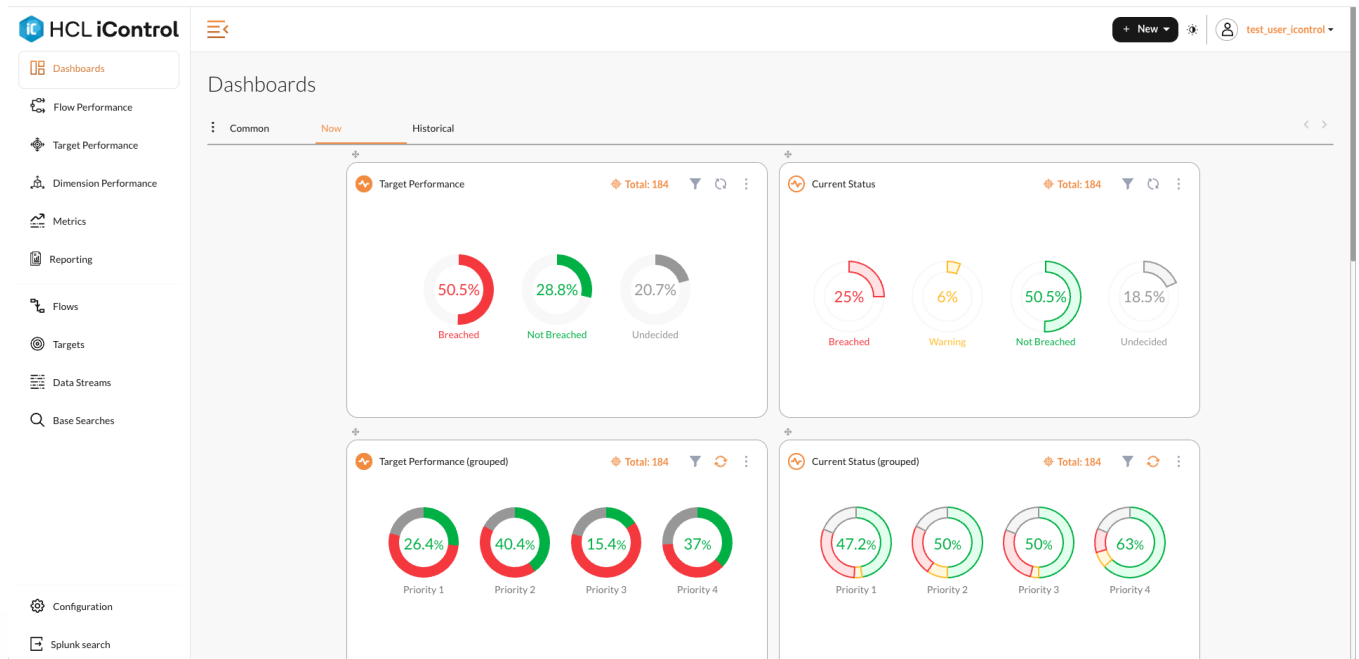
2.2. Hive UI Style & Usability Updates

The iControl user interface has been updated to align with the Hive suite of integrated applications. As well as the alignment of fonts and colours many of the control styles and user experience journeys have been updated to match and make the cross application experience more consistent. To demonstrate this UI alignment we include a number of pages from iControl as follows.

Here is the User Dashboard page, the landing page post login for a standard user (with view/edit capabilities).



Here is the same User Dashboard page with the left side menu expanded (via the expand/collapse button to the right of the iControl logo in the main header)..



An example Flow Performance list page showing the Group selection drop-down..

Reference	Current status	Active Targets	Status counts	Operators	Name
CH2	Red	1	1 0 0 0	Tech Support	Child Flow 2
COCTF	Red	6	1 1 3 1	Tech Support	Cut-off Count Test Flow
GP2	Red	1	1 0 0 0	Tech Support	GParent Flow 2 (BB)
QA1	Red	24	5 2 15 5	Tech Support	Daily Targets
QA3	Red	38	6 5 4 21	Tech Support	Metrics Test Flow
QA4	Red	9	4 0 0 5	Tech Support	Monthly Targets
QA5	Red	67	6 5 29 27	2	Dependencies QA
QA6	Red	10	2 0 2 6	Tech Support	Parent with Child Flows
QA7	Red	34	18 6 9 1	Tech Support	Observation Widgets Test Flow
QA9	Red	9	1 0 0 8	Tech Support	Historic Flow
Qwertycut	Red	1	1 0 0 0	Tech Support	Qwertycut
QA10	Yellow	2	0 1 0 1	Tech Support	Warning Flow
CH1	Green	1	0 0 1 0	Tech Support	Child Flow 1
CH3	Green	1	0 0 1 0	Tech Support	Child Flow 3
GP1	Green	2	0 0 1 1	Tech Support	GParent Flow 1 (NN)
GP3	Green	1	0 0 1 0	Tech Support	GParent Flow 3 (BN)

