



# **Fuse Management Central**

## **Installation and Administration Guide**

Version 1.7.0



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## **Fuse Management Central 1.7.0**

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# 1. Introduction

This guide walks you through the installation and administration of Fuse Management Central 1.7.0.

Fuse Management Central is a centralized web administration console for OpenText™ solutions, providing a Unified Management Experience to Self-Managed Customers or Managed Service Providers. With Fuse Management Central intuitive user interface, as well as its simplified deployment, OpenText™ system administrators can efficiently manage components, maintaining the context and understanding of them, while always having the option to schedule any operation.

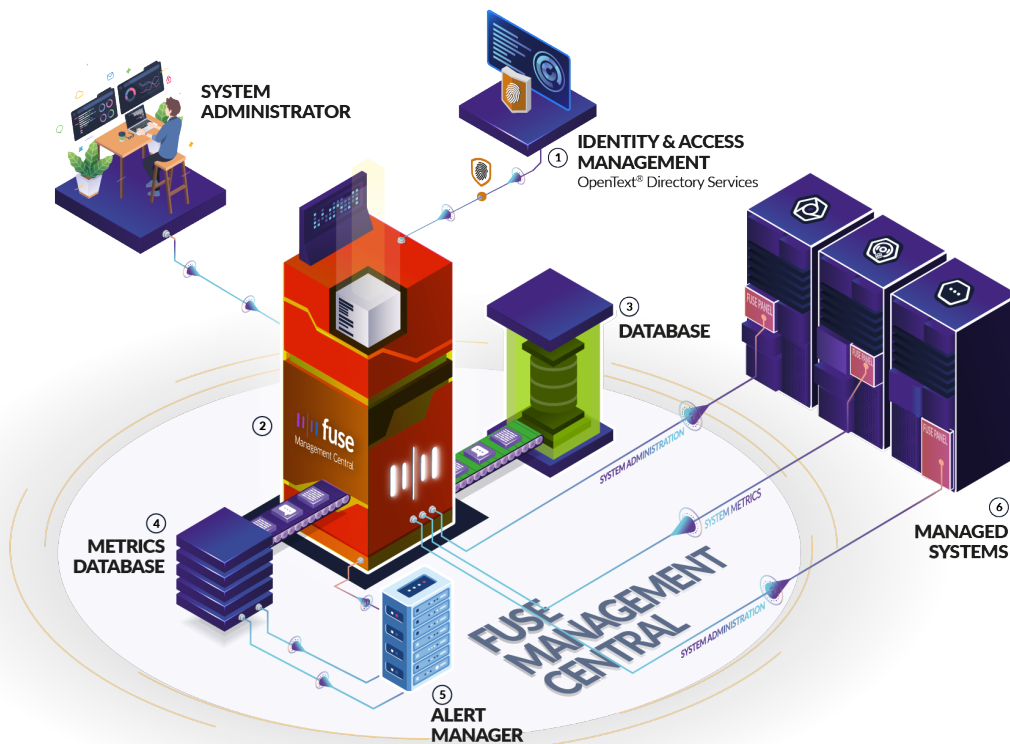
Fuse Management Central also distinguishes system administration from content administration, introducing an additional layer of security on top of the traditional OpenText™ administration tools.

## 1.1. Document Revision History

| Revision Number | Modification Date | Section Modified | Modifications   |
|-----------------|-------------------|------------------|-----------------|
| 1.0             | 2024-05-21        | All              | Initial version |

## 2. Overview of Fuse Management Central Architecture

The diagram below illustrates and provides a brief description of the conceptual architecture of Fuse Management Central, designed for high performance, scalability and security.



- ① Fuse Management Central seamlessly integrates with OpenText™ Directory Services for user management and authentication purposes. OpenText™ Directory Services offers a scalable identity management solution by incorporating various authentication services, such as Active Directory or Google.
- ② Fuse Management Central serves as the central orchestrator, acting as the centerpiece that coordinates all system monitoring and management activities, regardless of its cluster type, be it productive or non-productive.
- ③ Fuse Management Central Database stores all application-related data, such as administration settings, access roles, etc.
- ④ Fuse Management Central Metrics Database is utilized for long term metric storage, enabling system administrators to conduct temporal searches on system metrics. This functionality combines them into aggregated system metric snapshots over time.
- ⑤ Fuse Management Central Alert Manager is responsible for interpreting, deduplicating, grouping, and routing alerts to Fuse Management Central. It also provides the option for silencing and inhibiting alerts.
- ⑥ All managed systems must have Fuse Management Client installed and activated. Fuse

Management Client is responsible not only for collecting and dispatching metric data from all system components but also for making the system management interface available, ensuring the security of data interchange.

## 3. Install Fuse Management Central

### 3.1. Pre-Installation Tasks

- ✓ Review Operating System Support
- ✓ Review Hardware Requirements
- ✓ Review Communication Ports Availability

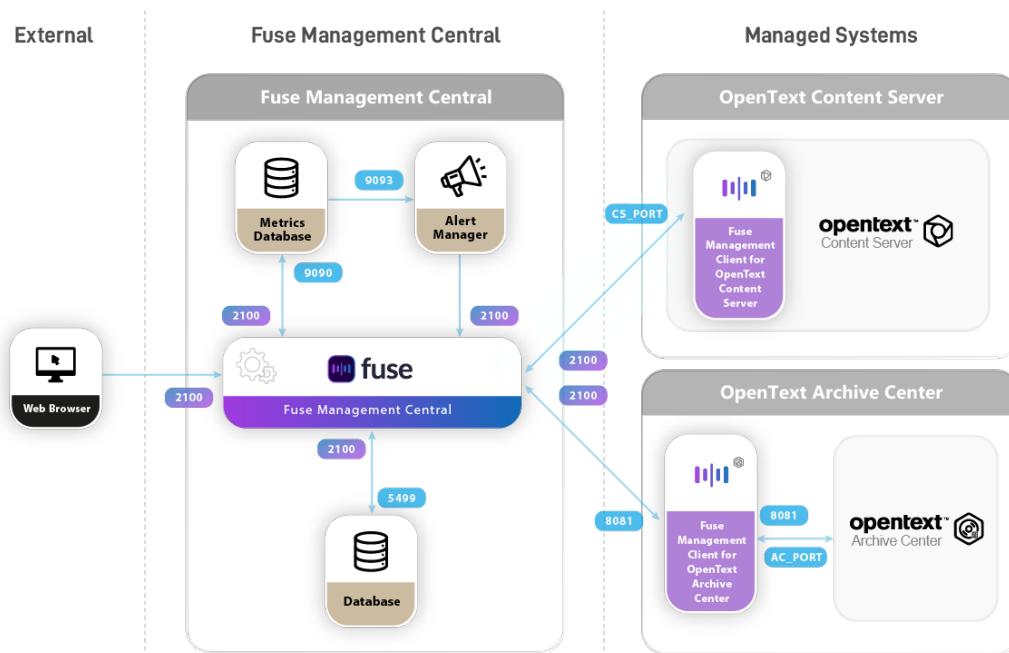


Prior to initiating the Fuse Management Central installation process, it is crucial to refer to the **Release Notes** document for a complete listing of supported systems and compatibility. Failure to do so may result in installation issues or system incompatibility.

#### 3.1.1. Communication Ports Availability

Fuse Management Central utilizes specific ports for communication among its internal components. If there is a built-in firewall between any of these elements, it is necessary to manually open the required ports.

The following diagram illustrates the availability of communication ports and the relationships between several Fuse Management Central components.



Ports required for communication between components:

| Port    | Fuse Management Central Component   |
|---------|---|
| 2100    | Fuse Management Central port, used for both interface access and all APIs access.   |
| 5499    | Fuse Database   |
| 9090    | Fuse Metrics Database   |
| 9093    | Fuse Alert Manager  |
| 8081    | Default port of Fuse Management Client for OpenText Archive Center. This port can be changed on installation.                           |
| CS_PORT | Fuse Management Client for OpenText Content Server. This port entirely depends on your Content Server installation. Usually 80 or 8080. |
| AC_PORT | OpenText Archive Center port. This port entirely depends on your Archive Center installation. Usually 80 or 8080.                       |



Fuse Management Client for OpenText Archive Center should be installed on the same system where Archive Center is running. For OpenText Content Server, the Fuse Management Client operates as a module within Content Server, eliminating the need for any special ports to be accessed, other than the actual Content Server port.



If any of the above ports are being used by other processes or applications, Fuse Management Central will not be able to properly operate.

### 3.1.2. Install Java

Prior to initiating the Fuse Management Central installation, please ensure that a supported JDK is already installed.

Please validate your current JDK version:

- *Option 1:* On Windows go to **Control Panel > Programs and Features** to check which JDK version is installed.
- *Option 2:* Verify if the JDK is already installed by opening a command line and entering the following command:

```
java -version
```



Refer to the Fuse Management Central **Release Notes** document to determine the supported JDK versions for your specific Fuse Management Central version. If no JDK is installed or if the installed version is not supported, take the following action: \* Download and install Java with the default option selected, ensuring it is available in your system's `path`.



Note that free long-term support (LTS) versions of JDK are available from [Adoptium Eclipse Temurin](#) and [Oracle](#). It is highly recommended to install a long-term support version for optimal compatibility with Fuse Management Central.



By default, Fuse Management Central will use the JDK available in the System Path. If you want to use a specific JDK, you will need to edit the file **FuseManagementCentral.xml** after installation and replace the `java` command by the complete path to the JDK you would like to use.

### 3.1.3. Install NTP (recommended)

To ensure consistent metric data and as a general best practice, it is highly advisable to keep all servers clocks synchronized.

To fulfill this purpose, installing the Network Time Protocol (NTP) is strongly recommended on both the Fuse Management Central server and all of your configured Systems.

NTP helps maintain a consistent time of day across all the service nodes in the cloud. If you enable NTP in a network, ensure that the service nodes are configured to obtain their time over the network.

### 3.1.4. Enabling SSL

In order to establish a secure communication channel between the user and Fuse Management Central, HTTPS can be used by enabling SSL.

The recommendation is to use a proxy web server, such as NGINX, to redirect all traffic to HTTP port 2100. With this approach, there is no need to change any configuration in Fuse and everything should work as expected.

Optionally, it is possible to enable SSL security directly on Fuse. Please refer to the [Configure SSL](#) section in the Spring Boot Reference Documentation.

#### Register SSL certificate

Self-signed or internal certificates can be configured to propagate as a truststore for all internal SSL communications, if needed, and as a keystore for exposing the server via HTTPS.

The recommended approach for registering SSL certificates is to configure a `fuse` SSL bundle in the `application.yml` file.

For example, to register a signed certificate with its private Certificate Authority (CA):

```
spring:
  ssl:
    bundle:
      pem:
        fuse:
          # change these values accordingly
          truststore:
            certificate: c:/path/ca.pem
          keystore:
            certificate: c:/path/ca-signed.pem
            private-key: c:/path/private.key
            private-key-password: secret
```

Communications with secured systems, such as OpenText Content Server or OpenText Archive Center, will utilize the up above certificate.

It is also possible to configure either PEM-encoded files or Java keystore files, as well as other trust material. For detailed information, please refer to the [SSL](#) section in the Spring Boot Reference Documentation.

## Expose Fuse Management Central as HTTPS server

After registering the SSL certificate, you can enable HTTPS for Fuse Management Central by simply adding the following configuration to the `application.yml` file:

```
server:
  # Fuse Management Central HTTPS Port
  port : 8443
  ssl:
    bundle: fuse
```

After this step, it is necessary to update the configurations of the Alert Manager and the Metrics Database to ensure correct communication with Fuse.

To configure the Alert Manager go to `<fuse_installation_folder>/alertManager/alertmanager.yml` and update the URL with HTTPS and the new port.

```
receivers:
  - name: fuse
    webhook_configs:
      - url: 'https://127.0.0.1:8443/api/alert'
```

To configure the Metrics Database go to `<fuse_installation_folder>/metricsDatabase/prometheus.yml` and update each scrape configuration with the new URL, adding the property `scheme: https`.

```
scrape_configs:
- job_name: 'prometheus'
  static_configs:
    - targets: ['127.0.0.1:9090']
- job_name: 'fuse-spring-boot'
  metrics_path: '/actuator/prometheus'
  static_configs:
    - targets: ['127.0.0.1:8443']
  scheme: https
- job_name: 'fuse-metrics-5'
  metrics_path: '/api/metrics/5'
  scrape_interval: 5s
  static_configs:
    - targets: ['127.0.0.1:8443']
  scheme: https
- job_name: 'fuse-metrics-30'
  metrics_path: '/api/metrics/30'
  scrape_interval: 30s
  static_configs:
    - targets: ['127.0.0.1:8443']
  scheme: https
- job_name: 'fuse-metrics-60'
  metrics_path: '/api/metrics/60'
  scrape_interval: 60s
  static_configs:
    - targets: ['127.0.0.1:8443']
  scheme: https
- job_name: 'fuse-metrics-120'
  metrics_path: '/api/metrics/120'
  scrape_interval: 120s
  static_configs:
    - targets: ['127.0.0.1:8443']
  scheme: https
```

## Self-signed certificate support

If the configured SSL certificate is self-signed, it must be declared explicitly by configuring in the `application.yml` file:

```
spring:
  ssl:
    bundle:
      jks:
        fuse:
          keystore:
            # pointing to a self-signed certificate
            location: c:/path/self-signed.jks
            password: secret
            type: PKCS12

http-client:
  ssl:
    trust-self-signed: true
```

## 3.2. Microsoft Windows

### 3.2.1. Installation

To run Fuse Management Central installer on Windows:

1. Log in to Windows as a user who is a member of the **Local Administrators** group.
2. **Start Fuse Management Central installation** wizard, by double-clicking the installation file (`/Fuse Management Central/Windows/Fuse Management Central 1.7.0-Winx64.exe`).
3. In the **Choose Components** dialog box, leave the default values selected and click **Next**.
4. In the **Choose Install Location** dialog box, accept the default **Destination Folder** or click **Browse** to select a different folder, and then click **Next**.
5. In the **Choose Data Location** dialog box, accept the default **Data Directory** folder or click **Browse** to select a different folder, and then click **Next**.



To ensure business continuity, the **Data Directory** path should have a backup policy applied, enabling data recovery in the event of a disaster.

6. In the **Choose Start Menu Folder** dialog box, click **Install**.
7. When the installation process is complete, click **Close**.
8. Open the Windows Services console and start **Fuse Management Central** service. Once started, all dependency services will start automatically. The following Windows services must be running:
  - **Fuse Management Central**
  - **Fuse Management Central (Alert Manager)**
  - **Fuse Management Central (Database)**
  - **Fuse Management Central (Metrics Database)**

### 3.2.2. Upgrade



As the PostgreSQL version has been upgraded, it is crucial to take proper precautions before upgrading Fuse Management Central. Failure to do so could result in the loss of all existing PostgreSQL data! To ensure the preservation of your data, before starting the Fuse Management Central upgrade, you must first backup your PostgreSQL data, as described in this chapter. Once the upgrade is complete, you can then restore your data.

If you have a previous version of Fuse Management Central installed, follow the procedures below:

1. Stop the following services:
  - a. `Fuse Management Central`.
  - b. `Fuse Management Central (Alert Manager)`.
  - c. `Fuse Management Central (Metrics Database)`.



Ensure that only the `Fuse Management Central (Database)` service remains running.

2. Backup your **Fuse Data Directory**.

- a. The Fuse Data Directory is set up according to the installation instructions in the [Installation on Microsoft Windows](#) chapter, for example `C:\ProgramData\Fuse Management Central`

3. Create a database backup by creating a dump of all the Postgres databases:

- a. Refer to the official [pg\\_dumpall](#) command documentation on how to create a dump of all databases, for example:

```
cd "<fuse_installation_folder>\database\bin"
.\pg_dumpall -U postgres -p 5499 -f c:\\database_backup
```



The database dump may take several minutes, **so please make sure it completes successfully**

4. Stop `Fuse Management Central (Database)` service.

5. Delete the `database` folder in **Fuse Data Directory**, For example, `C:\ProgramData\Fuse Management Central\database`



Ensure that you have previously made a proper backup of the folder

6. Uninstall Fuse Management Central following the instructions in the [Uninstall Fuse Management Central](#) chapter.

7. Install Fuse Management Central by following the instructions in the [Install Fuse Management Central](#) chapter, configuring the same data directory used previously when prompted.

