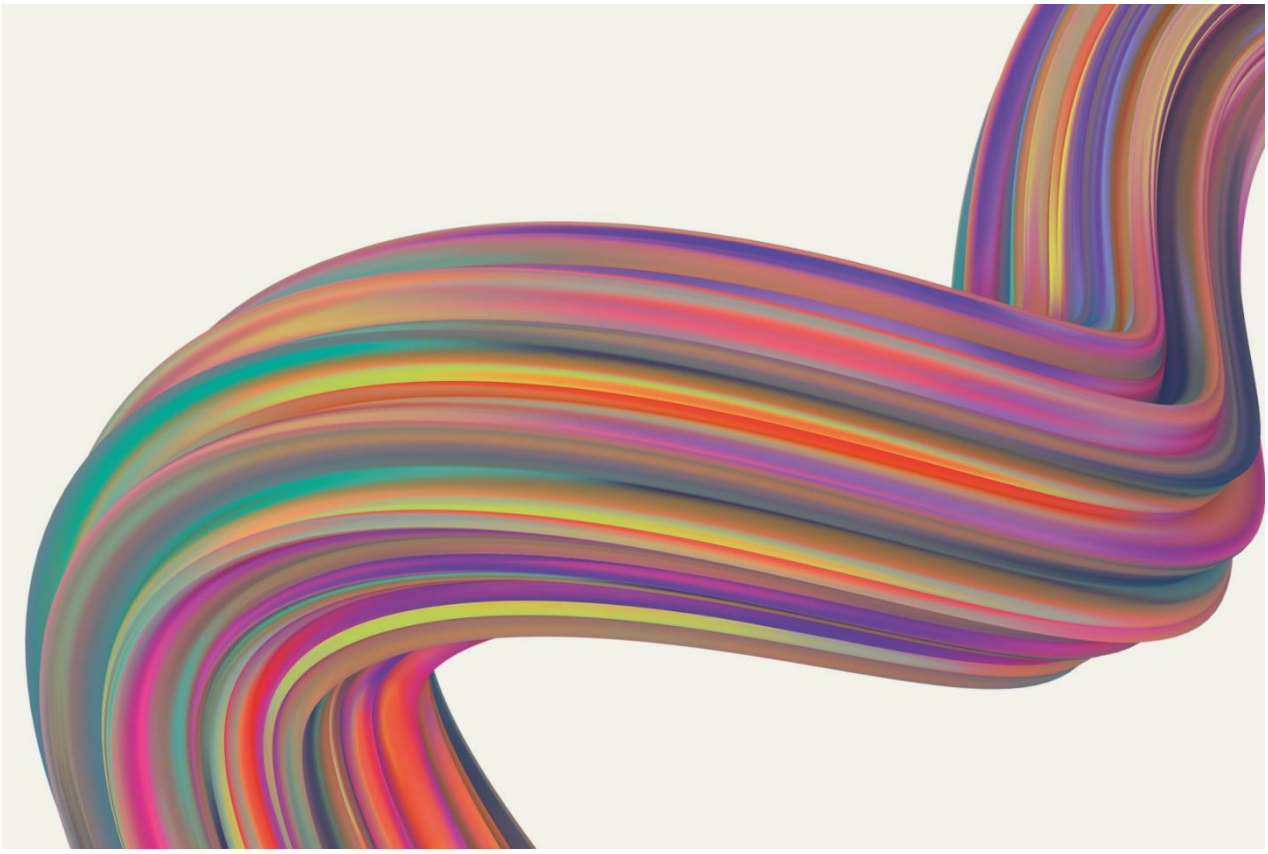

SUM Emergency Scenario

A guide for emergency SUM usage

November, 2020

Author: *Software AG Update Manager Core team*

Version 0.1 | 11 November 2020

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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**