An example Target Performance list page showing the various list drop-down list filters.

Type	Current status	Reference	Last value	Last obs timestamp	Description
Uptime	Red	CH2-0001	1	January 27, 2026 11:23 AM	CH2 Uptime Breached / Breached
Uptime	Red	GP2-0001	1	January 27, 2026 11:23 AM	GP2 Uptime Breached / Breached
Count	Red	QA1-0011	123456789.0	January 27, 2026 11:23 AM	Count Red (Between 20 and 30)
Throughput	Red	QA1-0022	88.0	January 27, 2026 11:24 AM	Throughput (Between 25 and 75) - rev-counter test
Throughput	Red	QA1-0024	88.0	January 27, 2026 11:24 AM	Throughput (Between -30 and -80) - rev-counter test
Cutoff	Red	QA3-0008		January 27, 2026 11:26 AM	Cutoff Red (10:30)
Cutoff	Red	QA3-0009		January 27, 2026 11:26 AM	Cutoff Red (09:00)
Fixed	Red	QA3-0024	750.0	January 27, 2026 11:23 AM	Fixed Breach
Fixed	Red	QA3-0029	750.0	January 27, 2026 11:23 AM	Fixed Breached
Fixed	Red	QA3-0034	750.0	January 27, 2026 11:23 AM	Fixed Breached
Fixed	Red	QA3-0039	750.0	January 27, 2026 11:23 AM	Fixed Breached
Cutoff	Red	QA4-0003		January 27, 2026 11:26 AM	Cutoff Red (CD-1st@06:00)
Cutoff	Red	QA4-0004		January 27, 2026 11:26 AM	Cutoff Red (CD-8th@09:00)
Cutoff	Red	QA4-0005		January 27, 2026 11:26 AM	Cutoff Red (CD-15th@12:00)
Cutoff	Red	QA4-0006		January 27, 2026 11:26 AM	Cutoff Red (CD-22nd@15:00)
Uptime	Red	QA5-0006	1	January 27, 2026 11:23 AM	Uptime Red (False) - Dependency Test

An example Metrics list page with a specific selected Metric 'rollout' details displayed.

The screenshot shows the iControl Metrics interface. On the left, a table lists 42 metrics. The 'DS1-COUNT-DYNAMIC' metric is selected and highlighted. On the right, a detailed view for this metric is shown, including a line chart and a summary section.

Data Stream ref	Metric name
DS1-COUNT-DYNAMIC	DS1-COUNT-DYNAMIC
DS2-COUNT-DYNAMIC	BS-SIM-COUNT-DYNAMIC_eventValue
DS3-COUNT-DYNAMIC	UAT_DEMO_BS2_filter_id
DS6-CUTOFF-DYNAMIC	BS-FIXED-VALUES_HIGH_eventTime
DS8-UPTIME-DYNAMIC	BS-UPTIME_0_STATIC_eventBoolean
DS9-UPTIME-STATIC	BS-FIXED-VALUES_HIGH_eventBoolean
DS-CARRY-COUNT-AT-12:00	BS-CARRY-STATIC_eventNumber
DS-CARRY-UPTIME-AT-12:00	BS-CARRY-STATIC_eventResource
DS-COUNT_SINGLE-5AM	BS-SINGLE-COUNT-1234567890-5AM_eventNumber
DS-DEP-TEST00T	BS-DEP-TEST00_eventTime
DS-DEP-TEST01T	BS-FIXED-CUTOFFS_event_1245
DS-FIXED-VAL-OBS-WIDGET-TESTS	BS-FIXED-VAL-OBS-WIDGET-TESTS_eventNumber
DS-FIXED-VAL-OBS-WIDGET-TESTS-DURATION	DS-FIXED-VAL-OBS-WIDGET-TESTS-DURATION
DS-FIXED-VAL-OBS-WIDGET-TESTS-THROUGHPUT	DS-FIXED-VAL-OBS-WIDGET-TESTS-THROUGHPUT

