fuse
Management Central

Fuse Management Central

User Guide

Version 1.9.1

VILT

Contents

1. Introduction **2**
2. Supported Systems and Compatibility **3**
2.1. Supported Screen Resolution 3
3. Get Started **4**
3.1. What is Fuse Management Central? 4
3.2. First Steps 4
4. How to Use Fuse Management Central **5**
4.1. Using Fuse Management Central 5
4.1.1. Systems 5
4.1.1.1. System Details 6
4.1.1.2. Actions 6
4.1.1.3. Alerts 6
4.1.1.4. Environment Details 7
4.1.1.4.1. Systems list 7
4.1.1.4.2. OpenText Content Server 7
4.1.1.4.3. OpenText Archive Center 8
4.1.1.4.4. Alerts 8
4.1.1.4.5. Actions 8
4.1.2. Dashboard 8
4.1.2.1. Overview section 9
4.1.2.2. Active alerts sections 9
4.1.2.3. Operations section 10
4.1.3. Alerts 10
4.1.3.1. UI Indicators 10
4.1.3.2. Alert Details 10
4.1.3.2.1. Actions 11
4.1.3.3. Alert Dismissal 11
4.1.4. Email Notifications 12
4.1.4.1. Define system / environment owners 12
4.1.4.2. Inhibited alerts 13
4.1.4.3. Email content 13
4.1.5. Events 14
4.1.5.1. Audit Events 14
4.1.5.2. Alert Events 14
4.1.5.3. Severity 15
4.1.5.4. Events List 15
4.1.5.4.1. Filters 16
4.1.5.5. Retention policy 16
4.1.6. Operations 16
4.1.6.1. Operation Status 17
4.1.6.2. Operation Types 17
4.1.6.3. Notifications 18

4.1.6.4. Operations Overview 18
4.1.6.5. Operations List 18
4.1.6.5.1. Operation Actions 19
4.1.6.5.2. Operation Details 19
4.1.6.5.3. Delete Operation 19
4.1.6.6. Scheduled Operations 20
4.1.6.6.1. Scheduled Operation Actions 20
4.1.6.6.2. Edit - Scheduled Operation 20
4.1.6.7. Disable - Scheduled Operation 21
4.1.6.7.1. Enable - Scheduled Operation 21
4.1.6.7.2. Delete - Scheduled Operation 21
4.1.6.7.3. Run Now - Scheduled Operation 21
4.1.7. Time Machine 22
4.1.7.1. Timeline 22
4.1.8. Stale Metrics 23
4.1.8.1. Alerts from Stale Metrics 23
4.1.9. Logs 23
4.1.9.1. Logs Viewer 24
4.1.10. ServiceNow Integration 25
4.1.11. OpenText SMAX Integration 26
4.1.12. Maintenance Windows 26
4.2. OpenText Content Server Administration 28
4.2.1. Performance and Availability 28
4.2.1.1. Availability 29
4.2.2. Threads 29
4.2.2.1. Threads Details 30
4.2.3. Processes 30
4.2.4. Configurations 30
4.2.4.1. Configurations Details 31
4.2.5. Configuration Policies 31
4.2.5.1. Create Policy 31
4.2.5.2. Add configuration to Policy 32
4.2.5.3. Remove configurations from Policy 32
4.2.5.4. Delete Policy 33
4.2.5.5. Edit Policy 33
4.2.5.5.1. Edit Policy baseline attributes 33
4.2.5.5.2. Edit Policy Configurations values 33
4.2.5.6. Apply Policy 34
4.2.5.7. Monitoring Policies 34
4.2.5.8. Non-Compliance Mode 35
4.2.6. Service Report 35
4.2.7. System Object Volume 35
4.2.7.1. How to access System Object Volume 36
4.2.7.2. Admin Servers 36

4.2.7.3. Data Sources . . . 37
4.2.8. Storage Providers Details . . . 38
4.2.8.1. How to access Storage Providers Details page . . . 38
4.2.8.2. Content Overview . . . 38
4.2.8.3. Read and Write Throughput . . . 38
4.2.8.4. Storage Providers Table . . . 39
4.2.8.5. Add Storage Provider . . . 39
4.2.8.6. Edit Storage Provider . . . 40
4.2.8.7. Delete Storage Provider . . . 40
4.2.8.8. Update Monitoring List . . . 41
4.2.9. Extended ECM . . . 41
4.2.9.1. Business Applications . . . 42
4.2.9.2. Scheduled Processing . . . 42
4.2.9.3. Licensing . . . 42
4.3. OpenText Archive Center Administration . . . 42
4.3.1. Statistics . . . 43
4.3.2. Logical Archives . . . 43
4.3.2.1. Adding Logical Archives . . . 44
4.3.2.2. Logical Archive Details . . . 44
4.3.3. Infrastructure . . . 44
4.3.3.1. Add Disk Volume . . . 44
4.3.3.2. Buffer Details . . . 45
4.3.3.2.1. Buffer Actions . . . 45
4.3.3.3. Disk Volume Details . . . 45
4.3.3.3.1. Rename Disk Volume . . . 45
4.3.3.4. Storage Device Details . . . 45
4.3.3.4.1. Storage Device Actions . . . 46
4.3.3.5. Cache Details . . . 46
4.3.4. Services . . . 46
4.3.5. Jobs . . . 46
4.3.5.1. Starting and Stopping the Job Scheduler . . . 46
4.3.5.2. Creating Jobs . . . 46
4.3.5.3. Clear All Job Protocol List . . . 47
4.3.5.4. Job Details . . . 47
4.3.5.4.1. Job Actions . . . 47
4.3.6. Document Pipelines . . . 47
4.3.6.1. Document Pipeline Servers . . . 48
4.3.6.2. Pipelines . . . 48
4.3.6.3. DocTools . . . 48
4.3.6.4. Input and Error Documents . . . 48
4.3.6.5. Document Protocol . . . 49
4.4. HyperLens . . . 49
4.4.1. Enabling/Disabling HyperLens . . . 49
4.4.2. Dashboard Overview . . . 50

4.4.2.1. Side Panel 50
4.4.2.2. Top 10 Analytics 50
4.4.2.3. Request Analysis 50
4.4.3. Requests View 51
4.4.4. Request Details View 51

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1. Introduction

This user guide provides information about features and functionality of Fuse Management Central 1.9.1.

2. Supported Systems and Compatibility

Please refer to the **Release Notes** document for a complete listing of supported systems and compatibility.

2.1. Supported Screen Resolution

Fuse Management Central web application requires you to have your screen resolution set at a minimum of **1366x768**.

(Windows Only) To verify your screen resolution settings, please do the following:

1. Go to **Start**.
2. Select **Settings**.
3. Select **System**.
4. Click **Advanced Display Settings**.
5. Check your **Resolution**.
6. If your screen resolution is below the recommended settings, click the arrow to toggle the drop down, and **select a higher resolution**.
7. Click **Apply**.

3. Get Started

3.1. What is Fuse Management Central?

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 separates system administration from content administration, introducing a new layer of security on top of the traditional OpenText™ administration tools.

3.2. First Steps

This guide will provide comprehensive instructions on using Fuse Management Central.

At this point, Fuse Management Central should be correctly installed, and all the managed systems should already be added and activated.

For instructions on installing Fuse Management Client on managed systems or adding new systems to Fuse Management Central, please refer to the the Installation and Administration Guide or contact your system administrator.

4. How to Use Fuse Management Central

The following sections will guide you through the several components of Fuse Management Central.

Each topic will provide you with basic information about the purpose of that component and its functionalities.
Some components are global, while others are specific to each system type: OpenText Content Server or OpenText Archive Center.

4.1. Using Fuse Management Central

The following sections describe Fuse Management Central components and their usability. These components are commonly available across multiple Fuse Management Central pages, regardless of the System type.

Later in this guide, you will find specific components for each System type, including both OpenText Content Server and OpenText Archive Center.

4.1.1. Systems

Systems are the key element to Fuse Management Central, as all metrics and operations are retrieved and applied to them, allowing a central management and monitoring approach.

Before adding a system to Fuse Management Central, you must first install Fuse Management Client. Please refer to **Installation and Administration Guide** for more details about installing Fuse Management Client.

The status of the system components begins automatically as soon as a system is activated in Fuse and starts autonomously sending metrics.

To access the Systems area, click on **Systems** in the navigation menu.

You will be presented with a hybrid systems dashboard that allows you to see individual and aggregated system status metrics, such as:

- Performance and Availability.
- Average Thread Usage, Queue Time, Queue Depth, CPU Usage and Memory Usage.
- Errors and Warnings.
- Others…

Systems are grouped by **Environments**. Environments serve as logical groupings of systems, facilitating system management. Each environment can accommodate any number of systems. It is important to note that for OpenText™ Content Server systems, all systems within the same environment must share the same cluster ID.

Administrators can create new **Environments** and **Systems** by clicking on the respective buttons in the top right corner of the page.

The table presents all the systems added to the Fuse Management Central, grouped by Environment. Each row represents an individual system, allowing you to view its state, individual metrics and perform actions if the user has administrative privileges. To perform an action, simply click the button under the **Actions** column to be presented with following options:

- **Activation Request**: This option is only available when the system is deactivated. This will send a request to the Fuse Management Client installed in the system to activate it.
- **Deactivate**: This option allows you to deactivate the system, disabling all management functionalities.
- **Delete**: This option allows you to delete the system permanently.
- **Edit**: This option allows you to edit system properties, such as tags, etc.
- **Restart**: *(Only available to OpenText Content Server systems)* This option allows you to restart the system or schedule a restart operation.
- **Generate System Report**: *(Only available to OpenText Content Server systems)* This option allows you to generate a system report or schedule it as an operation.

It is possible to apply an action to multiple systems at once. To do that, select the systems you want to perform the action on in the table. Then, hover the mouse over the **Actions** button (which will be enabled when systems are selected) and choose the desired operation to apply to them (some actions could be disabled based on the system status).

