opentext™

OpenText™ System Center Manager

Installation and Configuration Guide

This guide explains how to install System Center Manager and configure it for first use.

SYSCM160200-IGD-EN-10

OpenText™ System Center Manager
Installation and Configuration Guide
SYSCM160200-IGD-EN-10
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Chapter 1

System Center Manager Installation and Configuration Guide

OpenText™ System Center Manager simplifies the installation, configuration, patching, and updating of supported OpenText software applications

Using System Center Manager, you can:

Download OpenText software
Using the System Center Manager Product Catalog, you can access product documentation, review software requirements and dependencies, and download installers for OpenText software applications.

Install OpenText software
You can use standardized System Center Manager Execution Plans to install supported OpenText software Products on the Systems that you manage. System Center Manager Execution Plans are re-usable and can be tailored for use in differing Environments.

Patch and Update OpenText software
System Center Manager allows you to patch and update multiple OpenText software applications installed on multiple computers, in simple steps, from a single desktop.

You can use System Center Manager to discover, download and apply software *Updates* (patches, Updates and so on) to each software Component Instance in your environment. System Center Manager ensures that Updates are applied in a manner that is safe, consistent, and reliable. By decreasing the manual intervention involved in patching your OpenText systems, it makes patching easier and less error-prone.

Automate Routine File System Operations
You can develop System Center Manager Execution Plans to perform routine file system operations, like copying, deleting, moving and renaming files, and creating standard folder trees.

To interact with existing OpenText products in your environment, System Center Manager relies on the System Center Agent. This agent is responsible for executing necessary tasks, like identifying installed products, applying patches and updates and so on.

This System Center Manager Installation and Configuration Guide explains how to install System Center Manager on an administrator workstation and how to install the System Center Agent on managed computers that run OpenText products. It

also describes the initial configurations that you should set before using System Center Manager.

After you have completed the installations and configurations described in this guide, System Center Manager will be ready to use. It will display one or more Systems (computers that run OpenText software) that are ready to be registered and managed. At that point, you can refer to the System Center Manager online help for more detailed information on using the application.

1.1   Install and Configure System Center Manager

To begin using System Center Manager, install System Center Manager on a Windows or Linux computer and configure it for your environment. Then install the System Center Manager Agent on any System that runs a supported OpenText product that System Center Manager can administer.

This section explains how to install System Center Manager and configure it for initial use.

1.1.1   Installing System Center Manager

You can install System Center Manager on Windows or Linux. Follow the instructions that are appropriate for your operating system.

> **Note:** See the System Center Manager Release Notes for information on specific version and platform support.

1.1.1.1   Installing System Center Manager on Windows

To install System Center Manager on a Windows computer, run the System Center Manager installation file (`OpenText_SystemCenter_Manager.msi`). You can perform an interactive installation or you can run a silent installation by providing all required information in the installation command.

Performing an Interactive Installation of System Center Manager on Windows
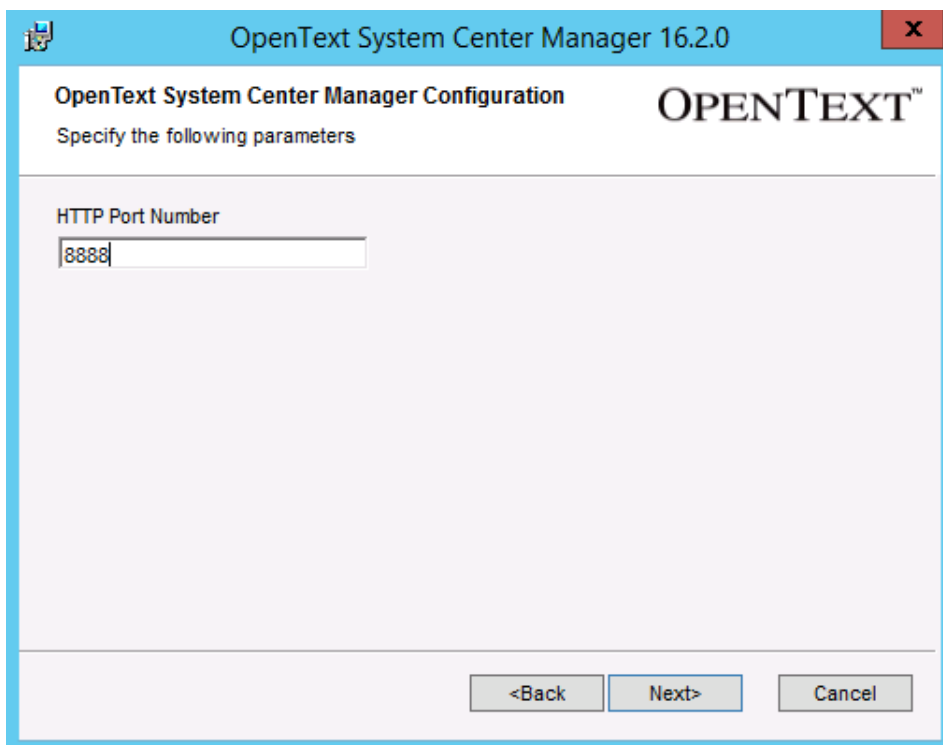
In an interactive installation of System Center Manager, you provide required information in the dialog boxes of the installation wizard.

To install System Center Manager on Windows interactively:

1. Run the System Center Manager installation file (`OpenText_SystemCenter_Manager.msi`). When the **Welcome to the OpenText System Center Manager Installation** dialog box appears, click **Next**. When the **License Agreement** dialog box appears, enable **I accept the terms in the License Agreement**, and then click **Next**.

