



Install the OpenEdge Command Center

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Preface

Purpose

This manual describes the installation and configuration procedures of OpenEdge Command Center components - OpenEdge Command Center server and OpenEdge Command Center agent. It also describes how to manage OpenEdge Command Center services, configure mutual TLS authentication, review log files, and troubleshoot common installation and configuration issues.

Audience

This manual is designed as a guide and reference for OpenEdge Administrator and technical personnel responsible for installing and configuring OpenEdge Command Center.

Organization

- [Install and configure the OpenEdge Command Center server](#) on page 9
This section provides information about the various tasks required for installing and configuring OpenEdge Command Center.
- [Install and configure OpenEdge Command Center agent](#) on page 27
This section provides information about the various tasks required for installing and configuring OpenEdge Command Center Agent.
- [Manage OpenEdge Command Center services](#) on page 39
This section provides information about how to manage services for the OpenEdge Command Center server and agents to start or stop these components as system services.
- [OpenEdge Command Center server configuration](#) on page 43
This section provides information about the configuration files in the server installation directory that support the operations of OpenEdge Command Center server.
- [OpenEdge Command Center agent configuration](#) on page 49
This section provides information about the configuration files in the agent installation directory that support the operations of OpenEdge Command Center agent.
- [OpenEdge Command Center agent configuration](#) on page 49
This section provides information about the configuration files in the agent installation directory that support the operations of OpenEdge Command Center agent.
- [Configure mutual TLS authentication](#) on page 53
This section provides information about configuring mutual TLS authentication with your signed certificates.
- [View installation log files for OpenEdge Command Center server and agent](#) on page 57
This section provides information about log files for OpenEdge Command Center server and agent.
- [Troubleshoot installation and configuration issues for OpenEdge Command Center server and agent](#) on page 59
This section provides information about identifying and resolving common issues that may occur during the installation of OpenEdge Command Center server and agent.

Documentation conventions

See [Documentation Conventions](#) for an explanation of the terminology, format, and typographical conventions used throughout the OpenEdge content library.

Install and configure the OpenEdge Command Center server

Before you install OpenEdge Command Center server, Progress recommends that you perform a set of planning tasks. These tasks include understanding the system requirements for the environment in which you plan to install OpenEdge Command Center server and determining the installation method to use.

Supported platforms

The OpenEdge Command Center server is compatible with multiple operating system platforms. For information on supported operating system platforms, see *OpenEdge 12 Platform Compatibility Guide*.

Installation modes

You can install the OpenEdge Command Center server in one of the following ways:

- [Launch the OpenEdge Command Center server installer](#) on page 11—Installs OpenEdge Command Center server and MongoDB in graphical user interface (GUI) mode.
- [Install OpenEdge Command Center server in high availability setup](#) on page 14—Installs additional server instances to ensure an agreed level of operational performance, usually uptime, for a higher than normal period. The additional servers use the MongoDB configuration of the first server.
- [Install OpenEdge Command Center server in console mode](#) on page 16—Installs the OpenEdge Command Center server and MongoDB in the console mode, which requires manual entry of configuration settings.
- [Silent installation of OpenEdge Command Center server](#) on page 18—Installs OpenEdge Command Center from a script, which requires a two-step process. In the first step, you run the interactive installer and record your installation choices in a response file. In the second step, you use the response file to perform non-interactive, batch-mode installations on other systems.

You can specify the mode in which you want to install OpenEdge Command Center server using `-i` option in the installation command:

- GUI or interactive mode—The installer prompts you for responses before installing.
- Console or terminal mode—The installer prompts are displayed on the console.
- Silent—The installer runs in the background without any interference with other processes. You can also record the response properties file and use it to install OpenEdge Command Center server in silent mode.

Note: If you do not specify a mode, then the installer is launched in GUI mode.

Prerequisite

- Ensure that you have administrator privileges on the system where you are installing the OpenEdge Command Center server.
- Ensure that the Java Development Kit (JDK) version 17.0.3 or later is installed on your system.
- Ensure that you manually provide the MongoDB package if you are installing the server on a system where the firewall restricts the internet access. The installer cannot automatically download the package in restricted environments. For more information, see [Provide MongoDB package for offline installation](#) on page 24.