Check more information on operations in the **Operations** chapter.

Clicking on each **System** name or its **Environment** name will lead you to the **System Details** or to the **Environment Details** page, respectively.

4.1.1.1. System Details

Once you enter a **System**, you will be presented with a system dashboard where you can visualize more detailed system information, individual metrics and system related actions.

Some of the information regarding the system status, such as **offline** and **CSIDE Mode**, will have visual indicators so the user can easily identify the system status.

The widgets presented will be more detailed in the following topics.

4.1.1.2. Actions

Actions can be performed in two ways, **Immediate Actions** or **Scheduled Actions**.

Each action is an operation performed directly on a system, having a direct consequence on it (e.g. Restart), meaning that all actions should be planned and performed carefully.

Please refer to the **Operations** chapter for more details on Scheduled Actions.

4.1.1.3. Alerts

Any issues Fuse has detected with your system will be shown as described in **Alerts**.

Besides that, errors and warnings can be expanded to view the details by clicking on top of the Errors and Warnings widget.

4.1.1.4. Environment Details

Clicking on an Environment name in the Systems list will open the Environment Details page. This page shows you details about an environment.

The Environment page is divided into three main sections:

- **Systems list** - a list of all systems inside that Environment and widgets common to both Content Server and Archive Center scopes (e.g. Operations…).
- **OpenText Content Server** - a section containing widgets exclusive to the Content Server scope.
- **OpenText Archive Center** - a section containing widgets exclusive to the Archive Center scope.

4.1.1.4.1. Systems list

- The **Systems** section shows a summary of your Systems stats, with more details available using the **Show more details** expandable section. These details include a graph with the performance, availability, errors and warnings in this environment over time.

Below the summary section, there is a table with a list of systems in this environment. You can use the controls at the top of the table to filter the systems in this list by tag, name and status. Each system in the list can be selected by clicking the checkbox next to its name. Selecting one or more systems will enable the **Actions** button, which allows you to **Restart** the selected systems, or **Generate a system report** for each of the systems selected.

- The **Operations** tab shows the operations that were recently run on the systems of this environment as well as the ones scheduled.

4.1.1.4.2. OpenText Content Server

The **OpenText Content Server** section displays information exclusive to your Content Server systems. Information about all the Content Server systems inside the Environment is compiled and grouped in these widgets to give you a wider view of the Content Server scope inside your Environment.

You can find four main tabs inside the Content Server scope:

- **Overview** will show an overview of your Environment's Content Server scope, including basic information, average performance and availability, and database performance stats.
- **Components** contains data about Content Server components such as Threads, Queues, Configurations, Logs and Workflows.
- **Processes** displays information about processes inside Content Server, such as your System Object Volume processes, Distributed Agents, Loaders and Agents.
- **Storage Providers** presents a compiled list of all the Storage Providers inside the Environment.

Please note that the widgets in the Environment page are a compiled and grouped view of all the data from all the Systems inside the Environment.

4.1.1.4.3. OpenText Archive Center

The **OpenText Archive Center** section displays information exclusive to your Archive Center systems. Information about all the Archive Center systems inside the Environment is compiled and grouped in these widgets to give you a wider view of the Archive Center scope inside your Environment.

An Overview of your Archive Center scope in this Environment is available, including Archives listing and Data Volume statistics.

Please note that the widgets in the Environment page are a compiled and grouped view of all the data from all the Systems inside the Environment.

4.1.1.4.4. Alerts

On the right section of the page, there is an expandable **Alerts** section.

This section is a list of all the active alerts inside your Environment. This includes alerts coming from specific systems and components, or alerts related to the Environment itself.

Alerts in this list are grouped by System or Environment. Clicking in an alert entry will redirect you to the Alert Details page.

This list can be filtered and searched to find alerts easier.

4.1.1.4.5. Actions

In the top right corner of the Environment Details page, you will find available **Actions** to be performed in your Environment.

Among the usual **Edit** and **Delete** actions, you can:

- **Restart Systems** - Restart all **OpenText Content Server** systems in this Environment. [1]
- **Generate System Report** - Generate a system report for each **OpenText Content Server** system in this Environment. [1]
- **Service Report** - Generate a service report including all **OpenText Content Server** and **OpenText Archive Center** system metrics in the Environment. Please check Service Report to know more about this report.

4.1.2. Dashboard

Fuse Management Central provides a comprehensive Dashboard page which gives you a visual overview of your entire infrastructure.

To access the Dashboard, click on **Dashboard** in the navigation menu.

The dashboard provides an overview of your system's status. It also informs you of any running or scheduled operations. Most importantly, it consolidates all active alerts that may require your attention.

As a systems administrator, you will be able to see, for example, how busy the system is or was, at what times, and real-time statistics of your systems in any environment.



You can filter all Dashboard data by Environment, one or more environments can be selected simultaneously .
For added convenience, the applied filter will remain selected even when navigating outside the Dashboard.

4.1.2.1. Overview section

At a glance, you will see overall performance, availability and broad system statistics all from a single place. On the overview section you can see the following widgets:

- **Performance** chart
- **Availability** chart
- Number of **Systems** with respective counters of errors and warnings
- Number of **Agents** with respective counters of errors and warnings
- Number of **Configuration Policies** with respective counters of errors and warnings
- **CPU** chart
- **Memory** chart
- Heatmap for Content Server **Threads Usage**
- Bar chart with Content Server **Active Sessions**
- Content Server **Content Overview** chart
- Overview of the Content Server **System Object Volume**
- Overview of the Content Server **Distributed Agents**
- Overview of the Content Server **Queue Tables**
- Overview of Archive Center **Archives**
- Archive Center **Data Volume** statistics

4.1.2.2. Active alerts sections

On the right side, you will have a list of **active alerts** grouped by System or Environment. For instance, if a system has alerts, you will have a panel with the system name and a collapsible block with all the alerts of that system.

Clicking on an alert entry will redirect you to the Alert Details page.

This list can be filtered and searched to find alerts more easily.

4.1.2.3. Operations section

You will see a list of the running Operations and the most recently finished Operations. Additionally, there will be a list of the next scheduled Operations.

4.1.3. Alerts

Fuse Management Central provides helpful alerts through UI indicators and email notifications, allowing you to maintain greater control over systems activity.

The alerts are divided into four categories:

- **Errors** → Indicate ongoing issues.
- **Warnings** → Warn about potential upcoming issues.
- **Resolved** → Previously triggered alerts that have been resolved.
- **Dismissed** → Alerts that were dismissed while active.

These alerts are triggered when they reach predefined thresholds.

Admin users can redefine some of the thresholds for the alerts. For more information about this, please refer to **Installation and Administration Guide**.

4.1.3.1. UI Indicators

Fuse Management Central allows you to quickly identify problems in the OpenText™ system components and processes using visual indicators.

These visual indicators are easy to identify and are spread all over the application trough dashboards and widgets.

Error and alert counters can be expanded in some dashboards, usually the more detailed ones (for instance, a System Dashboard). When expanded, it will show the list of all related alerts with more detail. It is possible to highlight the widget related to the alert, by hovering the mouse over the alert on the alerts list.

Additionally, some indicators can be hovered over and a tooltip will be shown, providing more details about the alert.

4.1.3.2. Alert Details

Clicking on any Alert entry in an Alerts list, present in the Dashboard, System Details, Environment Details or in the Events side ribbon, will open an Alert Details page, offering a wide view of a specific Alert.

This page contains everything there is to know about the Alert: the cause of the alert, start and end time, current status, systems and/or environments affected, components affected, and any other detailed information available in the Alert.

Additionally, it will indicate if any user was notified of the Alert and which channel was used for that notification.

On the right side, there is a list of all currently active alerts. Users can navigate through this list and easily switch between alerts. Filters are available to facilitate searching through the list, such as filtering by environment, system or component, and by alert severity. It is also possible to search with text by name or description.

All the information available on this page is time-machine capable, which means that users can navigate through time and check the alert status at any specific point in time. Users can also access information about past alerts that have already been resolved.

4.1.3.2.1. Actions

There are multiple actions that can be executed directly from the Alert details page, divided into two major categories: Alert actions and Component actions.

Alert Actions

These actions are common to all alerts.

Directly from the Alert details page, users can:

- Open the **alert threshold configuration**.
- **Dismiss** the alert for the specific system and/or environment.
- **Open the time machine** in the exact point when the alert started.

Component Actions

Component actions vary depending on the component(s) affected by the alert.

These actions are performed on the affected Component, providing the same actions available for that Component in other Fuse pages.

For example, for systems users can execute system actions such as Restart or Generate System Report; for SOV processes, users can Start, Stop or Restart the process.



The available Component actions highly depend on the affected Component and the actions available for that Component in Fuse. Some components may not have any actions available.

4.1.3.3. Alert Dismissal

Fuse Management Central allows users to dismiss alerts that they consider not relevant for a specific system and/or environment.

In the Alerts lists, there is a context menu that allows users to dismiss an alert with two options available:

- Dismiss for system
- Dismiss for environment

Some points to have in consideration:

- When an alert is dismissed, it will be ignored for a specific component inside a specific

system/environment, for **all users**.

- Only System Administrators or Environment Owners can disable an alert.
- Alert dismissals are audited and will be listed in the events side ribbon.
- A notification will be sent to the System Administrator/Environment Owner indicating that the alert was dismissed.
- Active alerts that are dismissed will be marked as dismissed.

All dismissals will be listed in Fuse Administration Alert Manager page, inside each alert configuration, where they can be removed to reactivate the alert. Only Fuse Administrators can access this page. For more information, please refer to the **Installation and Administration Guide**.



Dismissing an alert is different from disabling it in the Fuse Administration Alert Manager page. Disabling an alert will completely shutdown the alert for all systems/environments and users, whereas dismissing an alert will only ignore the alert for a specific system/environment and component.