2. On the **OpenText System Center Manager Configuration** dialog box, enter an HTTP port number. This is the port that the System Center Agent, installed on a
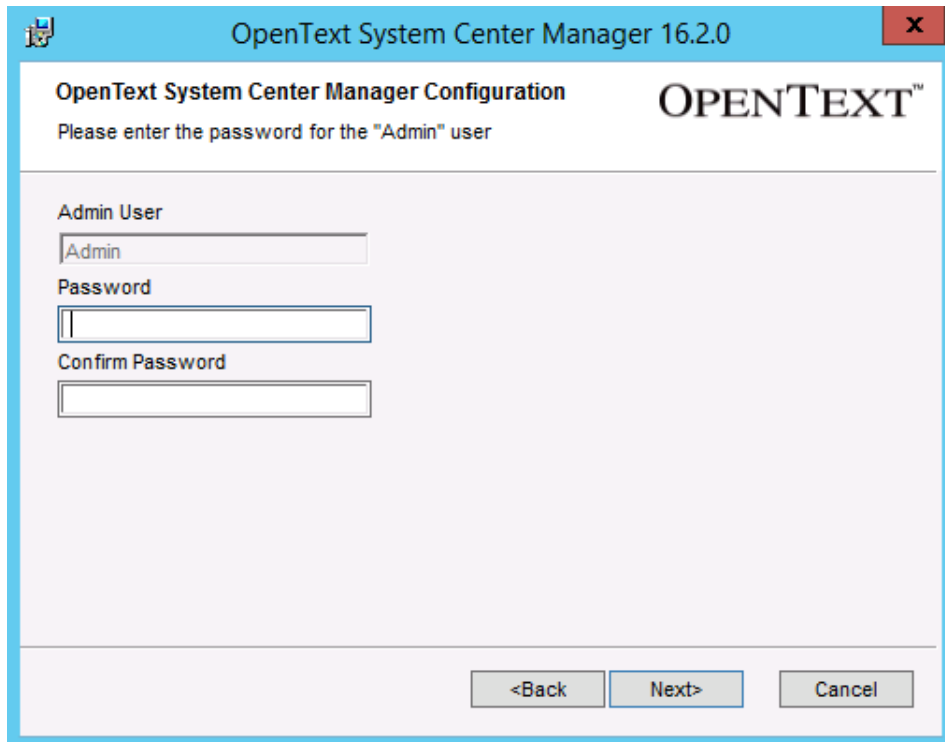
managed System, will use to communicate with System Center Manager. By default, it is 8888, but you can set it to any port that is available for use in your environment.

Make a note of the port number that you specify. You will need to enter it when you install the System Center Agent on any System that you intend to place under the control of System Center Manager.

After you have specified the HTTP port number, click **Next**.

3.   On the **OpenText System Center Manager Configuration: Admin password** dialog box, enter a password for the built-in Admin superuser. Admin is a special administrative user that is always present in System Center Manager. Make a note of the password that you enter. You will need to log on as Admin to perform the initial setup and configuration of System Center Manager.

After you have entered the `Admin` user password, click **Next**.

4. On the **Destination Folder** dialog box, enter the folder that will contain the System Center Manager program files, or accept the default location (`C:\Program Files\OpenText\OpenText System Center Manager 16.2.0\`). Click **Next**.

5. On the **Ready to Install** dialog box, click **Install**. The **Installing the product** dialog box appears and shows the progress of the installation.

6. When the installation completes successfully, the **Completing the OpenText System Center Manager Installation** dialog box appears, and **Sign in to System Center Manager** is enabled. Click **Finish**.
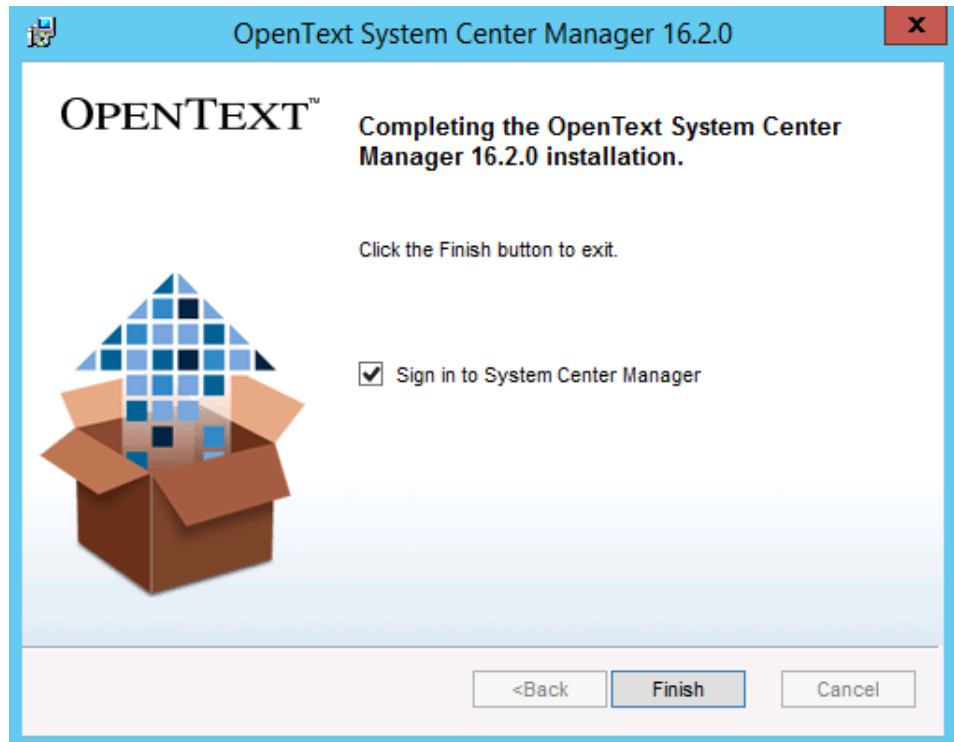
Performing an Unattended Installation of System Center Manager on Windows

In an unattended installation of System Center Manager, you provide required information in the options of the installation command. Open a command prompt as Administrator and run the following command on the computer where you want to install System Center Manager:

```
MsiExec.exe /qn /l*vx <installer_log_file_name> /i
<System_Center_Manager_installer_file_name>
INSTALLDIR=<System_Center_Manager_installation_directory>
HTTP_PORT_NUMBER="<System_Center_Manager_port>"
OTSC_PASSWORD="<password>" PASSWORDCHECK=<password>
```

In the above command, replace the strings in angle brackets as follows:

<installer_log_file_name>
> The path of the installer's log file. For example, `C:\SCM_Install.log`.