Configuration Values

DS1-COUNT-DYNAMIC (DS1-COUNT-DYNAMIC)

Summary

- Metric name: DS1-COUNT-DYNAMIC
- Metric filters: eventValue matches *[0-9]
- Dynamic dimensions: -

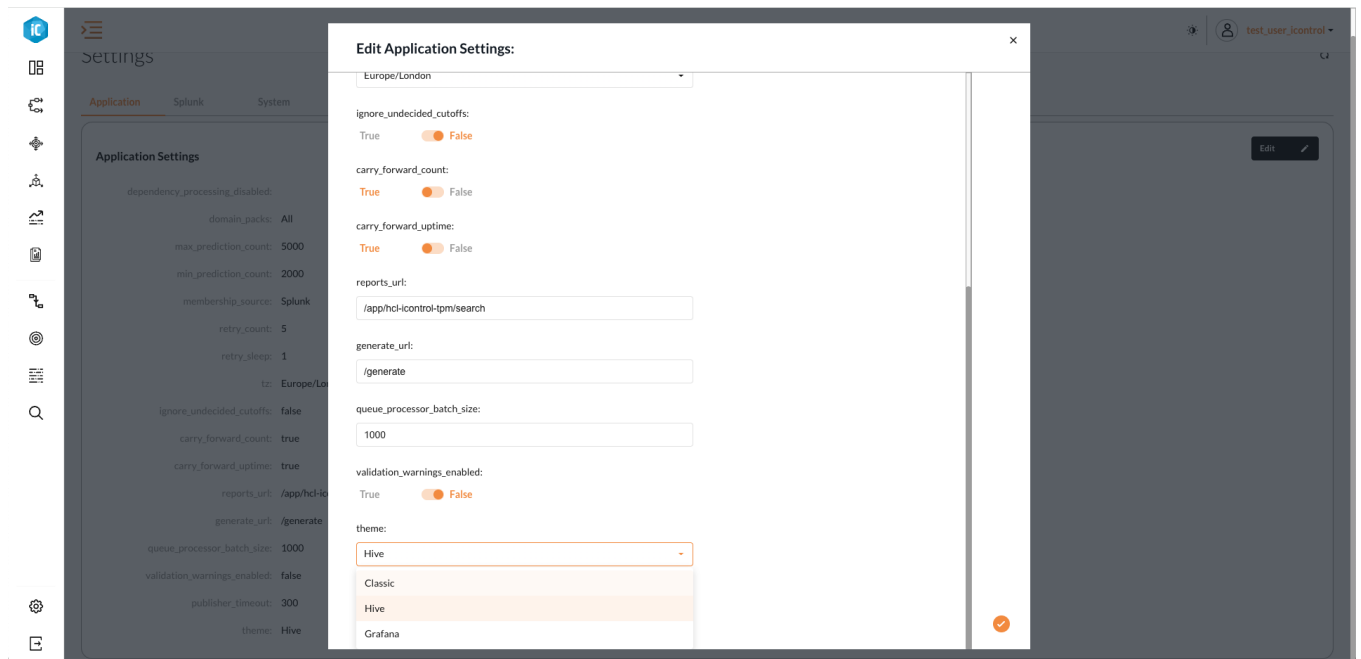
An example Flows list page showing the new Import/Export/Delete buttons (replacing the old 'Actions' button).

The screenshot shows the iControl Flows interface. At the top right, there are buttons for 'Import', 'Export', and 'Delete', along with a search bar. Below is a table listing 40 flows.