4.1.4. Email Notifications

Fuse Management Central can send email notifications for every alert that is triggered. Those emails are sent to all owners of the corresponding systems and/or environments, and will include useful information regarding the type of alert, its severity and observed value.

Alerts notifications can include more than one alert if they have the exact same type, system and/or environment, date and severity. That means if two agents that belong to a specific system trigger the exact same alert at the same time, only one email is sent that aggregates those two alerts.

4.1.4.1. Define system / environment owners

To receive email notifications from a specific system or environment, one must belong to the owners' distribution list.

To configure the owner for a specific system, you must:

- Edit the system you want to receive notifications from.
- Expand **Show Advanced Options**.
- Add your email address or any other desired addresses to **Owners**.
- Update the system.

To receive email notifications from an environment, you must:

- Edit the system you want to receive notifications from.
- Expand **Show Advanced Options**.
- Add your email address or any other desired addresses to **Owners**.

- Update the environment.

If you want to receive notifications for all systems in an environment, you just need to configure notifications for that environment, as all the systems will inherit it.

4.1.4.2. Inhibited alerts

There are two situations that inhibit alert notifications, meaning that you won't receive those notifications even if the alert is active:

- When a system is offline, all other alerts regarding that system are inhibited.
- When there is an error alert and a warning alert with the same type for the exact same component, system or environment, the warning event is also inhibited (e.g. if a warning event is triggered for CPU usage above 80%, and another warning event is triggered for CPU usage above 90%, then only the error alert notification will be sent when the CPU usage is above 90%.)

4.1.4.3. Email content

In the email subject, we include the following information:

- Whether the alert was triggered (`[ALERT]`) or resolved (`[RESOLVED]`).
- If the notification aggregates more than one alert, it displays `[ALERT DIGEST]` instead of `[ALERT]`.
- If the alert was triggered, it also includes its severity (either `WARNING |` or `ERROR |`).
- Finally, the alert title, specifying which system or environment was affected, is included.

An example of the email subject is:

```
[ALERT DIGEST] WARNING | System OTCS-01 agent scheduled next run failed
```

For the email body, the following information is included:

Field	Description
Severity	Alert severity (Warning, Error or Resolved).
Title	A simple title specifying which system or environment was affected.
Summary	A more detailed description of the problem, which can include the component name that triggered that alert.

Field	Description
Start Time	When the alert was triggered.
Affected	Includes a reference to the environment and system where the alert was triggered.
Metric	The internal alert name.
Threshold	The threshold value that was configured at the time the alert was triggered.
Observed	The actual value that was observed when the alert was triggered.

For aggregated alert email notifications, a list with the description and the observed value for each individual alert is also included.

There is a **View Details** button available to navigate directly to the Alert Details page, from where it is possible to check all the information available from the alert, as well as perform related actions. For more information, please refer to the Alert Details section.

4.1.5. Events

Certain operations in Fuse Management Central trigger events, which are recorded in the system and are then available for consultation.

These events are divided into two types: **Audit** events and **Alert** events.

4.1.5.1. Audit Events

Currently, an audit event is created every time a user creates, updates or deletes the following entities:

- Systems
- Environments
- Configuration Policies
- Fuse Configurations
- Scheduling Jobs

These events can be used to determine who made changes, when they were made, and what was changed in Fuse Management Central for auditing purposes.

4.1.5.2. Alert Events

Alert events are triggered by alerts from Alert Manager, storing when the alert was triggered and its status (whether it has been resolved or not).

These events are grouped by alert type, system/environment and time. This means that if more than one component triggers the same alert type for the same system/environment, they will be stored in the same event.

Some alerts are related to environment only, they are not associated with a specific system (e.g. alerts related to System Object Volume).

4.1.5.3. Severity

The following table describes event severity types:

Severity	Description
Error	Events triggered by error alerts
Warning	Events triggered by warning alerts
Info	Audit events or events triggered by resolved alerts

Error and Warning severity directly corresponds to the actual event severity when that event is not yet resolved.

4.1.5.4. Events List

To list all events:

- **Login** in to Fuse Management Central.
- Click on the **Events** icon in the top-right corner of the page header.
- A side ribbon will open, listing all events, ordered by descending date.

It is then possible to apply filters and scroll down results to keep getting previous events.

Relevant information regarding each event is displayed:

- Title.
- Description.
- Date of the event.
- A red, yellow or green color, indicating an error, warning or info event, correspondingly.
- The event Type.

- The event performer.
- In case of a resolved alert event, a **RESOLVED** badge is shown.

4.1.5.4.1. Filters

When listing events, the user can apply filtering criteria. For that, the user must expand the **Filters** section at the top of the events list, and all filter options will be available there.

The following table describes each filtering criteria available:

Filter	Description
Full-Text Search	Filter operations by typing any combination of search parameter(s): Name, Summary, and/or Performer.
System	Filter by system that triggered the event.
Environment	Filter by environment where the event was triggered.
Severity	Filter by event severity (Info, Warning or Error).
Event Type	Filter by combining operation type (Audit or Alert).
Date Interval	Filter by range of execution dates.

4.1.5.5. Retention policy

Events retention policy is **15 days**. Events older than that period are permanently deleted from Fuse Management Central.

4.1.6. Operations

In Fuse Management Central an operation refers to any action (restart, changed configuration, …) executed on systems.
This allows administrators to have a close control over every operation, performed or scheduled, on their system landscape by managing them in this area and optionally following up their status through email notifications.

Administrators can create operations directly from any system component actions, as described along this guide.

To access Operations area, click on **Operations** in the navigation menu

Only users belonging to **Fuse Admin** or **System Admin** roles can execute and/or manage operations.
For more details on Fuse Management Central roles, please refer to the **Installation and Administration Guide**.

The Operations page is divided into three main areas:

- Operations Overview
- Operations List
- Scheduled Operations

4.1.6.1. Operation Status

From the point of view of Fuse, operations are a set of actions executed on just one system or to multiple systems at the same time.
Each operation has a global status that depends on the individual result of each system job that belongs to the operation. Based on that, operations can have one of the next status:

- **Finished**
  All system's jobs that belong to the operation were completed with success.
- **Error**
  If any of the system's jobs requests that belong to the operation return an error.
- **Canceled**
  If any of the system's jobs that belong to the operation returned canceled status or if the operation timeout was reached.
- **Failed**
  If any of the system's jobs that belong to the operation return failed status.
- **Skipped**
  If all systems that belong to the operation were deactivated.
- **Not started**
  None of the system's jobs that belong to the operation started.
- **Executing**
  At least one of the system's jobs that belong to the operation is in progress.

4.1.6.2. Operation Types

In Fuse Management Central, scheduled operations are divided into two types:

- **Single Execution**
  The operation will be executed only once on the defined date and time.
- **Recurring Execution**
  The operation will be executed on a recurring schedule.

Administrators can optionally switch to "Advanced Mode" to better fine tune the recurrent schedule. The minimum granularity allowed is in minutes, and will always be executed on the first second.

With those two types, Administrators can easily schedule simple operations (like execute next friday) or more complex ones (like execute every day at midnight) .

4.1.6.3. Notifications

In Fuse Management Central, Administrators can opt to receive notifications about operation statuses. Depending on the selected configuration, notifications will either be sent or not sent to a list of users.

When scheduling an operation, Administrators can choose one of the following notification options:

- **Don't notify** *(Default)*
  No status notifications will be sent.
- **Notify only if failed**
  Status notifications will be sent only if a job fails during execution.
- **Always notify**
  Status notifications will be sent whenever the operation is executed or edited.

By default, when an Administrator opts to receive a status notifications, system owners are automatically added to the mailing list. However, the notification recipients list can be customized.

4.1.6.4. Operations Overview

The Overview chart provides an at-a-glance view of the status of all operations, grouped by state.

This allows users to easily see the number of operations in each state.

4.1.6.5. Operations List

All operations in execution or already executed are listed here and can be filtered by:

Filter	Description
Full-Text Search	*Filter operations by typing any combination of search parameter(s): Status, Operation ID, Operation Type and/or Owner.*
Date Interval	*Filter by range of execution dates.*

Filter	Description
Status	*Filter by operation status (Finished, Canceled, …).*
Operation Type	*Filter by combining operation type (Apply configuration, Restart, …).*
System	*Filter by combining systems where the operation has been executed.*
Owner	*Filter by combining operation owners (who has executed the operation).*

4.1.6.5.1. Operation Actions

For each operation displayed in the table (Operations List) Administrators can do the following actions:

- See Operation Details
- Delete Operation

4.1.6.5.2. Operation Details

To obtain more detailed information:

- Click on the operation's **Operation ID** field.
- Select the **View Job Status** operation action.

All system jobs included in the operation will be displayed, as well as the respective start-time, end-time and status. Each job can be expanded by clicking, allowing you to view the job execution log.

4.1.6.5.3. Delete Operation

To delete operations:

- Select the "Delete" operation action.
- Select one or more operations, and then select the "Delete" bulk operation action in the Actions button.

Only completed operations can be deleted.

4.1.6.6. Scheduled Operations

All scheduled operations are listed here and can be filtered by:

Filter	Description
Full-Text Search	*Filter operations by typing any combination of search parameter(s): Status, Operation Type, Schedule Type, System and/or Owner.*
Date Interval	*Filter by range of execution dates.*
Status	*Filter by operation status (Finished, Canceled, …).*
Schedule Type	*Filter by schedule type (Single or Recurring).*
Operation Type	*Filter by combining operation type (Apply configuration, Restart, …).*
System	*Filter by combining systems where the operation has been executed.*
Owner	*Filter by combining operation owners (who has executed the operation).*

4.1.6.6.1. Scheduled Operation Actions

For each scheduled operation displayed in the table (**scheduled operations**), Administrators have the following options:

- **Edit**
- **Disable**
- **Enable**
- **Delete**
- **Run Now**

4.1.6.6.2. Edit - Scheduled Operation

To edit a scheduled operation:

- Click on the operation's **Operation ID** field.
- Select the **Edit** scheduled action.

