GE Digital APM Management Console

V1.5.0

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About This Document

This file is provided so that you can easily print this section of the GE Digital APM Help system.

You should, however, use the Help system instead of a printed document. This is because the Help system provides hyperlinks that will assist you in easily locating the related instructions that you need. Such links are not available in a print document format.

The GE Digital APM Help system can be accessed within GE Digital APM itself or via the GE Digital APM Documentation Website (https://www.me-ridium.com/secure/documentation/WebHelp/Home.htm).

> **Note**: If you do not have access to the GE Digital APM Documentation Website, contact GE Global Support (https://www.ge.com/digital/asset-performance-management).

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Management Console Overview

Management Console is a hosted solution that automates the process of onboarding APM Now customers.

The organizations using Management Console are categorized as:

- **Service Providers:** Service Providers are responsible for managing the APM Now environment for other independent organizations.
- **Companies:** The companies are individual organizations that are using APM Now. These companies may be managed by Service Provider or by GE Digital.

By default, the user accessing Management Console is given the role as *Superuser*. Super Users have the privileges to manage all the service providers and companies. Only Super Users can [onboard new customers](#).

Management Console Workflow

This workflow provides the basic, high-level steps for using this module. The steps and links in this workflow do not necessarily reference every possible procedure. For more procedures, see the links in the Related Information section.

1. [Onboard a new customer](#).

2. [Access the **Company List** page](#) to confirm that the new customer is added.

3. [View the data source details](#) to confirm that the data source is uploaded correctly.

Access the Company List Page

When you add a new customer, the **Company List** page displays all the Service Providers and Companies in alphabetical order.

Steps

- On the Management Console navigation menu, select ▦.

  The **Company List** page appears, displaying the list of registered Service Providers or Companies in alphabetical order.
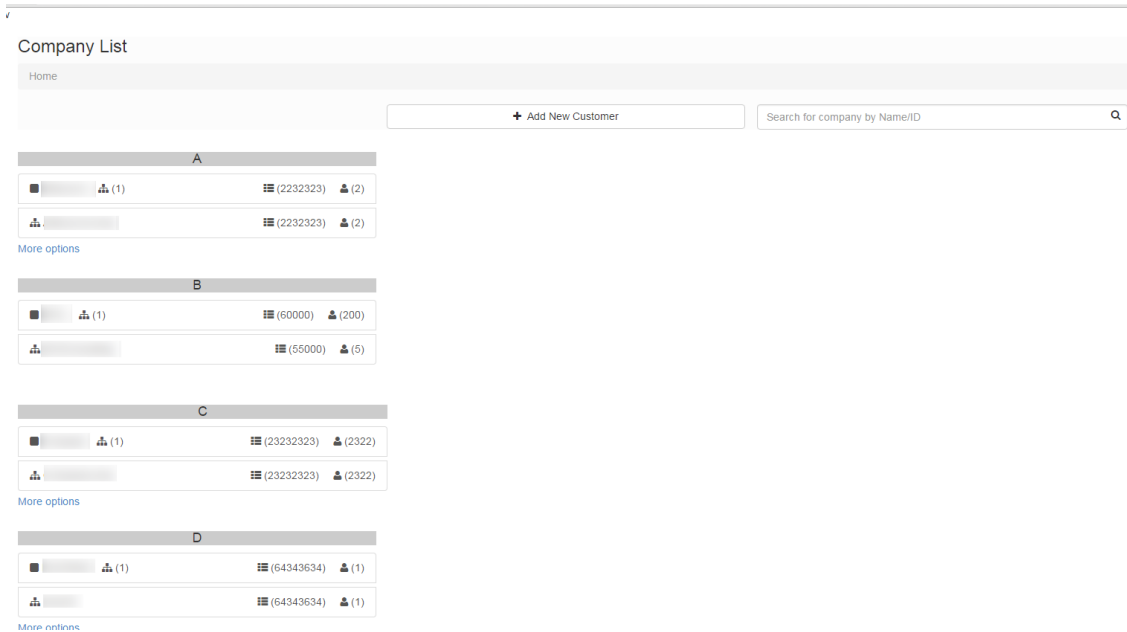
> **Note:** The actual company names have been redacted.

Access Management Console for the First Time

This topic provides a list of all procedures related to logging in to Management Console, as well as links to the related concept and reference topics.

Access Management Console

Before You Begin

- You must have received the login details from the administrator.

Steps

1. Using a web browser, navigate to the Management Console URL address.

2. Select **Login**.

   The **Sign In** page appears.

3. Enter your GE Digital SSO ID and the password.

   > **Note:** If you are not able to access the Management Console application, contact GE Global Support.