- a. **Do NOT start any service after installation**, only `Fuse Management Central (Database)`

8. Import the Postgres database dump, by running the script generated previously

- a. For example:

```
cd "<fuse_installation_folder>\database\bin"
.\psql.exe -p 5499 -U postgres -d postgres -f
c:\\database_backup
```



This may take several minutes, **so please make sure it completes successfully**

9. Start `Fuse Management Central` service and make sure all the processes are running (`Fuse Management Central (Alert Manager)`, `Fuse Management Central (Metrics Database)` and `Fuse Management Central (Database)`).

## 3.3. Linux

Linux and manual installation resources are available in the `Linux` folder inside the Fuse Management Central package.

It is highly recommended to refer to the [Fuse Management Central architecture](#) chapter and understand the various components that are part of the product. Each of these components should be installed manually.

### 3.3.1. Pre-requirements

- Install Java 17 or higher
- Install Prometheus 2.49.1 or any latest patch version (<https://github.com/prometheus/prometheus/releases/tag/v2.49.1>).
- Install AlertManager 0.26.0 or any latest patch version (<https://github.com/prometheus/alertmanager/releases/tag/v0.26.0>)
- Install PostgreSQL 16.1 or any latest minor version (<https://www.postgresql.org/download/>), including the **postgresql-contrib** subpackage (<https://www.postgresql.org/docs/16.1/contrib.html>)
- Install PostgreSQL **uuid-oss** extension module (<https://www.postgresql.org/docs/16.1/uuid-oss.html>)



Please refer to each third-party component documentation about procedures on how to install them. Alternatively, we provide general guides for third-party software installation in the [Appendix B - How-Tos](#).

The next steps of the manual installation will assume that all components are installed on the same machine and are running with the default ports.

- All configurations use 127.0.0.1 or localhost for communication.
- All third-party software is using default ports:
  - PostgreSQL: 5432
  - Prometheus: 9090
  - AlertManager: 9093

For a different setup, please review the configuration files supplied by Fuse Management Central package as you go through each step of the installation:

- `config/application.yml`
- `prometheus_config/prometheus.yml`
- `alertmanager_config/alertmanager.yml`

### 3.3.2. Installation and Configuration

1. Unzip the `Linux` folder from Fuse Management Central package into the desired installation directory. For example: `/opt/vilt/fuse/`.

2. Update the `config/application.yml` file to validate the datasource configuration, ensuring it matches your PostgreSQL installation. Additionally, add the username and password configuration. For example:

```
spring:
  datasource:
    driver-class-name: org.postgresql.Driver
    url: jdbc:postgresql://localhost:5432/postgres
    username: postgres
    password: myPassword
```

3. Redirect your Prometheus `--config.file` argument in your Prometheus startup script to `<fuse_installation_folder>/prometheus_config/prometheus.yml`.
4. Modify your Prometheus startup script to include the following arguments, alongside any other arguments you may have:

```
--query.max-concurrency=32
```

5. Redirect your AlertManager `--config.file` argument in your AlertManager startup script to `<fuse_installation_folder>/alertmanager_config/alertmanager.yml`.
6. Start Fuse Management Central as a standalone runnable jar:

```
java -jar fuse.jar
```

7. The startup process may take some time to complete. Once finished, you can open Fuse Management Central in your browser:
  - <http://localhost:2100/>
8. **Optional:** To integrate with **systemd** in \*nix systems, Fuse Management Central integrates **jsystemd**. A sample service unit can be created like this:

Sample `fuse.service`:

```
[Unit]
Description=Fuse Management Central
Requires=network.target
After=network.target
After=syslog.target
[Service]
Type=notify
WorkingDirectory=<fuse_installation_folder>
ExecStart=/usr/bin/java -jar <fuse_installation_folder>/fuse.jar
SuccessExitStatus=143
KillMode=mixed
TimeoutStopSec=10
TimeoutStartSec=120
[Install]
WantedBy=multi-user.target
```

### 3.3.3. Upgrade



As the PostgreSQL version has been upgraded, it is crucial to take proper precautions before upgrading Fuse Management Central. Failure to do so could result in the loss of all existing PostgreSQL data! To ensure the preservation of your data, before starting the Fuse Management Central upgrade, you must first backup your PostgreSQL data, as described in this chapter. Once the upgrade is complete, you can then restore your data.

If you have a previous version of Fuse Management Central installed, follow these procedures:

1. Stop all Fuse services: Fuse Management Central, Prometheus, AlertManager and PostgreSQL.
2. Upgrade Prometheus to 2.49.1 version or any latest patch version.
3. Upgrade AlertManager to 0.26.0 version or any latest patch version.
4. Upgrade PostgreSQL to 16.1 version or any latest minor version.



Please refer to each third-party component documentation about procedures on how to upgrade them. Always backup your data before making changes. Alternatively, we provide general guides for third-party software upgrade in the [Appendix B - How-Tos](#).

After upgrading all third-party services, please follow the next steps:

1. Update Fuse configuration file with the new one:
  - a. Go to your Fuse installation folder.
  - b. Inside the `config` folder, back up your `application.yml` file.
  - c. If you have not modified the file manually and have default configurations, simply replace the old `application.yml` file with the new one.
  - d. If you have custom configurations, review the new `application.yml` file for any additional configurations and merge them with your current file as needed.
2. Update Prometheus configurations:
  - a. Go to your Fuse installation folder.
  - b. Inside the `prometheus_config` folder, back up all files and folders.
  - c. Replace current configuration files and folders with the new ones.
3. Update AlertManager configurations:
  - a. Go to your Fuse installation folder.
  - b. Inside the `alertmanager_config` folder, back up all files and folders.
  - c. Replace current configuration files and folders with the new ones.



Please make sure that Prometheus and AlertManager startup scripts are configured to load configurations from your Fuse installation folder. Refer to the installation section for further information on this.

4. Update Fuse Management Central runnable jar with the new one:
  - a. Go to your Fuse installation folder.
  - b. Back up your current `fuse.jar` file.
  - c. Replace your current `fuse.jar` file with the new one.
5. Restart all Fuse services: Prometheus, AlertManager, PostgreSQL and Fuse Management Central.

## 3.4. Docker

### 3.4.1. Pre-requirements

Before proceeding, please make sure you have installed the latest version of Docker and Docker Compose as defined in the official documentation:

- Docker: <https://docs.docker.com/install/>
- Docker Compose: <https://docs.docker.com/compose/install/>



Please refer to the **Release Notes** for the required minimum versions. This information is crucial for a successful installation and operation.

### 3.4.2. Run with Docker Compose

1. Load the docker image with:

```
docker load < fuse-docker-image.tar
```

This will create an image with the tag `vilt-group/fuse-server`.

2. In the same directory as the provided `docker-compose.yml` file, start all the services with:

```
docker-compose up -d
```

After startup, open Fuse Management Central login page in your browser: <http://localhost:2100>



Ensure that port `2100` is available on your system. Otherwise, change the exposed port in the `docker-compose.yml` file to one that is available.

### 3.4.3. Advanced Configuration

#### Data Persistence

Data is persisted in volumes, however, it is recommended to create backups for all volumes. For backup recommendations, please refer to the [official Docker documentation](#).

```
volumes:  
  postgresql:  
  prometheus:  
  alertmanager:
```

Alternatively, you can also map the data directories to filesystem mount points. Please refer to the official documentation for the third-party containers for guidance.

#### JVM Options

To configure advanced JVM options in Fuse service, utilize the `JAVA_TOOL_OPTIONS` environment variable:

```
environment:  
  - JAVA_TOOL_OPTIONS=
```

#### Third-Party Components

For more information regarding third-party configurations, please refer to the official documentation for the respective third-party images:

- [Postgres](#)
- [Prometheus](#)
- [AlertManager](#)



For information on running the Docker image with kubernetes, please contact us via email at [product.support@vilt-group.com](mailto:product.support@vilt-group.com).

#### 3.4.4. Upgrade



As the PostgreSQL version has been upgraded, it is crucial to take proper precautions before upgrading Fuse Management Central. Failure to do so could result in the loss of all existing PostgreSQL data! To ensure the preservation of your data, before starting the Fuse Management Central upgrade, you must first backup your PostgreSQL data, as described in this chapter. Once the upgrade is complete, you can then restore your data.

To upgrade your Docker installation, first, you need to backup your database using `pg_dumpall`:

1. Stop all containers.

```
docker compose stop
```

2. Perform a backup of the database data.

```
# start the fuse-database, so you can dump it
docker compose start fuse-database

# dump the database (feel free to change the target file to a folder
with enough space available)
docker compose exec fuse-database pg_dumpall -U postgres -p 5432
--no-role-passwords | gzip > db_backup.sql.gz

# stop fuse-database and remove all containers
docker compose stop fuse-database
docker compose rm
```

3. Perform a backup of your existing `docker-compose.yml` file.

4. Copy the new Docker files from the release bundle (`docker-compose.yml` and `fuse-docker-image.tar`).

5. Optionally, backup the data from all named volumes by following the instructions provided in the [Docker User Guide](#).

6. Copy the provided `docker-compose.yml` file and make any necessary adjustments as required for your environment.

7. Delete existing `postgres` volume.

```
# find and remove the postgres volume
docker volume ls | grep postgres

# this will output something like:
# local      fuse-server_postgresql

# use the volume name to remove it
docker volume rm fuse-server_postgresql
```

8. Load the Docker image.

```
docker load < fuse-docker-image.tar
```

9. Start the database and restore the data from the backup.

```
# start the fuse-database to import the dumped file
docker compose up -d fuse-database

# import the dump (replace db_backup.sql.gz with your postgres
backup file)
gunzip -c db_backup.sql.gz | docker compose exec --no-TTY fuse-
database psql -U postgres -p 5432
```

10. Start all the remaining services.

```
docker-compose up -d
```

11. Verify that the new images were pulled correctly and that the containers were recreated successfully.

## 3.5. Validate Fuse Management Central Installation

To confirm if Fuse Management Central was successfully installed, open Fuse Management Central Administration page using one of the following methods:

1. Either on Windows, click **Start**, then navigate to **Programs > [Program Folder Name] (default: Fuse Management Central)**, and click the **Fuse Management Central Administration** shortcut.
2. Or, open the following URL:

```
http://<fuse-management-central-host>:2100/
```

3. Log in with your authentication credentials:
  - **Username:** `fuseadmin` (default)
  - **Password:** `fuseadmin` (default)
4. Navigate to **Fuse Administration > Administration**.
5. On Fuse Management Central Administration page, click on **Status**.

If Fuse Metrics Database, Fuse Database and Fuse Alert Manager components are green and healthy, Fuse Management Central was **successfully installed!** Otherwise, please refer to the [Troubleshooting](#) chapter for guidance.

## 3.6. Post-installation

After installing Fuse Management Central, please check for possible hotfixes. Hotfixes are cumulative, so you only need to install the latest one. Available hotfixes can be found in the Fuse Management Central repository at <https://sw.vilt-group.com/>, under the `Fuse Management Central/Hotfixes` folder within the version folder of your Fuse Management Central installation.

Please follow the `README.txt` file that will be available inside the hotfix package to get instructions on how to apply the hotfix, as well as information about the changes introduced.

## 3.7. Next Steps

Once Fuse Management Central is installed, it is **mandatory to perform a set of initial configurations required for Fuse Management Central to properly and securely operate.**

Post-installation checklist:

- ✓ Review the **Security** settings
- ✓ Update **General** settings
- ✓ Request and apply a valid **License**

## 4. Install Fuse Management Client

### 4.1. Install Fuse Management Client for OpenText Content Server

1. Extract the Fuse Management Client for OpenText Content Server ZIP file (Clients/Fuse Management Client for OpenText Content Server 1.7.0/fuse-management-client-otcs-1.7.0.zip) outside of the OpenText™ Content Server® installation folder\*.
2. Copy all the extracted fuse-management-client-otcs-1.7.0 folder contents to the <Content Server home> directory, overriding the existing staging folder.



If you are installing Fuse Management Client on a UNIX/Linux system, ensure that you perform the setup actions with the user who installed OpenText™ Content Server® and runs the Content Server service.

3. Open **Content Server Administration** page in a Web browser.
4. If prompted, enter the Administrator password, and then click **Log-in**.
5. Install or upgrade Fuse Management Client:
  - a. If you already have a previous version of Fuse Management Client:
    - i. Select:
      - (OpenText™ Content Server 16.2.5 and below) **Module Administration > Upgrade Modules**
      - (OpenText™ Content Server 16.2.6 and above) **Core System > Module Configuration > Upgrade Modules**
    - b. For new installations:
      - i. Select:
        - (OpenText™ Content Server 16.2.5 and below) **Module Administration > Install Modules**
        - (OpenText™ Content Server 16.2.6 and above) **Core System > Module Configuration > Install Modules**
  6. From the **Installable Modules** list, install/upgrade **Fuse Management Client** module.
  7. After the installation of **Fuse Management Client** module is completed, restart **Content Server**.



For some Content Server versions, particularly earlier ones, we have found that the standard soft-restart is not sufficient to reload all the loaders required for Fuse Management Client. Therefore, we strongly recommend performing a second hard-restart to make sure everything was properly updated. Please refer to the [troubleshooting section](#) for further assistance.

### 4.1.1. User Requirements

The Fuse Management Client for OpenText Content Server module requires a user with the following properties to be **installed** and **updated**:

- Be in the group *Web Administration*.
- Having the privileges:
  - *Log-in enabled*
  - *Public Access enabled*
  - *System administration rights*

The Web Administration user is only used to install the Fuse Client module. After installation, in order to **monitor** and **manage** OpenText Content Server, the Fuse Client just requires a **basic user** with login privileges in OpenText Content Server.

### 4.1.2. (Optional) Install Fuse Management Client for OpenText Content Server using Opentext System Center Manager

Alternatively, the Fuse Management Client 1.7.0 module can also be deployed using OpenText System Center Manager (OTSCM):

1. Upload Fuse Management Client ZIP file:
  - a. Open OTSCM, navigate to **Settings** and on the left menu choose **External Vendor Files**.
  - b. In the header row labeled **Available Files**, there is a button on the right side named **Upload** that allows you to upload a new file.
  - c. Upload Fuse Management Client ZIP file (`Clients/Fuse Management Client 1.7.0/fuse-management-client-otcs-1.7.0.zip`).
2. Create an installation plan for Fuse Management Client:
  - a. Navigate to the **Plans** tab and use the button **Add Item** to create a new plan for installing Fuse Management Client.
  - b. Add each configured system where `fuse-management-client-otcs-1.7.0` is to be installed, and for each one of them configure the required attributes:

| Field                     | Description   |
|---------------------------|---|
| <b>Module Vendor</b>      | Third Party   |
| <b>Thirt party Module</b> | Previously uploaded Fuse Client ZIP (e.g. " <code>fuse-management-client-otcs-1.7.0.zip</code> ") |
| <b>Instance path</b>      | Path to OpenText Content Server installation  |
| <b>Admin username</b>     | OpenText Content Server Admin user  |

| Field     | Description  |
|-----------|--|
| Host name | OpenText Content Server hostname                               |
| Site name | OpenText Content Server site name (configured in mappings.tbl) |

- c. Save the plan.
3. Execute plan:
  - a. The plan can be executed by pressing the **play** button under actions.

### 4.1.3. Configure Fuse Management Client logs

The Fuse Management Client module has its own log configurations, which can be changed according to your needs.

In order to change Fuse Management Client log configurations, follow these steps:

1. Open **Content Server Administration** page in a Web browser.
2. If prompted, enter the Administrator password, and then click **Log-in**.
3. Access **Fuse System Administration > Log Settings**.
4. Change the settings accordingly to your needs:

| Field                        | Description  |
|------------------------------|--|
| Log Level                    | Desired log level (OFF, ERROR, WARN, INFO, DEBUG, TRACE) |
| Location                     | Path where logs should be stored                         |
| Use rolling logs             | Create a rotation mechanism for the log file             |
| Number of log files          | How many files should be stored after rotation           |
| Size of each log file        | Size of the log file to be rotated                       |
| Compress completed log files | If rotated log files should be compressed                |

5. Click on **Save Changes**.

## 4.1.4. Patching Fuse Management Client for OpenText Content Server

To complete the installation of Fuse Management Client or resolve known issues, you may need to apply one or more Content Server patch files.

