



SUM Emergency Scenario

A guide for emergency SUM usage

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1.1 Using this document

Detailed steps for using Software AG Update Manager in emergency mode.

1.2 Limitations of use

This option will only be available when the main SoftwareAG delivery center is down. When this occurs, GCS will provide special credentials to the customers and they will be able to proceed with fix installation. Current credentials for this scenario are:

Username: **Emergency**

Password: **Emergency**

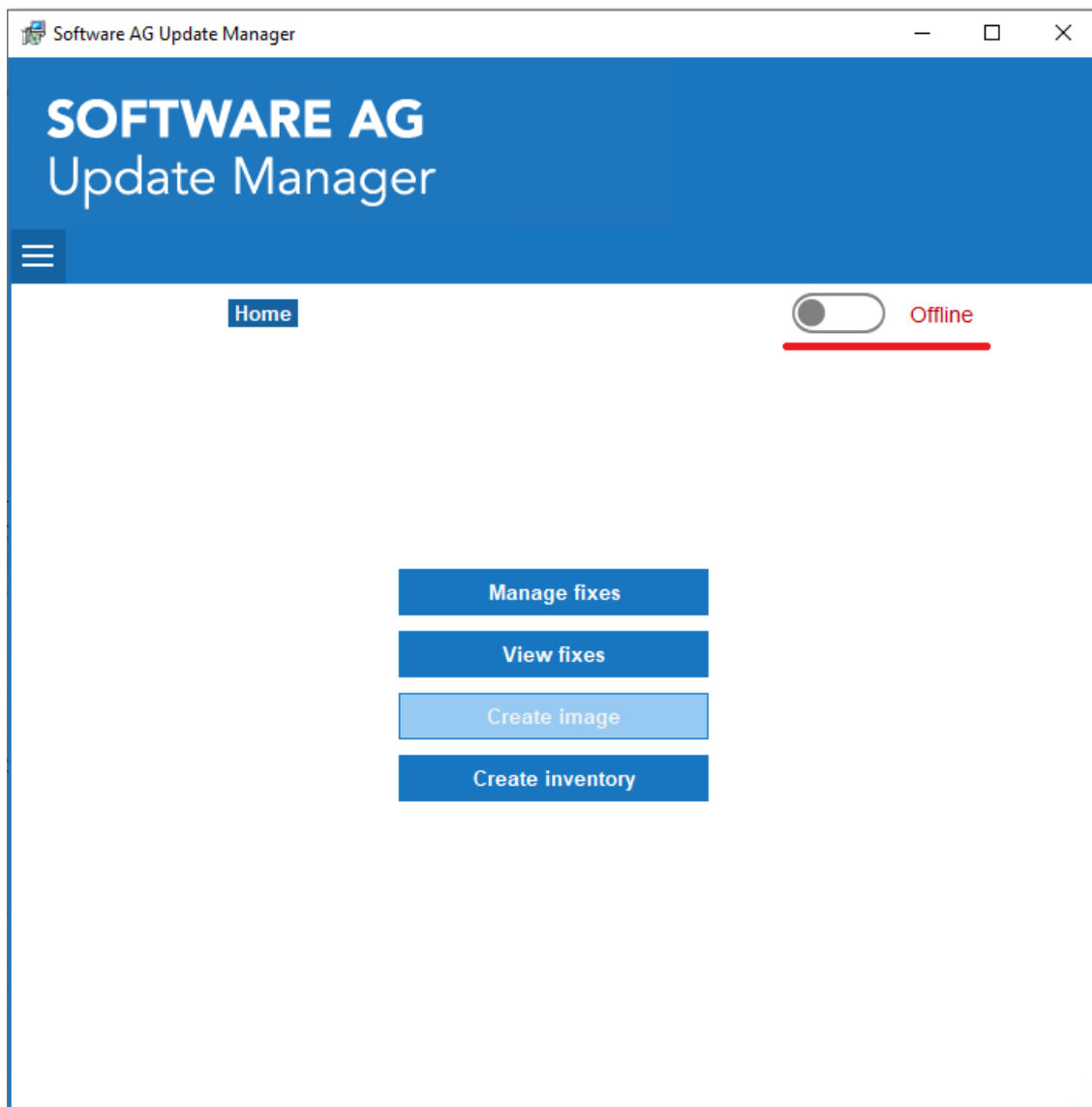
Table of Contents

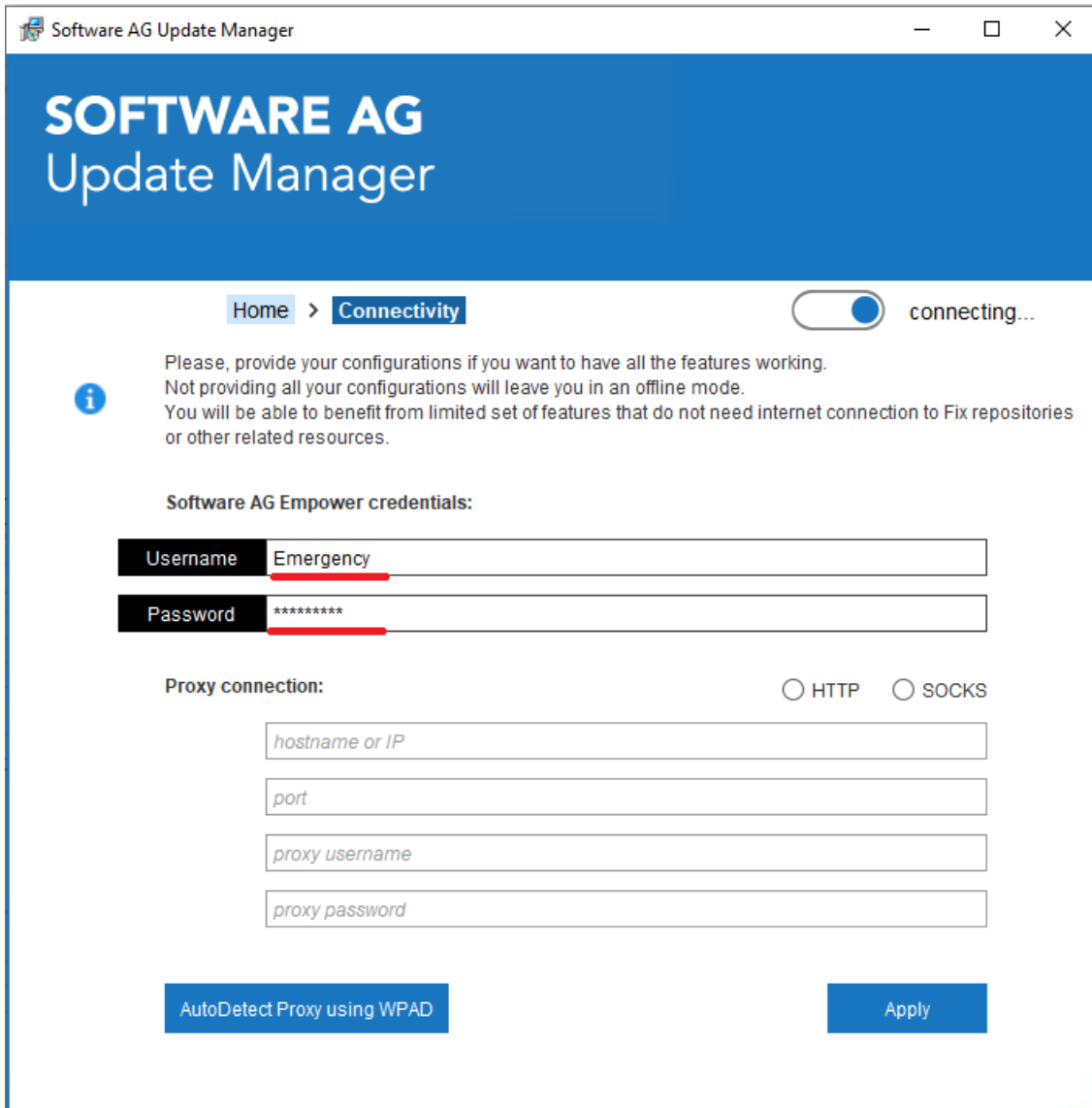
1.1	Using this document	2
1.2	Limitations of use	2
2	Usage	4

2 Usage

Start Software AG Update Manager the same way as you always do it. Select the connectivity option and enter the emergency credentials. Follow the pictures below as an example of the steps.

Below are the steps for using Software AG Update Manager in graphics mode.