<System_Center_Manager_installer_file_name>
> The path of the System Center Manager installer. For example, `C:\Installers\OpenText_SystemCenter_Manager.msi`

<System_Center_Manager_installation_directory>
> The directory where you want to store the System Center Manager program files. For example, `C:\SystemCenter\OpenText System Center Manager 16.2.0\`

<System_Center_Manager_port>
> The port that the System Center Manager server uses to communicate. By default it is `8888`.

<password>
> The password of the System Center Manager Admin user.

For example, to silently install System Center Manager on a computer using all of the example values from above, run the following command:

```
MsiExec.exe /qn /l*vx C:\SCM_Install.log /i C:\Installers\
OpenText_SystemCenter_Manager.msi INSTALLDIR="C:\SystemCenter\OpenText
System Center Manager 16.2.0\" HTTP_PORT_NUMBER="8888"
OTSC_PASSWORD="password1" PASSWORDCHECK="password1"
```

1.1.1.2   Installing System Center Manager on Linux

To install System Center Manager on Linux, log on to Linux as the user who will run System Center Manager, uncompress the installation tar file (`opentext_systemcentermanager_linux.tar.gz`), and then run the installation script.

> 💡 **Tip:** System Center Manager is capable of performing a wide variety of operations on behalf of multiple applications, and can perform file system operations as well, including creating and deleting files and directories. To ensure that System Center Manager is capable of everything you want it to do, ensure that the System Center Manager user has adequate file system permissions.

During the installation, you can choose to have System Center Manager run as a service or not. If you choose to not run it as a service, you must start and stop System Center Manager manually, whenever necessary.

You can run the installation in interactive mode or, by providing required information in an answer file, in unattended mode.

The Landscape directory

During the installation of System Center Manager, the installer attempts to write a solution registry file to the `/etc/opentext/landscape/` directory. This solution registry file is used by other OpenText products to obtain information about System Center Manager. In particular, it is used by the OpenText Solution Registry Agent to facilitate integration with SAP.

If the user running the System Center Manager installer does not have access to the `/etc/opentext/landscape/` directory, the following message appears during the installation:

```
Unable to create the landscape directory '/etc/opentext/landscape'.
The solution registry file is saved in <System_Center_Manager_home>
instead.
It's recommended that the solution registry file be copied to '/etc/
opentext/landscape' directory for use by other OpenText products.
```

This message does not indicate an installation failure, but you can prevent it from appearing by ensuring that the user that runs the System Center Manager installer can create the `/etc/opentext/landscape/` directory and write to it. If the message does appear, you can copy the solution registry file from your *<System_Center_Manager_home>* directory to the `/etc/opentext/landscape/` directory after the installation completes. This produces the same result as having the System Center Manager installer create the file in the `/etc/opentext/landscape/` directory during the installation.

> **Tip:** The solution registry file has a name similar to `20181126120449-SYSTEMCENTERMGR-Install.ini`.

Required Libraries

System Center Manager uses the following libraries during its normal operation. You must ensure that these libraries are included in your supported Linux operating system:

- The `ip` internet protocol configuration command
- The `lsof` (list open files) command
- The `traceroute` network utility

1.1.1.2.1   Interactive Installation of System Center Manager on Linux

To install System Center Manager on Linux:

1. log on to Linux as the user who will run System Center Manager.

   > **Tip:** To allow System Center Manager the greatest flexibility in performing operations, install it logged on as `root`.

2. Uncompress and unpack the System Center Manager installation tar file using the tools installed with your version of Linux. For example, run:

   `tar -xvf opentext_systemcentermanager_linux.tar.gz`

   Two files are extracted:

   - `install_otsystemcentermanager.sh`
   - `OpenText_SystemCenterManager.tar.gz`

3.   Start the installation of System Center Manager by running `./install_otsystemcentermanager.sh`.

The console displays `Installation of System Center Manager for Linux started...`

4.   When the console displays `Install System Center Manager to /usr/local/OpenText/OpenText_System_Center_Manager? y/n:`, type y to accept the default installation location, or type n and enter a different installation location.

5.   When `Enter the server port [8888]` appears, press **ENTER** to accept the default port (8888) or type the number of a different port, and then press **ENTER**.

Make a note of the port number that you specify. You will need to enter it when you install the System Center Manager Agent on any System that you intend to place under the control of System Center Manager.

6.   Enter and confirm a password for the built-in `Admin` superuser when you are prompted to.

`Admin` is a special administrative user that is always present in System Center Manager. Make a note of the password that you enter. You will need to log on as `Admin` to perform the initial setup and configuration of System Center Manager.

The following output appears in the console:

```
Saving Admin user...
Starting System Center Manager ...
System Center Manager is started ...
```

7.   When the console displays `Install System Center Manager as Service? y/n:`, type y to to install System Center Manager as a service. Enter n to have System Center Manager installed as a program that must be started and stopped manually.

1.1.1.2.2   Unattended Installation of System Center Manager on Linux

To perform an unattended installation using the `install_otsystemcentermanager.sh` file, enter the answers to the prompts on separate lines of a file, and then pass the file to the installer when you execute `install_otsystemcentermanager.sh`, as follows:

```
./install_otsystemcentermanager.sh < <answer_file>
```

For a default installation of System Center Manager that runs as a service, the *<answer_file>* would have the following content:

```
y
8888
password1
password1
y
```

For an installation that changes the default directory and does not run as a service, the *<answer_file>* would have the following content:

```
n
/usr/local/OT/SC/SCM
8888
password1
password1
n
```

1.1.2 Configuring System Center Manager

The first time that you run System Center Manager, log on as Admin. Prepare System Center Manager for other users, either by creating a logon ID for anyone who needs one or by enabling System Center Manager to integrate with OpenText™ Directory Services. Enable Offline Mode if your System Center Manager workstation cannot connect to the Internet.

After you have performed these configurations, you are ready to install the System Center Agent on any host computers running supported OpenText products that you intend to place under the control of System Center Manager.

1.1.2.1 Logging onto System Center Manager for the First Time

The first time that you open System Center Manager, log on as the built-in superuser, `Admin`.

To log on to System Center Manager as Admin:

1. Open the **OpenText System Center Manager** logon page, either by using the Windows start menu or by entering the address of the logon page in your browser.

    Windows
    In the Start menu, click **OpenText** > **OpenText System Center Manager**. The System Center Manager logon page appears in your browser.