Fuse Management Client patches are distributed as common OpenText Content Server patch files. Available patch files can be found in the Fuse Management Central repository <https://sw.vilt-group.com/>, under the `Clients/Fuse Management Client for OpenText Content Server x.x.x/Patches` folder of each Fuse Management Central version folder. Additionally, patches can be sent directly to you in support cases.

To apply Fuse Management Client patches follow the steps below:

1. **Download** Fuse Management Client patch files for OpenText Content Server, for example `pat140000001.txt`.
2. **Stop** OpenText Content Server service.
3. **Copy** the patch file(s) to the OpenText™ Content Server® patches folder (`<Content_Server_Home>/patch/`).
4. **Start** OpenText Content Server service.



In the absence of patch files available for your Fuse Management Client version, it is imperative to note that there is no requirement to apply any patches.

## 4.2. Install Fuse Management Client for OpenText Archive Center

Before starting the Fuse Management Client for OpenText Archive Center installation process, please verify if a supported Java version is already installed by following the next steps:

1. Check the Fuse Management Central **Release Notes** document to determine which Java versions are supported for your specific Fuse Management Central version.
2. If Java is not installed or if the installed version is not supported:
  - Download and install a supported Java version, ensuring that it is added to your system's PATH, on the same host where OpenText Archive Center is installed.



Fuse Management Client for OpenText Archive Center must be installed on the same host as OpenText Archive Center.



Free long term support (LTS) versions of JDK are provided by [Adoptium Eclipse Temurin](#) and [Oracle](#). We strongly recommend installing a long term support version to ensure compatibility and stability with Fuse Management Central.

## 4.2.1. User Requirements

User permissions in OpenText Archive Center directly influence the monitoring and management actions available in Fuse Management Central. These permissions are determined by the credentials used to connect Fuse Management Client with OpenText Archive Center.

### Monitoring

In order to have full monitoring metrics, it is recommended to use a user from the **aradmins** group. While users from other groups might also work, they may have limited access to certain data.

### Management

In order to access all available actions in Fuse Management Central, it is necessary to use the **dsadmin** user, since Fuse Management Client uses both API and also `dsclient` and `spawncmd` calls to perform these actions.

Users from **aradmins** can perform API actions but are unable to execute `dsclient` calls. Consequently, actions performed by `dsclient` will not be successful for these users. Below is the current list of actions performed by Fuse Management Central using `dsclient`, which require the use of **dsadmin** user specifically:

- Delete OpenText Archive Center Disk Volume.

Users from other groups may work, but their access to API actions is limited.

## 4.2.2. Installation on Microsoft Windows

1. Extract Fuse Management Client for OpenText Archive Center ZIP file (`Clients\Fuse Management Client for OpenText Archive Center 1.7.0/fuse-management-client-otac-1.7.0-windows.zip`) to the desired installation folder (e.g. `C:\Program Files\Fuse Management Client for OpenText Archive Center`).
2. Navigate to the new folder location and execute the batch file named `install.bat`. This will install the client in the current location and add it as a Windows service.
3. When the installation process is complete, if needed, close the console window.
4. Check the client settings in the `application.yml` file, following the specifications outlined in [Fuse Management Client for OpenText Archive Center Configuration](#).
5. Open the Windows Services console and start the following Windows service:
  - **Fuse Management Client for OpenText Archive Center**



**Optional:** The path to the Java executable can be configured in the file `FuseClientArchiveCenter.xml` by editing the value of the tag `<executable>java</executable>`. This is optional and can be useful when you have multiple JREs installed and need to select a specific one.

### 4.2.3. Installation on Linux

On Unix Systems, installation supports both [Init.d](#) and [Systemd](#) to start the process as a service. Alternatively, there is a script available to start the process manually in the background as a [daemon](#).

#### Systemd

1. Extract Fuse Management Client for OpenText Archive Center ZIP file (Clients/Fuse Management Client for OpenText Archive Center 1.7.0/**fuse-management-client-otac-1.7.0-unix.zip**) to the folder `/opt/vilt/fuse-client-otac/` (The installation instructions assume this installation path).
2. Copy the script located at `/opt/vilt/fuse-client-otac/bin/fuse-client-otac.service` to the folder `/etc/systemd/system/` (If the path differs from the previous step, ensure to update this script to reflect the correct path).
3. The script allows configuration of both the application path (default: `/opt/vilt/fuse-client-otac/`) and the user running the service (default: `root`) by editing it.
4. Reload the available services by running the command: `sudo systemctl daemon-reload`.
5. To start the application, use the command: `sudo systemctl start fuse-client-otac`.



To enable automatic startup of the application on system boot, use the command: `systemctl enable fuse-client-otac`.

For additional configuration options, please refer to the [Spring Boot systemd Service documentation](#) official website.

#### Init.d

1. Extract Fuse Management Client for OpenText Archive Center ZIP file (Clients/Fuse Management Client for OpenText Archive Center 1.7.0/**fuse-management-client-otac-1.7.0-unix.zip**) to the folder `/opt/vilt/fuse-client-otac/` (The installation instructions assume this installation path).
2. Create a symlink, as follows:

```
sudo ln -s /opt/vilt/fuse-client-otac/fuse-client-otac.jar  
/etc/init.d/fuse-client-otac
```

3. To start the application, use the command:

```
service fuse-client-otac start
```



You can also flag the application to start automatically by using your standard operating system tools. For example, on Debian, you could use the following command: `update-rc.d fuse-client-otac defaults <priority>`.

For additional configuration options, please refer to the [Spring Boot systemd Service documentation](#) official website.

## Daemon

1. Extract Fuse Management Client for OpenText Archive Center ZIP file (`Clients/Fuse Management Client for OpenText Archive Center 1.7.0/fuse-management-client-otac-1.7.0-unix.zip`) to the folder `/opt/vilt/fuse-client-otac/` (The installation instructions assume this installation path).
2. Change to the script directory:

```
cd /opt/vilt/fuse-client-otac/bin/
```

3. Execute the script to run the client in background:

```
./startup.sh
```

## Fuse Management Client for OpenText Archive Center Configuration

Check the client settings in the `application.yml` file, following the specifications outlined in [Fuse Management Client for OpenText Archive Center Configuration](#).

### 4.2.4. Upgrade Fuse Management Client for OpenText Archive Center

If you currently have a version of Fuse Management Client for OpenText Archive Center installed, you can easily upgrade it following these steps:

1. **Stop** the Fuse Management Client for OpenText Archive Center service.
2. Backup your Fuse Management Client for OpenText Archive Center installation folder.
3. Extract Fuse Management Client for OpenText Archive Center ZIP file (`Clients/Fuse Management Client for OpenText Archive Center 1.7.0/fuse-management-client-otac-1.7.0-[windows/unix].zip`) and copy all files inside `fuse-client-otac-1.7.0` directory to your existing Fuse Management Client for OpenText Archive Center installation folder, replacing current files with the new ones.
4. Review your existing configuration file for any custom configurations you might have and apply them on the new `application.yml` file.
  - until version 1.5.x, it is named `config.yml`.
  - from version 1.6.x forward, it is named `application.yml`.
5. Check for new configurations that should be added to the `application.yml` file,

following the specifications outlined in [Fuse Management Client for OpenText Archive Center Configuration](#).

6. **Start** the Fuse Management Client for OpenText Archive Center service.

## 4.2.5. Additional Settings

In this section, you will find a comprehensive list of available settings for the Fuse Management Client for OpenText Archive Center, along with their respective functionalities. These configurations are customizable to accommodate infrastructure requirements and can be accessed and modified in the `application.yml` file located in the client installation folder:

```
archive-center:
  # Archive Center Instance URL
  url: http://localhost:8080
  # Document Pipelines configuration
  document-pipelines:
    host: localhost
    port: 4032
    timeout: 15s
    client-ports:
      offset: 4023
      range: 50

server:
  # Fuse Management Client HTTP Port
  port : 8081
```

- `url`: the OpenText Archive Center application URL.
- `host`: the hostname or ip from the server.
- `port`: the port for the Document Pipelines is 4032 by default.
- `timeout`: the timeout that will be used in the calls performed by the client.
- `client-ports`: the port for Fuse Client to receive requests from the Document Pipeline Server.
- `offset`: the desired port number for communication.
- `range`: the range parameter determines the range of ports available for communication, with the starting point being the offset port previously defined.
- `port`: the Fuse Management Client port, which will be utilized by the Fuse Management Central to establish a connection, e.g. 8081.



Please note that by default the Fuse Management Client port will be 8081.



Please note that each Fuse Management Client for OpenText Archive Center instance can only be connected to one OpenText Document Pipeline Server.



You must open the specified `offset` port range in your Fuse Client system **firewall** to enable the asynchronous UDP communication between the Document Pipeline Server and the Fuse Client. This is necessary because the Fuse Client dynamically opens ports randomly allocated within the specified range.

## OpenText Archive Center URL

Please insert the URL of the OpenText Archive Center application into the `url` property under the `archive-center` section. This URL will be utilized by the Fuse Management Client to establish a connection to OpenText Archive Center and should follow this format: `<a href="http://&lt;otac.client.server.host&gt;" class="bare">http://&lt;otac.client.server.host&gt;</a>`.

## Fuse Management Client OpenText Archive Center Port

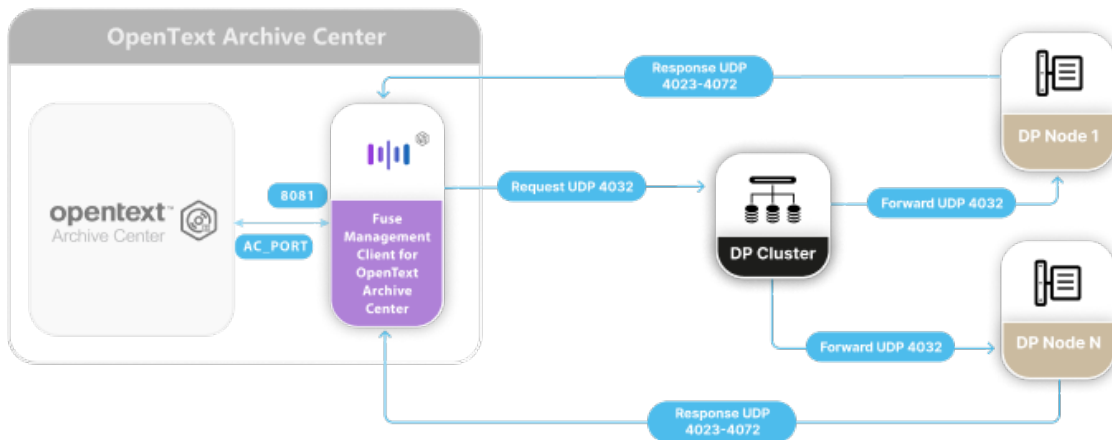
Please insert the port of the OpenText Archive Center application into the `port` property under the `server` section. This port will be used when adding the system to Fuse Management Central. For example, in Fuse Management Central, the URL for the Fuse Management Client will be `<a href="http://&lt;otac.client.server.host&gt;:&lt;otac.client.port&gt;" class="bare">http://&lt;otac.client.server.host&gt;:&lt;otac.client.port&gt;</a>`.

## Configuration Requirements for Fuse OTAC Client UDP Ports

Fuse Management Client for OpenText Archive Center operates using UDP communication, similar to the Document Pipeline Info. This means that all communication is asynchronous. Requests are sent to port 4032 of the Document Pipeline Server, and in order to receive responses, a UDP socket must be open and actively listening. The Fuse Client dynamically allocates ports for each response, requiring configuration of a range of dynamic ports, akin to what is required for Document Pipeline Info. Therefore, this UDP port range must be open in the firewall of the machine where the Fuse Client is running.

## Configuration Requirements for a Document Pipeline Cluster Server

A Document Pipeline Cluster Server requires Inbound rules to open port 4032 in order to receive requests from Fuse Management Client for OpenText Archive Center. Additionally, the OpenText Archive Center machine running the Fuse Client needs Inbound rules to open the port range 4023-4072 to receive responses from the cluster nodes. Below, you can find a visual aid illustrating this topic within a diagram:



## SSL Support

It is possible to enable SSL security directly on Fuse Management Client for OpenText Archive Center and Fuse Management Central.

### Register SSL certificate

Self-signed or internal certificates can be configured to be propagated as a truststore for all internal SSL communications if needed and as key store for exposing the server as HTTPS.

The recommendation for registering SSL certificates is to configure a `fuse` SSL bundle in `application.yml`.

For example, to register a signed certificate with its private CA:

```
spring:
  ssl:
    bundle:
      pem:
        fuse:
          # change these values accordingly
          truststore:
            certificate: c:/path/ca.pem
          keystore:
            certificate: c:/path/ca-signed.pem
            private-key: c:/path/private.key
            private-key-password: secret
```

Communications with SSL-secured Fuse Management Central or OpenText Archive Center will make use of the above certificate.

It is possible to configure either PEM-encoded files or Java keystore files, as well as other trust material. Please refer to the [SSL](#) section in the Spring Boot Reference Documentation.

## Expose Fuse Management Client for OpenText Archive Center as HTTPS server

After registering the SSL certificate, HTTPS at Fuse Management Client for OpenText Archive Center can be enabled by simply adding the following configuration to `application.yml` file:

```
server:
  # Fuse Management Client HTTPS Port
  port : 8444
  ssl:
    bundle: fuse
```

## Self-signed certificate support

If the configured SSL certificate is self-signed, it must be declared explicitly by configuring in `application.yml`:

```
spring:
  ssl:
    bundle:
      jks:
        fuse:
          keystore:
            # pointing to a self-signed certificate
            location: c:/path/self-signed.jks
            password: secret
            type: PKCS12

http-client:
  ssl:
    trust-self-signed: true
```

## 4.2.6. Post-installation steps

### Validate installation

To validate if Fuse Management Client for OpenText Archive Center was successfully installed and is up and running, open the following URL and login using OpenText Archive Center credentials:

```
http://<otac.server.host>:8081
```

If Fuse Management Client for OpenText Archive Center is not running, check the [Appendix A - Troubleshooting](#) for possible known issues and workarounds.

### Checking for possible hotfixes

After installing Fuse Management Client for OpenText Archive Center please check for possible released hotfixes. Hotfixes are cumulative, so you only need to install the latest one. Available hotfixes can be found in Fuse Management Central repository (<https://sw.vilt-group.com/>),

under the `Fuse Management Central/X.X.X/Clients/Fuse Management Client for OpenText Archive Center X.X.X/Hotfixes` folder of each Fuse Management Central version.

Please follow the `README.txt` file that will be available inside the hotfix package to get instructions on how to apply the hotfix, as well as information about the changes introduced.

## 5. Fuse Management Central Administration

This chapter explains how to configure Fuse Management Central interactively using its Administration pages, allowing Fuse administrators to adjust all of the application features.

To access **Fuse Management Central Administration** area:

1. **Open** Fuse Management Central:

```
http://<fuse-management-central-host>:2100
```

2. Login with your authentication credentials:
  - **Username:** `fuseadmin` (*default*)
  - **Password:** `fuseadmin` (*default*)
3. Click **Fuse Administration** on the navigation menu.

### 5.1. Security

By default, Fuse Management Central has a built-in administrator user account named `fuseadmin`, which cannot be deleted.

This chapter describes how to change this user account password and email.

#### 5.1.1. Change `fuseadmin` password

For security reasons, is highly recommended to change the `fuseadmin` user default password.

To change `fuseadmin` default password:

1. On Fuse Management Central Administration area, click **Security**
2. Fill the following fields and click **Change Password**:
  - **Current password** (*Default: fuseadmin*)
  - **New password**
  - **Confirm password**

#### 5.1.2. Change `fuseadmin` email

To change `fuseadmin` email address:

1. On Fuse Management Central Administration area, click **Security**.
2. Insert or update the email address and click **Submit**.

## 5.2. General

To allow your systems to communicate with Fuse Management Central, the **API Endpoint** URL must be updated with its FQDN URL.



To allow systems to dispatch their metrics to Fuse Management Central, the **API Endpoint** URL must be accessible by all managed systems.

To update the **API Endpoint** URL:

1. On Fuse Management Central Administration area, click **General**.
2. Under the **Fuse Management Central URL** section, update the **API Endpoint** URL and click **Update**:



Please note that the **API Endpoint URL is built-in on your license key file. Changing it will invalidate your current license and automatically deactivate all systems.**

Before changing API Endpoint URL, please request an updated license providing the new [license data](#).