Flow ref	Flow name	Product(s)	Organization	Parent Flow(s)	Child Flow(s)
ADTN	Admission, Discharge, Transfer Notification to Payers	Member Patient Administration	Patient Administration	-	UMGT: Utilisation Management child temp flow
asdfg	asdfghj	Anti-Financial Crime	Care Management	-	-
BTI	Bank Transfer Incoming	High Value Payments	Transaction Banking	-	2
BTIL	Bank Transfer Incoming	High Value Payments	Transaction Banking	-	-
CH1	Child Flow 1	Commodities	Finance	-	-
CH2	Child Flow 2	Commodities	Finance	-	-
CH3	Child Flow 3	Commodities	Finance	-	-
CME	Change Management: Emergency	Change	IT Operations	-	-
COCTF	Cut-off Count Test Flow	3	Asset & Wealth Management	-	-
GP1	GParent Flow 1 (NN)	Commodities	Finance	-	-
GP1dup	GParent Flow 1 dup (NN)	Commodities	Finance	-	-
GP2	GParent Flow 2 (BB)	Commodities	Finance	-	-
GP3	GParent Flow 3 (BN)	Commodities	Finance	-	-
HVP	High Value Payments	Treasury Payments and Receivables	Transaction Banking	-	-
MTSA	Maintain to Settle	Asset Management	Production Operations	BTI: Bank Transfer Incoming	-
MTSAasdf	Maintain to Settleasdf	Asset Management	Production Operations	-	-

2.3. Dark Mode & Static Themes

iControl has been updated to a multi-theme light or Dark mode user interface. Although the underlying UI remains the same irrespective of the Scheme selected we have added three selectable schemes; Classic, Hive and Grafana, configurable within menu; Configuration > Settings > Application.

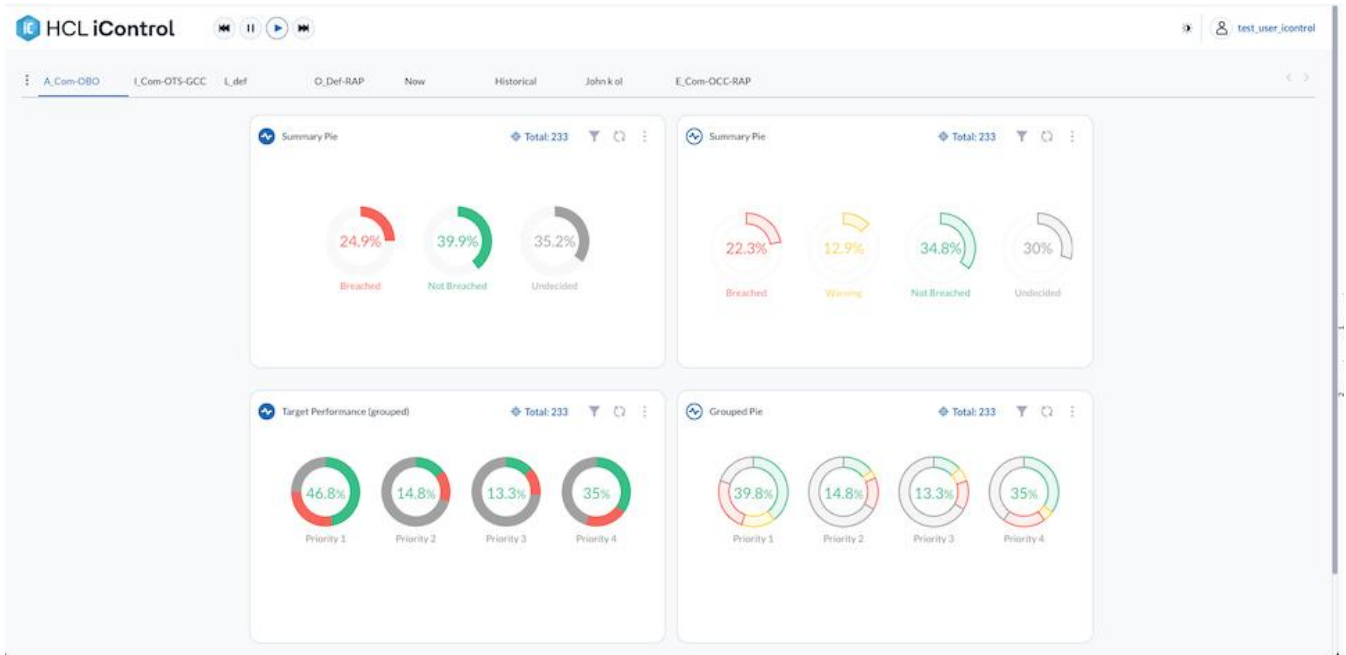


The three selectable themes have both light and dark mode versions, all configuration is within the graphic design tool 'figma' although future intention is to add the feature to allow clients to define 'custom' themes.