    Windows or Linux
    In your browser's address bar, enter *<System_Center_Manager_host_name>:<System_Center_Manager_port>*. For example, enter `SysCenterManager.organization.com:8888`.

2. Log on to System Center Manager as Admin

    a. In the **User name** box, enter `Admin`.

    b. In the **Password** box, enter the password that you created for the `Admin` user when you installed System Center Manager.

    c. click **Sign in**.

After you sign on successfully, the System Center Manager home page appears.

1.1.2.2   Managing System Center Manager Users

To enable use of System Center Manager by multiple users, you can create users within System Center Manager itself, or you can integrate System Center Manager with OpenText Directory Services (OTDS) allowing it to handle user identity management for System Center Manager.

1.1.2.2.1   System Center Manager User Types

When you install System Center Manager, it has only one user: the built-in Admin user. The Admin user has unrestricted access to all of the functionality in System Center Manager and to every Solution Environment that you manage in System Center Manager. Normally, you should not use System Center Manager logged on as Admin. Instead, you should create System Center Manager logons for anyone that will use it.

System Center Manager logons can be restricted by Environment and by role. System Center Manager logons should provide only the access level that users require to modify the Environments that they manage. There are two roles available in System Center Manager:

Administrator
> Administrators have unrestricted access to the Solution Environments that they are assigned to, and can make changes to System Center Manager settings. Administrators cannot assign themselves to a Solution Environment that they do not have access to.

Solution Manager
> A Solution Manager can manage any Solution Environments that they are assigned to, but cannot add or edit Users, Solutions or Environments, and cannot change network and authentication settings.

1.1.2.2.2   Managing System Center Manager Users within System Center Manager

You can add, edit, and remove users on the **Users** view of the **Settings** page.

To add a user to System Center Manager:

1.   Open the **Users** view of the **Settings** page.

   a.   Click the **Settings** global menu item.
   b.   Click **Users** under **Settings** on the left.

2.   Click **Add user**.

3.   On the **Add User** dialog box, complete the information in each field of the dialog box. and then click **Add**.

   a.   Enter an email address in the **Id** box.
   b.   In the **Role** menu, select either **Administrator** or **Solution Manager**.
   c.   Enter the user's **Given Name** and **Surname**

    d.   Enter and confirm a password for the user.

    e.   In the **User Permissions** section, select one or more Environments from the **Select environments to assign** menu. The Environments that a user can work in appear in the **Assigned Environments** section of the **Add User** dialog box.

After the user is created, you are returned to the **Users** view of the **Settings** page. The user that you created is now visible in the listing of System Center Manager users.

💡 **Tip:** OpenText recommends that you log off as Admin at this point and continue your work as a normal user that has an **Administrator** role.

1.1.2.2.3 Managing System Center Manager Users With OpenText Directory Services

To enable integration with OTDS, provide the address of your OTDS server and the Resource Identifier of the Resource that represents System Center Manager in OTDS.

💡 **Tip:** The Resource Identifier is available in OpenText Directory Services in the Properties of the Resource. The OTDS Resource that you use for System Center Manager must be inactive. It will be activated when you connect to it from System Center Manager.

After you enable OpenText Directory Services as your authentication provider, specify an OTDS group that contains the users who are permitted to log on to System Center Manager. You can select an existing OTDS group for this purpose, or one that has been created specifically to contain System Center Manager users.

To enable System Center Manager to use OpenText Directory Services

1.   Logged on as the Admin user, on the **Authentication** view of the **Settings** page, enable **Use OpenText Directory Services**.

2.   Configure the OTDS settings.

    a.   In the **Server URL**, enter the URL of your OTDS server, for example: `http://myotds.domain.net:8080`

    b.   In the **Resource Identifier** box, enter the Resource Identifier of your OTDS system, for example: `7ad3ea31-9131-4f31-b7e6-ef5d7123fb09`

    c.   Click **Test Connection** to verify your settings.

    d.   After the test connection completes successfully, click **Activate**.

3.   In the **Administrator Group** box, select the group that contains the users who are allowed to log on to System Center Manager

💡 **Tip:** OpenText recommends that you log off as Admin at this point and continue your work as a named user in the OTDS administrator group that you specified above.

1.1.2.3   **Using System Center Manager in Online and Offline Modes**

System Center Manager can run in Online Mode (connected to the Internet) or without a connection to the Internet.

Online Mode is enabled by default. OpenText recommends that you operate in Online Mode, if you can, but if your System Center Manager workstation cannot connect to the Internet, you should disable Online Mode.

If you disable Online Mode, System Center Manager cannot download Product Updates automatically, so you must download them yourself from My Support. In addition, you will need to manually download and update the System Center Manager manifest bundle locally. For more information on these topics, see *OpenText System Center Manager - Administrator Online Help (SYSCM-H-AGD)* and *OpenText System Center Manager - Administrator Online Help (SYSCM-H-AGD)*.

To disable Online Mode:

1.   Click the **Settings** tab.

2.   Click **General**, on the left.

3.   Under **General Settings**, clear `Online mode`, and then click **Save**.

1.2   **Install the System Center Agent**

After you have installed and configured System Center Manager, you are ready to install the System Center Agent on one or more *Systems*. (A System is a computer that runs one or more supported OpenText products.) The System Center Agent communicates with System Center Manager and updates the System under the direction of System Center Manager. Install the System Center Agent on any System that you want to place under the control of System Center Manager.

> 💡 **Tip:** During the installation of the System Center Agent, you may be prompted to enter the name of the System Center Manager host computer and the number of the System Center Manager port. The port number is specified during the installation of System Center Manager (see "Installing System Center Manager" on page 6). It is often visible in the System Center Manager URL; if it is not, you can look it up on the System Center Manager host computer.
>
> Open the `<System_Center_Manager_home>\configuration\` folder. (By default, on Windows, this is `C:\Program Files\OpenText\OpenText System Center Manager 16.0.0\configuration\`.) Then open the `config.ini` file and locate the `jetty.http.port` parameter. The value of this setting is your System Center Manager port.