## 5.3. License

A valid license is required for Fuse Management Central to operate properly. By default, **when installed for the first time, Fuse Management Central has no license applied.**

Please note that **under the following license scenarios, Fuse Management Central will have limited functionality:**

- **Not Licensed** (*No license file found in the `license` folder*)
- **Invalid License** (*License data mismatch Fuse Management Central [API Endpoint](#)*)
- **Trial License Expired** (*The current trial license period has expired*)
- **Subscription License Expired** (*The current subscription license period has expired*)

Fuse Management Central can support multiple OpenText system types, currently OpenText Content Server and/or OpenText Archive Center, each one requiring its own license key file to enable its management functionalities.

### 5.3.1. Fuse Management Central for Content Server License

Fuse Management Central for Content Server has the following license models available:

| Type                                | Description   |
|-------------------------------------|---|
| <b>Perpetual License - Per User</b> | Limited to a total number of Standard Named Users for OpenText Content Server/Extended ECM. |

| Type   | Description   |
|--|---|
| <b>Perpetual License - Per Managed System</b> <i>(For MSP Only)</i>    | Limited to a total number of managed systems.   |
| <b>Subscription License - Per User</b>                                 | License issued monthly and limited to the total number of Standard Named Users in OpenText Content Server/Extended ECM. |
| <b>Subscription License - Per Managed System</b> <i>(For MSP Only)</i> | License issued monthly and limited to a total number of managed systems.  |

### 5.3.2. Fuse Management Central for Archive Center Server License

Fuse Management Central for Archive Center has the following license models available:

| Type   | Description  |
|--|--|
| <b>Perpetual License - Per Managed System</b>    | Limited to a total number of managed systems.                            |
| <b>Subscription License - Per Managed System</b> | License issued monthly and limited to a total number of managed systems. |

### 5.3.3. Request License

When requesting your license, either for OpenText Content Server and/or OpenText Archive Center, please provide the following information when contacting the software **Support** channel or your **Account Executive**:

- **System Type** *(OpenText Content Server or OpenText Archive Center)*
- **Trial Period** *(Trial License Only)*
- **Customer Name**
- **Fuse Management Central URL (API Endpoint)**
- **Total Managed Systems** *(For "Per Managed System" license models)*
- **Total System Named Users** *(Total OpenText Content Server/Extended ECM total Standard Named Users)*

Please note that each OpenText solution requires its own Fuse Management Central license key file to enable its functionalities. Upon receiving your license file(s), you must ensure that each solution license file has the correct name:

- **OpenText Content Server** license file: `otcs-key.license`

- **OpenText Archive Center** license file: `otac-key.license`



Please be aware that once a license is issued, all the above data will be hardcoded into it. Therefore, any changes to this data will require an updated license.

### 5.3.4. Apply License

To apply your license, please follow these steps:

1. On Fuse Management Central main menu, navigate to **Fuse Administration > Administration**.
2. You will be redirected to the **License** section.
3. For each license file, according to the license type (OTCS and/or OTAC), **upload** the license file in the corresponding area.
4. Validate in the respective **License Information** card whether the license was updated successfully.

### 5.3.5. Validate License Status

To validate your license status:

1. On Fuse Management Central main menu, navigate to **Fuse Administration > Administration**.
2. Validate whether your **License Information** data is correct and whether Fuse Management Central license status is valid.



When Fuse Management Central is running with an invalid license (such as a trial expiration or Fuse Management Central URL mismatch), all managed systems will automatically deactivate, thereby limiting the functionality of Fuse Management Central.

## 5.4. OTDS Integration

Fuse Management Central has a **built-in administrator user account** (`fuseadmin`), which cannot be deleted.

To allow other users access to Fuse Management Central, it must be integrated with OpenText™ Directory Services (OTDS).

Fuse Management Central integrates natively with OTDS, leveraging its authentication capabilities while allowing centralized user management.

### 5.4.1. Create OTDS Resource

To integrate Fuse Management Central with OTDS, a resource must be created in OTDS.

To create the OTDS resource, follow these steps:

1. Open OTDS Administration by navigating to its URL (e.g. `http(s)://otds.company.com:8080/otds-admin`).
2. In the web administration menu, click **Resources**.
3. Click on the **Add** button in the button bar. The New Resource wizard will then guide you through the steps to create a new resource.
4. On the **General** page:
  - a. In the **Resource Name** box, type a descriptive name for this resource (e.g. *Fuse Management Central*).



Please note that the name you type here cannot be edited later.

- b. *(Optional)* In the **Display Name** box, you can optionally type a different resource name.
  - c. *(Optional)* In the **Description** box, you can optionally type a short resource description.
  - d. Leave all other options with default values and then click **Next**.
5. On the **Synchronization** page, make sure that **User and group synchronization** option is not checked, and click **Next**.
  6. On the **Principal Attribute** page, leave all options with default values and click **Save**.
  7. In the **Resource Activation** window, copy or write down the resource identifier.

## Add users and/or groups to the created Resource

Once the OTDS Resource for Fuse Management Central is created, OTDS will automatically create an Access Role named "Access to <ResourceName>". Users and/or groups who will be able to login to Fuse Management Central must be added to this Access Role.



For more detailed information regarding OTDS functionality, please refer to OpenText™ Directory Services documentation.

## 5.4.2. Activate OTDS Resource

To activate Fuse Management Central with OTDS:

1. On Fuse Management Central Administration area, click **OTDS Integration**.
2. Fill the following fields and click **Activate**:
  - **OTDS URL**: *The FQDN address of the OTDS Server (e.g. `http(s)://otds.company.com:8080`)*
  - **OTDS Resource ID**: *The ID of the resource that has been created in OTDS*



Once activated, the OTDS resource activation status will only be displayed when authenticating in Fuse Management Central using an OTDS account with administrative privileges (e.g. `otadmin@otds.admin`).

### 5.4.3. Configuring Fuse Management Central Access Roles

To manage user privileges, a set of access roles is available in Fuse Management Central, each with specific privilege sets:

| Access Role         | Privilege Description   |
|---------------------|---|
| <b>Fuse Admin</b>   | Permits access to the <a href="#">Fuse Administration</a> area, allowing full control over Fuse Management Central. In addition to these privileges, this role also has all privileges of <b>System Admin</b> role. |
| <b>System Admin</b> | This role can manage all systems, allowing users to perform actions such as Restarting, Applying Configurations, etc.   |
| <b>Guest</b>        | Limited privileges role, for users with "read-only" access, meaning that no management actions can be performed allowing only to observe monitoring metrics.  |

To allow users to authenticate in Fuse Management Central using OTDS, these access roles **must be mapped with one or more OTDS groups** from both synchronized or unsynchronized partitions, depending on your OTDS partition scenarios.

To map an OTDS group with a Fuse Management Central access role:

1. Login to Fuse Management Central using the `otadmin@otds.admin` OTDS user account.
2. On Fuse Management Central Administration area, click **OTDS Integration**.
3. **Map** each role by selecting or inserting one or more OTDS groups to each role field.
4. Click **Save roles**.



Please note that **all OTDS groups mapped with Fuse Management Central access roles must be added to Fuse Management Central OTDS Access Role**.

This access role is automatically created when the Fuse Management Central [resource](#) is created in OTDS.

## 5.5. Add New System

This section will guide you through the process of adding a new OpenText™ system to Fuse Management Central.

Before starting, ensure that:

- ✓ You have the appropriate [OpenText Content Server](#) or [OpenText Archive Center](#) Fuse Management Client installed on your system.

✓ Fuse Management Central can access your system:

- OpenText Content Server

- Fuse Management Client for OpenText Content Server runs as a module installed inside OpenText Content Server, so you need to be able to access OpenText Content Server CGI URL (e.g. `http(s)://otcs.company.com/otcs/cs.exe`)



Please note that when adding an OpenText™ Content Server system to Fuse Management Central for the first time, it cannot be running under **Eclipse (CSIDE)**. If it is, it is mandatory to **close Eclipse (CSIDE)** and run OpenText Content Server service. Then, wait until Fuse Management Central scans all of your system's components.

- OpenText Archive Center

- Fuse Management Client for OpenText Archive Center runs as a standalone application, so you need to be able to access Fuse Management Client for OpenText Archive Center URL: (e.g. `http(s)://otac.company.com:8081`)

✓ Your system can access Fuse Management Central (e.g. `http://fuse.company.com:2100`).

### 5.5.1. Activation Request

1. Access Fuse Management Central:

```
http://<fuse-management-central-host>:2100
```

2. **Login** with your authentication credentials:

- **Username:** `fuseadmin` (default)
- **Password:** `fuseadmin` (default)

3. Click **Systems** on the navigation menu.

4. Click **Add System**.

5. Complete the required fields, following all the wizard steps:

| Field              | Description  |
|--------------------|--|
| <b>System Type</b> | <i>OpenText Content Server or OpenText Archive Center.</i> |

| Field                                | Description   |
|--------------------------------------|---|
| <b>System URL</b>                    | * For OpenText Content Server: URL to Content Server CGI (e.g. <code>http(s)://otcs.company.com/otcs/cs.exe</code> ).<br>* For OpenText Archive Center: URL to Fuse Management Client for OpenText Archive Center (e.g. <code>http(s)://otac.company.com:8081</code> ).                     |
| <b>Environment</b>                   | Select the Environment name (e.g. "DEVELOPMENT")<br><b>Please note that only systems belonging to the same cluster can be added to the same environment. Mixing systems from different clusters within the same Fuse Management Central environment will result in system deactivation!</b> |
| <i>(Optional)</i> <b>Credentials</b> | Select the checkbox to inherit the credentials previously set from the Environment.   |
| <b>Username</b>                      | User account with system login privileges (e.g. "otadmin@otds.admin").  |
| <b>Password</b>                      | User account password.  |
| * Test Connection*                   | Validate that your system fulfills all the requirements. <b>If the connection test is not successful, please review all system parameters (System URL, credentials, etc.) and try again.</b>  |
| <b>System Name</b>                   | System name or alias (e.g. "LV181").  |
| <b>Advanced Options</b>              |   |
| <i>(Optional)</i> <b>Description</b> | System description to help system identification (e.g. "Partner sandbox")   |
| <i>(Optional)</i> <b>Owners</b>      | System owner(s) email(s) (e.g. "john.doe@company.com"), for event email notifications.  |
| <i>(Optional)</i> <b>Tags</b>        | System tags (e.g. "front-end").   |



System tags are valuable for logically grouping systems, enabling you to filter them when applying configurations, performing bulk actions, and more.

- Click **Add System**.
- Next, copy the **System ID** and send it to your system administrator for authorization of

the Fuse Management Central activation request.

## 5.5.2. Authorize Activation

### For OpenText Content Server:

1. Open **Content Server Administration** page in a web browser.
2. If prompted, enter the Administrator password, and then click **Log-in**.
3. Select **Fuse System Administration > Fuse System Activation**.
4. Insert the provided **System ID** and click **Activate**.
5. Your system is now **activated** and Fuse Management Central can begin managing and monitoring it.

### For OpenText Archive Center:

1. Open **Fuse Management Client for OpenText Archive Center** web page in a web browser.
2. If prompted, login with OpenText Archive Center authentication.
3. You should see a pending activation request.
4. Insert the provided **System ID** and click **Activate**.
5. Your system is now **activated** and Fuse Management Central can begin managing and monitoring it.
6. **Next step:** Configure the log settings for OpenText Archive Center. You should indicate the ECM logs path and the Tomcat logs path.



The logs path configuration is **required** in order to be able to remotely open, view and download OpenText Archive Center logs directly from Fuse Management Central.



If the authorize activation process fails, please check if all requirements are fulfilled and review the procedure.

## 5.6. Integration Channels

Integration channels allow Fuse Management Central to integrate with SMTP and/or 3rd Party incident management or alert systems, to easily notify teams about OpenText performance or health issues.

### Notifications Timezone

Communications made from Integration Channels have a specific timezone setting. This timezone is used to compose the messages sent to the configured Integration Channels, for example for the alert dates sent in email notifications or dates in ServiceNow incident comments.

The timezone used in these notifications can be changed in **Fuse Administration > Administration > Integration Channels**, in the **General Configurations** section.

### 5.6.1. SMTP

To enable email notifications for Fuse Management Central alerts, operations, etc... you must first configure the SMTP Settings.

1. On Fuse Management Central Administration area, click **Integration Channels**.
2. On the **SMTP** panel, fill in the following information:
  - a. **Enabled:** *Enable or disable the SMTP integration.*
  - b. **Sender Email:** *Type the email address that will be used as the "From" address in all email notifications sent by Fuse Management Central.*
  - c. **SMTP Host:** *The FQDN hostname of the SMTP server to which Fuse Management Central will connect in order to send email.*
  - d. **SMTP Port:** *The port number used by the SMTP server.*
  - e. (Optional) **SMTP Username:** *If your SMTP server requires it, type the username to be used in the connection to the SMTP server.*
  - f. (Optional) **SMTP Password:** *If your SMTP server requires it, type the password for the username you typed in the previous step.*
  - g. **Enable StartTLS:** *Enable this option if your SMTP server requires TLS.*
  - h. **Enable SSL:** *Enable this option if your SMTP server requires SSL.*
3. Click **Send test email** and validate if you have received a test email notification.



The test email notification will be sent to the email defined on your user account. If you are authenticated with the `fuseadmin` user account, this [user account email](#) must be properly set.

4. Click **Update** to save your SMTP configurations.

### Custom Email Settings

Custom email settings in Fuse Management Central allow you to personalize email alerts by creating a custom email template, containing the most relevant and up-to-date information for effective problem resolution and communication. This template can include placeholders dynamically filled with the details of each alert, providing users with tailored notifications that are relevant to their specific needs.

To enable custom email settings for Fuse Management Central alerts, follow these steps:

1. Navigate to the **SMTP** panel.
2. Enable the **Custom Email Settings** option.
3. Set the following information:
  - **Email To:** *Add additional email addresses where the notifications should be sent, complementing any existing ones.*

- **Subject:** *Customize the email alert subject, using one or more placeholders to include dynamic information.*
- **Body:** *Customize the email alert body, using one or more placeholders to include dynamic information.*

4. Click **Update** to save your SMTP configurations.

Below are the placeholders that can be used to customize the email alerts:

| Placeholder            | Description   |
|------------------------|---|
| @ SystemName           | The name of the affected system, e.g., "WEB4193".   |
| @ EnvironmentName      | The name of the affected environment, e.g., "PRODUCTION".   |
| @ ComponentType        | The type of component affected by the problem, e.g., "System Object Volume".  |
| @ ComponentName        | The name of the specific component impacted by the problem, e.g., "Document Conversion Server For Default".                                 |
| @ AlertStatus          | The current status of the alert, indicating whether it is active, resolved, or dismissed.   |
| @ AlertSeverity        | The severity level of the alert, such as "Error" or "Warning".  |
| @ AlertStartTimeStamp  | The start timestamp of the alert, displayed in the Fuse Management Central server's time zone format, e.g., "25 Aug 2021 16:59:39 (GMT+2)". |
| @ AlertFinishTimeStamp | The finish timestamp of the alert, also in the Fuse Management Central server's time zone format, e.g., "25 Aug 2021 17:12:21 (GMT+2)".     |
| @ AlertURL             | The URL of the alert details, redirecting to Fuse Management Central.   |
| @ AlertTitle           | The title or headline of the alert, summarizing the nature of the problem.  |
| @ AlertDescription     | A detailed description of the alert, providing context and additional information about the problem.  |



Please note that custom email settings will only be applied for single email alerts. Digest email alerts are currently excluded from the customized email template.



Digest email alerts consolidate multiple alerts into a single summary email, avoiding receiving separate emails for each alert. They provide users with a comprehensive overview of all the issues detected within a specified timeframe.

## 5.6.2. Checkmk Integration



**Checkmk** is one of the leading tools for Infrastructure and Application Monitoring, offering both Open Source and Enterprise license models.

Fuse Management Central offers a seamless integration with **Checkmk**, with an agent plug-in specifically designed to connect your Fuse Management Central instance to Checkmk.

Using the data provided by the [Alerts API](#), the plug-in will add a complete list of Services to be monitored in Checkmk, from your OpenText Content Suite.