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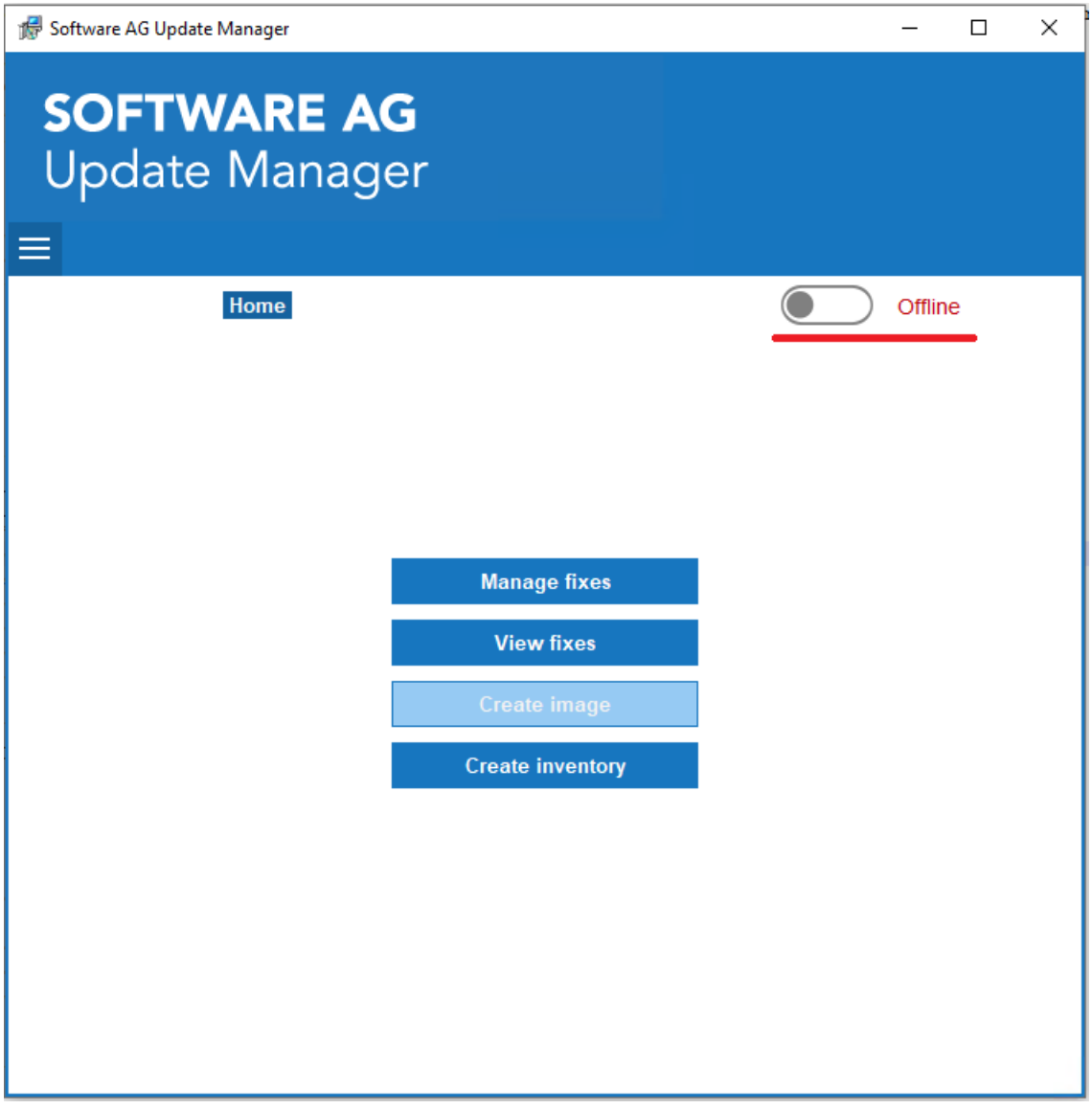
2 Usage

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.