1.2.1 Install the System Center Agent on Windows

To install System Center Agent on a Windows host machine, run the System Center Agent installation file (`OpenText_SystemCenter_Agent.msi`). You can perform an interactive installation or you can run a silent installation by providing all required information in the installation command.

1.2.1.1 Interactive Installation of the System Center Agent

In an interactive installation of the System Center Agent, you provide required information in the dialog boxes of the installation wizard.

To install the System Center Manager Agent interactively:

1. Download the Agent for Windows from your installation of System Center Manager.

    a. In System Center Manager, click **Settings**, and then click **Agents**. The **Agents** view appears.

    b. Beside **Agent for Windows**, click **Show Instructions**.

    c. Click `OpenText_SystemCenter_Agent.msi` and save the `OpenText_SystemCenter_Agent.msi` file so that you can use it to install the System Center Manager Agent on a Windows host that runs OpenText software.
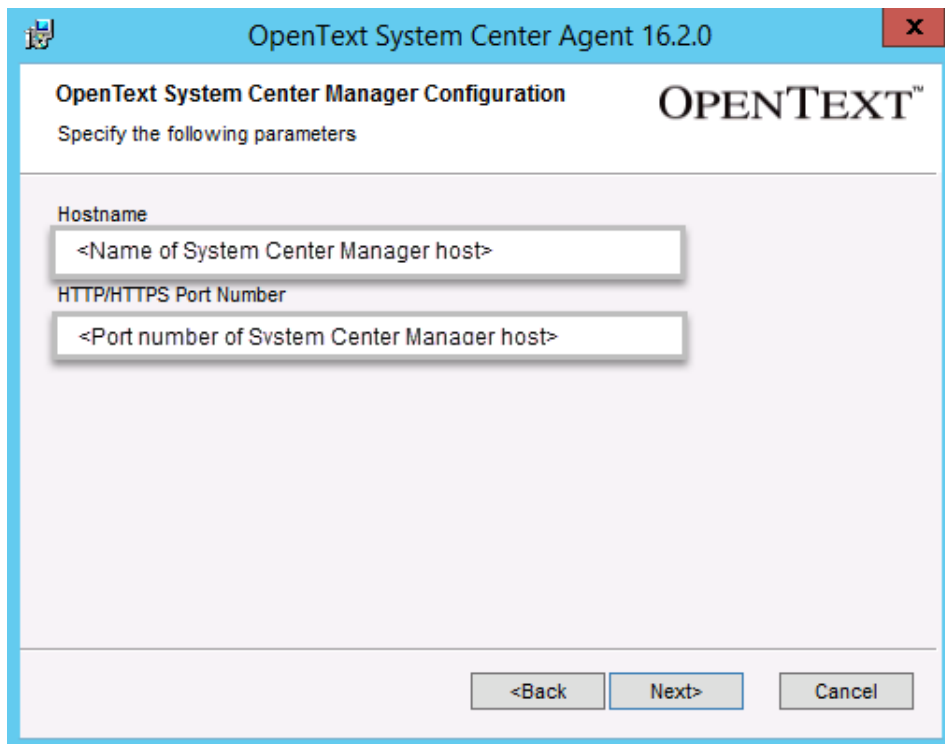
    > **Tip:** If you open System Center Manager in a browser on the computer where you want to install the System Center Manager Agent, you can download the installation file directly to the correct computer and run the installation immediately. If you do this, skip the following step.

2. Copy the `OpenText_SystemCenter_Agent.msi` file to a Windows computer that runs OpenText software that System Center Manager can manage.

3. Run the System Center Agent installation file (`OpenText_SystemCenter_Agent.msi`). When the **Welcome to the OpenText System Center Agent Installation** dialog box appears, click **Next**. When the **License Agreement** dialog box appears, select **I accept the terms in the License Agreement**, and then click **Next**.

4. On the **OpenText System Center Manager Configuration** dialog box, enter the **Hostn ame** and **HTTP Port Number** of the System Center Manager host computer.

    > **Tip:** The default port number for System Center Manager is `8888`.

5.   On the **Destination Folder** dialog box, accept the default location (`C:\OpenText\OpenText System Center Agent 16.0.0\`) or enter a different folder. Click **Next**.
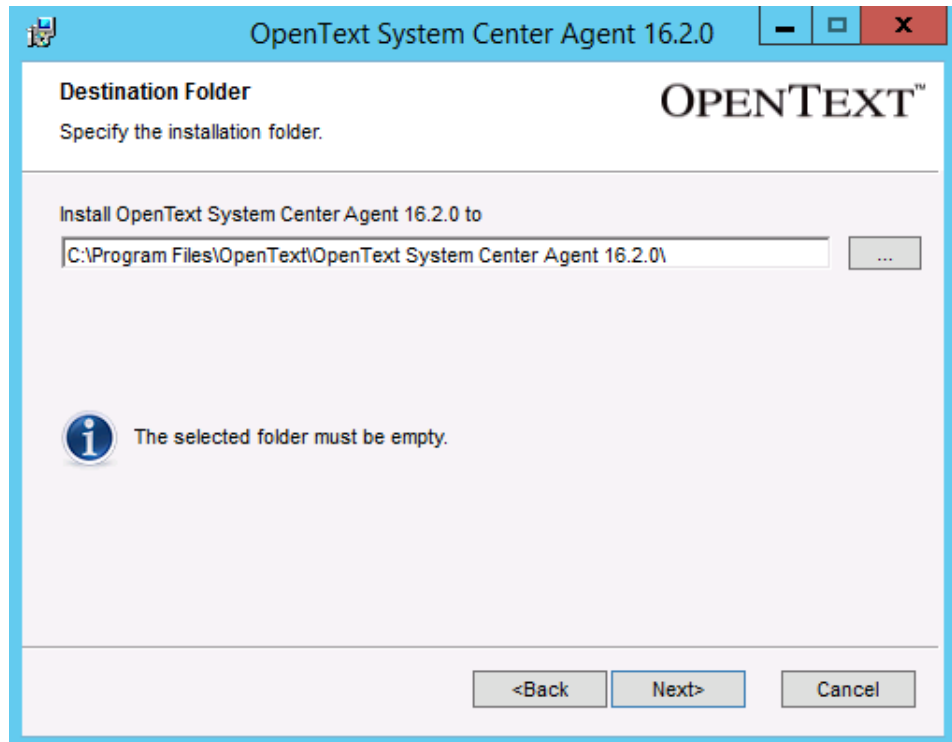
6. On the **Ready to Install** dialog box, click **Install**. The **Installing the Product** dialog box appears and shows the progress of the installation.