The shared information is related to **active alerts** grouped by **System Type**, **System Name** and **Component**. It also includes alert monitoring for specific **Environment** scope alerts, as well as related to the **Fuse Management Central** instance and administration alerts.

### Checkmk Plug-in Download

To download the Fuse Management Central plug-in for Checkmk go to [Checkmk Exchange](#) and download the following package:

- [OpenText Fuse Management Central Plug-in](#)

### Checkmk Plug-in Installation and Configuration

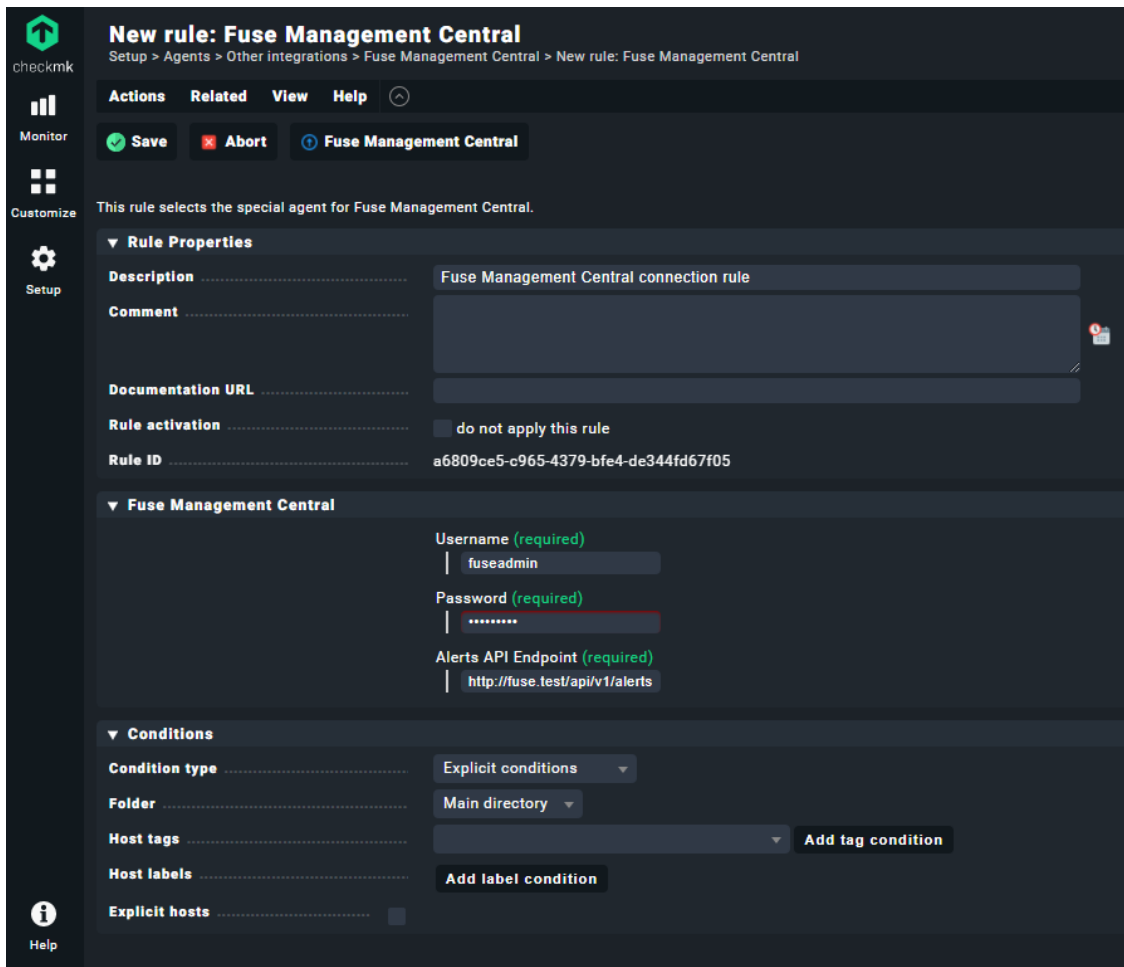
To install the Fuse Management Central plug-in in Checkmk follow these steps:

- Navigate to **Setup > Extension packages**.
- Click in **Upload package** and upload the recently downloaded Fuse Management Central package.
- Click in **Upload & Install**.

#### Configuration steps

Now you have the Fuse Management Central plug-in in your Checkmk and you can configure it:

- Navigate to **Setup > Other integrations > Fuse Management Central**
- **Create a new rule** with the Fuse Administrator credentials (username and password) and the URL for the Alerts API.
  - The Alerts API URL should be `http://[fuse-host]:[fuse-port]/api/v1/alerts`.



After creating the rule for the Fuse Management Central plug-in, create a new host, and in the **Service Configuration** page you can discover the Fuse services and add them to be monitored.

The screenshot shows the 'Services of host localhost' page in the Fuse Management Central interface. The page has a dark theme and includes a sidebar with navigation options like 'checkmk', 'Monitor', 'Customize', and 'Setup'. The main content area shows a breadcrumb trail: 'Setup > Hosts > Main directory > Properties of host localhost > Services of host localhost'. Below the breadcrumb, there are action buttons: 'Full service scan', 'Add missing, remove vanished', 'Monitor undecided services', and 'Remove vanished services'. A notification states 'Full scan finished after 9.49 s at 2021-05-10 13:29:19. Job details >'. The main section is titled '? Undecided services (currently not monitored)' and contains a table with the following data:

| State | Service  | Status detail           |
|-------|--|-------------------------|
| OK    | OpenText - Environment - Minium - Agents               | Errors: 0   Warnings: 0 |
| OK    | OpenText - Environment - Minium - Storage Providers    | Errors: 0   Warnings: 0 |
| OK    | OpenText - Environment - Minium - System Object Volume | Errors: 0   Warnings: 0 |
| OK    | OpenText - System - OTAC - otac - Buffers              | Errors: 0   Warnings: 0 |
| OK    | OpenText - System - OTAC - otac - Health               | Errors: 0   Warnings: 0 |
| OK    | OpenText - System - OTAC - otac - Logical Archives     | Errors: 0   Warnings: 0 |
| OK    | OpenText - System - OTAC - otac - Pools                | Errors: 0   Warnings: 0 |
| OK    | OpenText - System - OTAC - otac - Services             | Errors: 0   Warnings: 0 |
| OK    | OpenText - System - OTAC - otac - Storage Devices      | Errors: 0   Warnings: 0 |



In order to correctly see the Fuse services summary, you need to go to **Setup > Services > Service monitoring rules > Escape HTML in service output** and create a rule for the host with the Fuse services to **don't escape html**.

## Instance Service

The Fuse Management Central instance service has the name **Fuse Management Central - Instance**, this service will always appear.

If Checkmk can connect to the configured Fuse, it will have the **OK** state. If it can't connect to Fuse, it will have the **CRIT** state and the summary will have more information about why it could not connect to Fuse.

## Other Services

For each pair **System - Component** type, you will have a service with the name **OpenText - System - [system type] - [system name] - [component type name]**.

The same happens for the Environments, for each pair **Environment - Component** type, you will have a service named **OpenText - Environment - [environment name] - [component type name]**.

For the Admin component types, you will have one service for each, named **Fuse Management Central - [component type name]**.

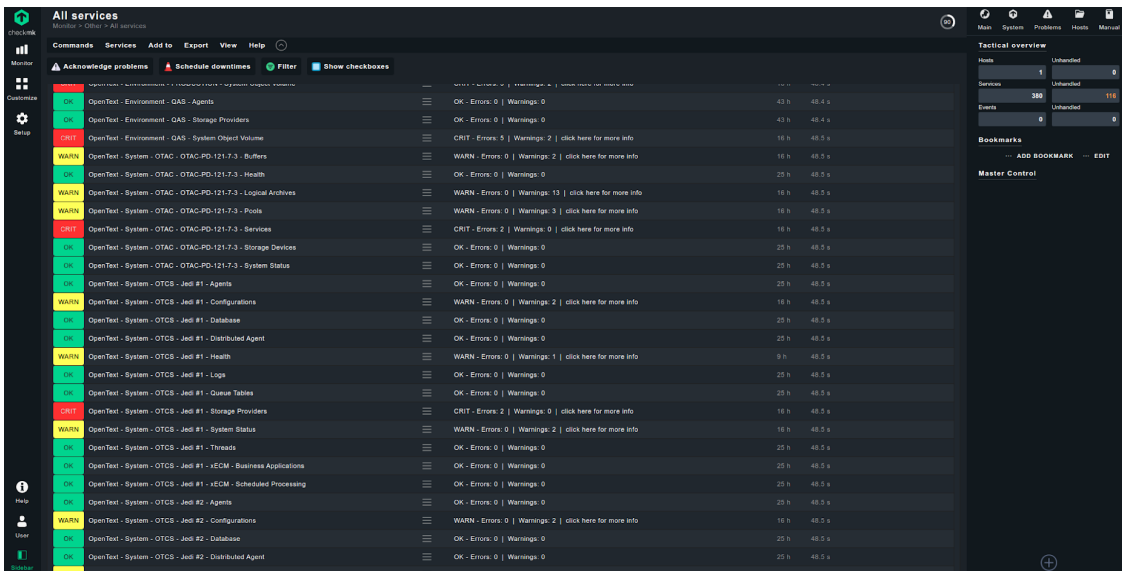
In these services you will be able to see the number of errors and warnings in their summary.

Regarding the state, they can have one of the following states:

- **OK** - there are no errors or warnings
- **WARN** - there are some warnings but no errors
- **CRIT** - there are errors

|      |  |   |
|------|--|---|
| WARN | OpenText - System - OTAC - OTAC-PD-121-7-3 - Pools           | WARN - Errors: 0   Warnings: 3   <a href="#">click here for more info</a> |
| CRIT | OpenText - System - OTAC - OTAC-PD-121-7-3 - Services        | CRIT - Errors: 2   Warnings: 0   <a href="#">click here for more info</a> |
| OK   | OpenText - System - OTAC - OTAC-PD-121-7-3 - Storage Devices | OK - Errors: 0   Warnings: 0  |

If a service is in a **WARN** or **CRIT** state, you will have a link to Fuse Management Central in its summary. The link will redirect you to the Fuse Management Central Alerts page with the correct filters selected, so you can see more details about the errors/warnings.



### 5.6.3. OpenText Service Management Automation X (SMAX)

OpenText SMAX uses built-in AI and analytics to deliver smart IT service management (ITSM). This integration allows Fuse Management Central to integrate seamlessly with OpenText SMAX incident management, allowing teams to receive notifications regarding OpenText performance, operations or health issues detected by Fuse Management Central.

#### OpenText SMAX Integration Setup

To enable OpenText SMAX notifications for Fuse Management Central alerts, you must first configure the OpenText SMAX Settings.

1. On Fuse Management Central Administration area, click **Integration Channels**.
2. On the **OpenText SMAX** panel, fill the following information:
  - a. **Enabled:** *Enable or disable the OpenText SMAX integration.*
  - b. **OpenText SMAX URL:** *Your OpenText SMAX server URL, for example <https://us23-smax.saas.microfocus.com>.*
  - c. **Tenant ID:** *\_Your OpenText SMAX tenant ID, for example 962991158.*

- d. **Username:** *Username to be used in the connection to the OpenText SMAX service.*



The provided user must have permissions to create and update incidents. Also, to be able to get all the possible configurations, the user needs to have permission to perform the following API calls listed in the end of the section.

- e. **Password:** *Password for the username typed in the previous step.*

3. Click **Connect** to validate the provided configuration. When settings are correct, the **Incident Settings** area is expanded.



On this area, you can configure additional settings. All these settings are required to ensure that OpenText SMAX incidents are categorized correctly.

- a. Incident Classification:

i. **Service:** *The Actual Service that will be assigned to the incident upon creation.*

ii. **Category:** *The category that will be assigned to the incident upon creation.*

- iii. Impact Classification:

A. **Warning Alerts:** *Mapping between Fuse Alert severity type WARNING into SMAX impact incident option.*

B. **Error Alerts:** *Mapping between Fuse Alert severity type ERROR into SMAX impact incident option.*

- iv. Urgency Classification:

A. **Warning Alerts:** *Mapping between Fuse Alert severity type WARNING into SMAX impact incident option.*

B. **Error Alerts:** *Mapping between Fuse Alert severity type ERROR into SMAX impact incident option.*

- b. Incident Assignment:

i. **Service Desk Group:** *The service group that will be assigned to the incident upon creation.*

- c. Incident Resolution:

i. **Completion Code:** *The Code selected will be used as default when an incident is resolved.*



The fields Service, Category, and Service Desk Group can be changed directly within the OpenText SMAX application. All other fields can be customized in Fuse Management Central `application.yml` file.

4. Once all configurations are set according to your needs, press **Update** to save the configuration.

## OpenText SMAX Custom Settings

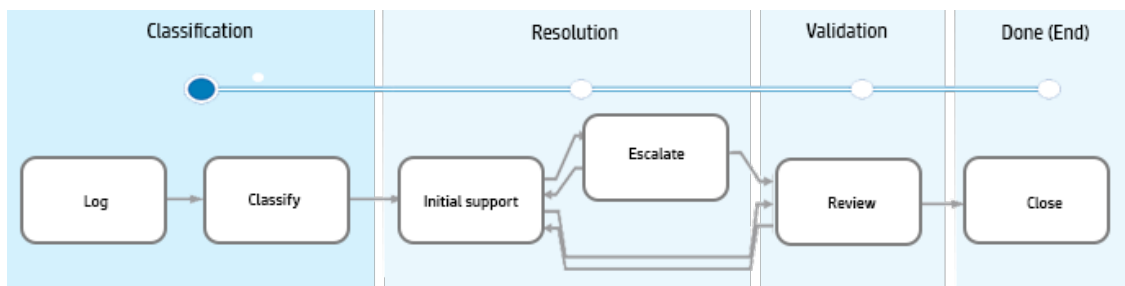
In this section, you will find a comprehensive list of the available settings for Fuse Management Central, along with their respective functionalities. These configurations are customizable and can be modified in the `application.yml` file located in the Fuse Management Central installation folder.

```
smax:  
  # Name: Display Name  
  enums:  
    urgency:  
      TotalLossOfService: Total Loss of Service  
      SevereDisruption: Severe Disruption  
      SlightDisruption: Slight Disruption  
      NoDisruption: No Disruption  
    impact:  
      Enterprise: Enterprise  
      SiteOrDepartment: Site or Department  
      MultipleUsers: Multiple Users  
      SingleUsers: Single Users  
    completionCode:  
      SuccessfulDiagnosis: Successful Diagnosis  
      NoFaultFound: No fault found  
      NoUserResponse: No user response  
      NotReproducible: Not reproducible  
      OutofScope: Out of scope  
      RequestRejected: Request rejected  
      Resolvedbyfix: Resolved successfully  
      ResolvedWorkaround: Resolved with workaround  
      UnabletoSolve: Unable to solve  
      WithdrawnbyUser: Withdrawn by user
```

The properties (urgency, impact and completionCode) are divided between the value sent to the API and the display name shown in Fuse.

## OpenText SMAX Incident Flow

This integration was specifically developed for the incident settings displayed in Fuse. Any additional settings that may be required by the incident form may not function properly. This design ensures that the incident flow comes pre-configured out of the box, as shown below:



## OpenText SMAX API Calls

To work as expected, Fuse needs access to the following OpenText SMAX's endpoints:

| HTTP method | API call  |
|-------------|---|
| GET         | {OPENTEXT_SMAX_URL}/auth/authentication-endpoint/authenticate/token?TENANTID={TENANTID}   |
| GET         | {OPENTEXT_SMAX_URL}rest/{TENANTID}/ems/ActualService?filter=PhaseId+!%3D+%27pRetired%27+or+PhaseId+%3D+null&layout=Id,DisplayLabel,SubType,BusinessCriticality,Environment,AssetModel,AssetModel.Id,AssetModel.DisplayLabel,AssetModel.AssetType,AssetModel.DeviceSubType,AssetModel.InfrastructurePeripheralSubType,AssetModel.IsDeleted&order=DisplayLabel+asc&meta=totalCount&size=9999&skip=0 |
| GET         | {OPENTEXT_SMAX_URL}rest/{TENANTID}/ems/PersonGroup?layout=FULL_LAYOUT&order=Name+asc&size=9999  |
| GET         | {OPENTEXT_SMAX_URL}/rest/{TENANTID}/ems/ITProcessRecordCategory?filter=IsActive+%3D+%27TRUE%27+and+Level1ParentId+%3D+null&layout=FULL_LAYOUT&order=DisplayLabel+asc&size=9999  |
| POST        | {OPENTEXT_SMAX_URL}/rest/{TENANTID}/ems/bulk"   |

### 5.6.4. ServiceNow Integration

This integration allows Fuse Management Central to integrate with ServiceNow incident management to easily notify teams about OpenText performance, operation or health issues detected by Fuse Management Central.

