

TAUBER
Agent Status
& Configuration
Solution

User Guide

Version 1.5.xx

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Version History

V1.0.00

- Initial version

V1.1.50

- New Functions & bug fixes

V1.1.59

- Fixed Deployment File Cleanup
- Fixed Webserver Restart after Update
- Minor bug fixes

V1.1.60

- Fixed “|” in Linux Commands
- Added TAUBER Favicon

V1.1.70

- Multiuser Support
- Smaller bug fixes

V1.1.77

- Fixed Log Rotation Bug
- Enhancement in Config Dumper

V1.1.81

- New Parameter Browser in Parameter Dumper

V1.2.00

- Additional “One Graph per Metric” View in Parameter Dumper
- Thresholds Display in Parameter Dumper
- Command Runner now using PATROL KM system() Function with no limits and supporting %DUMP / %PSL Commands
- Added Agent Start / Stop / Restart Buttons to Command Runner

V1.3.02

- TreeView with visual Application Class and Instance names including current status and complete parent/child structure
- Show and change Thresholds from Graph View
- Role based access with admin, operator and viewer Role
- Self-Signed Certificate for quick encryption

V1.3.07

- Added Refresh Button to all Views
- Added Auto-Refresh to Parameter Dumper
- bug fixes

V1.4.00

- Added Shell with extended Security / Token
- Added Cockpit
- Added Dark Mode

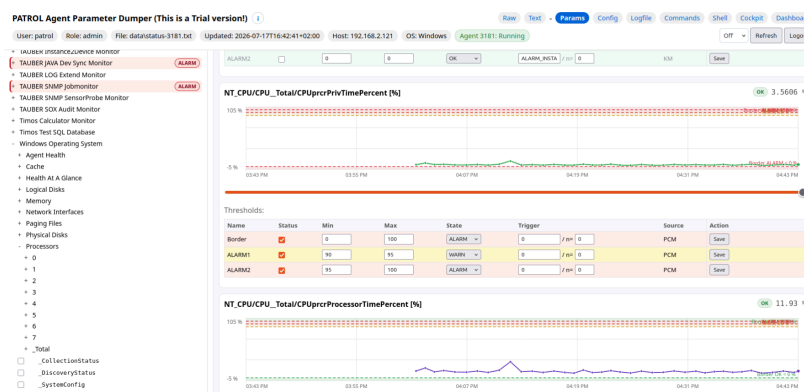
V1.5.22

- Added PATROL Dashboard Designer
- Adding SSO REST-API for TAUBER Agent Status & Configuration Console (Coming soon!) Crosslaunch

Introduction

BMC Helix Operations Management is one of the major Monitoring Platforms for huge Datacenters and the BMC PATROL Agent is the BMC Server and System Monitoring Solution.

BMC Helix Operations Management provides limited direct access to PATROL Agent internals. Security controls can also make it difficult to inspect the complete agent namespace, review agent log files or execute approved diagnostic commands on the agent host.



Quick View PATROL Parameter Data

The TAUBER Agent Status & Configuration solution (TASC) provides controlled access to PATROL Agent internals, including Knowledge Module text parameters and agent configuration. Depending on the assigned role and enabled features, authorized users can also run predefined commands through Command Runner or use the protected Shell interface.

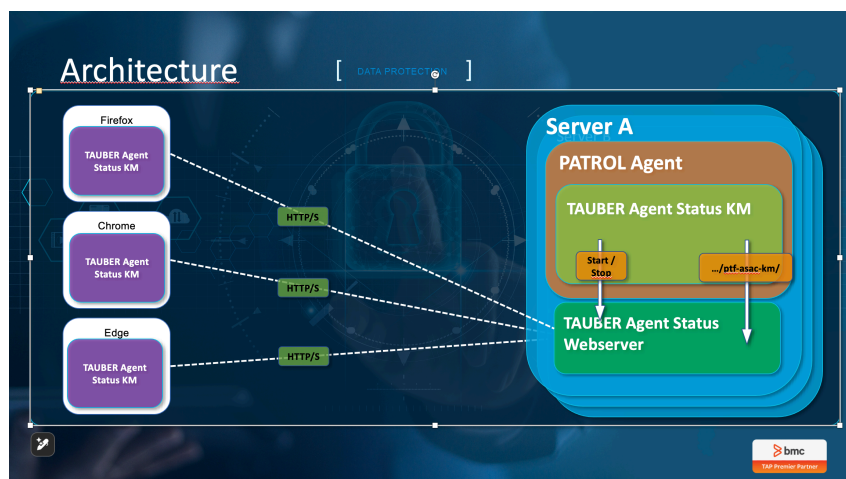
TASC also provides a Dashboard Designer for creating live dashboards from parameters collected by the local BMC PATROL Agent.

How does the Solution work?

The solution contains two main components in one BMC PATROL solution file: the TAUBER Agent Status & Configuration Knowledge Module and the TAUBER Agent Status & Configuration web server.

The Knowledge Module controls the lifecycle of the web server process (ptf-asac-km-webserver or ptf-asac-km-webserver.exe) and generates its configuration.

The Knowledge Module also collects data in the product directory (%PATROL_HOME%/ptf-asac-km), where it is read and processed by the web server.



TAUBER Agent Status & Configuration Solution Architecture

Supported Versions

The following table shows the supported PATROL Agent and OS Versions:

BMC PATROL Agent Versions

PATROL Agent Version	Supported?
11.x	Yes
20.x	Yes
21.x	Yes
22.x	Yes
23.x	Yes
24.x	Yes
25.x	Yes
26.x	Yes

Operating Systems

Operating System	Supported?
Windows 2016 Server	Yes
Windows 2019 Server	Yes
Windows 2022 Server	Yes
Windows 2025 Server	Yes
Suse Enterprise Server 15.x	Yes
Oracle Linux 7.x, 8.x, 9.x	Yes
RHEL 8.x, 9.x	Yes

Install

TASC is provided as a BMC PATROL solution file. Import the solution into the BMC Helix Operations Management repository, create a deployable package for the required operating system and architecture, and deploy the package to the target PATROL Agents. Test the package on one agent before a broad production rollout.

Files and Operating Systems

The following table shows all files and filesystems which are part of the Solution and will be installed below the %PATROL_HOME% Directory.