   Management Console appears, displaying the **Company List** page. At this point, you can add a new customer.

What's Next?

- Add new company.

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Onboard a Customer

This topic provides a list of all procedures related to onboarding a customer, as well as links to the related concept and reference topics.

Add a New Company

Steps

1. <u>Access the **Company List** page</u>.

2. Select **Add New Company**.

   The **Add New Company** page appears,

3. As needed, enter values in the <u>available fields</u>.

4. In the **Path to database** box, enter the database backup (.bak) file path.

5. Select **Proceed**.

   The other steps involved in adding the data source proceed automatically.
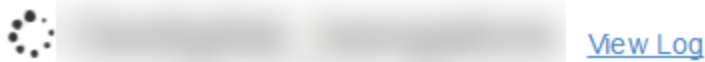
If there is an error, you will see a ✖ symbol next to the failed automatic step. In addition, the **Restart** button also appears next to that step. In such a scenario, you can view the log message to get further information about the error, rectify the error, and then restart the automatic steps by selecting **Restart**. When the steps are completed, the **Company List** page appears, displaying the list of the Service Providers and Companies registered.

Access the Company Information Page

Steps

1.

2. Select a name appearing next to ⛪ .

   The **Company Information** page appears, displaying the details of a Company.

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Access the Service Provider Information Page

Steps

1. Access the **Company List** page.

2. Select a name appearing next to ■.

   The **Service Provider Information** page appears, displaying the details of a Service Provider.

Access the Datasource Information Page

You can view data source details via the **Datasource Information** page.

Steps

1. Access the **Company Information** page.

2. In the **Datasources** section, select the data source for which you want to view the details.

   The **Datasource Information** page appears, displaying the details of the selected data source.

View the Log Files

Steps

1. On the Management Console navigation menu, select ⚠.

   The **Log Details** page appears, displaying various options to retrieve a log file.

2. To retrieve a log file, enter the search details in the available fields.

3. Select **Download**.

   The log file appears.

> **Note:** If you want to delete a log file, then select **Delete**. On the confirmation window that appears, select **Yes** to delete the log file.

About Management Console

This topic provides a listing of all overviews and high level explanatory information to help you understand Management Console.

About the Company List Page

The **Company List** page lists all the Service Providers and Companies in alphabetical order.
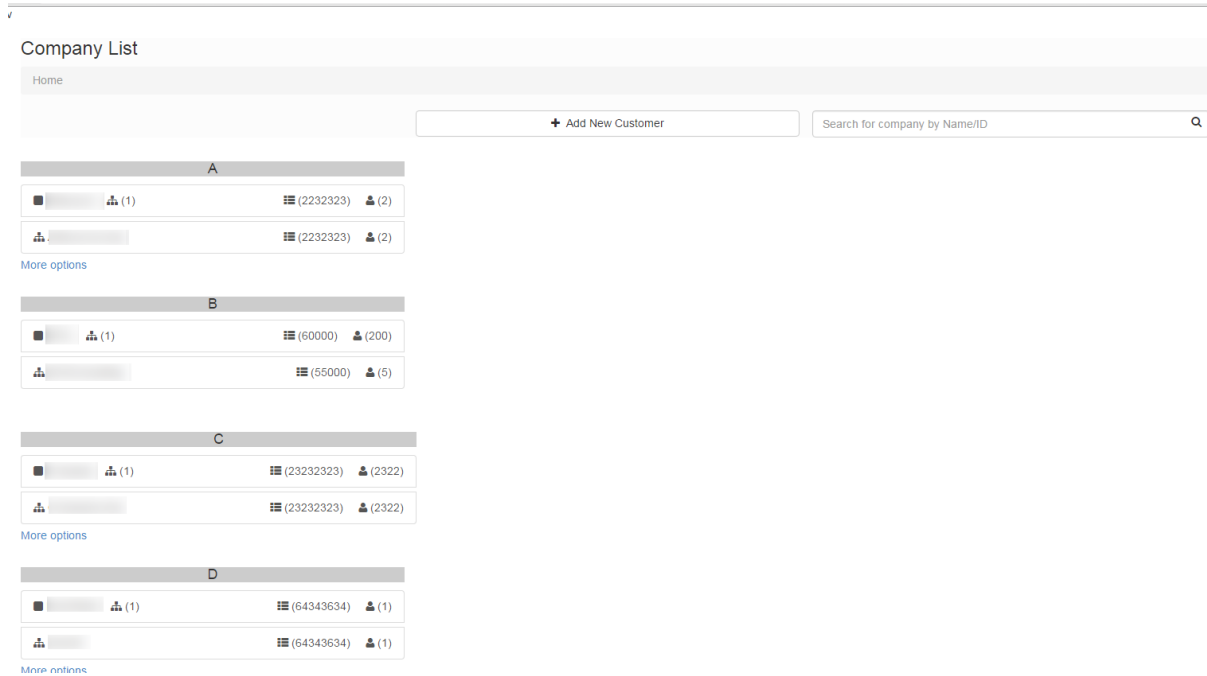
> **Note:** The actual company names have been redacted.