Note:

- Progress recommends that you uninstall earlier versions of the OpenEdge Command Center server before installing version 2.0. Migration from OpenEdge Command Center 1.3 to 2.0 is not supported.
- The terms *OpenEdge Command Center data store*, *OpenEdge Command Center database* and *MongoDB* are used interchangeably in this chapter and refer to the same database component.
- When you are providing an installation path during the installation and configuration of the server, make sure that it does not include any of the following characters:

`* ? < > | ^ & ; ! $ ``

Also, if the path contains percent-encoded characters (such as `%20`), verify that they are valid. The installer rejects paths with prohibited characters or invalid encoding.

- When running the installer (`.bin`) from a directory other than its location, use the absolute path to the file instead of a relative path to avoid any installation errors.
 - If you encounter any issues during installation or configuration, see [Troubleshoot installation and configuration issues for OpenEdge Command Center server and agent](#) on page 59.
-

For details, see the following topics:

- [Launch the OpenEdge Command Center server installer](#)
- [Install OpenEdge Command Center server in high availability setup](#)
- [Install OpenEdge Command Center server in console mode](#)
- [Silent installation of OpenEdge Command Center server](#)
- [Start OpenEdge Command Center server](#)

- [Uninstall OpenEdge Command Center server](#)
- [Provide MongoDB package for offline installation](#)

Launch the OpenEdge Command Center server installer

To install the OpenEdge Command Center server, either as a standalone deployment or as a primary server in a high-availability setup, download the software image from the Progress Software Download Center and launch the installation program. The installation program installs the OpenEdge Command Center server and downloads and installs MongoDB.

Note: If the firewall on your system restricts the internet access, the installer cannot download the MongoDB package. In this case, you must manually provide the MongoDB package for installation. For more information, see [Provide MongoDB package for offline installation](#) on page 24.

The installation program is available for the Linux and Windows platforms, with the following installation files:

Platform	Installer file name
Windows	PROGRESS_OECC_SERVER_2.x.x_WIN_64.exe
Linux	PROGRESS_OECC_SERVER_2.x.x_LNX_64.bin

To launch the installer, you must have administrator privileges on the system where you are installing the OpenEdge Command Center server.

To install the OpenEdge Command Center server as a standalone deployment or as a primary server in a high-availability setup, complete the following steps:

1. Navigate to the directory that contains the installer file.
2. Run the installer file to launch the installation procedure. For example, on the Windows platform:

```
prompt> ./PROGRESS_OECC_SERVER_2.0.0_WIN_64.exe -r <response-filename>
```

If you use the `-r <response-filename>` startup parameter, the installer prompts you to make installation choices and records them in the specified response file after the installation completes. You can use the response file for silent installations. The inputs are recorded in the location specified by the `-r` option. If you do not provide a full path, the file is created in the same location as the executable or binary (`exe/bin`). If the `-r <response-filename>` startup parameter is not specified, the response file is not generated.

Note: By default, the installer runs in graphical mode. However, if you are running the installation on a system that does not support graphical mode, then the installation runs in console mode. The installer prompts you to make installation choices and records them after the installation is complete.

3. On the **Introduction** page, read the information and click **Next**.
4. On the **Host Configurations** page, enter the values in the following fields and click **Next**:
 - a. In the **Port** field, enter the port number on which the OpenEdge Command Center server runs. Its default value is 8000.
 - b. In the **Management Port** field, enter the port number on which OpenEdge Command Center agent connects to the OpenEdge Command Center server. Its default value is 8001.
 - c. The **Do not validate hostname in TLS connection (nohostverify)** checkbox is selected by default, to skip the validation of host name when establishing a connection between the OpenEdge Command Center server and the Authorization server.

Note: OpenEdge Command Center ships with default certificates for the server that do not contain valid hostname entries. As a result, if you clear this checkbox, the `nohostverify` property performs host validation, which fails with default certificates, causing:

- Failure to connect the OpenEdge Command Center server with the Authorization server.
 - Failure to start the OpenEdge Command Center server.
-

- d. In the **Java Home Directory** field, enter the location where you installed the Java Development Kit (JDK) on your system.

Note: If the `JAVA_HOME` environment variable is already set, this field is populated by default.