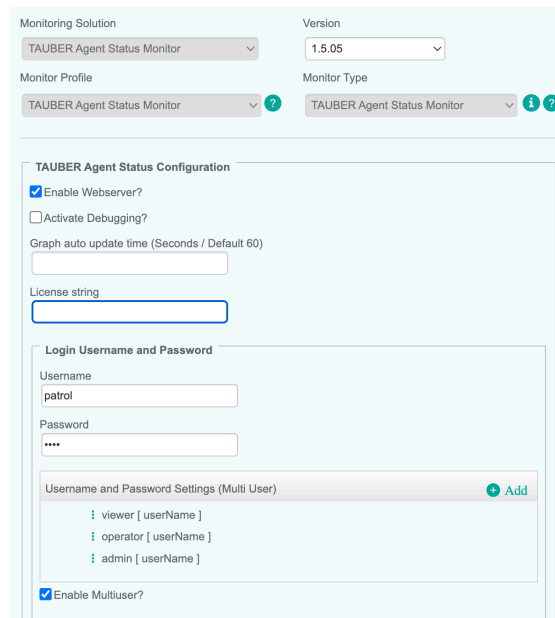
Folder + Filename	Description
.../lib/knowledge	
*.km Files	PATROL KM Files
*.xml Files	PATROL KM metadata files
*.kml Files	PATROL KM list/localization files
.../lib/psl	
*.lib Files	PATROL KM Libraries
.../lib/versions	
*.version File	Version File
.../ptf-asac-km/conf	
setup.properties-[AgentPort]	Webserver configuration written by PATROL KM
users-[AgentPort].txt	User/password-hash file for Multiuser Mode
license.txt	Webserver License File
.../ptf-asac-km/conf/secure	
selfsigned-cert.pem	Self-Signed Certificate File
selfsigned-key.pem	Self-Signed Key File
.../ptf-asac-km/data	
heartbeat-[AgentPort].txt	Heartbeat File written by PATROL KM
pconfig-[AgentPort].txt	Pconfig File written by PATROL KM
status-[AgentPort].txt	Status File written by PATROL KM
cockpit-[AgentPort].txt	Cockpit metrics file written by PATROL KM / read by Webserver
.../ptf-asac-km/data/history	
params-history-agent<agentPort>.*	File with History Request
.../ptf-asac-km/data/commands	
command-run-agent<agentPort>.*	File with Command Execution Request
.../ptf-asac-km/data/shell	
shell-run-agent<agentPort>.*	File with Shell Execution Request
.../ptf-asac-km/data/dashboards	
*.json	Dashboard Designer files
.../ptf-asac-km/log	
ptf-asac-km-webserver-[AgentPort]-[Date].log	Webserver Logfiles
ptf-asac-km-shell-audit-[AgentPort]-[Date].log	Shell Audit Logfiles
ptf-asac-km-webserver-[AgentPort].pid	Process ID File

* Placeholder files ensure that the BMC PATROL installer creates the required directories. They can otherwise be ignored.

Upgrade & Uninstall

Before upgrading, review the TASC release notes and the current BMC Helix Operations Management package documentation. Back up important dashboards and configuration files, upgrade one test agent first, and verify all enabled functions before continuing with the remaining systems. For uninstalling, follow the steps below.

- Uncheck the Checkbox “Enable Webserver?” in all Monitor Configurations and all Policies and wait for a few Minutes.



Disable Webserver

This will stop the Webserver on all Systems!

- Uninstall the Solution from your Agents as you do with any other BMC PATROL Solution.

Before you upgrade

- Review the TASC release notes, known issues and compatibility information.
- Export important dashboards and back up the TASC configuration directory.
- Record the currently installed TASC and PATROL Agent versions.
- Create a deployable package for the correct operating system and architecture.
- Schedule a maintenance window if the upgrade can restart the PATROL Agent or web server.

Upgrade Validation

- Upgrade one test agent before deploying to additional systems.
- Confirm the TASC version, login, roles, web server status and data timestamps.
- Test Config Dumper, Command Runner, Shell, Cockpit and Dashboard functions that are enabled in your environment.
- Review the PATROL Agent and TASC log files for new warnings or errors.
- Deploy to the remaining systems in controlled groups only after the test succeeds.

Rollback

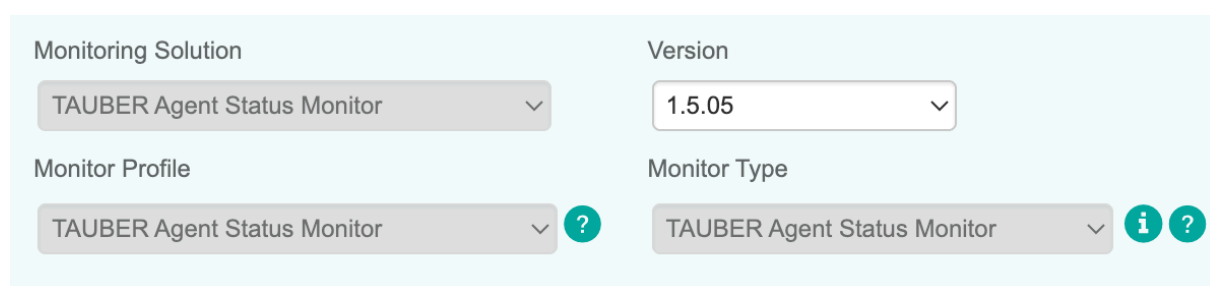
If validation fails, stop the rollout, retain the logs and restore the previously approved package and configuration according to your BMC Helix Operations Management deployment procedure. Do not manually uninstall a package after starting an uninstall through the BMC console.

Configuration

This chapter describes how to configure the TAUBER Agent Status & Configuration KM using a BMC Helix Operations Management Monitor Policy.

Configuring the TAUBER Agent Status & Configuration KM

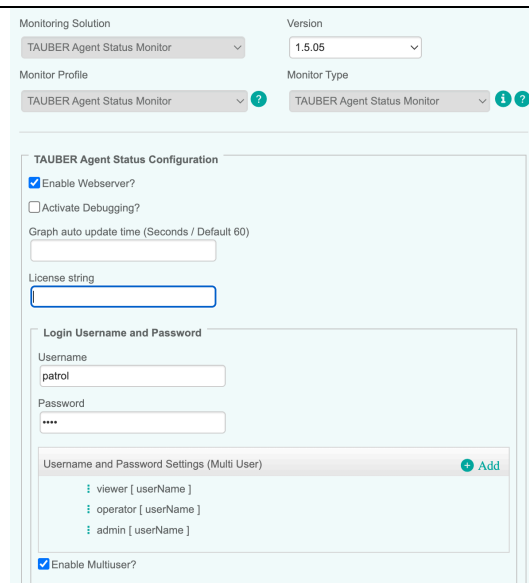
The Webserver which is the main part of the TAUBER Agent Status & Configuration Solution must be configured using a BMC Helix Operations Management Policy. Create a monitor policy and add the required version of the TAUBER Agent Status monitoring solution. Use a controlled test policy before assigning the configuration to production agents.



Add Monitor Solution

To configure the Solution, follow the steps below

- Select “Enable Webserver” to make the PATROL Agent start the Webserver.
- Select “Activate Debugging” and the PATROL KM will write a logfile to %PATROL_HOME%/log.
- Graph auto update time is the automatic refresh time for Graphs in Seconds. Leave it empty to use the default of 60 Seconds.
- Add a Username / Password to activate Authentication in the Webserver.
- To enable Multiuser Mode, select Multiuser and add additional Users selecting the “Add” Button. For Details about the Multiuser Mode read the Chapter “More about the Multiuser Mode”



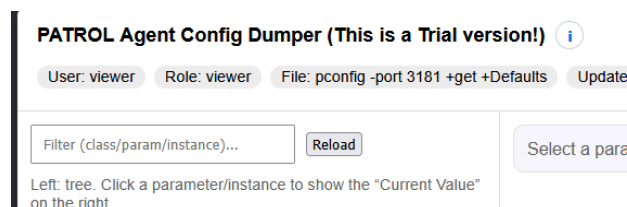
- Copy the License string to the License string field to remove the Trial Message and gain full Support.

More about the Multiuser Mode

Multiuser mode provides individual logins with three roles. Enable the feature only when individual accounts are required, assign the least-privileged role, and review the account list regularly. The following roles and privileges are available:

Role	Privileges
admin	Full access
viewer	Read-only access. Viewers cannot change Thresholds, edit AgentSetup, backup / restore Agent Configuration, restart / start / stop the Agent, use Command Runner, use Shell or edit Dashboards.
operator	Operational access. Operators can use operational functions such as Command Runner and Agent start / stop / restart, but cannot change Thresholds, edit AgentSetup, restore configuration, use Shell or edit Dashboards.

You see the User you are logged in with and the current Role in the top left corner!