7. When the installation completes successfully, the **Completing the OpenText System Center Agent Installation** dialog box appears. Click **Finish**.
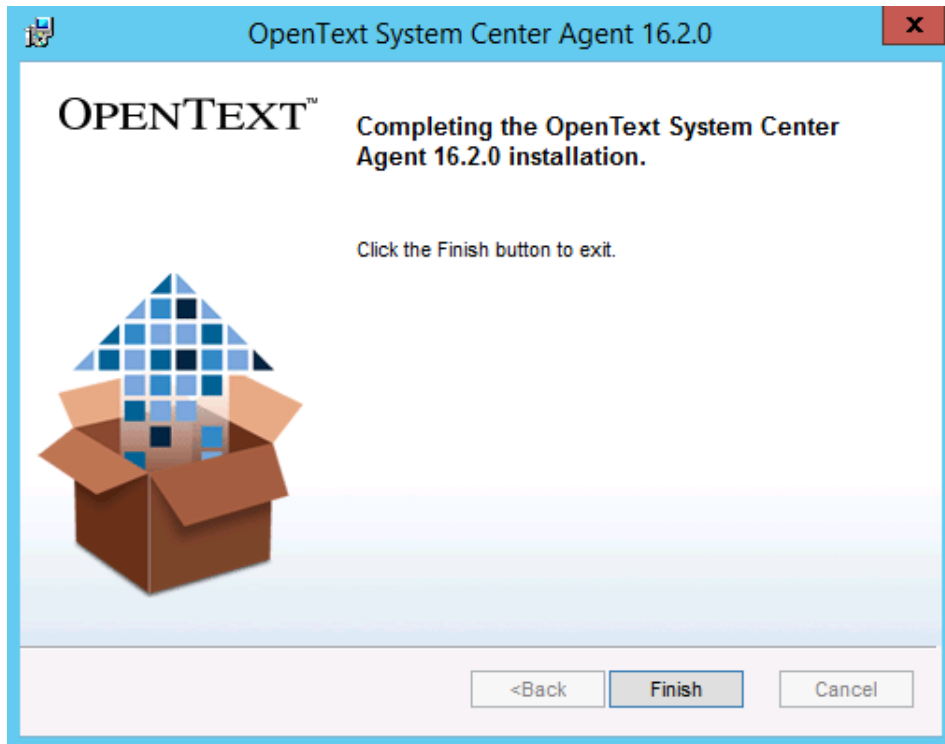
1.2.1.2   Unattended Installation of the System Center Agent

In an unattended installation of the System Center Agent, you provide required information in the options of the installation command. Open a command prompt as Administrator and run the following command on the computer where you want to install the System Center Manager Agent:

```
MsiExec.exe /qn /l*vx <installer_log_file_name> /i
<System_Center_Agent_installer_file_name>
INSTALLDIR=<Agent_installation_directory>
HTTP_PORT_NUMBER="<System_Center_Manager_port>"
SERVER_NAME="<System_Center_Manager_server>"
```

In the above command, replace the strings in angle brackets as follows:

<installer_log_file_name>
>   The path of the installer's log file. For example, `C:\AgentInstall.log`.

<System_Center_Agent_installer_file_name>
>   The path of the System Center Agent installer. For example, `C:\Installers\OpenText_SystemCenter_Agent.msi`

<Agent_installation_directory>
>   The directory where you want to store the System Center Manager Agent program files. For example, `C:\SystemCenter\OpenText System Center Agent 16.2.0\`

<System_Center_Manager_port>
> The port that the System Center Manager server uses to communicate. By default it is `8888`.

<System_Center_Manager_server>
> The network name of the System Center Manager host computer. For example, `scm.corporate.com`

For example, to silently install the System Center Manager Agent on a computer using all of the example values from above, run the following command:

```
MsiExec.exe /qn /l*vx C:\AgentInstall.log /i C:\Installers\
OpenText_SystemCenter_Agent.msi INSTALLDIR="C:\SystemCenter\OpenText
System Center Agent 16.2.O\" HTTP_PORT_NUMBER="8888" SERVER_NAME="scm.
corporate.com"
```

1.2.2   Install the System Center Agent on Linux

To install the System Center Agent on Linux, log on as the user who will run System Center Manager and perform the installation using one of the methods described in this section.

> 💡 **Tip:** The System Center Agent is capable of performing a wide variety of operations on behalf of multiple applications, and can perform file system operations as well, including creating and deleting files and directories. To ensure that the System Center Agent is capable of everything you want it to do, ensure that the System Center Agent user has adequate file system permissions.

During the installation, you can choose to have the System Center Agent run as a service or not. If you choose to not run it as a service, you must start and stop System Center Manager manually, whenever necessary.

You can install the System Center Agent interactively or in attended mode.

The Landscape directory

During the installation of the System Center Agent, the installer attempts to write a solution registry file to the `/etc/opentext/landscape/` directory. This solution registry file is used by other OpenText products to obtain information about System Center Manager. In particular, it is used by the OpenText Solution Registry Agent to help OpenText products to integrate with SAP.

If the user running the System Center Agent installer does not have access to the `/etc/opentext/landscape/` directory, the following message appears during the installation:

```
Unable to create the landscape directory '/etc/opentext/landscape'.
The solution registry file is saved in <System_Center_Agent_home>
instead.
```

```
It's recommended that the solution registry file be copied to '/etc/
opentext/landscape' directory for use by other OpenText products.
```

This message does not indicate an installation failure, but you can prevent it from appearing by ensuring that the user that runs the System Center Agent installer can create the `/etc/opentext/landscape/` directory and write to it. If the message does appear, you can copy the solution registry file from your *<System_Center_Agent_home>* directory to the `/etc/opentext/landscape/` directory after the installation completes. This produces the same result as having the System Center Agent installer create the file in the `/etc/opentext/landscape/` directory during the installation.

