

# 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.

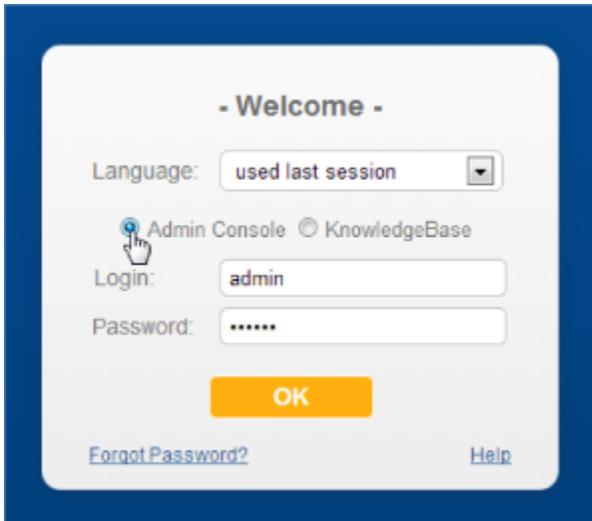
The screenshot displays the Administrator Console interface. On the left is a sidebar menu with categories: Home, People, KB Management (expanded), Debugging, General, and Communications. The main content area shows the version (6 R10.0 build: main-23905-1084-r182485 2018/04/23 05:10) and an important notice: 'Important: You are currently logged into the Admin Console. The settings that you change here can affect all the KnowledgeBases and/or system-wide operation of your installation of Agiloft.' Below this, instructions are provided to complete the configuration of Agiloft, listing steps such as selecting the KB Management/KnowledgeBases tab, License tab, Communications/SMTP tab, Import tab, and Backup tab.

Home	Version 6 R10.0 build: main-23905-1084-r182485 2018/04/23 05:10
People	<b>Important:</b> You are currently logged into the Admin Console. The settings that you change here can affect all the KnowledgeBases and/or system-wide operation of your installation of Agiloft.
<b>KB Management</b>	To complete the configuration of Agiloft, please take the following steps:
KnowledgeBases	<ul style="list-style-type: none"><li>• Select the <b>KB Management/KnowledgeBases</b> tab to copy/edit or delete a KnowledgeBase.</li></ul>
Import	<ul style="list-style-type: none"><li>• Select the <b>KB Management/License</b> tab to request licenses that determine how many staff and end-users can access the system.</li></ul>
Backup	<ul style="list-style-type: none"><li>• Select the <b>Communications/SMTP</b> tab to configure default outbound mail settings.</li></ul>
License	<ul style="list-style-type: none"><li>• Select the <b>KB Management/Import</b> tab to import an Agiloft or SupportWizard KnowledgeBase from a backup file.</li></ul>
Repair	<ul style="list-style-type: none"><li>• Select the <b>KB Management/Backup</b> tab to setup backup schedules for your KnowledgeBases or run a backup now.</li></ul>
Patches	
<b>Debugging</b>	
Debugging	
Performance	
Cache	
Sync	
<b>General</b>	
Background services	
Variables	
Look and Feel	
Localization	
Settings	
Options	
<b>Communications</b>	
Mail daemons	
Broadcast	
SMTP	
SMS	

# Log into the Admin Console

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



The image shows a login dialog box with a blue border. At the top, it says "- Welcome -". Below that is a "Language:" label followed by a dropdown menu showing "used last session". There are two radio buttons: "Admin Console" (which is selected) and "KnowledgeBase". Below the radio buttons are two input fields: "Login:" containing the text "admin" and "Password:" containing six asterisks. A yellow "OK" button is centered below the password field. At the bottom left is a blue link "Forgot Password?" and at the bottom right is a blue link "Help".

# Admin Console Sections

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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	<ul style="list-style-type: none"><li>■ Create a KB from the default template at <b>KB Management &gt; KnowledgeBases &gt; New.</b></li><li>■ Copy an existing KB on the same server at <b>KB Management &gt; KnowledgeBases &gt; Copy.</b></li><li>■ Delete a KB.</li><li>■ Edit the table structure of a KB.</li><li>■ 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.</li></ul>

Import	<p>Import a KB from a local file on the server.</p> <p>Importing a KB creates a new KB on the server, or will overwrite an existing KB with the same name.</p>
Backup	<p>Set a custom backup schedule for each knowledgebase. Specify where the backup files should be stored and how often to delete old backup files.</p> <p>You can also backup the current state of the selected KB by navigating to <b>KB Management &gt; Backup</b> and clicking Run Backup Now.</p>
License	<p>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.</p>
Repair	<p>Perform integrity checks on various aspects of the knowledgebases in a system, and perform automated fixes on them.</p>
Patches	<p>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.</p>

## 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	<p>Test system performance and generate server and KB metrics. See <a href="#">Performance Tuning</a> for more details.</p> <div data-bbox="331 300 630 856"> <p><b>Run Performance Test</b></p> <hr/> <p><b>Server Metrics</b> <b>Generate Excel File</b></p> <hr/> <p><b>KB Metrics</b> ALL <input type="button" value="v"/> <b>Generate Excel File</b></p> </div>
Cache	<p>Manage the server's cache by clearing it and browsing its contents. This can be useful for debugging.</p> <div data-bbox="331 999 1027 1283"> <p><b>Clear Cache</b> <b>Clear Cache</b></p> <hr/> <p><b>Cache Stack</b> <b>Push cache state to stack</b> <b>Pop cache state from stack</b></p> <hr/> <p><b>Browse Cache</b> <b>Browse Cache</b></p> </div>
Sync	View and manage the existing sync processes and ESA connections.