Selecting Enable Multiuser causes the TASC web server to maintain users-[AgentPort].txt in the KM configuration directory.

The KM stores password hashes for the accounts configured in the policy. During login, the web server validates the supplied credentials against the stored username, password-hash and role entries.

Maintain access without BHOM Policy

In case you have departments that want to maintain the Access to the TAUBER Agent without creating a BHOM Policy follow the Steps below.

- Login to the PATROL Agent
- Go to %PATROL_HOME%/ptf-asac-km-webserver/conf
- Create a file called users-[AgentPort].txt
- To hash the Users Password, go to the directory above and execute
 - *Linux: use the hidden-input example in the Security and Hardening appendix.*
 - *Windows: use the hidden-input example in the Security and Hardening appendix.*
- Add the following line to the File users-[AgentPort].txt
[Username]:[Password Hash]:Role

See the following example of a users-[AgentPort].txt File

```
admin01:[bcrypt-hash]:admin
operator01:[bcrypt-hash]:operator
```

IMPORTANT

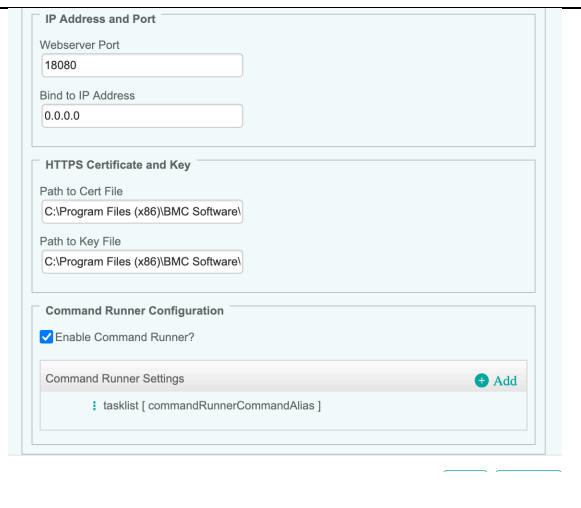
The following Username / Password from the Policy will NOT override the File, but always exists so it is a little like the Administrator:



... Continuing with Configuration

- Enter the Port number and an IP-Address if you want to bind the Webserver to a specific IP, otherwise leave the Default "0.0.0.0".
- Add the full path to the HTTPS Certificate and Keyfile to enable HTTPS.

NOTE: Since Version 1.3.xx we provide a Self-Signed certificate and key in the conf/secure folder!



The screenshot shows the main configuration window with three sections:

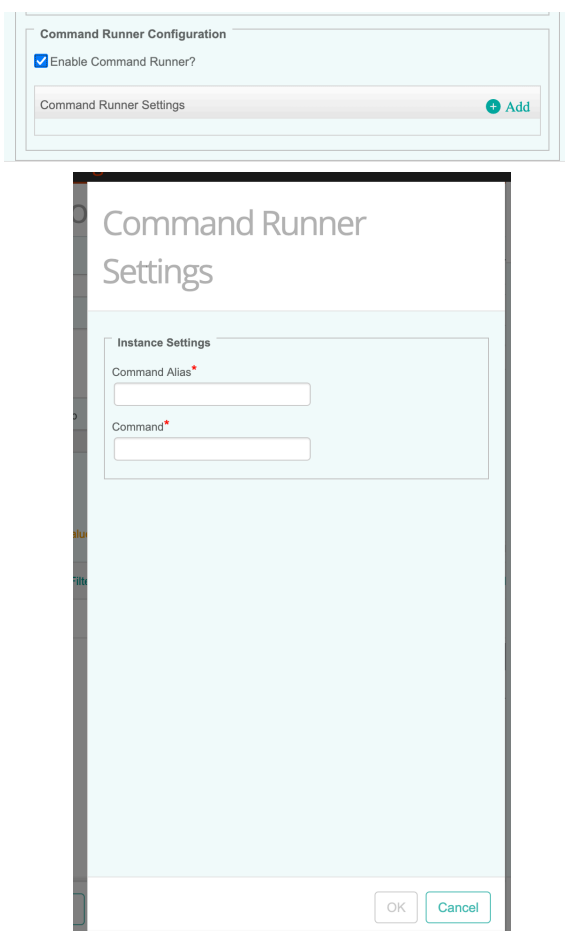
- IP Address and Port:** Webserver Port (18080) and Bind to IP Address (0.0.0.0).
- HTTPS Certificate and Key:** Path to Cert File and Path to Key File, both pointing to C:\Program Files (x86)\BMC Software\.
- Command Runner Configuration:** A checkbox for "Enable Command Runner?" is checked. Below it is a "Command Runner Settings" section with an "Add" button and a list containing "tasklist [commandRunnerCommandAlias]".

The Command Runner is used to run predefined Commands on the Server running the PATROL Agent. To add / remove Commands to the Command Runner follow the steps below.

- To enable the Command Runner select "Enable Command Runner?". Otherwise, the Command Runner will not be available.
- To add a Command for the Command Runner select "Add" and enter the Command Alias and the Command that should be executed.

The Command Alias is the name of the Command in the Dropdown List of the Command Runner.

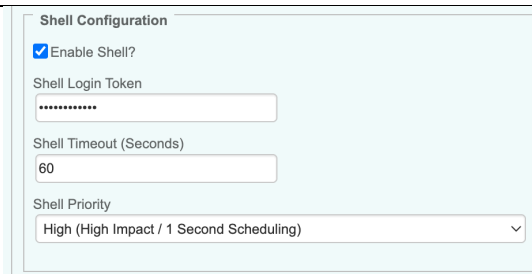
Command will finally be executed when selecting "Run" in the Command Runner.



The screenshot shows the "Command Runner Settings" dialog box. It has a title bar "Command Runner Settings" and a section "Instance Settings" with two input fields: "Command Alias" and "Command". At the bottom, there are "OK" and "Cancel" buttons.

The Shell

- To enable the Shell select “Enable Shell?”. Otherwise, the Shell will not be available.
- For Security Reasons the Shell Access is protected by an own and additional Password / Token. Enter this Password in the Shell Login Token Input Box.



The screenshot shows a 'Shell Configuration' window with the following fields:

- ☒ Enable Shell?
- Shell Login Token: [password field with 8 dots]
- Shell Timeout (Seconds): [60]
- Shell Priority: [High (High Impact / 1 Second Scheduling) dropdown menu]

Note: The Shell will only be available for Users having the admin Role!

- The Shell Timeout is the Time in Seconds the Webserver is waiting for the Command to execute and get a result.
- Select a Priority for the Commands. The less you want to wait the higher the impact on the Agent is.

How does the Shell work?

After you unlock the Shell with the Token you can enter the commands. The Command is passed to the PATROL Agent bound to this Webserver to execute and return the result. The higher the Priority is set in the Policy the more often the Agent checks the Shell Command Queue, executes the Command and returns the result to the Webserver.

Important: After 15 minutes the Shell will be locked again for Security Reasons and to prevent an open shell!

Security & Hardening

TASC provides privileged functions for viewing and modifying PATROL Agent configuration and, when enabled, executing operating-system commands. Treat the web interface as an administrative service and apply the controls below before production use.