> 💡 **Tip:** The solution registry file has a name similar to `20181127101110-SYSTEMCENTERAGT-Install.ini`.

Required Libraries

The System Center Agent uses the following libraries during its normal operation. You must ensure that these libraries are included in your supported Linux operating system:

- The `ip` internet protocol configuration command
- The `lsof` (list open files) command
- The `traceroute` network utility

1.2.2.1   Interactive Installation of the System Center Agent

There are several ways to install the System Center Agent interactively on a Linux System:

- Execute an installation script on the System Center Agent host computer
- Download `SystemCenter_Agent.sh` and execute it on the System Center Agent host computer to perform an interactive installation.
- Extract and run `install_otsystemcenteragent.sh` on the System Center Agent host computer to perform an interactive installation.

The resulting installation is identical, whichever method you choose.

1.2.2.1.1   Install the System Center Agent using the Installation Script

To install the System Center agent by running the installation script:

1. Obtain the command that runs the script file.

   a. In System Center Manager, click **Settings**, and then click **Agents**. The **Agent setup** view appears.

   b. Beside **Agent for Linux**, click **Show instructions**.

   c. Under **Install instructions**, copy the name of the script file. It has the following appearance: `bash <(curl -X GET 'http://`*`<SystemCenterHost>`*`:8888/downloadAgent?ostype=linux&filetype=installer')`

2. On the System Center Agent host computer, log on as the user that will run the System Center Agent and execute the script.

   > 💡 **Tip:** To allow the System Center Agent the greatest flexibility in performing operations, install it logged on as `root`.

   The following messages appear:

   ```
   Downloading System Center Agent from server...
   Download successful.
   Install System Center agent to /usr/local/OpenText/
   OpenText_System_Center_Agent? y/n:
   ```

3. To accept the default location, press `y`. (Otherwise, press `n` and specify an alternative location.) The installation of the System Center Manager Agent commences.

   The following messages appear:

   ```
   Extracting OpenText_SystemCenterAgent.tar.gz...
   Starting System Center Agent ...
   System Center Agent is started.
   Installation completed and Agent started.
   Installation location is
   <System_Center_Agent_installation_directory>.
   ```

4. When the console displays `Install Agent as Service? y/n:`, type `y` to to install the System Center Agent as a service. Enter `n` to have the System Center Agent installed as a program that must be started and stopped manually.

1.2.2.1.2   Install the System Center Agent using the SystemCenter_Agent.sh File

To install the System Center Agent using the SystemCenter_Agent.sh file:

1. Download the Agent for Linux from your installation of System Center Manager.

    a. In System Center Manager, click **Settings**, and then click **Agents**. The **Agent setup** view appears.

    b. Beside **Agent for Linux**, click **Show instructions**.

    c. Click the **SystemCenter_Agent.sh** link and download the SystemCenter_Agent.sh file.

2. On the System Center Agent host computer, log on as the user that will run the System Center Agent.

    > 💡 **Tip:** To allow the System Center Agent the greatest flexibility in performing operations, install it logged on as root.

    Open a terminal and copy the SystemCenter_Agent.sh file to a Linux computer that runs supported OpenText software.

3. Make the SystemCenter_Agent.sh file executable by running the following command: chmod 755 SystemCenter_Agent.sh

4. Start the installation by executing the installation file: ./SystemCenter_Agent.sh. The following messages appear:

    ```
    Downloading System Center Agent from server...
    Download successful.
    Extracting OpenText_SystemCenterAgent_Linux.tar.gz...
    Starting installation of System Center Agent for Linux.
    Install System Center agent to /usr/local/OpenText/
    OpenText_System_Center_Agent? y/n:
    ```

5. To accept the default location, press y. (Otherwise, press n and specify an different location.) The installation of the System Center Manager Agent commences.

    The following messages appear:

    ```
    Extracting OpenText_SystemCenterAgent.tar.gz...
    Starting System Center Agent ...
    System Center Agent is started.
    Installation completed and Agent started.
    Installation location is <installation directory>
    Installing Agent as Service requires elevated privileges.
    Note: The agent will be running as <current user>
    ```

6. When the console displays Install Agent as Service? y/n:, type y to to install the System Center Agent as a service. Enter n to have the System Center Agent installed as a program that must be started and stopped manually.

1.2.2.1.3 Install the System Center Agent using the install_otsystemcenteragent.sh File

To install the System Center Agent using install_otsystemcenteragent.sh:

1. Obtain `OpenText_SystemCenterAgent_Linux.tar.gz` from the `OpenText_SystemCenter_Agent` subdirectory of the System Center Manager application directory.

2. Log on to the System Center Agent host computer as the user that will run the System Center Agent.

   💡 **Tip:** To allow the System Center Agent the greatest flexibility in performing operations, install it logged on as `root`.

   Copy `OpenText_SystemCenterAgent_Linux.tar.gz` to the System Center Agent host computer.

3. Extract `install_otsystemcenteragent.sh` and `OpenText_SystemCenterAgent.tar.gz` from `OpenText_SystemCenterAgent_Linux.tar.gz`.

4. Start the installation by executing the installation file: `install_otsystemcenteragent.sh`. The following messages appear:

   ```
   Starting installation of System Center Agent for Linux.
   Install System Center agent to /usr/local/OpenText/
   OpenText_System_Center_Agent? y/n:
   ```

5. To accept the default location, press `y`. (Otherwise, press `n` and specify a different location.) The installation of the System Center Manager Agent commences.

6. The installer prompts you to `enter the hostname of the Manager`. Enter the name of the System Center Manager host computer.

7. The installer prompts you to `enter the HTTP port number of the Manager`. Press **ENTER** to accept the default port (8888) or enter a different port number. The following messages appear:

   ```
   Extracting OpenText_SystemCenterAgent.tar.gz...
   Starting System Center Agent ...
   System Center Agent is started.
   Installation completed and Agent started.
   Installation location is <installation directory>
   Installing Agent as Service requires elevated privileges.
   Note: The agent will be running as <current user>
   ```

8. When the console displays `Install Agent as Service? y/n:`, type `y` to to install the System Center Agent as a service. Enter `n` to have the System Center Agent installed as a program that must be started and stopped manually.