Administrators can view or edit the operation type (Operation Types) and the notification configuration (Notifications).

To save changes:

- click on the **Schedule** button.

4.1.6.7. Disable - Scheduled Operation

To disable a scheduled operation:

- Select the "Disable" scheduled operation action.
- Select one or more scheduled operations, and then select the "Disable" bulk scheduled operation action.

Only **enabled** scheduled operations can be disabled.

4.1.6.7.1. Enable - Scheduled Operation

To enable a scheduled operation:

- Select the "Enable" scheduled operation action.
- Select one or more scheduled operations, and then select the "Enable" bulk scheduled operation action.

Only **disabled** scheduled operations can be enabled.

4.1.6.7.2. Delete - Scheduled Operation

To delete a scheduled operation:

- Select the "Delete" scheduled operation action.
- Select one or more scheduled operations, and then select the "Delete" bulk scheduled operation action.

4.1.6.7.3. Run Now - Scheduled Operation

To run a scheduled operation immediately:

- Select the "Run Now" scheduled operation action.
- Select one or more scheduled operations, and then select the "Run Now" bulk scheduled operation action.

If executed in a scheduled operation configured as a single operation, the respective scheduled operation will be deleted. The same doesn't happen with recurring operations.

4.1.7. Time Machine

By default Fuse Management Central is displaying real-time metric data but one can opt to visualize past data.
The Time Machine feature provides all system data, frozen at a specific point in time, meaning that when you enable this feature all system status information is displayed relative to the selected point in time.

Please note that some components are still not Time Machine enabled, such as System Logs and Operations.

You can activate the Time Machine by:

1. Clicking on Fuse Management Central top header **LIVE** button.
2. Clicking or zooming in (area selection) on any System or Environment component line chart data (*e.g. Threads Usage, System Disks, Memory, …*).

To navigate to a specific point in time for which you want to view information using the Time Machine:

- Click on the select box "You are here" component and select a date and time.
- Alternatively, click on a specific data point on the Time Machine chart.

To disable the Time Machine, click on the Time Machine button in the top bar.

Time Machine long-term metric data are stored for a maximum of 31 days.

4.1.7.1. Timeline

When users open the Time Machine mode, they will see a timeline at the top of the page that initially displays data for the past 5 days. The range is represented by two date fields displayed in the time machine header left side.

On this timeline, users will have an overview of errors (*red bars*) and warnings (*yellow bars*) over the selected range of time.

Users can change the timeline range by clicking on the dates in the time machine header. When a range is applied, the timeline will adjust to show only that chosen period of time and then, users can select a specific point in time to navigate to.

When the Time Machine Mode is active, users will always be at the specific point in time represented by the top header field **"You are here"**. Users can change the current point by simply clicking in any other data point in the timeline or by filling the **"You are here"** field with

another date/time.

All data displayed will be related to the point selected and some interval before that point, identified by the **"Charts Interval"** field next to the **"You are here"** field. This interval is configurable, users can select values such as *Last 5 minutes, Last 1 hour, Last 24 hours*. For instance, if a user selects the point **30 Mars 24 03:00** and select an interval of "*Last 2 hours*", the information presented on the page will show data between **30 Mars 24 01:00** and **30 Mars 24 03:00**.

As a typical use case, if someone reports an error during the previous night, with the Time Machine mode, you are able to go back (with a few clicks) to the precise moment where the error happened, and check the state of your system at that moment.

4.1.8. Stale Metrics

During Fuse Management Central usage, you may encounter references to **Stale Metrics**.

Stale Metrics refer to metrics in Fuse Management Central that may not accurately reflect the current real values of the system.

This discrepancy arises when the time elapsed since the last metric collection exceeds the expected frequency. For example, if a certain group of metrics are supposed to be collected every 5 seconds but the latest values were collected more than 5 seconds ago, Fuse marks these metrics as Stale Metrics, because it cannot be sure that these are really the most up-to-date metrics.

Any kind of delay on metrics collection can cause Fuse to mark them as Stale Metrics. Various factors can contribute to delays in metric collection, most of which are beyond the control of Fuse Management Central. These factors include:

- Low performance of the client system.
- External factors that delay or prevent metric collection.

4.1.8.1. Alerts from Stale Metrics

When stale metrics are present, some alerts may be triggered based on outdated information, especially alerts that depend on a certain duration.

For example, imagine an alert configured to trigger when CPU usage exceeds `90%` for more than `30 seconds`. If Fuse collects a metric of `95%` at `00:00`, Fuse should ideally collect new data points every `5 seconds`, at regular intervals, for instance, at `00:05`, `00:10`, `00:15`, etc… If the metric collection experiences delays or failures, after `30 seconds` the last value known to Fuse will still be `95%`, so at `00:30` the alert will be triggered.

To address this issue, Fuse Management Central will have a notification on the alert triggered, stating that it was generated by Stale Metrics. This happens because Fuse Management Central cannot be sure if that alert is really accurate, since it is based on "delayed" information, so the System Administrator should verify the authenticity of the alert.

4.1.9. Logs

Although Fuse Management Central does not require any logging to be enabled, it offers the capability to manage and view system log files if desired.

The logs widget provides an overview of your system logs, displaying the number of log files being generated and indicating if any trace files (exceptions) are being generated.

To adjust log levels quickly, click the wrench icon.

You can access the Log viewer by clicking the double arrow icon to the top right of the widget.

If a trace file exists, you can open it by expanding the trace files and clicking on the specific file. This action opens a new tab in the Logs Viewer, displaying the contents of the trace file.

Due to performance reasons, log file downloads are limited to 1Gb.

4.1.9.1. Logs Viewer

The Logs Viewer allows you to browse and visualize any of your system logs and search for a specific word(s) within the logs.

You can access the Log Viewer by clicking on a log file within any Fuse Management Central component area.

Log files are shown in a tree view structure, where users can navigate through folders and click on log files to visualize their content. Users can also select files or folders to download or perform actions. Users can sort the tree by name, size or last modification date, and they can search for specific log names within the tree.

For OpenText Archive Center systems, administrators should configure the log paths in the Fuse Management Client for OpenText Archive Center page to display the required logs. Detailed instructions can be found in the Fuse Management Central Installation Guide. For OpenText Content Server systems, the logs are automatically detected.

Due to performance reasons, only the latest 350 log files from each folder are showed in the Logs Viewer.

When visualizing a log file, some reserved words will highlight its line position, helping users to quickly identify any occurred issues:

- **WARN** → Yellow
- **ERROR** → Red

The footer of the log viewer displays the number of lines in the loaded log file, along with counters for warnings and errors found in those lines. Clicking on warning or error counters allows users to filter the log file to display only warning and/or error lines.

There is a button that allows users to maximize or minimize the viewer. If the number of displayed lines is less than the total lines, additional lines will be loaded as the user scrolls through the log file. When the log file is updated, a button will appear, informing the user the number of new lines that can be loaded by clicking it (a blue circle indicator appears next to the

file name tab). Users can activate the "Auto Refresh" toggle in order to automatically load new lines, which will be loaded and marked as new with a separator in the viewer.

The log viewer includes a search bar in the header, allowing users to search for specific content within the opened log file.

Fuse Management Central log viewer also allows you to have different log files opened at the same time and navigate through them by a tab system. To close a tab, just click the X button next to the file name.

For trace files, the user has the possibility to view the file with either a trace view layout or as plain text. A toggle button to switch between the view types is available in the bottom left corner of the viewer.

Due to performance reasons, opening trace files in Trace view mode is limited to files up to 3MB. Files above that size can only be viewed in plain text (raw) mode.

Either in the Log browser or viewer, whenever a log file is updated on your system, a blue circle will be displayed near its filename.

System administrators have the capability to download or delete individual logs, multiple logs, or entire log folders. This can be done by selecting the desired log(s) and/or folder(s), and then clicking on the respective **Download** or **Delete** button located at the header of the page.
The selected log(s)/folder(s) package will be downloaded in a compressed ZIP file, maintaining its original folder structure.

4.1.10. ServiceNow Integration

Fuse Management Central allows you to connect with ServiceNow in order to keep track of issues affecting your Content Suite environment.

For instructions on how to integrate Fuse Management Central with ServiceNow, please refer to the **Install and Administration Guide**.

Once the integration with ServiceNow is enabled, Fuse Management Central automatically generates ServiceNow tickets for raised alerts.

Once an Alert is raised, a new ticket is created in ServiceNow, with all the details from the Alert being added in the ticket description. Other ticket fields such as **status** and **severity** will be managed accordingly with the configuration set on the ServiceNow Integration.

All updates to the Alert will be added as new comments in the ServiceNow ticket, as well as updates to the **status** and **severity**. If the Alert is resolved, the ticket status will be updated accordingly to the configuration set on the ServiceNow Integration.

For more details about this configuration, please contact your System Administrator or refer to the **Install and Administration Guide**.

Each ServiceNow ticket will be linked to Fuse Management Central by a unique URL leading to

the Alert details page. This URL will be included in the ticket description and will be sent in a comment each time there is an update. This seamless integration enables effortless navigation between the ServiceNow ticket and the corresponding Alert in Fuse Management Central.

4.1.11. OpenText SMAX Integration

Fuse Management Central allows you to connect with OpenText SMAX in order to keep track of issues affecting your Content Suite environment.

For instructions on how to integrate Fuse Management Central with OpenText SMAX, please refer to the **Install and Administration Guide**.

Once the integration with OpenText SMAX is enabled, Fuse Management Central automatically generates incidents in OpenText SMAX for raised alerts. These incidents capture all the details from the Alert in their description. Additionally, the configuration set within the OpenText SMAX Integration manages other incident fields such as **service** and **category**.