Production Security Baseline

- Use HTTPS for production systems. Replace the bundled self-signed certificate with a certificate issued by your organization or another trusted certificate authority.
- Do not expose the TASC web server directly to the internet. Restrict access to trusted administration networks with host and network firewalls.
- Bind the web server to a dedicated management interface where possible. If 0.0.0.0 is used, enforce access restrictions externally.
- Use named accounts, strong unique passwords and the least-privileged role required for each user.
- Keep Shell and Command Runner disabled unless they are required. Restrict Shell access to administrators and review the Shell audit log regularly.
- Allow only reviewed Command Runner aliases. Avoid user-controlled command fragments and shell metacharacters.
- Protect configuration, license, certificate, private-key and password-hash files with appropriate operating-system permissions.
- Never include passwords, tokens, private keys or customer-sensitive information in screenshots or support bundles.

How to use the TAUBER Agent Status & Conf. Solution

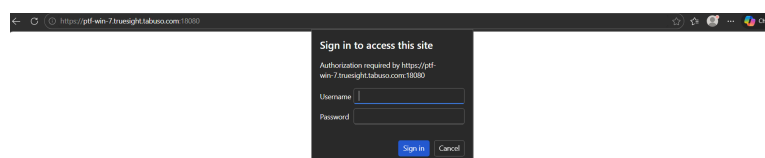
Introduction

TASC combines a PATROL Knowledge Module with a web server running on the agent host. It provides authorized access to PATROL parameters, including text parameters, AgentSetup, log files, approved commands and a consolidated status cockpit.

Configure the web server port in the monitor policy. For production systems, use HTTPS and connect to the following URL:

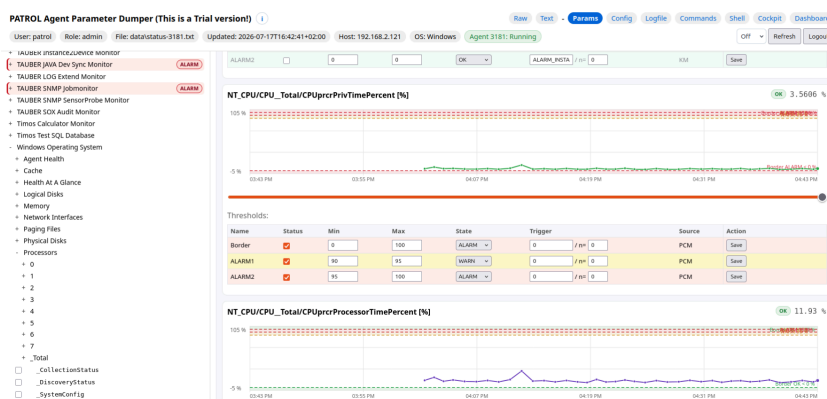
`http(s)://[ServerName]:[WebserverPort]/`

If you configured a Username and Password, you must authenticate!



TAUBER Agent Status & Configuration Webserver with Authentication

After authenticating you will see the PATROL Agent Parameter Dumper Website.



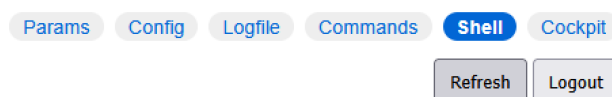
PATROL Agent Parameter Dumper

In the top right you see the Main Menu with the Pills for the seven Main areas "Parameters" to explore the PATROL namespace, "Config" to explore

the AgentSetup, “log file” to view Agent and Webserver logfiles and – if enabled – “Commands” for the Command Runner to run Commands on the Server, the “Cockpit” for a quick Server and Agent check, “Shell” for a CMD / Bash Shell and finally the “Dashboard” for creating Dashboards.

Main Menu

The Main Menu is always at the top right of the page. It has three different areas. The seven different Main pages “Params”, “Config”, “log file” and “Commands”, “Cockpit”, “Shell” and “Dashboard”. The area selected is marked blue. Next to it on the left side of the “-“ sign you find the sub areas or functions available for the selected Main section. In the picture below the sub area “Shell” is selected. Below the Main Menu - if authentication is enabled - you always find the “Logout” and “Refresh” Buttons.

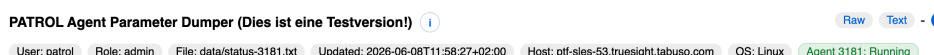


Main Menu

In the Parameter Dumper you also have the Auto-Update Dropdown list. Select a value and the Page will be automatically refreshed without changing The Tree and the Parameters.

Status Panel

The Status Panel appears below the page title. It displays the current user, role, source file, update timestamp, hostname, operating system and PATROL Agent status. Check the timestamp to confirm that the displayed data is current.

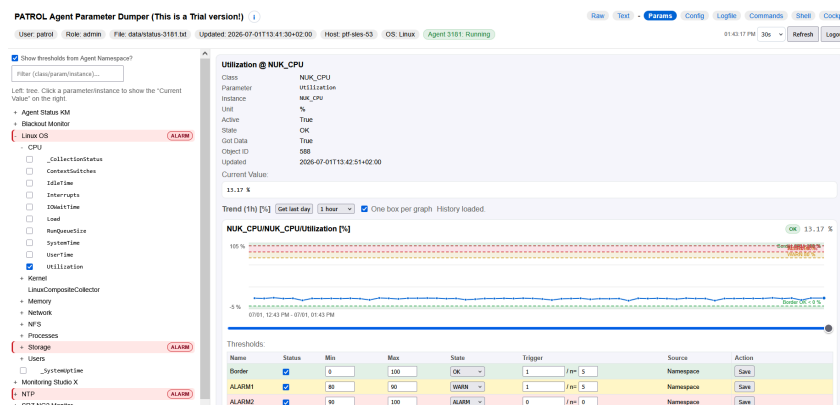


Status Panel

PATROL Agent Parameter Dumper

The PATROL Agent Parameter Dumper is used to navigate through the Agent Namespace and was initially created to view PATROL Agent Text Parameters which are not yet available in BMC Helix Operations Management.

In the current version you see the full Parent / Child Structure like in former PATROL Consoles.



Parameter Dumper

Use the Tree View on the left side to navigate through the Agent Namespace. As soon as you select a Parameter, Instance or Application Class on the left side the Parameter(s) data will be shown on the right. For numeric Parameters the Pane will show the Graph and load one hour of Parameter data.

By Default, the Parameter Dumper will show one graph per parameter. Unselect the “One box per graph” Checkbox to view all Parameters in one graph.

To gather the last 24 Hours of data, click the “Get last day” Button and to show more data in the Graph select and change the “1 hour” Dropdown list.

Below the Graph you will see the Threshold pane displaying the Thresholds.

Thresholds:

Name	Status	Min	Max	State	Trigger	Source
Border	active	0	100	OK	1 / n=5	Policy
ALARM1	active	80	90	WARN	1 / n=5	Policy
ALARM2	active	90	100	ALARM	immediate / n=0	Policy

Threshold Pane

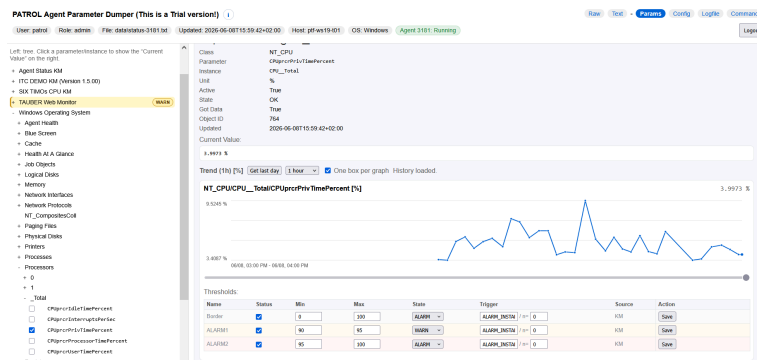
The Source will tell you where the Threshold is defined.