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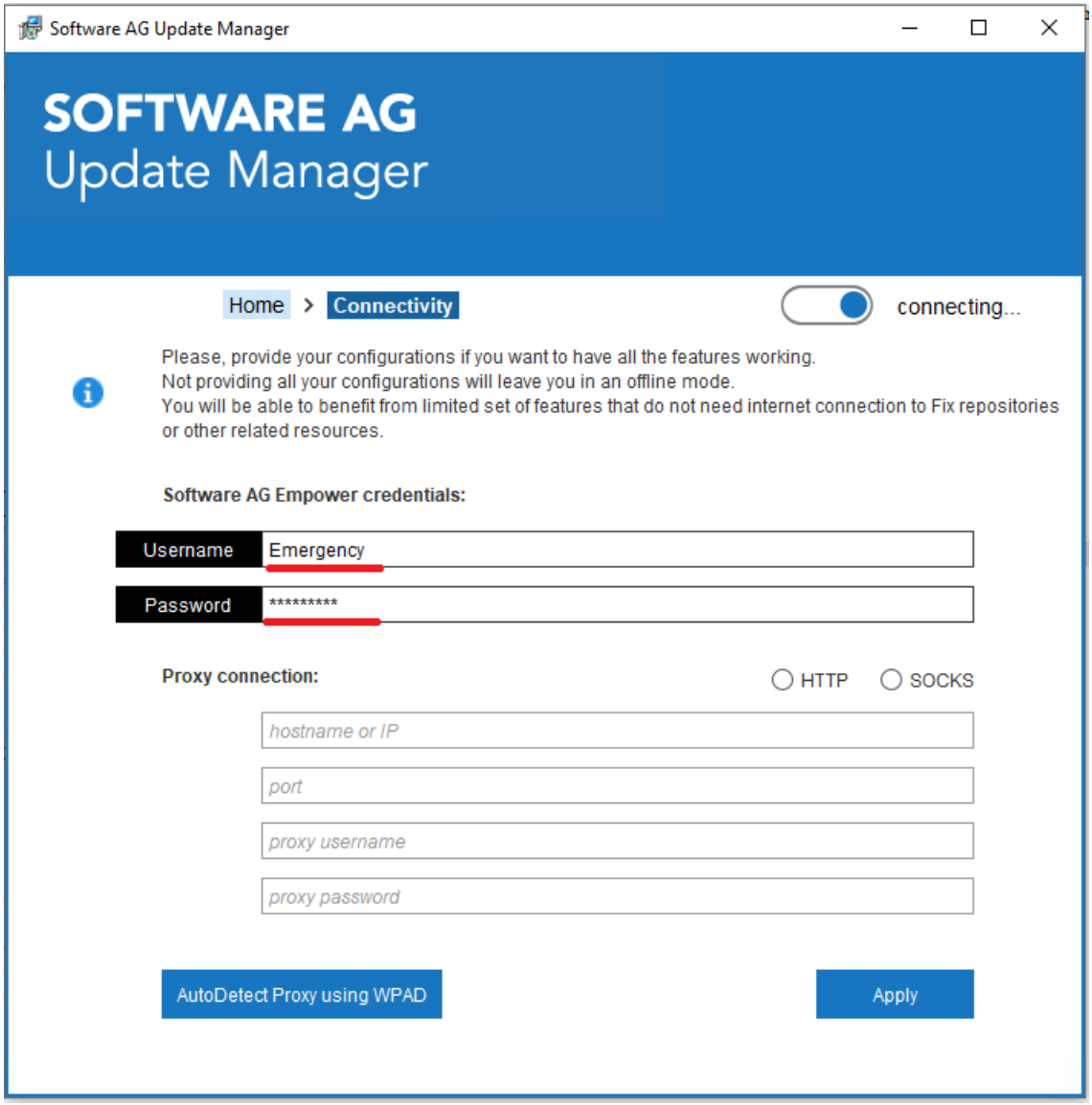

Click **Apply** and proceed to the main menu where you can select the fix management operation. No provisioning statistics will be collected during the period of using the emergency credentials.