Any updates to the Alert will be added to the incident description in OpenText SMAX, which includes both the original description and the newly updated details, as well as any changes to the **impact** and **urgency**. If the Alert is resolved, the incident status will be updated according to the configuration set in the OpenText SMAX Integration, specifically reflecting the **completion code** field and other detailed information related to the Alert.

For more details about this configuration, please contact your System Administrator or refer to the **Install and Administration Guide**.

Each OpenText SMAX incident will be linked to Fuse Management Central through a unique URL that directs to the Alert details page. This URL will be included in the incident description. This seamless integration enables effortless navigation between the OpenText SMAX incident and the corresponding Alert in Fuse Management Central.

4.1.12. Maintenance Windows

Fuse Management Central allows you to setup Maintenance Windows for your environments and/or systems. Maintenance Windows are designated timeframes during which the chosen environment and/or systems are exempt from receiving alerts.

This means that Alerts for the selected environments and/or systems won't be triggered during the time period set on the Maintenance Window.

This feature can be particularly valuable during exceptional circumstances when you anticipate receiving alerts but prefer not to be notified, such as dealing with server maintenance, upgrades, patches and other kind of interventions.

While Maintenance Windows are active, system metrics continue to be collected, but alerts are temporarily suspended.

Maintenance Windows can be managed by System Administrators. System Administrators have the authority to manage Maintenance Windows. To do so, navigate to **Fuse**

Administration > Maintenance Windows in the main menu.

Additionally, system Administrators can also check **Maintenance Windows Executions** in the designated section, which includes information on both past and ongoing Maintenance Windows.

Configuring a new Maintenance Window

In the Maintenance Windows page, click the button **Add Maintenance Window** to create a new Maintenance Window.

A Maintenance Window has the following configurations:

- **Name** - a name identifying the Maintenance Window.
- **Description** *(optional)* - a text providing additional context or details of the Maintenance Window.
- **Schedule** - determine the schedule for the Maintenance Window. It can be either a **One-Time** event or a **Recurring** Maintenance Window.
    - **Date and Time** - for **One-Time** Maintenance Windows, specify the start date and time.
    - **Recurrence** - for **Recurring** Maintenance Windows, define the recurrence pattern.
- **Duration** - set the duration of the Maintenance Window, indicating how long it will remain active once initiated.
- **Scope** - select the environments and/or systems affected by the Maintenance Window.

> ! Selecting an environment means that all alerts coming from systems belonging to that environment or from the environment itself won't be triggered.

- **Notification Settings** - select if you want to get notified by email when the Maintenance Window starts and ends.

Forcing a Maintenance Window to Run Now

If you need to execute a scheduled Maintenance Window immediately instead of waiting for its scheduled time, you can go to the **Actions** column of the Maintenance Windows table and click **Run Now**.

This action will start a new execution of the selected Maintenance Window, during the time defined in its configuration.

Stopping a Maintenance Window

If for some reason you want to stop an execution of a Maintenance Window before its scheduled end time, you can navigate to **Maintenance Windows Executions**, and in the **Action** column of the running Maintenance Window, click **Stop Execution**.

This action will immediately terminate the ongoing execution of the selected Maintenance Window.

Cloning a Maintenance Window execution

Maintenance Windows Executions can be cloned using the **Actions** column in the

Maintenance Windows Executions table, clicking the option **Clone**.

The Maintenance Window creation setup modal will pop-up with the fields pre-populated with the values of the current Maintenance Window Execution.

4.2. OpenText Content Server Administration

This section describes the Fuse Management Central components related to OpenText Content Server.

These components are distributed across various pages within Fuse Management Central, mainly the System, Environment and Dashboard pages.

Each component should have its own widget, accessible on the System details page, and may also appear replicated on Environment and Dashboard pages. In such instances, the data will be aggregated and grouped to encompass all systems within that Environment or across the entire infrastructure, in the case of Dashboard widgets.

4.2.1. Performance and Availability

Fuse Management Central uses a complex formula to monitor your Content Server performance. The goal is to provide a comprehensive indicator of the overall performance of Content Server. Evaluating performance is inherently contextual and subject to interpretation, so it is crucial to understand the factors considered by Fuse Management Central. This clarity enables you to make informed decisions, fully understanding how the performance calculation applies to your infrastructure.

> ! Please be aware that all information displayed in Fuse Management Central is sourced directly from the data intercepted by Fuse Management Client. Consequently, metrics such as performance are calculated based on a subset of data —that is, the information captured by Fuse Management Client— rather than the entirety of your Content Server infrastructure.

The performance formula takes into account the following indicators, with these respective weights:

Total Requests Executed **below** 1 second	30%
Total Requests Executed **below** 5 seconds and **above** 1 second	27.5%
Avg. Execution Time	22.5%
Avg. Queue Depth	20%

The final value is the sum of all these indicators, resulting in a percentage between 0 and 100.

Next, you can find more details about each indicator.

Total Requests Executed below 1 second

Fuse Management Central calculates the number of current request times available within a 1-minute range and computes a ratio for those requests completed in less than 1 second.

- Ratio 0 → 0%
- Ratio 0.93 → 100%

Total Requests Executed below 5 seconds and above 1 second

Same as above but the ratio is for the number of requests taking less than 5 seconds.

- Ratio 0 → 0%
- Ratio 0.35 → 100%

Avg. Execution Time

Fuse Management Central uses the rate of a metric called `otcs_thread_execution_time_total` to compute the average time of requests for 1 minute range.

- Avg. execution time ≤ 0.6 → 100%
- Avg. execution time ≥ 5 → 0%

Avg. Queue Depth

We compute the average queue depth in for 1 minute range.

- Avg. queue depth in 0 → 100%
- Avg. queue depth in 2 → 0%

4.2.1.1. Availability

Availability is determined by a straightforward formula, considering the Content Server's **status** over a specific period and rate.

For instance, when assessing the availability of the Content Server for 1 hour at a rate of 1 minute, if the Content Server was offline for 20 minutes, the availability would be calculated as 67% (40 / 60).

4.2.2. Threads

Threads in the OpenText™ Content Server process enables it to handle multiple tasks simultaneously, managing several requests concurrently.
When a thread is spawned, it loads all installed modules and patches, persisting their own OScript objects in memory.

Fuse Management Central provides real-time monitoring of all system threads, allowing a constant and thorough analysis of various thread metric data dimensions, effectively enabling system profiling.

To delve deeper into thread metrics, users can click on the arrow icon at the top right of the widget, redirecting them to the thread details page for enhanced insights.

The Threads widget also allows you to quickly apply settings, by clicking the wrench icon on

the top right of the widget.

4.2.2.1. Threads Details

This page provides more in depth information about each thread and all its metrics (queue, requests, …), while allowing to combine and compare multiple environments using the following filters:

- Environment
- Systems
- Tags

If a thread is generating a log file, it is possible to quickly open the log by clicking the button under the **Log File** column. It will open a new tab displaying the log file using the Logs Viewer.

4.2.3. Processes

The Processes widget provides a comprehensive overview of various processes within Content Server, facilitating quick assessment of existing processes, their statuses, and any active alerts associated with them.

This widget includes:

- Loader Components
- Agents
- Distributed Agents
- Distributed Agent Workers
- System Object Volume Processes

Different interactions are available for each type of process. While some processes can be opened to access detailed information and manage their status, others can be clicked to navigate to the specific details pages.

There are also quick actions, such as Start/Stop/Restart, and/or others, available as contextual process actions which can even change its Status. Changes can be made immediately or can be scheduled for later.

Any of the available interactions depend on the process type and on the actions available in Fuse Management Central.

4.2.4. Configurations

The Configurations widget provides an overview of the configurations applied to the system, including the Configuration Polices and their compliance state.
To access a specific configuration policy, simply expand the Configuration Policies section and click on the desired policy.

For more detailed information about the configurations, click on the arrow icon at the top right corner of the widget. This action will navigate you to a page where you can explore

configurations in greater detail.

4.2.4.1. Configurations Details

Within the Configurations Details interface, administrators can view and modify all configuration settings for a given Content Server.
They also have the option to reuse these configurations in a Configuration Policy.

Fuse Management Central recognizes which configurations require a system restart. If a configuration change necessitates a restart, a confirmation message will be displayed to alert the user.

To apply any configuration change, expand the desired configuration, adjust the value/toggle as needed, and then click the **Apply Changes** button that will be enabled.

To add configurations to a **Configuration Policy** or other **Systems**, select the desired configurations by clicking on the checkbox located to the left of the configuration. At this point, the **Add Configuration Policy** and **Add to More Systems** button will be enabled. Click the appropriate button based on the desired action. After clicking, you will be prompted to choose the **Configurations Policies** or **Systems** to which you want to apply. Finally, click either **Add to Configuration Policy** or **Apply Configurations**, according to the action selected, to complete it.



Changes cannot be applied and added to a Configuration Policy or other System at the same time. If you want to add any configuration change you need to apply it first.

4.2.5. Configuration Policies

It is possible to create predefined configuration sets that you can apply to one or more systems, enabling a controlled and consistent way to push and maintain consistency across your managed systems.
This configuration management capability allows you to store, apply and switch configurations across your systems without the need for manual intervention.

4.2.5.1. Create Policy

Policies are created based on existing system configurations (used as template), which you can always customize later. This allows you to clone and distribute configurations across your system landscape.