KM = KM Files

PCM = /AS_EVENTSPRING in AgentSetup

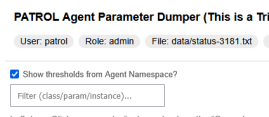
Policy = TrueSight or BHOM Policy

If no Threshold has been found or it is an EventSpring / PCM Threshold and you have the admin Role, you can change the Threshold. EventSpring KM must be loaded to be able to apply the Threshold.

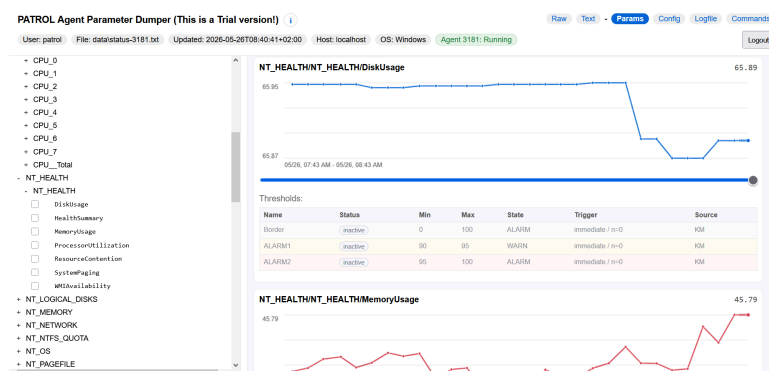


Graph with new Thresholds

Click one “Save” Button after the other to Store the Values from the Line!

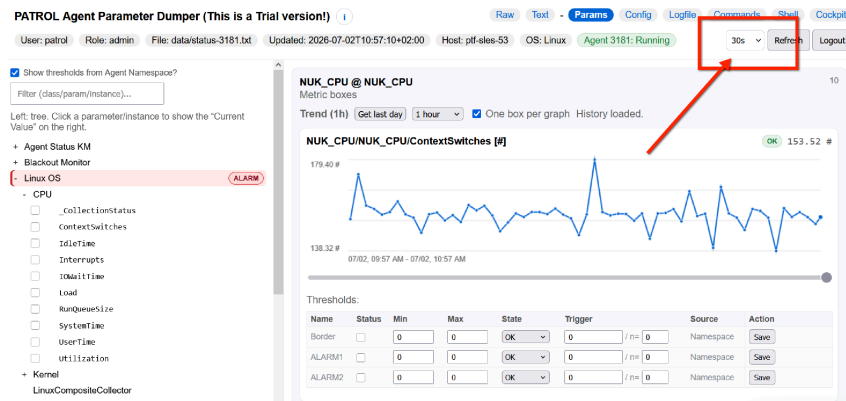


The Checkbox “Show thresholds from Agent Namespace?” can be used to show the current Threshold applied to the Parameter independent which mechanism has applied it (PCM, Policy, Custom KM etc.). If you want to display all Parameters of an Application Class or an Application Instance, just click it and the Parameter Dumper will Show all Metrics one by Graph in a huge List.



List of Parameters

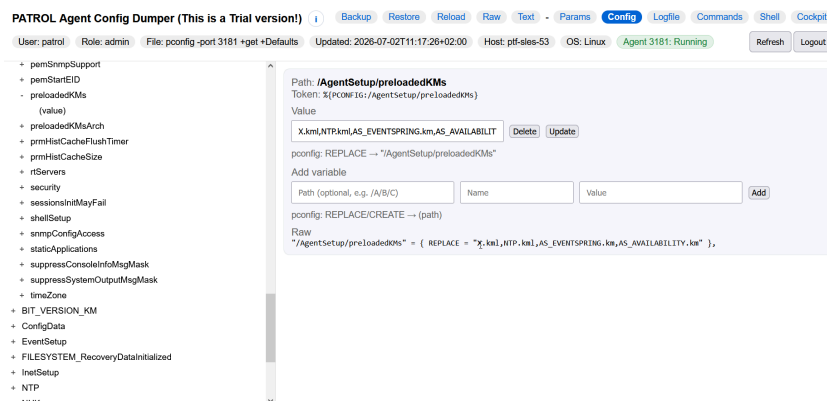
Using the “Refresh” Button you can reload the whole page without changing the Tree and the Graphs. Select an interval to automatically refresh the Page!



Auto Refresh Page

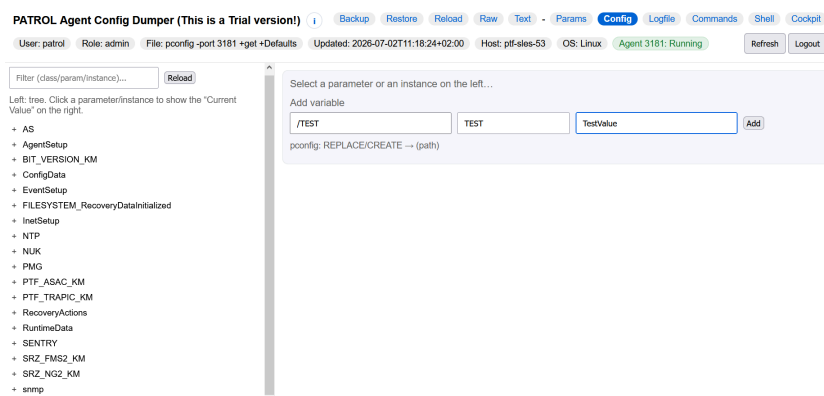
PATROL Agent Config Dumper

The Config Dumper shows the current PATROL Agent Setup. Navigate through the AgentSetup on the left side. As soon as you select the “(value)” Attribute on the left the Value of the Variable will be displayed on the right side of the Page.



Config Dumper with selected Variable

Enter a new Value and Click “Update” to update the current Variable. To “Delete” the current Variable click the “Delete” Button and confirm that you want to delete.



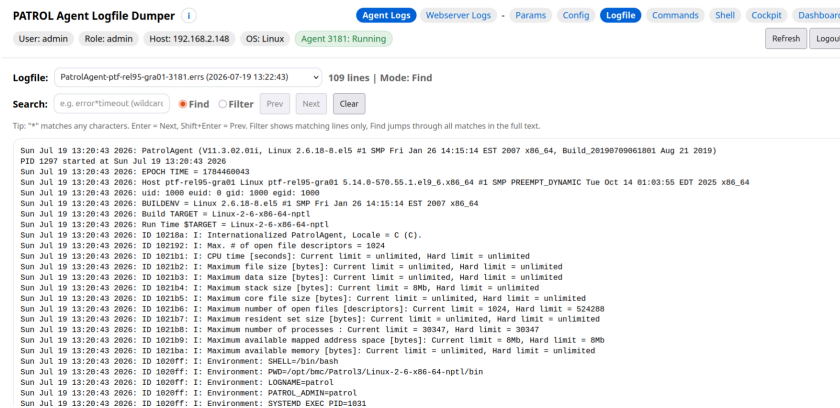
Config Dumper with new Variable to add

If you want to add a new value in the current folder, you leave the Variable Path input field empty. To add a new variable in a different or new Path enter the Path + Variable + Value and click “Add”.

Use the Filter to find Variables and Folders!

PATROL Agent log file Dumper

The log file Dumper can be used to quickly search PATROL Agent and Webserver log files. Please keep in mind that each instance of the Webserver is bound to an Agent.