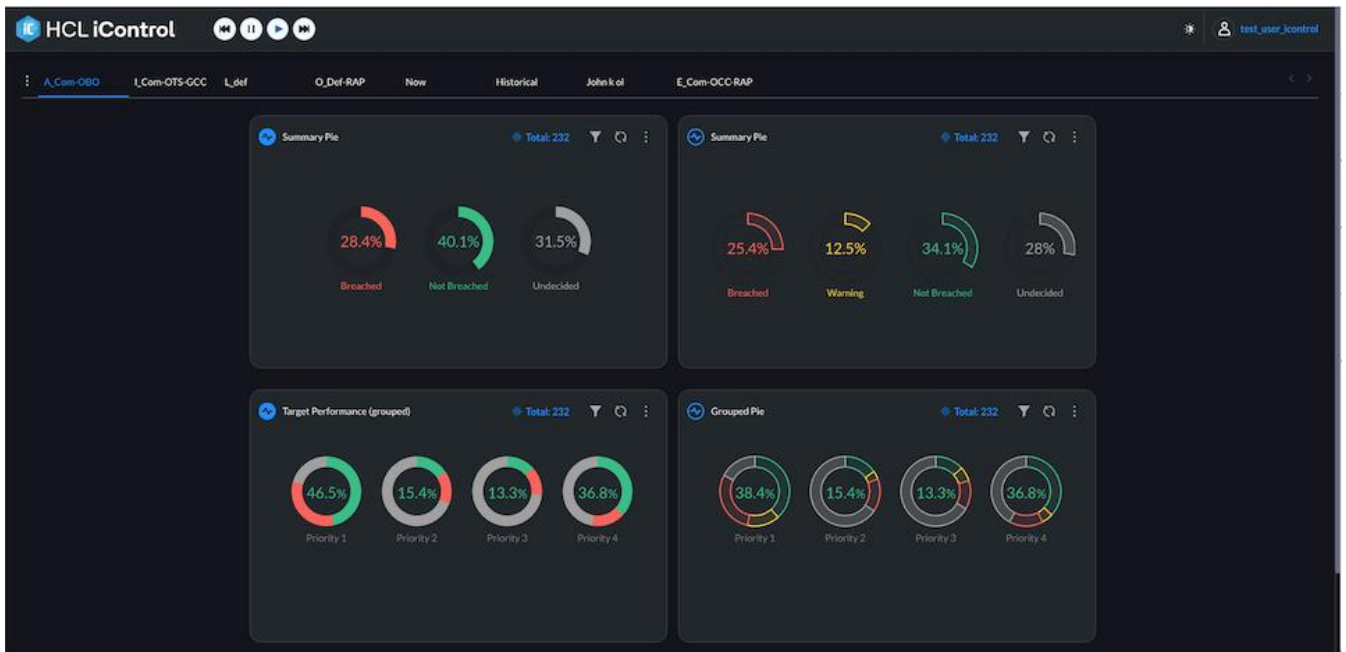


And within each theme 'Each User' has the ability to select their personal preference for light mode display or dark mode display via the header icon to the left of their avatar. This mode preference is saved and therefore persists between user sessions.

For example the iControl 'Classic' theme light mode Command Centre Dashboard page is displayed as follows.



If the User switches to dark mode as their preference the page is displayed as follows.