To create a Configuration Policy:

1. Click on **Configuration Policies** in the navigation menu.
2. Click the **Add Configuration Policy** button at the top right.
3. Enter an descriptive **Policy Name**.
4. Select **a configuration baseline system** and optionally select and/or adjust the settings you want to add to your policy:
    - Date Settings

    - Performance Settings
    - Security Parameters

5. Optionally, select one or more systems to which this policy will apply.
6. Click **Finish**.

After that, the policy will be displayed in the left panel list. For each list element, you can:

- View the policy overview (name, number of systems, compliance status).
- View a list of systems configured for that policy (by clicking on it).
- Edit a policy (Edit Policy).
- Activate and deactivate policy monitoring (Monitoring Policy).
- Delete policy (Delete Policy).
- Apply Policy (Apply Policy).
- Check non-compliant system configurations (Non-Compliance Mode).

4.2.5.2. Add configuration to Policy

Adding configurations to a policy already created is also possible. For that you just need to:

1. Go to the system configuration page from where you want to copy configurations.
2. Select all the desired configurations.
3. Click on the **Add Configuration Policy** button.
4. Select the policy where you want to add those selected configurations.

If you select configurations that already exist in the policy, those policy configurations will be overridden by the value of the new ones.

4.2.5.3. Remove configurations from Policy

If you want to remove one or multiple configurations from a policy, follow these steps:

1. Click on **Configuration Policies** in the navigation menu.
2. Search for the policy on the **left panel list**.
3. Select the **Edit** policy action in the context menu of the policy.
4. The policy editing wizard will appear.
5. In **step 2 of the wizard**, you have the current list of configurations in the policy.
6. All configurations will be selected by default, **unselect** the ones you want to remove.
7. **Save** the policy by finishing the wizard.

4.2.5.4. Delete Policy

To delete a Configuration Policy:

1. Click on **Configuration Policies** in the navigation menu.
2. Search for the policy in the left panel list.
3. Select the **Delete** policy action in the context menu of the policy.

After that, the policy will be deleted.

4.2.5.5. Edit Policy

When editing you can opt by two different things:

- Edit the policy baseline attributes: name, systems and baseline configurations (like Create Policy).
- Edit only the existing policy configurations values (keep the other policy attributes as they are).

4.2.5.5.1. Edit Policy baseline attributes

To edit the baseline attributes:

1. Click on **Configuration Policies** in the navigation menu.
2. Search for the policy in the left panel list.
3. Select the **Edit** policy action in the context menu of the policy.

After that, you will see the same wizard as Create Policy. Make the changes you want and them click on **finish** to save these changes.



When editing a policy, the second wizard step provides a new alternative: **Select a configuration baseline system**. If selected, the current policy configuration will be overridden by a new one that you can select here.



If policy monitoring is activated, once a Configuration Policy is saved, you will be asked to apply the changes to its systems, where you can opt to apply immediately or schedule to apply it later.

4.2.5.5.2. Edit Policy Configurations values

To edit the Policy Configurations values:

1. Click on **Configuration Policies** in the navigation menu.

2. Search the policy on the left panel list and click on it.
3. On the right panel you can see the policy configurations and respective values. Make the desired changes.

The configurations viewer allows you to filter for any items in the configuration, highlighting all results matching your search filter.

Finally, click on **Save Configuration Policy** button.

If policy monitoring is activated, once a Configuration Policy is saved, you will be asked to apply the changes to its systems, where you can opt to apply immediately or schedule to apply it later.

4.2.5.6. Apply Policy

As described previously, policies are created with configurations based on specific systems. If desired, you can easily apply those policy configurations to all systems associated with the policy by following these steps:

1. Click on **Configuration Policies** in the navigation menu.
2. Search for the policy on the left panel list and click on it.
3. On the right panel click on the **Apply Policy** button.

If any of the policy configurations required a system restart, you will be prompted to choose whether to apply them immediately or schedule the application for a later time.

4.2.5.7. Monitoring Policies

To activate or deactivate policy monitoring:

1. Click on **Configuration Policies** in the navigation menu.
2. Search for the policy on the left panel list.
3. Toggle the button: **ON** means the monitoring is activated and **OFF** means the monitoring is deactivated.

After activation, the monitoring process will begin and after a few moments, the policy compliance status will be displayed. The possible status are the following:

- **Validating**: the monitoring process is in progress.
- **Non-compliant**: one or more systems have configurations that are non-compliant with the policy settings. You can view the details of non-compliant configurations for a specific system by clicking on **View Details**.

- **Complaint**: all system configurations are compliant with the policy settings.

When policy monitoring is activated, events, alerts and notifications are created with the respective policy compliance status.

4.2.5.8. Non-Compliance Mode

In Non-Compliance mode, you can view system configurations that are non-compliant with the selected policy.

This mode will be only accessible if policy compliance status is **Non-compliant**. When this condition is met, the option **View Details** will be shown for each system non-compliant system. By clicking there, you will enter the non-compliance mode and compare policy configurations with system configurations side by side.

Then, on the right panel, you will have the option to **Apply** the policy only to the specific system that you are checking.

4.2.6. Service Report

The Service Report feature, available from both the Environments List and Environment details pages, allows users to generate an automatically created report detailing the status, availability, and performance of the customer's OpenText Content Server application for an environment. Reports can cover periods of up to the last 31 days.

This report provides information regarding status, health, detected alerts and the efficiency of the OpenText Content Suite infrastructure.

To generate a Service Report, begin by clicking the Service Report button in the header of either the Environments list or the Environment details page to initiate the Service Report generation modal.

Once the modal opens, fill in the required fields:

1. Select an **Environment** to include in the report.
2. Choose the **report period**.
3. Optionally, you can **send the report by email**.
    - Environment owners will be automatically added to the **recipient emails** list.
    - You can add more recipient emails as you like.
4. Click on **Generate**. This action may take some minutes to complete.
5. Once the report is ready, you can **Download** it.
    - If you selected the option to send the report by email, an email will be sent to each recipient with the report attached

4.2.7. System Object Volume

This page provides a detailed overview of the System Object Volume within an Environment, with enhanced management capabilities while leveraging the Time-Machine and Scheduled

Operations features, including:

- Admin Servers list with management capabilities
- Admin Server processes list and management capabilities
- Data Sources (All): Enhanced Data Flow with management capabilities
- Data Sources (All): Enhanced Partition Map with management capabilities
- Search stats and performance chart

4.2.7.1. How to access System Object Volume

The System Object Volume page is available through any System Object Volume widget, existent in **System** or **Environment** details pages. This widget contains a link to System Object Volume details page.

The System Object Volume details page provides an overview on System Object Volume, organized into two major sections:

- **Admin Servers**
- **Data Sources**

4.2.7.2. Admin Servers

The Admin Servers section within the System Object Volume details page displays a comprehensive list of all Admin Servers and Processes existent in the Environment.

This page offers various indicators to help users understand the **status** of both Admin Servers and Processes. Additionally, any **alerts** will also be pinpointed in the specific Admin Server or Process that may be failing.

Hovering the mouse cursor on top of a **status** or **alert** will display details about it, when relevant.

The user can easily **Suspend**, **Reset** or **Resynchronize** Admin Servers, using the **Actions** menu for each Admin Server, or by selecting multiple Admin Servers in the list and using the global **Actions** button in the top of the Admin Servers list.

Each Admin Server can be **expanded** in order to view a complete list of all **Processes** within that Admin Server.

The user can execute multiple actions on one or multiple Processes, including:

- Start, Stop and Restart Processes
- Resynchronize Processes
- Summarize Index Log File
- Validate Index
- Start, Stop and Restart All Index Processes
- Start, Stop and Restart All Search Processes

These actions can be executed for one or multiple Processes, using the **Actions** menu of each

Process or using the global **Actions** button in the top of the Processes list.

The available actions will depend on the type of Processes selected by the user.

4.2.7.3. Data Sources

The Data Sources section inside System Object Volume details page displays all the Data Sources existent in the Environment.

Each **Data Source** will be presented in a different tab. Inside each Data Source tab the user can find a visual representation of the **Data Flow** and **Partition Map** components.

The **Data Flow** section shows a list of **Ipools** between **Processes**. There are multiple **status** and **alert** indicators that will help understand the status of the Data Flow and its Processes and Ipools.

Multiple actions can be executed for each process, such as **Start**, **Stop**, **Restart** and **Resynchronize**, using the menu available in each Process component.

The **Partition Map** section displays a visual representation of the Partitions, Update Distributors and Search Federators of the Data Source, listing all Index and Search Engines, as well as showing the existing connections between the multiple Processes of the Partition Map.

Multiple **status** and **alert** indicators help understand the status of the Partition Map and its Processes. Multiple **actions** can be executed for each Process, such as:

- Update Distributors:
  - Start, Stop and Resynchronize
  - Start, Stop and Resynchronize All Index Processes
- Index Engines:
  - Start, Stop and Restart
  - Resynchronize
  - Summarize Index Log File
  - Validate Index
- Partitions:
  - Resynchronize
  - Change Partition Mode
- Search Federators:
  - Start, Stop and Resynchronize
  - Start, Stop and Restart All Search Processes
- Search Engines:
  - Start, Stop and Restart
  - Resynchronize

These actions can be executed using the menu available in each Process component.

4.2.8. Storage Providers Details

This page provides an overview of all storage providers available and the respective content saved in each one.

4.2.8.1. How to access Storage Providers Details page

Storage Providers page is available through any Storage Providers widget, existent in **System** or **Environment** details pages. The Storage Providers widget contains a link to Storage Providers details page.

The page is divided into three sections:

- Content Overview
- Read and Write Throughput
- Storage Providers Table

This page has also a filter available all times to help users in filtering and comparing multiple storage providers. Users can filter by:

- Environments
- Environment Tags
- Systems
- Storage Provider Type
- Storage Provider Status

Users can also perform actions such as Add Storage Provider, Edit Storage Provider, Delete Storage Provider and Update Monitoring List.

4.2.8.2. Content Overview

In this section users can quickly see how much data is saved in each storage provider. It provides a global overview of all storage providers and their size.

Data displayed depends on the filters selected.