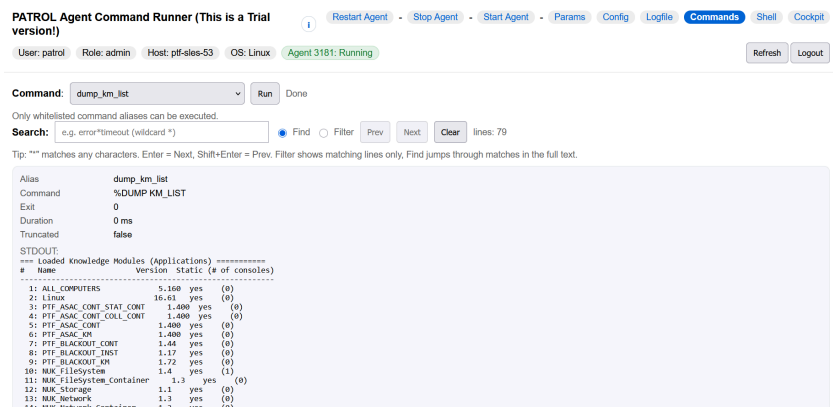
Logfile Dumper with Agent Logfile

The log file Dumper will only display the PATROL Agent Errorlogs of the Agent shown in the Status Pane and only the log files of the Webserver you are currently accessing.

Use the option pills in the top right Pane to switch between the Agent Errorlogs and the Webserver logs. To find and filter use the Input field above the log file content.

PATROL Agent Command Runner

Use the PATROL Agent Command Runner to execute predefined Commands on the Server running the PATROL Agent. The Commands must be defined in the Policy (see chapter “Configuration”).



Command Runner

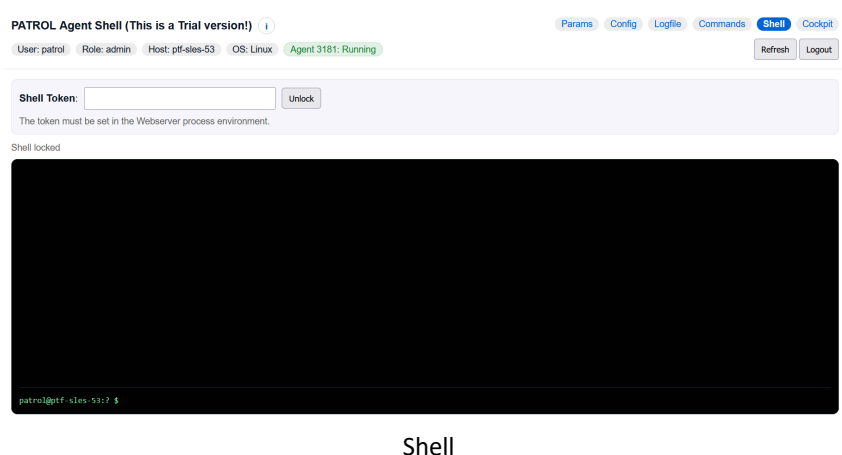
Select the Command Alias from the Dropdown list and click run. Finally use the Find and Filter to search the Command result.

The Command Runner now also supports PATROL Agent internal Commands. The Command is passed to the PATROL Agent, run in the PATROL Agent Namespace Context and the result returned.

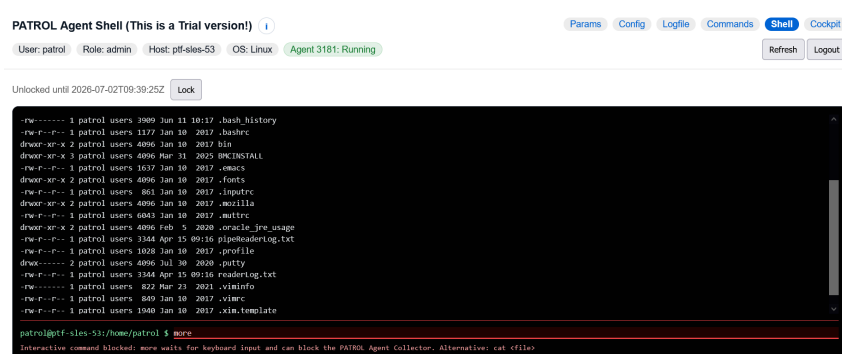
PATROL Agent Shell

When you enable the Shell Option in the BHOM Policy and enter a Shell Token / Password admin Users can run Commands in a Shell-like Window on the Agent Windows or Linux Server. When you switch to the Shell-Pille in the current Session the first time you have to unlock the Shell using the Shell Token.

After 15 minutes idle time the Shell is locked again to prevent Security Problems, and you must unlock the Shell again.

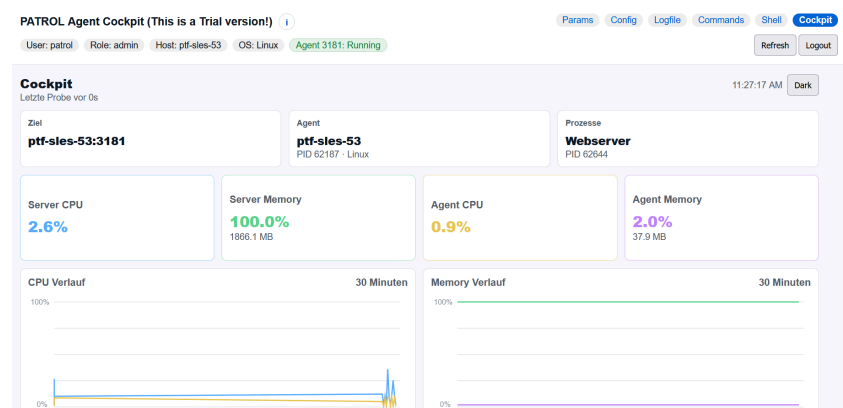


You can use most Windows / Linux Commands. A limitation is interactive Commands like more. The Shell will prevent you from using and show alternative Commands.



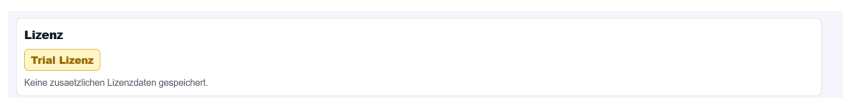
PATROL Agent Cockpit

The PATROL Agent Cockpit can be used to get a quick overview about the current Performance Status of the Server and the PATROL Agent bound to this Webserver instance.



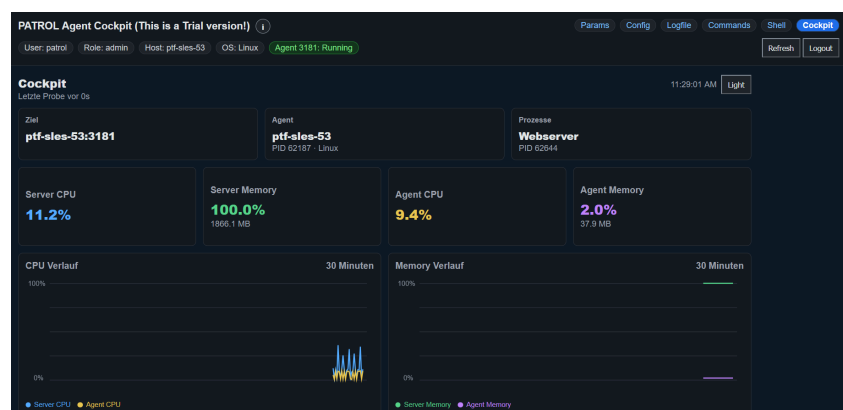
Cockpit

Scroll down to see the current License Status.



License Status

Finally, you can switch the Mode to “Dark” and back!