Via this page, you can [onboard a new customer](#) by selecting the **Add New Company** button.

In addition, the **Company List** page also displays the following information in the footer.

- The username
- The SSO ID
- The role assignment (By default, the [Superuser](#) role is assigned.)

About the Service Provider Information Page

The **Service Provider Information** page provides information about the Service Provider, and displays the list of companies managed by the Service Provider.

This page contains the following sections:

Service Provider Information: Displays the following details of the Service Provider:

- **Company Name**: Displays the name of the Service Provider.
- **Company Domain**: Displays the registered domain name of the Service Provider.

Company: Displays the list of registered companies under the Service Provider. You can select a company name to view the details of that company in the **Company Information** page.

About the Company Information Page

The **Company Information** page displays the details of a Company. The Company can be an individual company or a company managed by a Service Provider.

This page contains the following sections:

Company Information: Displays the following details of the Company:

- **Company Name**: Enter the name of the Company.
- **Company Domain**: Enter the registered domain name of the Company.

Datasources: Displays the list of all the data sources of that Company.

About the Data Source Information Page

You can view the details of a data source on the **Datasource Information** page. This page displays the information that you provided when adding a new data source.

This page contains the following information:

Datasource Information: Displays the following information about the data source:

- **Clear Cache**: Clears the cache for the data source.
- **Datasource Name**: Displays the name of the data source.
- **Meridium Version**: Displays the GE Digital APM version to which the data source is connected.

Datasource Status: Displays the status of the data source. The status can either be *In Progress*, *Completed*, or *Failed*. A status of *Failed* implies that the onboarding of the customer has failed. In the advent of a status of *Failed*, you can select the **View datasource** link to view and troubleshoot the error.

Reference Information: Management Console

This topic provides a listing of all detailed reference information provided for Management Console, such as command syntax, specifications, and table/field descriptions.

Fields of the Add New Company Page

This topic provides an alphabetical list and description of the fields that exist for the
Add New Company page.

Field	Description	Behavior and Usage
Company Domain	The domain name of the company.	This field is populated with the value that you provide in the Company Name field.
Company Name	The name of the company that is registered to use the APM Now system.	None
Culture	The default culture associated with the company.	If no culture setting is defined for a user of the company, then the culture setting specified in this field will be used as the default culture setting in GE Digital APM.
Datasource Name	The name of the data source that the company can access.	This field is populated with a value in the following format: < Company Name>_<Region> ...where: • <Company Name> is the value that you provide in the Company Name field. • <Region> is the value that you provide in the Region field. You can modify the data source name. You must, however, ensure that the data source name is unique.
Meridium APM	None	If you want to onboard a customer to legacy APM Now, then select this option.
Meridium Version	The version of legacy APM Now.	You can select the version that you want to set up.
Path to database	The path to the database file that you want to upload.	If you do not provide this information, the default baseline database will be used.
Region	The location name of the company that you want to manage.	None

Field	Description	Behavior and Usage
Service Provider	The name of the service provider.	A value is required in this field if you are a Service Provider.
Service Provider Domain	The domain name of the Service Provider.	This field is populated with a value in the following format: <ServiceProviderName>.com ...where <ServiceProviderName> is the value that you provide in the Service Provider field.
Tenant ID	The tenant ID generated by STUF when onboarding a tenant in APM-P.	If you have selected the **Unified APM** option, then a value is required and must be unique.
Timezone	The time zone associated with the user.	None
UAA	The UAA URL generated by APM-P.	This field appears if you have selected the **Unified APM** option. This field is automatically populated with a value. You cannot modify this value.
Unified APM	None	If you want to onboard a customer for Unified APM, then select this option.

Differences Between Management Console Pages

The following table details the differences between the **Service Provider**, **Company Information**, and **Datasource Information** pages.

Service Provider Information	Company Information	Data Source Information
Displays the Service Provider details.	Displays the Company details.	Displays the data source details.
Displays list of all the companies managed by the Service Provider.	Displays the list of data sources managed by the Company	Displays the status of the data source.