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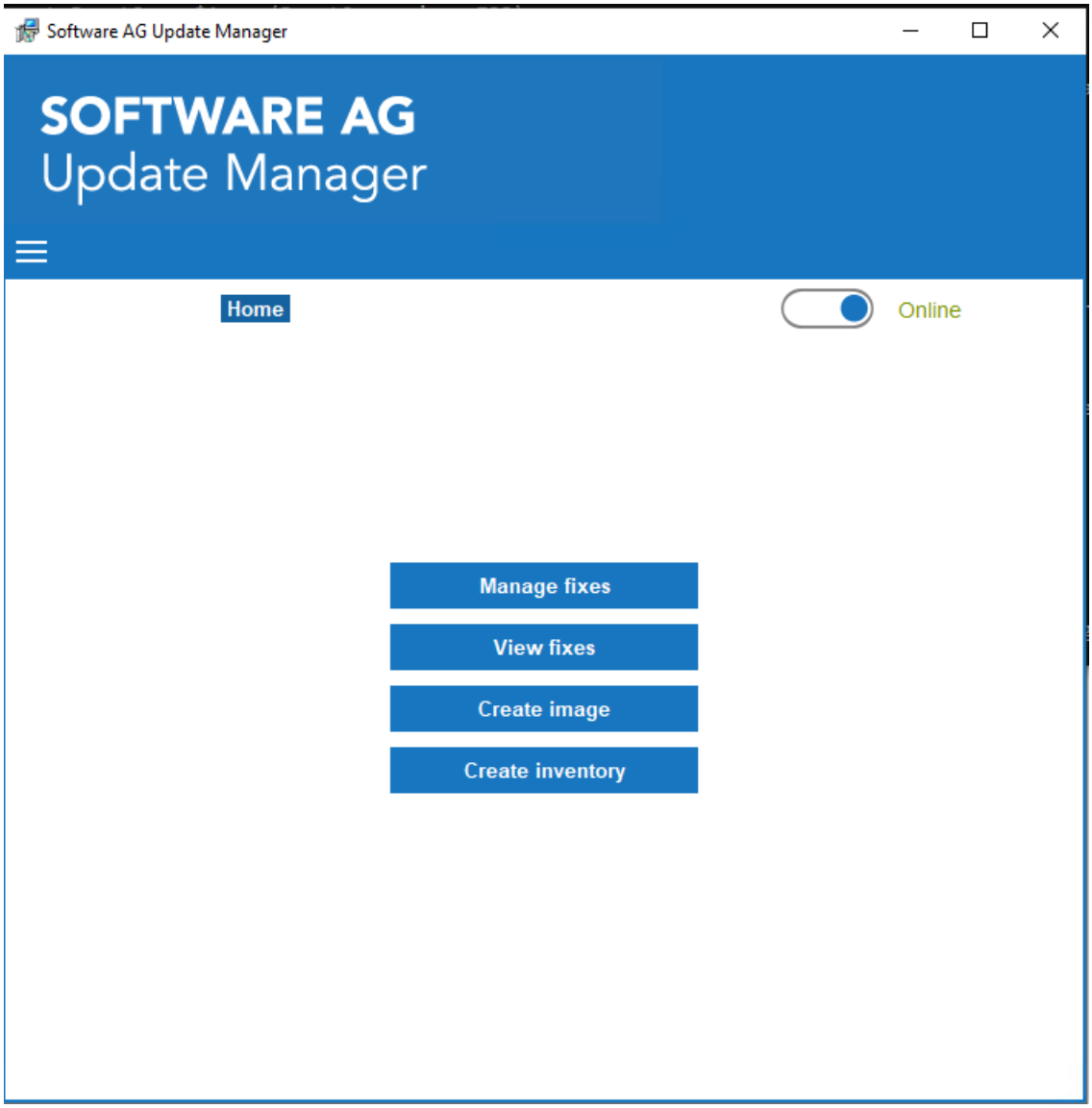

Below are the steps for using Software AG Update Manager in command line mode

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```
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
```

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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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