#### ServiceNow Integration Setup

To enable ServiceNow notifications for Fuse Management Central alerts, you must first configure the ServiceNow Settings.

1. On Fuse Management Central Administration area, click **Integration Channels**.
2. On the **ServiceNow** panel, fill the following information:
  - a. **Enabled:** *Enable or disable the ServiceNow integration.*
  - b. **ServiceNow URL:** *Your ServiceNow instance URL, for example <https://dev115171.service-now.com>.*
  - c. **Username:** *Username to be used in the connection to the ServiceNow service.*



User provided must have permissions to create and update incidents. Also, to be able to get all the possible configurations, the user needs to have permission to perform the following API calls listed in the end of the section.

- d. **Password:** *Password for the username typed in the previous step.*
3. Click **Connect** to validate the provided configuration. When settings are correct, the

**Incident Settings** area is expanded.



On this area you can configure some extra settings. None of those settings are required, but they will help ServiceNow incidents to be typified.

- a. Incident Status:
    - i. (Optional) **New Incident:** State selected will be used as default state when an incident is created.
    - ii. (Optional) **Resolve Incident:** State selected will be used as default state when an incident is resolved.
  - b. Incident Severity:
    - i. (Optional) **Warning Alert:** Mapping between Fuse Alert severity type WARNING into ServiceNow severity option.
    - ii. (Optional) **Error Alert:** Mapping between Fuse Alert severity type ERROR into ServiceNow severity option.
  - c. Additional Incident Fields (depending on your ServiceNow configurations, settings below may or may not be displayed):
    - i. (Optional) **Assignment Group:** Group selected will be used as default assignment group when an incident is created.
    - ii. (Optional) **Contact Type:** Contact type selected will be used as default contact type when an incident is created.
    - iii. (Optional) **Incident Area:** Area selected will be used as default incident area when an incident is created.
  - d. Static Settings (these settings cannot be changed):
    - i. **Caller:** The Caller is a static field based on the user serviceNow account provided previously.
    - ii. **Short Description:** Incident title used when an incident is created.
    - iii. **Description:** Incident description used when an incident is created.
4. Once all configurations are set according to your needs, press **Update** to save the configuration.

To work as expected, Fuse needs access to the following ServiceNow's endpoints:

| HTTP method | API call   |
|-------------|--|
| GET         | {ServiceNow_URL}/api/now/table/sys_user?sysparm_query=user_name={username}&sysparm_fields=user_name,sys_id,roles |
| GET         | {ServiceNow_URL}/api/now/table/sys_user_group?sysparm_fields=sys_id,name   |
| GET         | {ServiceNow_URL}/api/now/table/u_category?sysparm_fields=sys_id,u_incident_area                                  |

| HTTP method | API call   |
|-------------|--|
| GET         | {ServiceNow_URL}/api/now/table/sys_choice?name=incident&element={field}&language=EN&sysparm_fields=label,value |
| POST        | {ServiceNow_URL}/api/now/table/incident  |
| PUT         | {ServiceNow_URL}/api/now/table/incident/{id}   |

## 5.7. Alert Manager

Fuse Management Central uses an Alert Manager to automatically detect system anomalies and consequently triggering real-time alerts. These alerts are used to report on warning or error situations, such as performance degradations, failing agent schedule, lack of resources, among others.

### 5.7.1. Integration Channels

The current supported integration channels are:

| Channel                                | Description   |
|--|---|
| <b>User Interface</b> <i>(Default)</i> | Notification events are displayed on Fuse Management Central user interface, being displayed on the events list and adjusting the failing component style, providing real-time feedback to users. |
| <b>SMTP</b>                            | If the <a href="#">SMTP Settings</a> are properly set, alert notifications will be sent by email to the system owners.  |
| <b>ServiceNow</b>                      | If the <a href="#">ServiceNow Setup</a> is properly set, alert notifications will be sent to ServiceNow.  |

To manage an alert integration channel:

- On Fuse Management Central Administration area, click **Alert Manager**.
  - Click** on the ON/OFF toggle button to fully disable the alert for all integration channels.
  - Click** on the specific integration channel (e.g. "SMTP") toggle button to disable it from being dispatched to that integration channel.
- Click **Update** to save your new settings.

### 5.7.2. Metric Thresholds

Fuse Management Central system monitoring is based on numerous built-in, predefined metric thresholds. These default thresholds are set based on common usage scenarios but can be

adjusted to fit your organization requirements.

To change the default metric thresholds:

1. On Fuse Management Central Administration area, click **Alert Manager**.
2. **Adjust** each alert threshold, to fit your requirements.
3. Click **Update** to save your new settings.

### 5.7.3. Dismissing Alerts

Fuse Management Central allows to dismiss alerts for specific components inside a specific system or environment.

On **Alert Manager** page, Fuse Administrators can review existing Dismiss Rules for any alert. These rules are listed within each alert section and can be easily removed by **clicking** on the **Trash icon**.

You can filter the alerts list to show only those with Dismiss Rules by using the **Dismissed Alerts** filter at the top of the list and selecting the option **With Dismissed Rules**. This makes it easier to find a specific Dismiss Rule.

## 5.8. Alerts API

Fuse Management Central provides a REST API to deliver a summary of all active alerts, allowing alerts integration with third-party centralized monitoring solutions.

Fuse Management Central Alert API is available in the following endpoints:

| Endpoint  | Description   |
|---|---|
| <code>http://[host]:[port]/api/v1/alerts</code>         | <b>Alerts List Endpoint</b> - Lists all active alerts, optionally filtered by alert attributes.                             |
| <code>http://[host]:[port]/api/v1/alerts/layout</code>  | <b>Layout Endpoint</b> - Fetches the layout and details of all existent Environments, Systems and Component Types.          |
| <code>http://[host]:[port]/api/v1/alerts/summary</code> | <b>Alerts Summary Endpoint</b> - Fetches a summary of all active alerts, grouped by Environment, System and Component Type. |

### 5.8.1. Alerts List Endpoint

The Alerts List API endpoint provides a list of all active alerts, which can optionally be filtered by alert attributes.

The following attributes are provided for each entry:

| Attribute          | Description   |
|--------------------|---|
| alertDescription   | The alert description. E.g. "Storage provider 'Default' write performance is below 2MiB/s for more than 6m 0s". |
| alertDetailsURL    | The URL to Fuse Management Central alert details page.  |
| alertId            | The alert unique identifier. E.g. "7e7a397f-a4c8-3a59-ac88-b865f0d91ee4".                                       |
| alertObservedValue | The component's last observed value, which has triggered the alert. E.g. "1.70MB".                              |
| alertSeverity      | The alert severity ( <code>warning</code> or <code>error</code> ). E.g. "warning".                              |
| alertStartTime     | The alert start time, in timestamp format ("yyyy-MM-dd'T'HH:mm:ssZZZZ"). E.g. "2023-04-01'T'13:21:45ZZZZ".      |
| alertTitle         | The alert title. E.g. "Storage Provider 'Default' Write Performance".   |
| alertType          | The alert type. E.g. "otac_buffer_free_space_high".   |
| componentName      | The affected component name. E.g. "Local_Buffer".   |
| componentType      | The affected component type. E.g. "BUFFERS".  |
| environmentId      | The affected environment unique identifier. E.g. "098390f5-969f-4e43-a6c4-01d3d011864f".                        |
| environmentName    | The environment name. E.g. "Production - Local Site".   |
| systemId           | The affected system unique identifier. E.g. "0bdab526-9218-45de-ad2c-53e87b8f3e47".                             |
| systemName         | The affected system name. E.g. "PD-121-146".  |
| systemType         | The affected system type. E.g. "OTAC".  |

The alerts list may optionally be filtered, combining one or more of the available alert attribute filters, narrowing the scope of returned results. The filter usage is done by adding one or more alert attributes as URL parameters, e.g. `/api/v1/alerts?systemType=OTAC`.

The following alert attribute filter enumerators are available:

### System Type

|                                | <b>systemType</b> |
|--------------------------------|-------------------|
| <b>OpenText Content Server</b> | OTCS              |
| <b>OpenText Archive Center</b> | OTAC              |

### Alert Type and Component Type

|   | <b>alertType</b>              | <b>component Type</b> |
|---|-------------------------------|-----------------------|
| <b>System is offline</b>                          | heartbeat_missing             | SYSTEM                |
| <b>Authentication failed</b>                      | authentication_error          | SYSTEM                |
| <b>Low application performance</b>                | performance_low               | SYSTEM                |
| <b>CSIDE (Development) mode is enabled</b>        | cside_mode_on                 | SYSTEM                |
| <b>Low application disk space</b>                 | app_disk_space_low            | SYSTEM                |
| <b>Low disk space</b>                             | noapp_disk_space_low          | SYSTEM                |
| <b>Low CPU performance</b>                        | cpu_high                      | SYSTEM                |
| <b>Low memory available</b>                       | memory_high                   | SYSTEM                |
| <b>Admin server default password</b>              | default_admin_server_password | SYSTEM                |
| <b>Admin user default password</b>                | default_admin_user_password   | SYSTEM                |
| <b>JVM crash</b>                                  | dump_files                    | SYSTEM                |
| <b>LLClient connection issue</b>                  | ll_client_port_available      | SYSTEM                |
| <b>Fuse Management Client compatibility issue</b> | invalid_client_version        | FUSE_CLIENT           |

|  | <b>alertType</b>                                      | <b>component Type</b> |
|--|---|-----------------------|
| <b>Fuse Management Client secret key issue</b>                   | secretkey_error                                       | FUSE_CLIENT           |
| <b>Fuse Management Client pending log configurations</b>         | fuse_client_pending_log_configurations                | FUSE_CLIENT           |
| <b>Fuse Management Client pending directory configurations</b>   | fuse_client_pending_directories_configurations        | FUSE_CLIENT           |
| <b>System [SYSTEM_NAME] threads usage</b>                        | thread_usage_high                                     | THREADS               |
| <b>System [SYSTEM_NAME] threads queue time</b>                   | (Avg. Queue Time)                                     | THREADS               |
| <b>System [SYSTEM_NAME] threads queue time</b>                   | (Avg. Queue Time)                                     | THREADS               |
| <b>System [SYSTEM_NAME] threads avg. request execution time</b>  | (Avg. Execution Time)                                 | THREADS               |
| <b>System [SYSTEM_NAME] threads avg. request execution time</b>  | (Avg. Execution Time)                                 | THREADS               |
| <b>System [SYSTEM_NAME] thread #[THREADID] request execution</b> | threadExecutionTime                                   | THREADS               |
| <b>System [SYSTEM_NAME] exceptions</b>                           | thread_exceptions                                     | THREADS               |
| <b>System [SYSTEM_NAME] exceptions</b>                           | trace_files   | LOGS                  |
| <b>System [SYSTEM_NAME] logs size</b>                            | log_files_size_high                                   | LOGS                  |
| <b>Storage provider [PROVIDER_NAME] availability</b>             | storage_provider_unavailable                          | STORAGE_PROVIDERS     |
| <b>Storage provider [PROVIDER_NAME] write performance</b>        | storage_provider_extshared_write_performance          | STORAGE_PROVIDERS     |
| <b>Storage provider [PROVIDER_NAME] read performance</b>         | storage_provider_extshared_read_performance           | STORAGE_PROVIDERS     |
| <b>Storage provider [PROVIDER_NAME] write performance</b>        | storage_provider_enterprise_archive_write_performance | STORAGE_PROVIDERS     |
| <b>Storage provider [PROVIDER_NAME] read performance</b>         | storage_provider_enterprise_archive_read_performance  | STORAGE_PROVIDERS     |

|   | <b>alertType</b>                                   | <b>component Type</b> |
|---|--|-----------------------|
| <b>Storage provider [PROVIDER_NAME] write error</b>       | storage_provider_entrep<br>researchhive_cant_write | STORAGE_PR<br>OVIDERS |
| <b>Storage provider [PROVIDER_NAME] write error</b>       | storage_provider_extsha<br>red_cant_write          | STORAGE_PR<br>OVIDERS |
| <b>Storage provider [PROVIDER_NAME] write performance</b> | storage_provider_rdbms_<br>write_performance       | STORAGE_PR<br>OVIDERS |
| <b>Storage provider [PROVIDER_NAME] Free Space</b>        | storage_provider_extsha<br>red_free_space          | STORAGE_PR<br>OVIDERS |
| <b>Storage provider [PROVIDER_NAME] read performance</b>  | storage_provider_rdbms_<br>read_performance        | STORAGE_PR<br>OVIDERS |
| <b>Configuration policy [POLICY_NAME] compliance</b>      | configuration_policy_co<br>mpliance_failures       | CONFIGURAT<br>IONS    |
| <b>Environment 'VerifyAgent' process error</b>            | verify_agent_multiple_i<br>nstances                | AGENTS                |
| <b>Environment 'Notify' process error</b>                 | notify_loader_multiple_<br>instances               | AGENTS                |
| <b>System 'agents' loader configuration warning</b>       | agents_loader_false_con<br>figuration              | LOADERS               |
| <b>System 'notify' loader configuration warning</b>       | notify_loader_false_con<br>figuration              | LOADERS               |
| <b>System [SYSTEM_NAME] agent</b>                         | agent_nextstart_failed                             | AGENTS                |
| <b>Distributed Agent [AGENT_NAME] standing by</b>         | da_agent_status_stand_b<br>y                       | DISTRIBUTE<br>D_AGENT |
| <b>Distributed Agent [AGENT_NAME] stopped</b>             | da_agent_status_stopped                            | DISTRIBUTE<br>D_AGENT |
| <b>Distributed Agent [AGENT_NAME] status offline</b>      | da_agent_status_offline                            | DISTRIBUTE<br>D_AGENT |
| <b>Worker agent [AGENT_NAME] paused</b>                   | da_worker_status_paused                            | DISTRIBUTE<br>D_AGENT |
| <b>Worker agent [AGENT_NAME] stopped</b>                  | da_worker_status_stoppe<br>d                       | DISTRIBUTE<br>D_AGENT |
| <b>Worker agent [AGENT_NAME] status offline</b>           | da_worker_status_offlin<br>e                       | DISTRIBUTE<br>D_AGENT |

|   | <b>alertType</b>                        | <b>component Type</b> |
|---|---|-----------------------|
| <b>Primary distributed agent not defined</b>                  | da_primary_agent_undefined              | DISTRIBUTED_AGENT     |
| <b>Distributed agent task error</b>                           | da_total_task_error                     | DISTRIBUTED_AGENT     |
| <b>SOV process [PROCESS_NAME] is idle</b>                     | sov_processes_status_idle               | SOV                   |
| <b>SOV process [PROCESS_NAME] unknown status</b>              | sov_processes_status_unknown            | SOV                   |
| <b>SOV process [PROCESS_NAME] error</b>                       | sov_processes_status_error              | SOV                   |
| <b>SOV process [PROCESS_NAME] admin server error</b>          | sov_processes_status_admin_server_error | SOV                   |
| <b>SOV process [PROCESS_NAME] does not exist</b>              | sov_processes_status_not_exist          | SOV                   |
| <b>SOV process [PROCESS_NAME] error 11</b>                    | sov_processes_status_error_11           | SOV                   |
| <b>Admin Server [ADMINSERVER_NAME] is offline</b>             | sov_admserv_active                      | SOV                   |
| <b>Admin Server [ADMINSERVER_NAME] is in safe mode</b>        | sov_admserv_safe_mode                   | SOV                   |
| <b>iPool [IPOOL_NAME] quarantine warning</b>                  | sov_ipool_quarantined                   | SOV                   |
| <b>iPool [IPOOL_NAME] pending messages processing warning</b> | sov_ipool_pending_alert                 | SOV                   |
| <b>iPool [IPOOL_NAME] is idle</b>                             | sov_ipool_idle                          | SOV                   |
| <b>Data Flow [DATAFLOW_NAME] is suspended</b>                 | sov_dataflow_idle                       | SOV                   |
| <b>Partition [PARTITION_NAME] is unavailable</b>              | sov_partition_unavailable               | SOV                   |
| <b>Partition [PARTITION_NAME] is full</b>                     | sov_partition_full                      | SOV                   |
| <b>Partition [PARTITION_NAME] is almost full</b>              | sov_partition_almost_full               | SOV                   |