4.2.8.3. Read and Write Throughput

Here, users can compare the throughput of different storage providers. Two charts are available: one for read throughput and the other for write throughput.

Each graphic displays the throughput for each storage provider, allowing users to compare speeds between the existing storage providers.

Data displayed depends on the filters selected.

Read and Write Throughput is only calculated if the storage provider is added to the monitoring list of at least one system.

4.2.8.4. Storage Providers Table

In this section, users can view storage provider information in a table format. For example, users can see the storage providers name, whether systems are monitoring or not the storage provider, average read/write throughput, used disk, path and alerts (by hovering over the storage provider icon).

Data displayed depends on the filters selected.

4.2.8.5. Add Storage Provider

To add a storage provider, users only need to click on the button **Add Storage Provider** and follow the wizard steps:

- On the first wizard step fill in the following fields:

Field	Description
Environment	Environment name (e.g. *"DEVELOPMENT"*)
Storage Provider Type	Types available: *Archive Center* and *External Document Storage*

- On the second wizard step fill in the following fields:
  - If the type selected is *External Document Storage* fill in the following fields:

Field	Description
Storage Provider Name	Storage provider name or alias
Storage Provider Path	Storage provider path **Path should be available on all systems belonging to the environment selected in the previous step!**

    - Click on **Validate Storage Provider** button to validate the information added.

- If none errors happen, click on **Add Storage Provider** to finish the action.

- If the type selected is *Archive Center* fill in the following fields:

Field	Description
Storage Provider Name	Storage provider name or alias
Logical Archive	Local archive
Storage Tier	Storage tier
Delete Documents from Archive	If selected, deleting content from storage provider will be possible
Allow content Move Operation	If selected, moving content from storage provider will be possible

To add a storage provider type **Archive Center**, the user first needs to manually configure the archive storage provider on CS.

- Click on **Validate Storage Provider** button to validate the information added.
- If none errors happen, click on **Add Storage Provider** to finish the action.

To make the changes effective, it is necessary to restart all systems belonging to the selected environment. The user can decide whether to do it manually later, do it now or scheduled it.

4.2.8.6. Edit Storage Provider

To edit a storage provider, users only need to click on the **Edit** button that can be found on the storage providers table. The same wizard displayed on Add Storage Provider will be displayed but now it will be filled with the storage provider selected.

To make the changes effective, it is necessary to restart all systems belonging to the selected environment. The user can decide whether to do it manually later, do it now or scheduled it.

4.2.8.7. Delete Storage Provider

To delete a storage provider, users only need to click on the **Delete** button that can be found on the storage providers table.

Users can delete multiple storage providers in a single action. To do that, users only need to select one or more storage providers displayed on storage providers table and then click the **Delete** bulk action button.

To make the changes effective, it is necessary to restart all systems belonging to the selected environment. The user can decide whether to do it manually later, do it now or scheduled it.

4.2.8.8. Update Monitoring List

By default, Fuse is not calculating Read and Write Throughput metrics. To calculate these metrics the storage provider must be added to the system's monitoring list where the user wants to monitor it.

To update the monitoring list, users only need to click on the **Update Monitoring List** button and fill in the wizard fields:

Field	Description
Environment	Select the environment
Systems	Select the systems (from the selected environment) that will update their monitoring list
Monitored Storage Providers	Select the storage providers to monitor on the selected systems or leave it empty to not monitor any storage provider

Finally, the user can click **Update** or schedule the update by clicking **Schedule Update**.

This action can also be found on System Details and Environment pages, in the Storage Providers Widget.

Editing the Monitoring List directly on the System Details page will pre-fill the storage providers currently monitored for the system.

4.2.9. Extended ECM

Fuse Management Central collects and displays information about your Extended ECM (xECM) components.

This information includes:

- **Business Applications**
- **Scheduled Processing**
- **Licensing**

There are two widgets where this information can be found:

- in the OpenText Content Server **System Details** page, the Extended ECM widget will show **Business Applications** from that system.
- in the OpenText Content Server **Environment**, located under the **OpenText Content Server > Components** tabs, the Extended ECM widget will show **Licensing** information and **Scheduled Processing** data from that Environment.

4.2.9.1. Business Applications

A complete list of the Business Applications in your system and their status, as well as possible alerts that may be affecting your system.

Hovering the mouse over a Business Application will display a tooltip with more detailed information.

4.2.9.2. Scheduled Processing

The Scheduled Processing section is only available in the **Environment** details page, under the **OpenText Content Server > Components** tabs.

It displays a complete list of Jobs in your environment and their status, as well as possible alerts that may be affecting your schedules.

Hovering the mouse over a Job will display a tooltip with more detailed information.

4.2.9.3. Licensing

The Licensing section is only available in the **Environment** details page, under the **OpenText Content Server > Components** tabs.

Licensing provides a list of **Ecosystems**, **Licenses** and **Users** existent in your environment, as well as their status and possible issues affecting your Environment.

Due to performance improvement, the **Users** section displays the total number of users but only lists those with licensing issues.

More details can be found hovering each list entry.

4.3. OpenText Archive Center Administration

This section describes the Fuse Management Central components related to OpenText Archive Center.

These components are distributed across various pages within Fuse Management Central, mainly the System, Environment and Dashboard pages.

Each component should have its own widget, accessible on the System details page, and may also appear replicated on Environment and Dashboard pages. In such instances, the data will be aggregated and grouped to encompass all systems within that Environment or across the entire infrastructure, in the case of Dashboard widgets.

4.3.1. Statistics

The Statistics widget can be found on the OpenText Archive Center system details page. This widget presents a graphical representation of:

- **Data Volume** - The amount of data processed (read/write operations) over time.
- **Performance** - The read/write performance (in MB/s) over time.
- **Components** - The number of documents/components processed (read/write operations) over time.

The time interval for these charts can be adjusted using the time period dropdown, located in the top-right corner of the Fuse Management Central header.

The Archive Center statistic metrics are enabled by default. If this is not the case for your system, the following properties must be set in the OpenText Administration Client:

- `<AS.DS.STATISTIC>` = on
- `<AS.DS.USE_ACCOUNTING>` = on



The data displayed on these charts is sourced directly from OpenText Archive Center. As a result, Fuse Management Central has no control over how or when this data is collected and calculated. Therefore, the data presented in these charts may differ from other statistical data collected, processed and computed directly by Fuse Management Central.

4.3.2. Logical Archives

The Archives widget lists and displays information about all the Logical Archives configured in your OpenText Archive Center systems. Currently, Fuse Management Central is capable of listing and displaying information about the following types of Archives:

- **Original Archives** - These are Logical Archives created on the administered (local) server.
- **Replicated Archives** - These are Logical Archives located on known servers and can be reached for retrieval.
- **External Archives** - These are Replicated Logical Archives from the primary Archive Server to a Remote Standby Server, configured as a Known Server.

This widget is available on both OpenText Archive Center system details and environment pages. On the system details page, you will find all Logical Archives configured in that specific system, while on the environment page, you will see all Logical Archives configured among all the OpenText Archive Center systems belonging to that environment.

4.3.2.1. Adding Logical Archives

On the Archives widget top-right corner, there is a context menu that allows you to **Add Original Archive**.

Give the new Archive a **name** and you are ready to add it. As usual, this action can be performed right away or scheduled for later.

4.3.2.2. Logical Archive Details

When you click on a Logical Archive, a modal window will open providing more details about it, including:

- All **Pools** added to the Logical Archive.
- All **Certificates** installed in the Logical Archive.
- The **Server Priorities** for the Logical Archive.

For each **Pool** listed in the Logical Archive, you can see a list of all **Disk Volumes** attached to it, and make changes to their **Status**, either **Locked** or **Write Locked**.

You can also **Detach Volume** from the **Pool**, using the context menu in the Disk Volume entry.

On the **Certificates** list, it is possible to **Enable** or **Disable** each certificate, as well as **Change Certificates Privileges**.

For **External Archives**, it is only possible to set the list of server priorities, as there is no information about Pools or Certificates for this Logical Archive type.

4.3.3. Infrastructure

The Infrastructure widget is available at OpenText Archive Center System details page, and lists the following components of your OpenText Archive Center System infrastructure:

- **Buffers** - Also known as “Disk Buffers”, an area on hard disk where archived documents are temporarily stored until they are written to the final storage media.
- **Disk Volumes** - A memory area of a storage media that contains documents.
- **Storage Devices** - A physical storage unit that contains storage media, but can also contain additional software or hardware to manage the storage media.
- **Caches** - A memory area which stores frequently accessed documents, to increase document performance.

Please note that only Storage Devices of the Container File type are currently compatible to be listed in Fuse Management Central.

4.3.3.1. Add Disk Volume

From the Infrastructure widget, you can create new Disk Volumes, using the actions context menu in the top-right corner of the widget.

The following properties will be asked to create the Volume:

- **Volume Name** (Unique name of the volume)
- **Mount Path** (Mount path of the volume in the file system)
- **Volume Class** (The storage medium or storage system to ensure correct handling of documents and their retention)

After filling those fields you're ready to create the new Volume. This action can be performed immediately or scheduled for later.

4.3.3.2. Buffer Details

Clicking in a Buffer will open a modal window with more details about the Buffer.

Among other details, you will see a list of **Volumes** attached to this Buffer, as well as a list of **Pools** and **Archives** where the Buffer is being used.

On the **Volumes** list, you can change the Volume status (Locked and Write Locked), as well as **Detach Volume**, using the context menu in the Volume entry.

4.3.3.2.1. Buffer Actions

In the top-right corner of the Buffer details modal window, there is an **Actions** dropdown that allows you to:

- **Attach Volume** to the Buffer
- **Edit** the buffer

Attach Volume allows the user to easily select a Volume to be attached to this Buffer.

Edit Buffer allows the user to change the Buffer properties, such as the **Buffer Name** and other configuration properties.