1.2.2.2   Unattended Installation of the System Center Agent

To perform an unattended installation of the System Center Agent, provide the answers to the prompts in a file, and then pass the contents of the file to the installer. You can use `SystemCenter_Agent.sh` or `install_otsystemcenteragent.sh` to do an unattended installation of the System Center Agent. The result is the same in either case.

1.2.2.2.1   Unattended Installation using the SystemCenter_Agent.sh File

To perform an unattended installation of the System Center Agent using `SystemCenter_Agent.sh`, provide the answers to the prompts in a file, and then pass the contents of the file to the installer.

To perform an unattended installation of the System Center Agent using SystemCenter_Agent.sh:

1. Download the Agent for Linux from your installation of System Center Manager.

    a. In System Center Manager, click **Settings**, and then click **Agents**. The **Agent setup** view appears.

    b. Beside **Agent for Linux**, click **Show instructions**.

    c. Click the **SystemCenter_Agent.sh** link and download the `SystemCenter_Agent.sh` file.

2. On the System Center Agent host computer, log on as the user that will run the System Center Agent.

    > 💡 **Tip:** To allow the System Center Agent the greatest flexibility in performing operations, install it logged on as `root`.

    Open a terminal and copy the `SystemCenter_Agent.sh` file to a Linux computer that runs supported OpenText software.

3. Make the `SystemCenter_Agent.sh` file executable by running the following command: `chmod 755 SystemCenter_Agent.sh`

4. Run the installation and pass required information to the installer in an answer file. For example, run `SystemCenter_Agent.sh < <answer_file>`

Example: To install the System Center Agent to a non-default directory and configure it to run as a service, the answer file should have contents similar to the following:

```
n
/usr/local/scm_agent
y
```

1.2.2.2.2 Unattended Installation using the install_otsystemcenteragent.sh File

To perform an unattended installation of the System Center Agent using the `install_otsystemcenteragent.sh`, provide the answers to the prompts in a file, and then pass the contents of the file to the installer. When you use this file to install the System Center Agent, you must specify the System Center Manager host name and port in your answer file.

To perform an unattended installation of the System Center Agent using install_otsystemcenteragent.sh:

1. Obtain `OpenText_SystemCenterAgent_Linux.tar.gz` from the `OpenText_SystemCenter_Agent` subdirectory of the System Center Manager application directory.

2. Log on to the System Center Agent host computer as the user that will run the System Center Agent.

   > 💡 **Tip:** To allow the System Center Agent the greatest flexibility in performing operations, install it logged on as `root`.

   Copy `OpenText_SystemCenterAgent_Linux.tar.gz` to the System Center Agent host computer.

3. Extract `install_otsystemcenteragent.sh` and `OpenText_SystemCenterAgent.tar.gz` from `OpenText_SystemCenterAgent_Linux.tar.gz`.

4. Run the installation and pass required information to the installer in an answer file. For example, run `install_otsystemcenteragent.sh < <answer_file>`

Example: To install the System Center Agent to a non-default directory and configure it to not run as a service, the answer file should have contents similar to the following:

```
n
/usr/local/OT/SC/SCagt
SCMhost.example.net
8888
n
```

1.3 Manage Systems in System Center Manager

After you install the System Center Agent on a computer, the computer appears in System Center Manager as a pending System. To manage the system, you must register it on the **System Overview** page. For information on registering and managing Systems in System Center Manager, see the help topic *OpenText System Center Manager - Administrator Online Help (SYSCM-H-AGD)*.

1.4   Update System Center Manager

System Center Manager is a self-updating application. From time to time, a banner will appear below the menu bar informing you that an update for System Center Manager is available. If you see a message stating that an update is available, click **Start update** to apply the new version. Some System Center Manager functionality may be disabled until you apply the update.

When you apply an update to System Center Manager, the System Center Agents that connect to that instance are automatically updated the next time they connect to System Center Manager. After you have applied a System Center Manager update, you do not need to take any additional action to update your System Center Agents.

The procedure for updating System Center Manager varies depending if you operate in online mode or not. Follow the instructions that apply to your System Center Manager deployment.

1.4.1   Update System Center Manager in Online Mode

To start an update in online mode, click **Start update** and log on to My Support.

To update System Center Manager in online mode

1. On the banner informing you that an update is available, click **Start update**.

2. The **Confirm download** dialog box appears. Enter your My Support user name and password, and click **Start download**.

3. The **Update System Center** dialog box appears and displays messages indicating that System Center Manager is downloading the update and extracting it. When it has finished these operations, the dialog box informs you that the update is ready to be applied to your system. Click **Update** to apply the update.

4. The **Update System Center** dialog box informs you that System Center Manager is applying the update. When it is finished, it informs you that your system has been successfully updated. Click **Refresh** to refresh the System Center Manager page that you are on and exit the update procedure.

1.4.2   Update System Center Manager in Offline Mode

In offline mode, System Center Manager cannot download an update automatically. You need to obtain the update and upload it to System Center Manager before the update can be applied.

The update file has a name similar to `SystemCenterUpdate_16<_#_#>.zip`. The same file is used for all System Center Manager updates, regardless of whether System Center Manager runs on Microsoft Windows or Linux. You must install the update using System Center Manager. Do not unzip the update onto the System Center Manager application folder.

To update System Center Manager in offline mode

1. On the banner informing you that an update is available, click **Start update**.

2. The **Upload product update System Center** dialog box appears. It has a **Drag product update file here** area, where you can drop an update and a **Select product update file** button that allows you to browse to the location of an update. It also has a **Download the product update file** link. You can copy this link and open it on an Internet-connected computer to download the System Center Manager update. You will need to log on to My Support to obtain the update.

3. After you have obtained the update, drag and drop it onto the **Upload product update System Center** dialog box or click the **Select product update file** button and browse to its location.

4. The **Upload product update System Center** dialog box displays messages indicating that System Center Manager is uploading the update and extracting it. When it has finished these operations, the **Update System Center** dialog box appears, informing you that the update is ready to be applied to your system. Click **Update** to apply the update.

5. The **Update System Center** dialog box informs you that System Center Manager is applying the update. When it is finished, it informs you that your system has been successfully updated. Click **Refresh** to refresh the System Center Manager page that you are on and exit the update procedure.