|  | <b>alertType</b>                        | <b>component Type</b> |
|--|---|-----------------------|
| <b>Search Federator "[SF_NAME]" connection error</b>                         | sov_search_federator_connection         | SOV                   |
| <b>Search Federator "[SF_NAME]" network health warning</b>                   | sov_search_federator_network_health     | SOV                   |
| <b>Search is not available</b>   | search.isAvailable                      | SOV                   |
| <b>"DTreeNotify" queue table object process performance</b>                  | queuetables_d_tree_notify               | QUEUE_TABLES          |
| <b>"LLEventQueue" queue table object process performance</b>                 | queuetables_ll_event_queue              | QUEUE_TABLES          |
| <b>"NotifyEvents" queue table object process performance</b>                 | queuetables_notify_events               | QUEUE_TABLES          |
| <b>"NotifyMessages" queue table object process performance</b>               | queuetables_notify_messages             | QUEUE_TABLES          |
| <b>"ProviderRetry" queue table object process performance</b>                | queuetables_provider_retry              | QUEUE_TABLES          |
| <b>"RenditionQueue" queue table object process performance</b>               | queuetables_rendition_queue             | QUEUE_TABLES          |
| <b>"WorkerQueue" queue table object process performance</b>                  | queuetables_worker_queue                | QUEUE_TABLES          |
| <b>"WorkerQueuePending" queue table object process performance</b>           | queuetables_worker_queue_pending        | QUEUE_TABLES          |
| <b>Database query performance issue in [TABLE_NAME]</b>                      | database_query_performance              | DB PERFORMANCE        |
| <b>Business Application [BUSINESS_APPLICATION_NAME] is unavailable</b>       | extendedecm_system_status               | XECM                  |
| <b>Business Application [BUSINESS_APPLICATION_NAME] authentication error</b> | extendedecm_system_auth_status          | XECM                  |
| <b>Extended ECM licensing issues</b>   | extendedecm_licensing_userlicense_issue | XECM                  |
| <b>Scheduled Job [JOB_NAME] status error</b>                                 | extendedecm_job_status                  | XECM                  |

|  | alertType                            | component Type          |
|--|--------------------------------------|-------------------------|
| Scheduled Job [JOB_NAME] has error items               | extendedecm_job_error_items          | XECM                    |
| [SERVICE_NAME] status error                            | otac_service_status_error            | OTAC_SERVICE            |
| Logical Archive [ARCHIVE_NAME] pool warning            | otac_archive_no_pools                | OTAC_ARCHIVE            |
| Pool [POOL_NAME] is almost full                        | otac_pool_free_space_high            | OTAC_POOL               |
| Pool [POOL_NAME] is full                               | otac_pool_free_space_limit           | OTAC_POOL               |
| Pool [POOL_NAME] has no volumes                        | otac_pool_no_volumes                 | OTAC_POOL               |
| Buffer [BUFFER_NAME] free space warning                | otac_buffer_free_space_high          | OTAC_BUFFER             |
| Buffer [BUFFER_NAME] free space error                  | otac_buffer_free_space_limit         | OTAC_BUFFER             |
| Buffer [BUFFER_NAME] volumes warning                   | otac_buffer_no_volumes_attached      | OTAC_BUFFER             |
| Storage Device [DEVICE_NAME] free space warning        | otac_storage_device_free_space_high  | OTAC_STORAGE_DEVICE     |
| Storage Device [DEVICE_NAME] free space error          | otac_storage_device_free_space_limit | OTAC_STORAGE_DEVICE     |
| Storage Device [DEVICE_NAME] is detached               | otac_storage_device_detached         | OTAC_STORAGE_DEVICE     |
| Storage Device [DEVICE_NAME] has unavailable volume(s) | otac_storage_device_aborted          | OTAC_STORAGE_DEVICE     |
| Storage Device [DEVICE_NAME] aborted connection        | devices.device.isAborted             | OTAC_STORAGE_DEVICE     |
| Job [JOB_NAME] error                                   | otac_job_has_protocol_error          | OTAC_JOB                |
| DocTool [DOCTOOL_NAME] has error document(s)           | otac_dp_queue_has_errors             | OTAC_DOCUMENT_PIPELINES |
| Doctool [DOCTOOL_NAME] is disabled                     | otac_dp_queue_disabled               | OTAC_DOCUMENT_PIPELINES |

|  | alertType             | component Type          |
|--|-----------------------|-------------------------|
| <b>DocTool [DOCTOOL_NAME] has failed to load</b> | otac_dp_queue_failed  | OTAC_DOCUMENT_PIPELINES |
| <b>Unknown DocTool [DOCTOOL_NAME]</b>            | otac_dp_queue_unknown | OTAC_DOCUMENT_PIPELINES |
| <b>Metric is stale</b>                           | stale_metric          | HEALTH                  |
| <b>Disk Space Status</b>                         | health_disk           | HEALTH                  |
| <b>Disk Space Status</b>                         | health_disk           | HEALTH                  |
| <b>Metrics Database Status</b>                   | health_prometheus     | HEALTH                  |
| <b>Mail Status</b>                               | health_mail           | HEALTH                  |
| <b>Database Status</b>                           | health_database       | HEALTH                  |
| <b>Alert Manager Status</b>                      | health_alert_manager  | HEALTH                  |
| <b>ServiceNow Status</b>                         | health_service_now    | HEALTH                  |

### 5.8.2. Layout Endpoint

The Layout API endpoint provides an overview on the existent Systems, Environments and Component Types, as well as the Component Types used to classify Fuse Administration alerts.

This information works as metadata to be cross-referenced by other endpoints of the API.

### 5.8.3. Alerts Summary Endpoint

The Alerts Summary API endpoint provides a summary list of current active alerts, grouped by Environment, System and Component Type.

The following attributes are provided for each entry:

| Attribute | Description                           |
|-----------|---------------------------------------|
| envId     | Unique identifier of the Environment. |
| systemId  | Unique identifier of the System.      |

| Attribute                  | Description   |
|----------------------------|---|
| <code>componentType</code> | Unique identifier of the Component Type.  |
| <code>errors</code>        | Total number of error alerts.   |
| <code>warnings</code>      | Total number of warning alerts.   |
| <code>link</code>          | Link to Fuse Management Central alert details page, with pre-configured filters for the alerts included in the summary entry. |

### Summary entry use cases

Each summary entry may have one or multiple attributes missing, depending on the type of alerts it represents:

| Attributes   | Description  |
|--|--|
| <code>systemId</code> is null but <code>envId</code> exists  | These are Environment alerts, exclusive to the Environment scope.        |
| <code>systemId</code> is null and <code>envId</code> is null | These are Administration alerts, exclusive to Fuse Administration scope. |
| <code>errors</code> is null                                  | No error alerts to report.   |
| <code>warnings</code> is null                                | No warning alerts to report.   |

### Systems

List of all Systems in Fuse Management Central.

The following attributes are provided for each System:

| Attribute                   | Description   |
|-----------------------------|---|
| <code>id</code>             | Unique identifier of the System.  |
| <code>name</code>           | Name of the System in Fuse Management Central.  |
| <code>type</code>           | Type of the System ( <i>OTCS</i> or <i>OTAC</i> ).  |
| <code>componentTypes</code> | List of Component Types existent in that System, identified by <code>id</code> and <code>displayName</code> . |

## Environments

List of all Environments in Fuse Management Central.

The following attributes are provided for each Environment:

| Attribute                   | Description  |
|-----------------------------|--|
| <code>id</code>             | Unique identifier of the Environment.  |
| <code>name</code>           | Name of the Environment in Fuse Management Central.  |
| <code>componentTypes</code> | List of Component Types existent in that Environment, exclusive to the Environment scope, identified by <code>id</code> and <code>displayName</code> . |

## Admin

Fuse Administration alerts metadata.

The following attributes are provided:

| Attribute                   | Description   |
|-----------------------------|---|
| <code>componentTypes</code> | List of Component Types existent to classify Admin alerts, identified by <code>id</code> and <code>displayName</code> . |

## 5.9. Backup and Restore

Fuse Management Central deals with large amounts of data in different databases. It is highly recommended that you keep recurrent backups of the stored data, avoiding losing any data in case of unfortunate events.

### 5.9.1. Backup Fuse Management Central Data

All data stored by Fuse Management Central is saved into two different databases:

1. **Fuse Management Central Database** - A PostgreSQL database, used to store the application model and system metadata information.
2. **Fuse Management Central Metrics Database** - A Prometheus time series database, used to store system metrics and alerts data.

Both databases are located in the "Data Directory" that you selected during installation, usually at `C:\ProgramData\Fuse Management Central`.



We strongly recommend to keep recurrent backups of this folder and its subfolders, since the databases can be later associated with a clean installation of Fuse Management Central if needed.



It is highly recommended that you stop all Fuse Management Central services before taking a backup of the folder. Backups during runtime can result in incomplete or corrupted data.

## 5.9.2. Restore a Backup

If you have a previous backup of the Data Directory folder being used by Fuse Management Central (usually at `C:\ProgramData\Fuse Management Central`), you can use that folder as a restore point to a new installation of Fuse Management Central.

### Restore to new installation

In order to restore Fuse Management Central with that data, simply make a new installation pointing the Data Directory to the existing restore folder that you have, instead of a new location. Bear in mind that this new installation will use this new folder as its Data Directory from now on, so choose a convenient location for that folder before the installation (we recommend `C:\ProgramData\Fuse Management Central`).

### Restore to current installation

If you don't want to do a new installation, you can always replace the current Data Directory by your backup. Just make sure to **stop all Fuse Management Central services** before replacing the current data with the backup.

### Restore Considerations

After restoring a previous backup, some controlled errors may occur, that may require your attention:

- Data loss may occur between the restore point and the current point.
- Licensing issues that may lead to deactivated systems:
  - You may need to acquire and apply a new license, as well as reactivate all systems, if your license information has changed.
  - The new installation won't have a license applied by default.
- Fuse Management Central configurations, such as Hostname, API Endpoint and License, may differ from the previous settings.
- OTDS Integration may need to be checked in case the hostname has changed.



There are several possible problems that may have led to this situation, and while we strive to address them all, it is possible that other errors may arise. If you encounter additional problems or experience difficulties restoring your data, please contact [product.support@vilt-group.com](mailto:product.support@vilt-group.com) for assistance.

## 6. Uninstall Fuse Management Central

This chapter describes how to remove Fuse Management Central from a host server. If you are upgrading to a newer version of Fuse Management Central, it may be necessary to uninstall the older version.

### 6.1. Uninstall on Microsoft Windows

Fuse Management Central uses a Windows Installer to remove components from a Windows platform. The program is designed to remove all program files installed at the time of the Fuse Management Central installation.



The uninstall process **will not remove any configuration and long term metric data**. This is beneficial because you can retain these data files for use if you upgrade your Fuse Management Central software.

To force the deletion of all Fuse Management Central data files, please contact [product.support@vilt-group.com](mailto:product.support@vilt-group.com).

To uninstall Fuse Management Central on Windows:

1. Stop all Fuse Management Central services.
2. Using the Windows application for removing programs (for example, **Programs and Features**), select Fuse Management Central installer and then click **Uninstall**.
3. Use the uninstall wizard automatically to remove all Fuse Management Central installed components.

## 7. Appendix A - Troubleshooting

### 7.1. Known Issues and Workarounds

This section describes scenarios that users may run into and how to troubleshoot and work around or fix them.

#### 7.1.1. Metrics not available after installation or upgrade

In some Content Server installations, after installing/upgrading and activating a system, the metrics might not be available and your System will appear offline. In that case there are several things to check:

- If the installation or upgrade of the Fuse Management Client module fails to complete the system restart correctly. Try restarting Content Server manually.
- Check if the firewall is blocking HTTP requests between Fuse Management Central installation and the System being activated.
- Check Fuse Management Client logs to make sure metrics are being dispatched:
  - Change the log level to 'DEBUG', using `<Content_Server_URL>?func=fuseclient.ConfigureLogging` or using Fuse Management Central logs widget configuration (please refer to the **Logs** section of Fuse Management Central User Guide).
  - Check the logs in the OTCS log directory with the name `fuseclient<date>.log`.

#### 7.1.2. Error when adding a new System with https

When adding a new system with HTTPS, an error message similar to the following one might be displayed:

```
Failed to connect
Resource not reachable: I/O error on POST request (...) unable to find
valid certification path to requested target
```

In this case, the corresponding SSL certificate must be configured in Fuse Management Central, as documented in section **Enabling SSL** of **Installation and Administration Guide**.

#### 7.1.3. Fuse Metrics Database corrupted files

Sometimes some data files in the Fuse Metrics Database can become corrupted, preventing the Metrics service to start. We found that this issue commonly occurs in the following scenarios:

- Fuse Metrics Database service was not shutdown correctly.
- Disk ran out of space.

If this happens, we suggest shutting down Fuse Management Central (all services) and then

restart Fuse Management Central (all services).

At this stage, some errors may occur when restarting the Fuse Metrics Database if there are corrupted data files present. If you encounter an error while starting the Fuse Metrics Database, please check the Fuse Metrics Database logs. The logs may contain entries similar to the following, indicating potential issues:

```
err="opening storage failed: block dir:  
\"data\\01E270EBZ1YPKF7BB2WZ38H5SV\": open  
data\\01E270EBZ1YPKF7BB2WZ38H5SV\\meta.json: The system cannot find the  
file specified."
```

or

```
err="opening storage failed: found unsequential head chunk files 23 and  
25"
```

In order to fix this issue, the folder or file specified in the log message, for example *01E270EBZ1YPKF7BB2WZ38H5SV* or chunk files 23 and 25, should be deleted. These folders can be found in the Fuse Metrics Database installation directory, typically within the **data** or **data/chunks\_head** folders.

This process should be repeated for each folder or file mentioned in the logs until Fuse Metrics Database is able to start without any errors.

#### 7.1.4. Uninstall Fuse Management Client for OpenText Content Server (16.2.2, 16.2.3, 16.2.4)

For the Content Server versions **16.2.2**, **16.2.3** and **16.2.4**, we found out that the standard soft-restart is not enough to reload all the loaders required for Fuse Management Client. Therefore, we recommend restarting the processes/services of Content Server to make sure everything is updated properly.

#### 7.1.5. Fuse Management Central unable to connect with ServiceNow

To configure ServiceNow in Fuse, the provided user must explicitly have one of the following roles: **admin**, **itil** or **itil\_admin**.

If the user has one of the required roles, but you still get the error message indicating that the user lacks permission to create or update incidents when trying to connect, please add the following configuration to **application.yml** file located at `<fuse_installation_folder>/config/` (e.g. `C:\Program Files (x86)\Fuse Management Central\config\`).

```
service-now:  
  roles:  
    - admin  
    - itil_admin  
    - itil
```

## 7.1.6. CPU Usage not being displayed in Windows systems

Fuse Client requires permission to access CPU performance on Windows systems. If the CPU usage chart is not displaying any data, it is possible that the Fuse Client does not have the necessary permissions to retrieve it.

The Windows User running Fuse Client needs to belong to one of the following groups:

- Performance Log Users
- Performance Monitor Users

It is also possible that the Windows system counters do not exist. You can check this by attempting to open the Windows Performance Monitor. For more information about system counters and how to rebuild them, please refer to official Microsoft documentation on [Manually rebuild performance counters for Windows Server](#).

## 7.1.7. SELinux blocking Fuse Management Client for OTAC execution

If you have SELinux installed on your system, it might be blocking the execution of the Fuse Client binary (`/path/to/fuse/client/fuse-client-otac.jar`).

If you attempt to run the Fuse Client OTAC and it doesn't start, check your SELinux alerts to determine if the execution of `fuse-client-otac.jar` is being blocked. If it is, you will need to adjust your SELinux policies and settings to allow the execution.

