Administrator Console

The admin console provides access to high-level functions affecting all the knowledgebases on a specific server, including:

- Creating or deleting KBs
- Editing KB properties
- Disabling KBs
- Enabling debugging for a selected KB
- Setting the default SMTP server
- Creating a scheduled backup for each KB
- Managing licensing for all KBs.

The admin console also provides access to sensitive security functions that are not accessible from within a particular KB, even to the admin group. Access to the administrator console is only available for on-premise customers or those with a dedicated server.
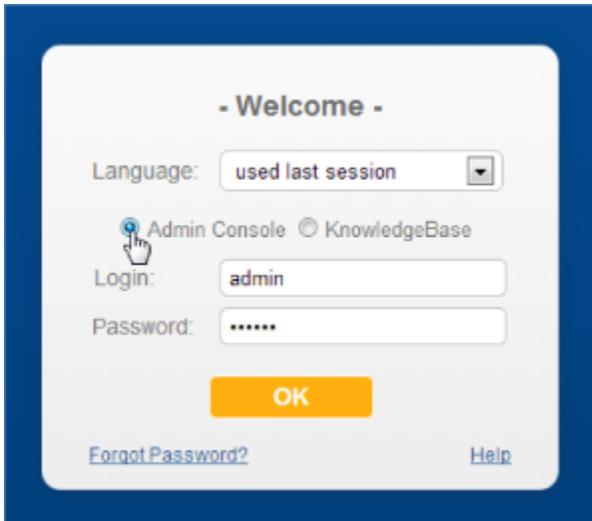
Log into the Admin Console

1. Navigate to the login screen for the server.
2. Select Admin Console.
3. Enter your admin console credentials and click OK.

Admin Console Sections

Below is a description of the features in each section of the admin console. The left pane of the admin console contains several categories of items. More detailed information is available in the linked topics.

Home

The Home screen contains the build version of your Agiloft release, and provides some assistance in using the most common functions of the console.

People

The People section enables you to manage admin console users. User settings in the admin console do not affect the system KBs.

KB Management

The KB management section consists of the following items:

Name	Functions
Knowledgebases	- Create a KB from the default template at **KB Management > KnowledgeBases > New**. - Copy an existing KB on the same server at **KB Management > KnowledgeBases > Copy**. - Delete a KB. - Edit the table structure of a KB. - Disable a KB. This prevents users from logging in, and disables all actions including rules, background actions, emails, backup activities, and user sessions. Effectively, nothing runs and the KB is inactive.

Import	Import a KB from a local file on the server.
	Importing a KB creates a new KB on the server, or will overwrite an existing KB with the same name.
Backup	Set a custom backup schedule for each knowledgebase. Specify where the backup files should be stored and how often to delete old backup files.
	You can also backup the current state of the selected KB by navigating to **KB Management > Backup** and clicking Run Backup Now.
License	Install licenses for a particular KB or for all KBs in your installation. Global licenses created in the admin console will be used when there are no KB-specific licenses available.
Repair	Perform integrity checks on various aspects of the knowledgebases in a system, and perform automated fixes on them.
Patches	Manage system patches for each knowledgebase. You can review the changes in a patch, check the file integrity, apply the patch, and roll back changes if needed by clicking the Resurrect button.

Debugging

The Debugging section consists of the following items:

Name	Functions
Debugging	Turn on debugging for specific functions, and specify how to save the debugging data.

Performance	Test system performance and generate server and KB metrics. See Performance Tuning for more details. Run Performance Test Server Metrics Generate Excel File KB Metrics ALL ▼ Generate Excel File
Cache	Manage the server's cache by clearing it and browsing its contents. This can be useful for debugging. Clear Cache Clear Cache Cache Stack Push cache state to stack Pop cache state from stack Browse Cache Browse Cache
Sync	View and manage the existing sync processes and ESA connections.

General

The General section consists of the following items:

Name	Functions

Background Services	Lists all background services and enables you to stop any or all of them. Current status: All background services are running **Stop all background services** Service QUARTZ_SERVICE is running **Stop it** Service CHAT_SERVICE is running **Stop it** Service CHAT_TIMER_TASK is running **Stop it** Service BACKUP_SERVICE is running **Stop it** Service PERFORMANCE_MONITOR is running **Stop it** Service REVINDEX_SERVICE is running **Stop it** Service TRANSACTION_DUMP_SERVICE is running **Stop it**
Variables	Contains a set of variables that enable you to store values that can be used anywhere in the system. Variables that are defined in the admin console apply to all knowledgebases, but will be overridden if the same variable is configured in a KB.
Look and Feel	Uses the standard power user interface Look and Feel wizard to customize the appearance of the admin console.
Localization	Upload translation files to localize the system text to another language. Uploaded languages files will be available in all KBs. For more information, see Localization.
Settings	- Set up Two-Factor Authentication for the admin console. For more information, see Two-Factor Authentication. **Two-Factor Authentication** - Set the time zone for the admin console and knowledgebases. This is particularly useful for setting the appropriate Revindex Optimization Period to avoid table locks during business hours.
Options	Contains the option to write reports to disk. For more information, see Reports Wizard. **Options** ☑ Allow reports to write to disk

Communications

The Communications section consists of the following items:

Name	Functions
Mail Daemons	The Mail Daemons section is used to check the status of the email server and manage alerts and notification settings. In addition, you can clear mail queues by clicking Clear storage, and stop and start the mail processes.
Broadcast	Send messages to all users in the admin console. Messages will appear in a pop-up when the users log into the KB.
SMTP (Email)	Set the default SMTP server used for sending outbound email for all knowledgebases on the server.
SMS	Set up an SMS account to send messages for either communication or two-factor authentication. The SMS screen allows you to make the account available for all KBs. This option will make the account name appear in the account list wherever SMS is used, although unauthorized users will not be able to view the account details in the KB.