## General

The General section consists of the following items:

Name	Functions
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<p>Background Services</p>	<p>Lists all background services and enables you to stop any or all of them.</p> <div data-bbox="326 262 1021 909" style="border: 1px solid #ccc; padding: 5px;"> <p>Current status: All background services are running</p> <p><b>Stop all background services</b></p> <p>Service QUARTZ_SERVICE is running <b>Stop it</b></p> <p>Service CHAT_SERVICE is running <b>Stop it</b></p> <p>Service CHAT_TIMER_TASK is running <b>Stop it</b></p> <p>Service BACKUP_SERVICE is running <b>Stop it</b></p> <p>Service PERFORMANCE_MONITOR is running <b>Stop it</b></p> <p>Service REINDEX_SERVICE is running <b>Stop it</b></p> <p>Service TRANSACTION_DUMP_SERVICE is running <b>Stop it</b></p> </div>
<p>Variables</p>	<p>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.</p>
<p>Look and Feel</p>	<p>Uses the standard power user interface <a href="#">Look and Feel wizard</a> to customize the appearance of the admin console.</p>
<p>Localization</p>	<p>Upload translation files to localize the system text to another language. Uploaded languages files will be available in all KBs. For more information, see <a href="#">Localization</a>.</p>
<p>Settings</p>	<ul style="list-style-type: none"> <li>■ Set up Two-Factor Authentication for the admin console. For more information, see <a href="#">Two-Factor Authentication</a>.</li> </ul> <div data-bbox="370 1438 766 1488" style="border: 1px solid #ccc; padding: 2px; margin: 5px 0;"> <p><b>Two-Factor Authentication</b></p> </div> <ul style="list-style-type: none"> <li>■ Set the time zone for the admin console and knowledgebases. This is particularly useful for setting the appropriate Reindex Optimization Period to avoid table locks during business hours.</li> </ul>
<p>Options</p>	<p>Contains the option to write reports to disk. For more information, see <a href="#">Reports Wizard</a>.</p> <div data-bbox="326 1768 722 1873" style="border: 1px solid #ccc; padding: 5px;"> <p><b>Options</b></p> <p><input checked="" type="checkbox"/> Allow reports to write to disk</p> </div>

# Communications

The Communications section consists of the following items:

Name	Functions								
<p>Mail Daemons</p>	<p>The Mail Daemons section is used to check the status of the email server and manage alerts and notification settings.</p> <p>In addition, you can clear mail queues by clicking Clear storage, and stop and start the mail processes.</p> <div data-bbox="293 688 1289 1136" style="border: 1px solid #ccc; padding: 10px;"> <p><b>Global Email Settings</b></p> <p>Sender WORKS Receiver WORKS Quartz trigger OK</p> <p><input type="checkbox"/> Send an alert to specified email if quartz failed <input type="checkbox"/> stopped</p> <p>Quartz notifications settings each <input type="text" value="3"/> hours Specified Email Address(es) <input type="text"/></p> <p style="text-align: center;"><b>Update Notification Properties</b></p> <hr/> <p>Click this button to clear up the receiving and sending queues <b>clear storage</b></p> <hr/> <table border="0"> <tr> <td>outbound SMS processing and sending</td> <td>Demo [STARTED] <b>Start</b> <b>Stop</b></td> </tr> <tr> <td>receiving email processing</td> <td>Demo [STARTED] <b>Start</b> <b>Stop</b></td> </tr> <tr> <td>outbound email processing and sending</td> <td>Demo [STARTED] <b>Start</b> <b>Stop</b></td> </tr> <tr> <td>processing received emails. update/creating tickets</td> <td>Demo [STARTED] <b>Start</b> <b>Stop</b></td> </tr> </table> </div>	outbound SMS processing and sending	Demo [STARTED] <b>Start</b> <b>Stop</b>	receiving email processing	Demo [STARTED] <b>Start</b> <b>Stop</b>	outbound email processing and sending	Demo [STARTED] <b>Start</b> <b>Stop</b>	processing received emails. update/creating tickets	Demo [STARTED] <b>Start</b> <b>Stop</b>
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<p>Broadcast</p>	<p>Send messages to all users in the admin console. Messages will appear in a pop-up when the users log into the KB.</p>								
<p>SMTP (Email)</p>	<p>Set the default SMTP server used for sending outbound email for all knowledgebases on the server.</p>								
<p>SMS</p>	<p>Set up an SMS account to send messages for either communication or <a href="#">two-factor authentication</a>. 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.</p>								