The screenshot shows the 'Software AG Update Manager' window with the 'Connectivity' tab selected. The window has a blue header with the 'SOFTWARE AG Update Manager' logo. Below the header, there is a breadcrumb navigation bar with 'Home' and 'Connectivity'. A toggle switch is set to 'connecting...'. An information icon (i) is followed by a message: 'Please, provide your configurations if you want to have all the features working. Not providing all your configurations will leave you in an offline mode. You will be able to benefit from limited set of features that do not need internet connection to Fix repositories or other related resources.' Below this, the 'Software AG Empower credentials:' section contains two input fields: 'Username' with the value 'Emergency' and 'Password' with masked characters '*****'. The 'Proxy connection:' section has two radio buttons, 'HTTP' and 'SOCKS', both of which are unselected. Below the radio buttons are four input fields: 'hostname or IP', 'port', 'proxy username', and 'proxy password'. At the bottom, there are two buttons: 'AutoDetect Proxy using WPAD' and 'Apply'.

Software AG Update Manager

Home > Connectivity

connecting...

SOFTWARE AG
Update Manager

Please, provide your configurations if you want to have all the features working.
Not providing all your configurations will leave you in an offline mode.
You will be able to benefit from limited set of features that do not need internet connection to Fix repositories or other related resources.

Software AG Empower credentials:

Username: Emergency

Password: *****

Proxy connection:

☐ HTTP ☐ SOCKS

hostname or IP

port

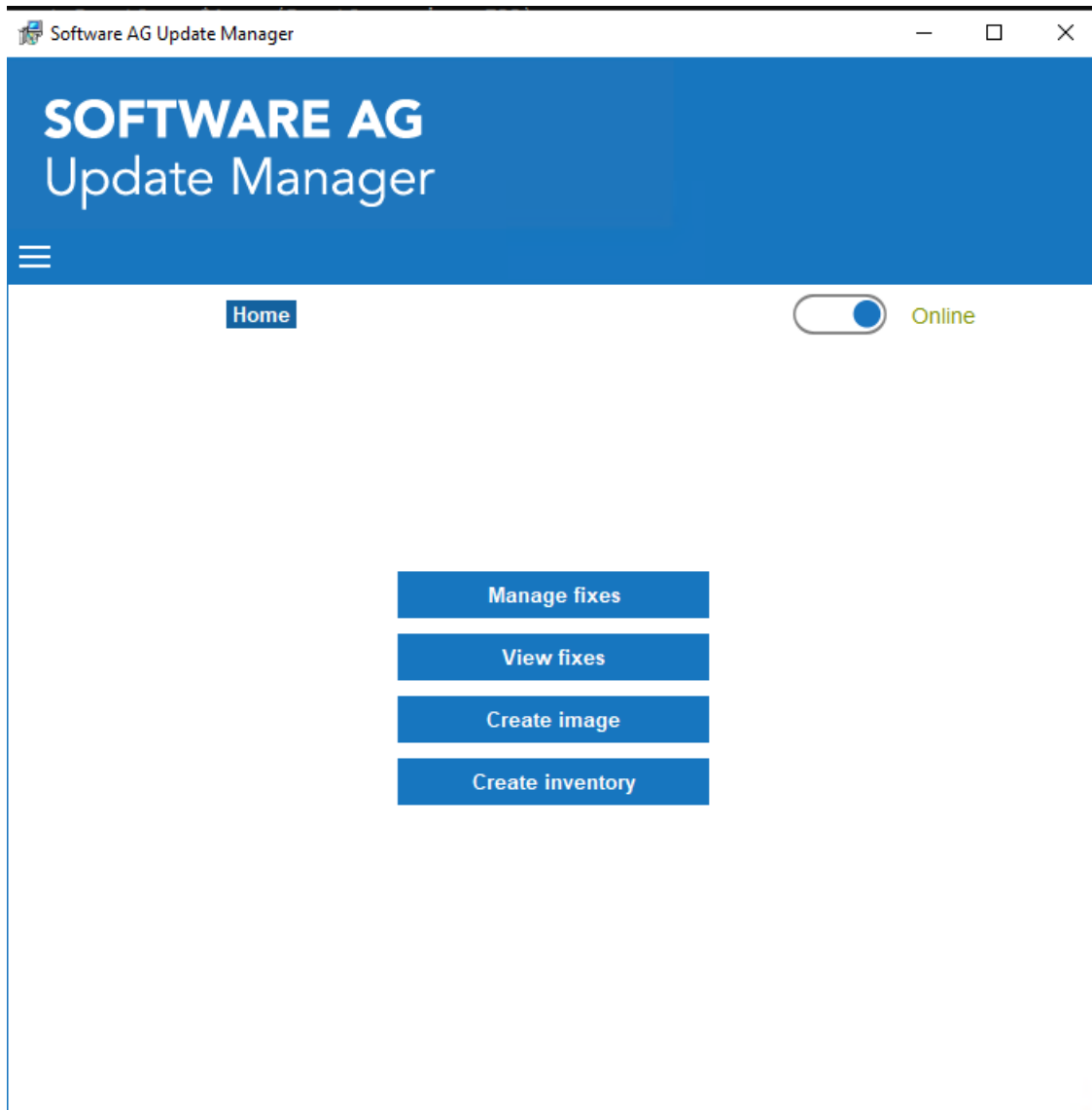
proxy username

proxy password

AutoDetect Proxy using WPAD

Apply

Click **Apply** and proceed to the main menu where you can select the fix management operation. No provisioning statistics will be collected during the period of using the emergency credentials.



Below are the steps for using Software AG Update Manager in command line mode

```
Current Component <OSGI> has version <equinox-w64_10.0.0.0000-0036>
Current Component <VERSION> has version <11.0.0.0000-0152>
Current Component <SUM_HOME> has version <C:\SUM11>
Current Component <JAVA> has version <java-w64_10.1.0.0000-0023>
Current Component <SLIB> has version <core_11.0.0.0000-0126>
Current Component <LAUNCHER> has version <launcher_11.0.0.0000-0260>

Welcome to Software AG Update Manager 2020-11
IBM version: 1.0.0.252-014 1.0.0.252 specification version: 1.8
Copyright (c) 2001 - 2020 Software AG, Darmstadt, Germany and/or Software AG USA, Inc., Reston, VA, USA, and/or its subsidiaries and/or its affiliates and/or their licensors.
The name Software AG and all Software AG product names are either trademarks or registered trademarks of Software AG and/or Software AG USA Inc. and/or its subsidiaries and/or its affiliates and/or their licensors. Other company and product names mentioned herein may be trademarks of their respective owners.
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For certain specific third-party license restrictions, please refer to section E of the legal notices available under "License Terms and Conditions for Use of Software AG Products / Copyright and Trademark Notices of Software AG Products".
These documents are part of the product documentation, located at http://softwareag.com/licenses and/or in the root installation directory of the licensed product(s).

N) Next X) Exit
Enter: [ N ]?

Select the action to perform.
Connectivity status - Online

Fix Management:
1) Manage Fixes
2) View Fixes
3) Create image
4) Create inventory
5) Advanced Options
6) Connectivity Options
X) Exit
Enter option: [1]>C
```

```
Select the action to perform.

Connectivity status - Online

Fix Management:
1) Manage Fixes
2) View fixes
3) Create image
4) Create inventory

A) Advanced Options
C) Connectivity Options
X) Exit

Enter option: [1]?
```

```
Select Connectivity option

1) Offline mode
2) Empower credentials
3) No proxy
4) HTTP
5) SOCKS

A) Apply B) Back X) Exit

Enter option: [1]?2
```

```
Empower user name:Emergency
Password (case sensitive):
Password (case sensitive):

Select Connectivity option

1) Offline mode
2) Empower credentials
3) No proxy
4) HTTP
5) SOCKS

A) Apply B) Back X) Exit

Enter option: [1]?A
Online mode
```

Select **Apply** and proceed to the main menu where you can select the fix management operation. No provisioning statistics will be collected during the period of using the emergency credentials.

ABOUT SOFTWARE AG

Software AG began its journey in 1969, the year that technology helped put a man on the moon and the software industry was born. Today our infrastructure software makes a world of living connections possible. Every day, millions of lives around the world are connected by our technologies. A fluid flow of data fuels hybrid integration and the Industrial Internet of Things. By connecting applications on the ground and in cloud, businesses, governments and humanity can instantly see opportunities, make decisions and act immediately. Software AG connects the world to keep it living and thriving. For more information, visit www.softwareag.com.

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