Sometimes, simply restoring the SELinux context is enough to unblock it:

```
/sbin/restorecon -v /path/to/fuse/client/fuse-client-otac.jar
```

By default, after extraction, the `fuse-client-otac.jar` might not be categorized as an executable. If that is the case, you might need to change the SELinux context of the file with:

```
chcon --type=java_exec_t /path/to/fuse/client/fuse-client-otac.jar
```

However, this is highly dependent on your own infrastructure and policies, so you might want to consult your System Administrator.

## 8. Appendix B - How-Tos

This section contains some quick and basic tutorials on general topics and tools related to Fuse Management Central.

Please have into consideration that these are general tutorials with general instructions, and the correct application of them highly depends on your specific scenario and systems.



These tutorials do not replace the official documentation available for each topic or tool. Please search the web for official documentation if you want more details on a certain topic or tool.

### 8.1. How to install and configure Prometheus on a Linux Server



This quick guide serves as a general reference and is not intended as official documentation. It is important to note that consulting official documentation is necessary, as the effectiveness of this guide relies on your individual circumstances and system configurations.

This guide explains how to install and configure Prometheus on a Linux Server.

#### 8.1.1. Pre-requirements

- Superuser (sudo) access to the Linux machine
- Access to the internet to download Prometheus binaries

#### 8.1.2. Setup Prometheus

1. Go to the Prometheus downloads page (<https://prometheus.io/download/#prometheus>) and get the correct download link for the required version, for example <https://github.com/prometheus/prometheus/releases/download/v2.49.1/prometheus-2.49.1.linux-amd64.tar.gz>.
2. Download and extract Prometheus binaries to a folder called `prometheus-files`:



This guide uses `curl` to download the binaries, but you can download them on your own way, whichever is more convenient.

```
curl -LO
https://github.com/prometheus/prometheus/releases/download/v{prometh
eus-version}/prometheus-{prometheus-version}.linux-amd64.tar.gz
tar -xvf prometheus-{prometheus-version}.linux-amd64.tar.gz
mv prometheus-{prometheus-version}.linux-amd64 prometheus-files
```

3. Create a specific user for Prometheus:

```
sudo useradd --no-create-home --shell /bin/false prometheus
```

4. Create the necessary directories and assign ownership of these directories to the **Prometheus** user:

```
sudo mkdir /etc/prometheus
sudo mkdir /var/lib/prometheus
sudo chown prometheus:prometheus /etc/prometheus
sudo chown prometheus:prometheus /var/lib/prometheus
```

5. Copy `prometheus` and `promtool` binaries from `prometheus-files` to `/usr/local/bin` and assign ownership of these binaries to the **Prometheus** user:

```
sudo cp prometheus-files/prometheus /usr/local/bin/
sudo cp prometheus-files/promtool /usr/local/bin/
sudo chown prometheus:prometheus /usr/local/bin/prometheus
sudo chown prometheus:prometheus /usr/local/bin/promtool
```

6. Copy the `consoles` and `console_libraries` directories from `prometheus-files` to `/etc/prometheus` and assign ownership of these directories to the **Prometheus** user:

```
sudo cp -r prometheus-files/consoles /etc/prometheus
sudo cp -r prometheus-files/console_libraries /etc/prometheus
sudo chown -R prometheus:prometheus /etc/prometheus/consoles
sudo chown -R prometheus:prometheus /etc/prometheus/console_libraries
```

### 8.1.3. Setup Prometheus Configuration



This guide will create a default Prometheus configuration file at `/etc/prometheus/prometheus.yml`. However, during the Fuse Management Central installation, you will need to replace this configuration file with one provided by Fuse Management Central.

1. Create the `prometheus.yml` file and add a default configuration for Prometheus to monitor itself:

```
sudo vi /etc/prometheus/prometheus.yml
```

```
global:
  scrape_interval: 10s
scrape_configs:
  - job_name: 'prometheus'
    scrape_interval: 5s
    static_configs:
      - targets: ['localhost:9090']
```

2. Ensure that the **Prometheus** user is the owner of the configuration file:

```
sudo chown prometheus:prometheus /etc/prometheus/prometheus.yml
```

## 8.1.4. Setup Prometheus as a Service

1. Create a Prometheus service file:

```
sudo vi /etc/systemd/system/prometheus.service
```

```
[Unit]
Description=Prometheus
Wants=network-online.target
After=network-online.target
[Service]
User=prometheus
Group=prometheus
Type=simple
ExecStart=/usr/local/bin/prometheus \
  --config.file=/etc/prometheus/prometheus.yml \
  --storage.tsdb.path=/var/lib/prometheus/ \
  --web.console.templates=/etc/prometheus/consoles \
  --web.console.libraries=/etc/prometheus/console_libraries
[Install]
WantedBy=multi-user.target
```

2. Reload the systemd service:

```
sudo systemctl daemon-reload
```

3. Start the Prometheus service:

```
sudo systemctl start prometheus
```

4. You can check the status of the service with:

```
sudo systemctl status prometheus
```

5. You can stop the Prometheus service with:

```
sudo systemctl stop prometheus
```

## 8.1.5. Validate Prometheus installation

With the Prometheus service running, you should be able to access Prometheus web console on <http://<prometheus-server>:9090/graph>.

## 8.1.6. Possible issues and workarounds

### Running Prometheus in a different Port

The previous guide assumes that the port 9090 is available and that Prometheus will run there. If that is not the case, the following changes must be made to make Prometheus available in a different port.

1. Add the argument `--web.listen-address=0.0.0.0:<new-port>` to Prometheus startup script.
2. Change `prometheus.yml` file default target to new port.

```
scrape_configs:  
  - job_name: 'prometheus'  
    scrape_interval: 5s  
    static_configs:  
      - targets: ['localhost:<new-port>']
```



This configuration may have already been replaced by Fuse Management Central own configuration, and the default scrape target may no longer exist if you have already proceeded with the Fuse Management Central installation.

### Firewall blocking external access to Prometheus

If you cannot access Prometheus web console from an external system, your Firewall might be blocking it.

External access to Prometheus **is not mandatory**, since all components that need access to Prometheus are in the same machine.

However, if you want to test the Prometheus installation by accessing it externally, please refer to your Firewall provider official documentation and allow external access to the Prometheus port.

### SELinux blocking Prometheus binary execution

If you have SELinux enabled on your system, it might block the execution of the Prometheus binary located at `(/usr/local/bin/prometheus)`.

If you attempt to run Prometheus and encounter issues with it not starting, inspect your SELinux alerts to determine if it is being blocked. If SELinux is indeed blocking Prometheus, you will need to adjust your SELinux policies and settings to permit the execution of

Prometheus.

Sometimes a simple restore of the SELinux context is enough to unblock it:

```
/sbin/restorecon -v /usr/local/bin/prometheus
```

However, this is highly dependent on your own infrastructure and policies, so you might want to consult your System Administrator.

## 8.2. How to install and configure AlertManager on a Linux Server



This quick guide serves as a general reference and is not intended as official documentation. It is important to note that consulting official documentation is necessary, as the effectiveness of this guide relies on your individual circumstances and system configurations.

This guide explains how to install and configure AlertManager on a Linux Server.

### 8.2.1. Pre-requirements

- Superuser (sudo) access to the Linux machine
- Access to the internet to download AlertManager binaries

### 8.2.2. Setup AlertManager

1. Go to the AlertManager downloads page (<https://prometheus.io/download/#alertmanager>) and get the correct download link for the required version, for example <https://github.com/prometheus/alertmanager/releases/download/v0.26.0/alertmanager-0.26.0.linux-amd64.tar.gz>.
2. Download and extract AlertManager binaries to a folder called `alertmanager-files`:



This guide uses `curl` to download the binaries, but you can download them on your own way, whichever is more convenient.

```
curl -LO
https://github.com/prometheus/alertmanager/releases/download/v{alert
manager-version}/alertmanager-{alertmanager-version}.linux-
amd64.tar.gz
tar -xvf alertmanager-{alertmanager-version}.linux-amd64.tar.gz
mv alertmanager-{alertmanager-version}.linux-amd64 alertmanager-
files
```

3. Create a specific user for AlertManager:

```
sudo useradd --no-create-home --shell /bin/false alertmanager
```

4. Create the necessary directories and assign ownership of these directories to the **Alertmanager** user:

```
sudo mkdir /etc/alertmanager
sudo mkdir /var/lib/alertmanager
sudo chown alertmanager:alertmanager /etc/alertmanager
sudo chown alertmanager:alertmanager /var/lib/alertmanager
```

5. Copy `alertmanager` and `amtool` binaries from `alertmanager-files` to `/usr/local/bin` and assign ownership of these binaries to the **Alertmanager** user:

```
sudo cp alertmanager-files/alertmanager /usr/local/bin/
sudo cp alertmanager-files/amtool /usr/local/bin/
sudo chown alertmanager:alertmanager /usr/local/bin/alertmanager
sudo chown alertmanager:alertmanager /usr/local/bin/amtool
```

### 8.2.3. Setup AlertManager Configuration



This guide will create a default AlertManager configuration file at `/etc/alertmanager/alertmanager.yml`. However, during the Fuse Management Central installation, you will need to replace this configuration file with one provided by Fuse Management Central.

1. Copy the default `alertmanager.yml` file from `alertmanager-files` directory to `/etc/alertmanager/alertmanager.yml`:

```
sudo cp alertmanager-files/alertmanager.yml
/etc/alertmanager/alertmanager.yml
```

2. Ensure that the **Alertmanager** user is the owner of the configuration file:

```
sudo chown alertmanager:alertmanager
/etc/alertmanager/alertmanager.yml
```

### 8.2.4. Setup AlertManager as a Service

1. Create an AlertManager service file:

```
sudo vi /etc/systemd/system/alertmanager.service
```

```
[Unit]
Description=AlertManager
Wants=network-online.target
After=network-online.target
[Service]
User=alertmanager
Group=alertmanager
Type=simple
ExecStart=/usr/local/bin/alertmanager \
  --config.file=/etc/alertmanager/alertmanager.yml \
  --storage.path=/var/lib/alertmanager/
[Install]
WantedBy=multi-user.target
```

2. Reload the systemd service:

```
sudo systemctl daemon-reload
```

3. Start the AlertManager service:

```
sudo systemctl start alertmanager
```

4. You can check the status of the service with:

```
sudo systemctl status alertmanager
```

5. You can stop the AlertManager service with:

```
sudo systemctl stop alertmanager
```

## 8.2.5. Validate AlertManager installation

With the AlertManager service running, you should be able to access AlertManager web console on <http://<alertmanager-server>:9093/>.

## 8.2.6. Possible issues and workarounds

### Running AlertManager in a different Port

The previous guide assumes that the port 9093 is available and that AlertManager will run there. If that is not the case, the following changes must be made to make AlertManager available in a different port.

1. Add the argument `--web.listen-address=0.0.0.0:<new-port>` to AlertManager startup script.

## Firewall blocking external access to AlertManager

If you cannot access AlertManager web console from an external system, your Firewall might be blocking it.

External access to AlertManager **is not mandatory**, since all components that need access to AlertManager are in the same machine.

However, if you want to test the AlertManager installation by accessing it externally, please refer to your Firewall provider official documentation and allow external access to the AlertManager port.

## SELinux blocking AlertManager binary execution

If you have SELinux enabled on your system, it might block the execution of the Alertmanager binary located at (`/usr/local/bin/alertmanager`).

If you attempt to run AlertManager and encounter issues with it not starting, inspect your SELinux alerts to determine if it is being blocked. If SELinux is indeed blocking AlertManager, you will need to adjust your SELinux policies and settings to permit the execution of AlertManager.

Sometimes a simple restore of the SELinux context is enough to unblock it:

```
/sbin/restorecon -v /usr/local/bin/alertmanager
```

However, this is highly dependent on your own infrastructure and policies, so you might want to consult your System Administrator.

## 8.3. How to upgrade Prometheus on a Linux Server



This quick guide serves as a general reference and is not intended as official documentation. It is important to note that consulting official documentation is necessary, as the effectiveness of this guide relies on your individual circumstances and system configurations.

This guide explains how to upgrade an existent installation of Prometheus on a Linux Server.

### 8.3.1. Requirements and Assumptions

This guide assumes that the Prometheus installation was completed according to the instructions provided in [How to install and configure Prometheus on a Linux Server](#).

You will need **superuser (sudo)** access to the Linux machine.

## 8.3.2. Upgrade Prometheus

1. Stop Prometheus service:

```
sudo systemctl stop prometheus
```

2. Create a backup of the Prometheus data storage directory:

- `/var/lib/prometheus`

3. Go to the Prometheus downloads page (<https://prometheus.io/download/#prometheus>) and get the correct download link for the required version, for example <https://github.com/prometheus/prometheus/releases/download/v2.49.1/prometheus-2.49.1.linux-amd64.tar.gz>.

4. Download and extract Prometheus binaries to a folder called `prometheus-upgrade-files`:



This guide uses `curl` to download the binaries, but you can download them on your own way, whichever is more convenient.

```
curl -LO
https://github.com/prometheus/prometheus/releases/download/v{prometh
eus-version}/prometheus-{prometheus-version}.linux-amd64.tar.gz
tar -xvf prometheus-{prometheus-version}.linux-amd64.tar.gz
mv prometheus-{prometheus-version}.linux-amd64 prometheus-upgrade-
files
```

5. Replace current `prometheus` and `promtool` binaries with the new ones and assign ownership of these binaries to the **Prometheus** user:

```
sudo cp prometheus-upgrade-files/prometheus
/usr/local/bin/prometheus
sudo cp prometheus-upgrade-files/promtool /usr/local/bin/promtool
sudo chown prometheus:prometheus /usr/local/bin/prometheus
sudo chown prometheus:prometheus /usr/local/bin/promtool
```

6. Replace the current `consoles` and `console_libraries` directories with the new ones and assign ownership of these directories to the **Prometheus** user:

```
sudo cp -r prometheus-upgrade-files/consoles /etc/prometheus
sudo cp -r prometheus-upgrade-files/console_libraries
/etc/prometheus
sudo chown -R prometheus:prometheus /etc/prometheus/consoles
sudo chown -R prometheus:prometheus
/etc/prometheus/console_libraries
```

7. Start Prometheus service again:

```
sudo systemctl start prometheus
```

## 8.4. How to upgrade AlertManager on a Linux Server



This quick guide serves as a general reference and is not intended as official documentation. It is important to note that consulting official documentation is necessary, as the effectiveness of this guide relies on your individual circumstances and system configurations.

This guide explains how to upgrade an existent installation of AlertManager on a Linux Server.

### 8.4.1. Requirements and Assumptions

This guide assumes that the Alertmanager installation was completed according to the instructions provided in [How to install and configure AlertManager on a Linux Server](#).

You will need **superuser (sudo)** access to the Linux machine.

### 8.4.2. Upgrade AlertManager

1. Stop AlertManager service:

```
sudo systemctl stop alertmanager
```

2. Create a backup of the AlertManager data storage directory:

- `/var/lib/alertmanager`

3. Go to the AlertManager downloads page (<https://prometheus.io/download/#alertmanager>) and get the correct download link for the required version, for example <https://github.com/prometheus/alertmanager/releases/download/v0.26.0/alertmanager-0.26.0.linux-amd64.tar.gz>.

4. Download and extract AlertManager binaries to a folder called `alertmanager-upgrade-files`:



This guide uses `curl` to download the binaries, but you can download them on your own way, whichever is more convenient.

```
curl -LO
https://github.com/prometheus/alertmanager/releases/download/v{alert
manager-version}/alertmanager-{alertmanager-version}.linux-
amd64.tar.gz
tar -xvf alertmanager-{alertmanager-version}.linux-amd64.tar.gz
mv alertmanager-{alertmanager-version}.linux-amd64 alertmanager-
upgrade-files
```

5. Replace current `alertmanager` and `amtool` binaries with the new ones and assign ownership of these binaries to the **Alertmanager** user:

```
sudo cp alertmanager-upgrade-files/alertmanager
/usr/local/bin/alertmanager
sudo cp alertmanager-upgrade-files/amtool /usr/local/bin/amtool
sudo chown alertmanager:alertmanager /usr/local/bin/alertmanager
sudo chown alertmanager:alertmanager /usr/local/bin/amtool
```

6. Start AlertManager service again:

```
sudo systemctl start alertmanager
```