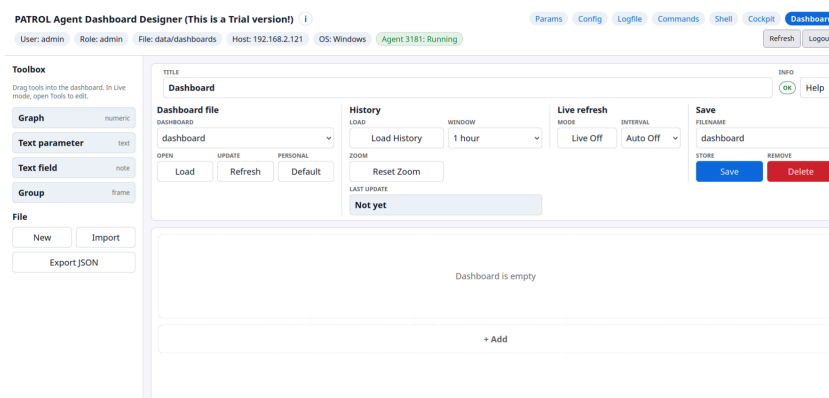


Dark Mode

PATROL Dashboard Designer

The Dashboard Designer can be used to create Dashboards based on all Parameters of your local PATROL Agent including Text parameters, add textual Information like Notes and Information in Text fields and Groups. The Dashboard can be stored, exported as JSON and quickly imported on other agents.

When you enter the Dashboard Designer the first time you see the Toolbox on the left side and the main pane at the top. In the middle is the Board.



Empty Dashboard Designer

The Toolbox

Drag and Drop the Elements from the Toolbox to the Board. For Graph, Text and Text parameter the Metric picker will open. Select up to eight Metrics for a Graph.

To create a New Dashboard select "New". Export the JSON and import it on another Agent running the same KMs.

Toolbox

Drag tools into the dashboard. In Live mode, open Tools to edit.

Graph numeric

Text parameter text

Text field note

Group frame

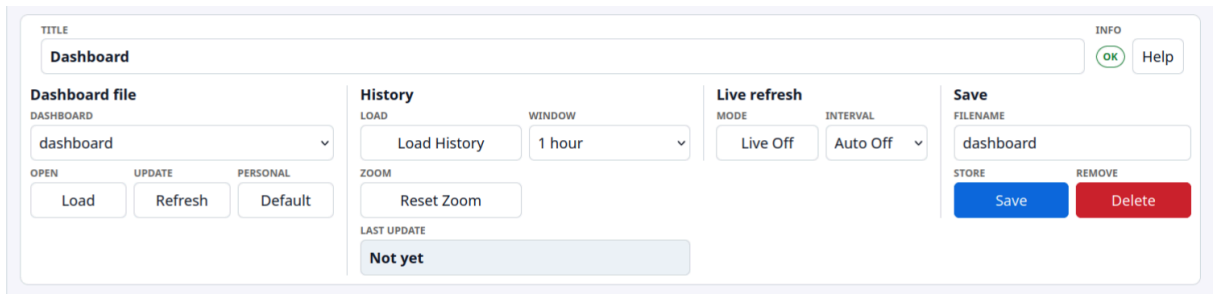
File

New

Import

Export JSON

The Top Pane



The screenshot shows the top control pane of the dashboard. It includes a title bar with 'Dashboard' and an 'INFO' button. Below this are several functional sections: 'Dashboard file' with a dropdown menu and 'Load', 'Refresh', and 'Default' buttons; 'History' with 'Load History' and 'Reset Zoom' buttons, a 'WINDOW' dropdown set to '1 hour', and a 'LAST UPDATE' status of 'Not yet'; 'Live refresh' with 'Live Off' and 'Auto Off' buttons; and a 'Save' section with a 'FILENAME' input field and 'Save' and 'Delete' buttons. An 'OK' button is also present in the top right corner.

Next to the Dashboard Title you find the overall Dashboard State. This is the highest state of a Metric in the Dashboard.

Dashboard File

If you already created and saved multiple Dashboards select an existing Dashboard from the Dropdown List and Click the “Load” Button. To Update the List, select “Refresh” and to make the Dashboard the Default to Display for Users select “Default”.

History

Click the “Load History” Button to load 24 Hours of Data. “Window” defines how much data will be displayed in the Graph. “Last Update” shows the Timestamp when the Dashboard has been updated last.

Live Refresh

You can set the current Dashboard into Live Mode meaning the Dashboard will automatically update the Graphs and Text parameters. Set the Interval and Click the “Live Off” Button. “Off” means the status of the Live Mode and will switch to “On” after clicking.

Save

Give a meaningful name in the “Filename” Box and click “Save” or “Delete”.

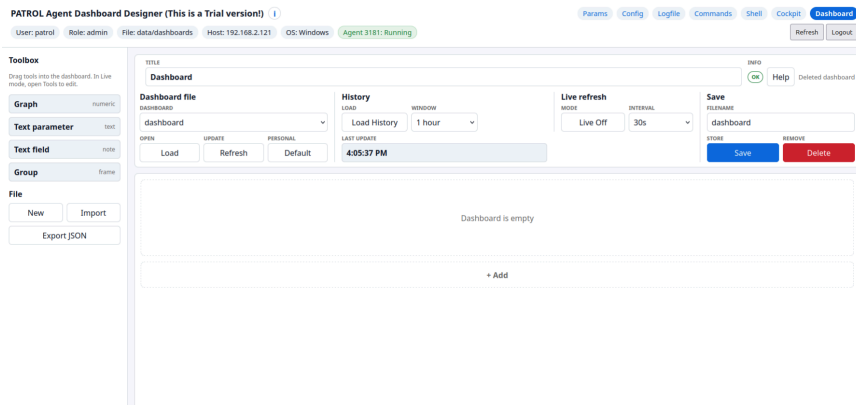
Help

Click the “Help” Button to get a quick Help for each Section.

Quick Dashboard Training

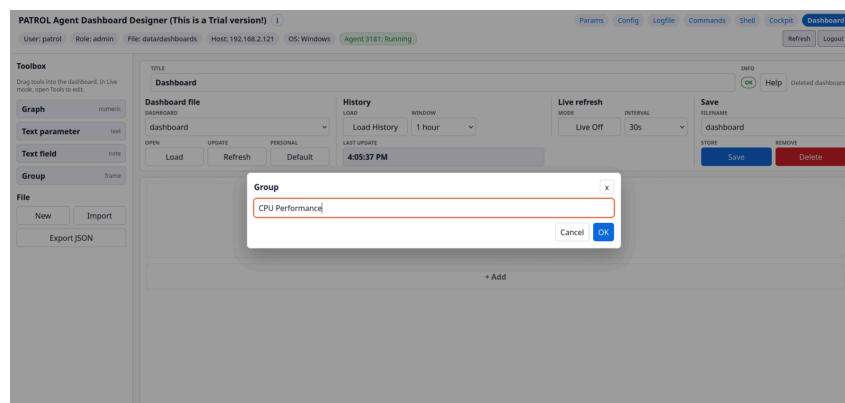
In this chapter we will create a simple CPU Performance Dashboard for Windows or Linux step by step.

- Switch to the Dashboard Section and make sure you have an empty Board area like in the Screenshot below.