2.4. Various Fixes & UX Improvements

- BACKEND-1542: Ability to process 'Create Flow' endpoint for DP flow with parent(s)/child(ren).
- BACKEND-2262: Changing Target Type must be reflected in current Target Performance lookup.
- BACKEN-3885: Consume AION model for predictions.
- BACKEND-3947: Fix upload of demo collateral.
- BACKEND-3962: [Notifications] API Endpoint implementation.
- BACKEND-3963: [Capabilities] Add Notification View and Edit Capabilities to Specified Roles.
- BACKEND-3967: New Application role: Subscriber.
- BACKEND-3990: Correct timezone/country code config.
- BACKEND-4019: Do not include NOT SET Targets in results (Aggregated or Regular).
- WEB-3301: Calendar not working in the observation graph widgets.
- WEB-4105: Added weights not visible in the Aggregated target.
- WEB-4280: [Targets] On editing target, status PUT is not updated in subsequent GET.
- WEB-4356: [Widgets] Implementation of 'Duplicate widget' feature.
- WEB-4375: [Grouped Flow Widget] Display group by description not ref.
- WEB-4377: [Calendars] Add validation regarding addition of manual working/non-working same dates.
- WEB-4508: Duplicate option is not working in the widgets.
- WEB-4511: Flow performance widget showing overlapping when we try to edit the widget.
- WEB-4669: Update WidgetType definitions in iconcontrol-web project for Metrics.
- WEB-4708: [Target Edit] Able to save a 'Live' Target without entering Impact.
- WEB-4742: Support ACL for DataStreams from external sources (e.g.: UnO).
- WEB-4743: Support a more granular ACL for Flows.
- WEB-4747: Target should not be saved without filling all mandatory fields.
- WEB-4754: [Flow Performance] Update list to include flows with only Metrics.
- WEB-4764: [Flow List pages] Returning from details page do not refresh list pages.
- WEB-4766: [Flow Designer] Change bottom right corner 'Cancel' button to 'Exit' button.
- WEB-4773: [Dimension Performance] 'Regular' Target performance filter on Performance/Current Status.
- WEB-4775: [Flow Designer] Click on-able and off-able Steps/Links/Common.
- WEB-4795: [Flow Designer] 'Lighten' column lines to improve Flow link visibility.
- WEB-4807: [Target drill-down] Embedded Target Performance 'Detail' modal.
- WEB-4810: [Target drill-down] Embedded Target Performance 'List' modal.
- WEB-4813: Do not allow same date selection for manual working/non-working days.
- WEB-4822: While adding metrics to flow steps, it is showing the description rather than metric ref.
- WEB-4834: [Groups] 'Group roles' option added to CRUD.
- WEB-4842: [Performance lists] Implementation of mouseover reaction delay.
- WEB-4844: Identification of 'Flows' linked to an external system.
- WEB-4870: [Flow Designer] simplify rollout names.
- WEB-4871: [Metric Widgets] Add click through Target/Metric details embedded drill-down modals.
- WEB-4891: Mappings are being added specifying both key & references.
- WEB-4909: Remove cutoff targets from Target selection for Swimlane widget.
- WEB-4992: [Widgets] Metric Stats 'Current status' like colour amendments.
- WEB-4993: Groups ACL not applied.
- WEB-5023: [Target details] Add notification mapping details to configurations page.