4.3.3.3. Disk Volume Details

Clicking in a Volume will open a modal window with more details about the Disk Volume.

4.3.3.3.1. Rename Disk Volume

In the top-right corner of the Volume details modal window, there is an **Actions** dropdown button, that allows you to **Rename Disk Volume**. It will prompt you to enter the new name for the Volume, providing a simple and easy way of renaming the Volume.

4.3.3.4. Storage Device Details

Clicking in a Storage Device will open a modal window with more details about the Device.

Among other details, you will see a list of **Volumes** created in the Storage Device. In this list

you can check for important information, such as the used space, media type and the file system.

4.3.3.4.1. Storage Device Actions

In the top-right corner of the Storage Device details modal window, there is an **Actions** dropdown button, that allows you to **Attach** or **Detach** the Storage Device. As usual, this action can be performed immediately or scheduled for later.

4.3.3.5. Cache Details

Clicking in a Cache will open a modal window with more details about the Cache.

4.3.4. Services

The Services widget is located on the OpenText Archive Center system details page. It provides a quick overview of the key services deployed by the platform, so you can easily identify any services that may be down or encountering errors. By hovering over a service, you can view additional information including its description, status, and detailed information.

> ! In order for Fuse Management Central to be able to monitor OpenText Archive Center services, the **Monitor Server** service (IxmonSvc) must be installed and running.

4.3.5. Jobs

The Jobs widget is available on OpenText Archive Center system details page and lists the following areas:

- **Job Scheduler** - Shows the Job Scheduler status and enables the user to start or stop it.
- **Jobs** - Recurring tasks that are automatically triggered based on a set schedule or when specific conditions are met.

4.3.5.1. Starting and Stopping the Job Scheduler

You can start and stop the scheduler by clicking on its context menu.

4.3.5.2. Creating Jobs

From the Jobs widget, you can add a new job, using the actions context menu, located on the widget top-right corner.

The following properties will be prompt to create the Job:

- **Job Name** - Unique name for the job that describes its function.
- **Command** - Select the job command to be executed.

- **Command Arguments** - Job optional arguments, for additional job configurations.
- **Start Mode**
  - Scheduled (Can define the start time of the job)
  - After previous job finished (Can specify to start the job when another job is finished)
- Depending on the start mode, set the scheduling settings or set the previous job.

4.3.5.3. Clear All Job Protocol List

From the Jobs widget, you can clear the entire job protocol list, using the actions context menu in the top-right corner of the widget. This will **clear all** the protocols for **all jobs**.

4.3.5.4. Job Details

Clicking in a Job will open a modal window with more details about the Job.

Among the job properties, and if the job is executing, you will see a tab with the message from the last job execution (e.g. last protocol) and a tab with a list of protocols for the job.

Protocols are job executions. Protocols entries with a red status are protocols finished with an error and the ones with green status identify jobs that have ran successfully.

4.3.5.4.1. Job Actions

In the top-right corner of the Job details modal window, there is an Actions dropdown button that allows you to:

- Start Job
- Stop All Jobs (Jobs can have more than one instance running)
- Edit Job
- Enable Job
- Disable Job
- Delete Job

4.3.6. Document Pipelines

The Document Pipelines widget is only available in the environments page, located under the **OpenText Archive Center > Document Pipelines** tab. It lists and displays information on all the Document Pipeline servers configured on each Fuse Management Client for OpenText Archive Center configured for the environment.

Currently, Fuse Management Central is capable of displaying information on the following Document Pipeline components:

- **Document Pipeline Servers**

- **Pipelines**
  - **DocTools**
    - **Input and Error Documents**

The ability to search and filter Document Pipelines by name and status, as well as Documents by name, makes it easier for users to quickly locate and prioritize the information they need. This feature enhances the overall efficiency and effectiveness of managing Document Pipelines.

4.3.6.1. Document Pipeline Servers

Each Document Pipeline server entry is followed by a status icon that indicates any currently active alert(s). Hovering over the icon will display a tooltip with more detailed information about each alert. Additionally, an informative icon is provided, that when hovered displays the hostname of the Document Pipeline server. Each Document Pipeline server entry also includes a summary of the total pipelines, input documents, and error documents.

4.3.6.2. Pipelines

By clicking on a Document Pipeline server, users can expand it to view a comprehensive list of all the configured and deployed pipelines.

4.3.6.3. DocTools

By expanding a Pipeline, users can view all assigned DocTools as well as their status. Each DocTool entry includes an icon representing its current status, and if there are any alerts, hovering over the icon will reveal more details. Each DocTool entry also displays the total count of input and error documents, along with a contextual button that provides access to a list of available actions:

- **Enable/Disable** - Enable or disable the DocTool, when disabled, the DocTool will stop processing Input Documents.
- **Show Input/Error Documents** - Displays a table listing all the input/error documents.
- **Remove Input/Error Documents** - Removes all the input/error documents from the DocTool queues.
- **Requeue Error Documents** - Allows for the re-addition of all error documents to the Input queue.

4.3.6.4. Input and Error Documents

By selecting the **Show Input/Error Documents** action, a table displaying all input/error documents in alphabetical order will be displayed. This table allows for easy searching, either by document name or navigating through pages using pagination. When hovering over a document, its full path will be displayed in a tooltip, and a contextual button provides access to the following actions:

- **Show Protocol** - Displays the document protocol and a log of events related to the processing of the document by the DocTool.
- **Copy path to clipboard** - Copy the complete file path of the document to the clipboard.
- **Remove Document** - Remove the document from the DocTool Input or Error queues.
- **Requeue Error Document** - Allows for the re-addition of the error documents to the Input queue.

4.3.6.5. Document Protocol

When clicking the document **Show Protocol** action button, a modal containing the document protocol will be shown. It will also display the document path, the document pipeline hostname and a context button with the following actions:

- **Download** - Download the document's protocol, as a text file.
- **Refresh** - Refreshes the document's protocol content.



To maintain optimal performance and prevent performance issues, the ability to display input/error documents is limited to a maximum of 20,000 documents. If this limit is surpassed, the option to display these documents will become inactive.

4.4. HyperLens

HyperLens collects and processes logs from systems managed by Fuse Management Central, providing a clear, contextual view of request execution and correlated runtime behavior.



Currently, HyperLens is compatible only with OpenText Content Server.

4.4.1. Enabling/Disabling HyperLens

Fuse Management Central allows HyperLens to be enabled directly from the user interface, providing real-time request analytics for managed systems where HyperLens is enabled.

Enabling and Disabling HyperLens

- To enable or disable HyperLens, navigate to the desired System and toggle HyperLens using the System Actions menu.



To deliver maximum value, HyperLens requires a specific level of log verbosity. When HyperLens is enabled, certain log levels may be automatically adjusted to meet these requirements. A restart of the HyperLens Collector service on the monitored system is required for these changes to take effect.



Disabling HyperLens does not revert or modify any previously adjusted log levels. A

restart of the HyperLens Collector service on the monitored system is required for the change to take effect.

Using HyperLens

- To access HyperLens, click **HyperLens** in the main menu.

The HyperLens dashboard provides comprehensive monitoring and analytics for the OpenText Content Server environment. The interface is organized into several key sections to support both high-level visibility and detailed analysis.

4.4.2. Dashboard Overview

4.4.2.1. Side Panel

The dashboard displays near real-time metrics and analytics through multiple widgets:

- **Application Performance** - Displays the overall system health score as a percentage, including a status indicator
- **Total Requests** - Shows the cumulative number of requests processed by the system
- **Total Transactions** - Displays the total number of tracked transactions across all systems, including any associated errors
- **Average Request Duration** - Indicates the current average request processing time

4.4.2.2. Top 10 Analytics

The dashboard includes three primary **Top 10** visualizations:

- **Most Active Users** - Pie chart and table showing the users generating the highest number of requests
  - Selecting a user filters the requests table to display only requests initiated by that user
- **Most Executed Requests** - Pie chart and table showing the most frequently executed operations
  - Selecting a request filters the requests table to display only that request type
- **Average Request Execution Time** - Pie chart and table highlighting the request types with the longest execution times
  - Selecting a request filters the requests table to display only that request type

4.4.2.3. Request Analysis

The Request Details provides two analytical breakdowns to help understand request composition, runtime behavior, and request transaction details, including their associated contextual information:

- **Request Processing Time Breakdown** Shows how the total request processing time is distributed across the supported execution components and their related transactions:
    - **Thread** Total thread processing time, typically representing the full OScript execution chain required to execute the request logic.
    - **Database** Database transaction activity and contextual information, including execution duration, queries, parameters, and other relevant database-level details.
    - **Enterprise Archive Storage Provider** Time spent in Enterprise Archive interactions and related transaction context, covering document operations such as create (put), retrieve (fetch), and delete.
- **Request Channel Breakdown** - Shows how requests are distributed across the following channels:
    - Classic UI
    - Smart UI
    - REST API
    - Scheduled Job

4.4.3. Requests View

The Requests view provides detailed, request-level visibility through a comprehensive table:

- Request attributes include:
    - Request status (SUCCESS, ERROR, FAILED, UNSET)
    - Request name
    - System and environment
    - Username and originating IP address
    - Request duration
    - Access channel (Classic UI, Smart UI, REST API, Scheduled Job)
    - Transaction errors
    - Number of generated events
    - Request start date and time

Requests can be filtered and analyzed using multiple parameters simultaneously. Selected filters persist across navigation to support efficient analysis workflows.

4.4.4. Request Details View

The Request Details view provides an in-depth breakdown of an individual request:

- **Request Overview** - Displays the request status, duration, and key metadata
- **Request Timeline** - Visualizes the sequence of request events along with their timestamps
- **Transaction Properties** - Displays detailed request transaction attributes and contextual information

You can select individual segments of the timeline to view detailed information about specific transactions within the request.

[1] Actions only available for **OpenText Content Server** systems.