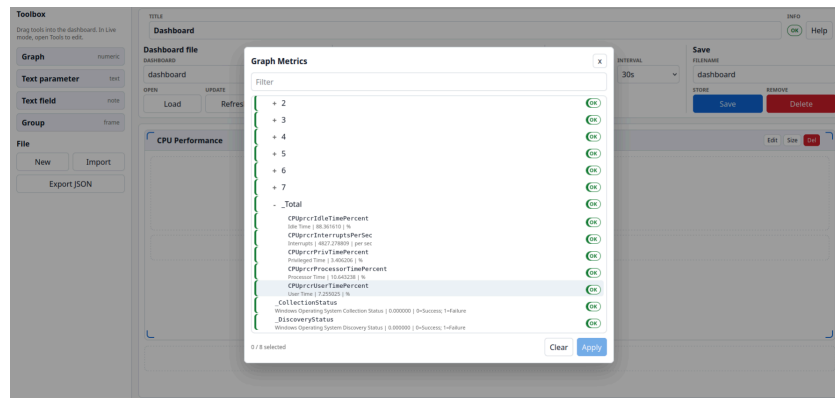
Empty Dashboard Designer

- Drag and drop a “Group” Element from the Toolbox into the empty Board area. The Group naming Box will open. Enter “CPU Performance” and select “OK”



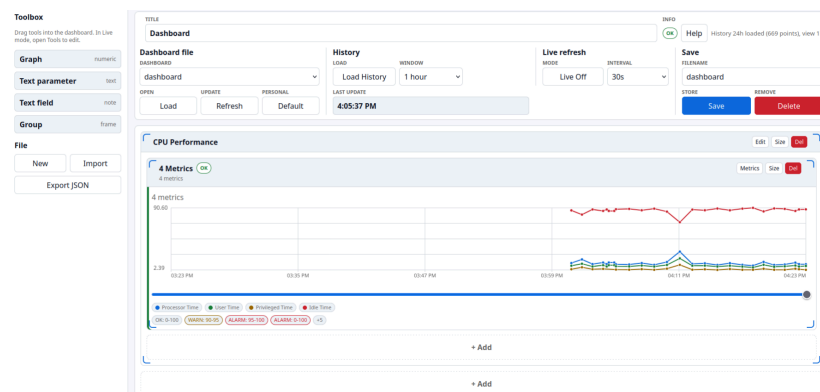
Group Element naming

- Resize the Group Element either by dragging the blue marked Corner to fit the whole current screen or by selecting the “Size” button and switch the Width to “Full Row” and Height to “Large”.
- Now drag and drop a Graph Element into the middle of the “CPU Performance” Group. The Metric Selection will immediately open.



Metric Selection Box

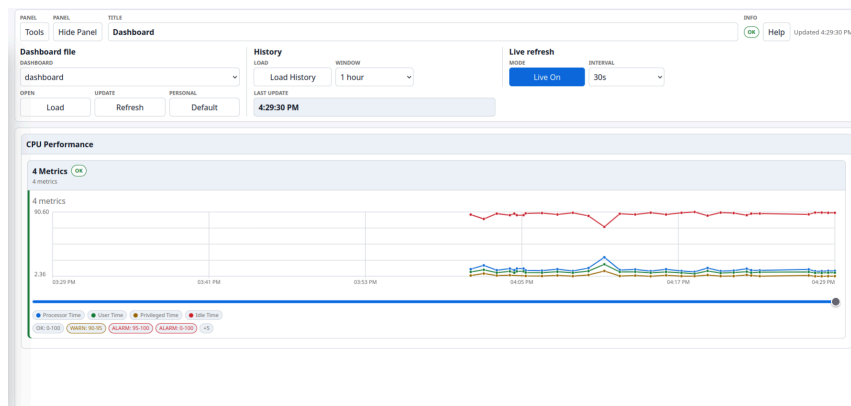
- On a Windows System select the Windows Processor Performance Metrics by either drilling into the Tree or by using the Filter Option.
- Select “CPUprcrProcessorTimePercent”, “CPUprcrUserTimePercent”, “CPUprcrPrivTimePercent” and “CPUprcrIdleTimePercent” one after the other and click “Apply”.
- On a Linux System select “Utilization”, “UserTime”, “SystemTime” and “IdleTime” one after the other and click “Apply”.
- Resize the Graph Element to fit the whole Group Element.
- Click the “Load History” Button and in Edit Mode TASC (=TAUBER Agent Status & Configuration) will show the current value. You can scroll through the data already in Edit Mode.



Simple CPU Performance Dashboard

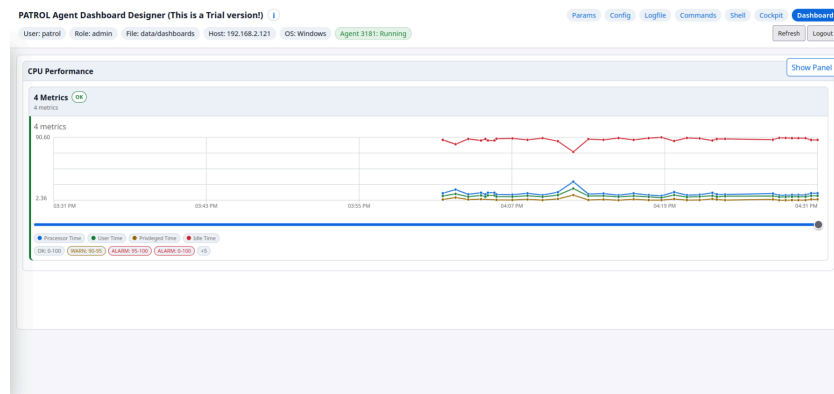
Switching to Live Mode

Click the Button saying, “Live Off”. The Dashboard will switch to Live Mode and update all Graph and Text Elements in the selected Interval. The Toolbox is automatically removed and can be displayed selecting the “Tools” Button.



CPU Performance Dashboard in Live Mode

To get more space in the Board area you can also remove the Top Bar in Live Mode by selecting the “Hide Panel Button”.



CPU Performance Dashboard in Live Mode with hidden Top Bar

To redisplay the Top Bar, select the “Show Panel” Button. Click the “Live On” Button again to end the Live Mode and be able to change the Dashboard.

Troubleshooting

If a problem occurs, record the exact time and action, then follow the steps below.

- Switch to the log file View, select the “Webserver” Pile and the current log file.
- Check if you find any Error Message.

Copy the Error Message from the log file and contact support@tabuso.com sending a Description of the Problem and the Error Message from the log.

Extended Troubleshooting

Symptom	Check	Corrective Action
Web server does not start	TASC log, port, certificate paths and file permissions	Correct the reported error, verify that the port is free and restart through the approved policy or agent procedure.
Page is not reachable	Process, bind address, firewall, DNS and HTTP/HTTPS scheme	Use the configured scheme and port and confirm access from the administration network.
Login fails	Username, users file, password hash, policy account and file permissions	Recreate the password hash safely and verify the users-[AgentPort].txt format.
Data is missing or stale	Status timestamp, PATROL Agent status and TASC log	Confirm that the KM is loaded and can update the TASC data directory.
Command or Shell times out	Role, feature configuration, queue files, timeout and priority	Test a simple non-interactive command and adjust timeout or priority cautiously.
Config update fails	Exact path, value syntax, agent permissions and log error	Retry once. If it fails again, preserve the logs and contact support before making further changes.

Information for Support

- TASC version and PATROL Agent version
- Operating system and architecture
- Web server port and HTTP/HTTPS mode
- Exact time, user action and affected function
- Complete error message and relevant TASC/PATROL log excerpt
- Whether the issue can be reproduced on another agent

Before sending files to support@tabuso.com, remove passwords, tokens, private keys and customer-sensitive information.

Known problems

ID	Status	Affected Version	Description
00000001	Open	All	Sometime when Updating, Deleting or Creating a Variable in the Config Dumper an Error is displayed, and the function is not performed. Please retry the function! If the problem persists, please contact support@tabuso.com.