3. Known Outstanding Issues

- BACKEND-4160: [Enterprise Widget] Endpoint not responding - timeout? other issue?
- WEB-1939: Better handle search errors on widget load/refresh, when too many searches have been requested allow for a series of retries before displaying an improved error handler.
- WEB-1943: Better handle session expired errors, when the user has not accessed a page within iControl and their session has expired, implement a better UX to allow the user to re-establish the connection.
- WEB-2525: Incorrect visualization of prediction data.
- WEB-2545: Weighted Performance/Health Score Target drill-down Modal.
- WEB-3064: FilterBy/GroupBy not working for hierarchical dimension values.
- WEB-3273: Weighted Performance/Health Score Target Rollout.
- WEB-3486: [Dimension] Cross Parenting still exists on Dimension value creation.
- WEB-3551: Widgets do not handle deleted Dimension types.
- WEB-3814: [Dimension Performance] no targets click through to Target Performance list not working.
- WEB-4357: [Shared dashboards] 'Pin' widget should list Shared dashboards.
- WEB-4373: [Drilldowns] After deleting Dimension value unable to access Target Performance.
- WEB-4374: [Aggregated Targets] Invalid NOT_SET Aggregated Target displayed in Performance.
- WEB-4376: [Target Performance] Ensure list and rollout Target Performance details updated/same.
- WEB-4381: [Widgets] Improved display of 'no active targets' details.
- WEB-4814: Widget Group Labels, dimension Values overlap in Aggregated Hexagon Widget.
- WEB-4815: Manual Dependencies, investigate editing dependencies v Target Performance visibility.
- WEB-4951: [UAT local] 52.Missing target reference when we are using domain packs to create a flow.
- WEB-4952: [UAT splunk] 52.Missing target reference when we are using domain packs to create a flow.
- WEB-4953: [UAT splunk] 124.The dependent target is not changing status not breached to warning.
- WEB-4954: [UAT splunk} 133.Dimension names are cropped.
- WEB-4955: [UAT splunk] 148.If we provide large text values are popping out.
- WEB-4957: [UAT splunk] 160.In case of large flows, if we hover on the targets in the flow performance widget then it shows the observation window as cluttered.
- WEB-4958: [UAT splunk] 162.For the Comparison target, on the current target performance tab the values graph is showing but not the deviations graph.
- WEB-4960: [UAT splunk] 165.For the comparison target, current status is showing as undecided.
- WEB-4961: [UAT splunk] 172.The column headers in Flow performance widget are not fixed.
- WEB-4962: [UAT splunk] 173.In the widget, the filter icon is not working as expected.
- WEB-4963: [UAT splunk] 175.Few Datastream ref are not showing in the metrics page.
- WEB-4964: [UAT splunk] 176.Shared Dashboards can be created even without selecting the group.
- WEB-4966: [UAT splunk] 182.Metric values are colliding with the Semicircle in the throughput observation widgets. If the metric values text are bit longer then it collides with the observation graph.
- WEB-4967: [UAT splunk] 185.Grouped by Dynamic Dimension is not showing correct data.
- WEB-4968: [UAT splunk] 186.Show Filters option in the widgets are not showing correct data.
- WEB-4969: [UAT splunk] 187.If we rename the Dynamic Dimension values which are already extracted then those value changes are not updating in the widgets.
- WEB-4971: [UAT splunk] 189.While clicking on the Show Filter (Y) on the widget, related options are showing at bottom of the page. It seems to be a UI defect.
- WEB-4972: [UAT splunk] 191.Values graph in target performance tab/widget doesn't show the latest values, instead it shows the first observation data value for a long duration.
- WEB-4973: [UAt splunk] 192.Target getting 300-400 when we check the graph shows 15, 14
- WEB-4974: [UAT splunk] 193.Even if we train the model regularly in Datastreams, still after sometime it shows as - Model not trained in the Datastream configuration page.
- WEB-4975: [UAT splunk] 194.For comparison targets, Devaition Graph showing "No Data".
- WEB-4977: [UAT splunk] 198."Value graph" not showing correct data. Same issue in the Metric Value tab.
- WEB-4979: [UAT splunk] 200.Newly Created Metrics not showing in Widget selection drop-down.
- WEB-4980: [UAT standalone] 52.Pinned observation widget edits.

- WEB-4981: [UAT standalone] 91.While exporting the target performance page, the targets which are in “Breached” state are shown as “Warning” in the exported file.
- WEB-4982: [UAT standalone] 101.Uptime performance widget showing random % score.
- WEB-4983: [UAT standalone] 160.In the flow performance page, the operators are not visible - Observed few times.

4. System Requirements

HCL iControl dependencies for Splunk hosting:

- AI Toolkit (Splunk_ML_Toolkit) v5.6.3 (for Splunk 10 and above).

5. About

iControl is a product within the emerging market sector of Operations Intelligence – Technology solutions that leverage analytics to help end-users continuously observe and manage business operations in real-time.

iControl forms part of a combined software and services solution developed by HCL Software around “Business Process Observability” which enables its customers to observe, measure, and report on the impact of IT performance in delivering business outcomes. Today iControl is primarily used by the project teams as an implementation tool.

Business Process Observability enables end users to observe business relevant targets on a real-time basis and take informed actions accordingly. It is used by Operations technology staff on a day-to-day basis to ensure smooth running of the critical business flows to deliver end product outcomes.

Key elements of a Business Process Observability implementation are to:

- Define a visual “flow” for the end-to-end business process.
- Define service-level targets to set expected performance for key points within the flow.
- Associate these targets with metric data provided from underlying monitoring.
- Calculate real-time service-level performance and capture variance from expected levels.

6. Support

- For existing customer support log on to support.dryice.ai
- For sales-related inquiries, please reach us at support.dryice.ai@hcl.com

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