5. On the **Install Configurations** page, enter the values in the following fields and then click **Next**:
 - a. In the **Install Directory** field, enter the installation directory path. The default installation location for the Linux platform is `/usr/oecc/server`, and that for the Windows platform is `C:\Progress\OECC\Server`.
 - b. The **Install Server as a Service** checkbox is selected by default, to install the OpenEdge Command Center server as a service, enabling you to launch OpenEdge Command Center as a service on Windows or Linux platform.

- c. The **Primary Server** checkbox is selected by default, to set the server that you are installing as either a standalone deployment or the primary server in the high-availability configuration. If you clear this checkbox, MongoDB will not be installed.
- d. In the **Data Directory** field, enter the path where the server stores its data, including the configuration files and email templates. The default data directory location for the Linux platform is `/usr/oecc/data`, and that for the Windows platform is `C:\Progress\OECC\data`.

Note: For a High Availability (HA) setup, you must enter a path on a shared file system that all servers in the HA cluster can access. This way, every server uses the same configuration and resources, which is critical for maintaining consistency and preventing failures.

6. Review the following information before you complete the installation, to ensure that it is correct, and then click **Install**:
- **Product Name**—Progress OpenEdge Command Center Server.
 - **Install Directory**—Path where the OpenEdge Command Center server will be installed.
 - **Data Directory**—Path where the OpenEdge Command Center server will store the configuration files and email templates.
 - **Port**—Port where the OpenEdge Command Center server runs.
 - **Management Port**—Port where agent connects to the OpenEdge Command Center server.
 - **Java Home Directory**—Path where JDK is installed on your system.
 - **MongoDB Directory**—Path where the MongoDB database will be installed.
 - **Disk Space Information (for Installation Target)**—Amount of space required or occupied by OpenEdge Command Center server.

7. In the **Finish Installation** section, confirm the successful installation of OpenEdge Command Center server.

The OpenEdge Command Center server starts automatically if it is installed as a service. Otherwise, you must start it manually. For information on starting the server as a process, see [Start OpenEdge Command Center server](#) on page 21.

Post-installation recommendations

After a successful installation, the following accounts are created:

- Default super admin user account to log in to the OpenEdge Command Center server.
- Built-in database user account to log in to the MongoDB.

Change the password of the default super admin user after your first login to enhance security. Also, change the default email address for creating new users. For more information, see [Log in to OpenEdge Command Center](#).

Install OpenEdge Command Center server in high availability setup

If a system that runs the OpenEdge Command Center server becomes unavailable, installing OpenEdge Command Center in high availability setup provides failover capabilities. When OpenEdge Command Center is configured for high availability, multiple installations of the OpenEdge Command Center server can be linked by the OpenEdge Command Center database. In the event of a planned or unplanned outage of an OpenEdge Command Center server system, other OpenEdge Command Center server systems balance the load without negatively impacting on the end user as long as the OpenEdge Command Center database remains reachable.

To configure additional systems with the OpenEdge Command Center server, install the OpenEdge Command Center server on each additional system in the same way as you did for the first system. However, during installation, ensure the server is not configured as the primary server, and specify the same data directory used on the first system. The installer validates the database connection from the specified data directory and displays a warning if any errors are detected. After the validation is successful, the database connection details are retrieved automatically, simplifying the installation on the secondary systems.

Note: For a successful connection between the additional server and MongoDB, Progress recommends that you set the `dbHostNameAndPort` value in the `db-config` file to *<IP of the system hosting the primary server>:<MongoDB port>*. This file is located in the `data\conf` directory within the primary server installation directory on the system. For information on how to edit configurations, see [OpenEdge Command Center server configuration](#) on page 43.

Install additional OpenEdge Command Center servers

You can install one or more additional OpenEdge Command Center servers to an existing High Availability (HA) deployment.

Prerequisites

Before you install an additional OpenEdge Command Center server in high availability setup, ensure that the following requirements are met:

- A primary server is already installed and configured on another system.
- The data directory from the primary server is available on a shared drive that the additional servers can access with read/write permissions.
- You have the OpenEdge Command Center server installer file that was used for the earlier OpenEdge Command Center installation. For example, `PROGRESS_OECC_SERVER_2.x.x_LNX_64.bin` or `PROGRESS_OECC_SERVER_2.x.x_WIN_64.exe` for the Linux and Windows platforms, respectively.
- The Java Development Kit (JDK) version 17.0.3 or later is installed on your system.
- You have administrator privileges on the system where you are installing the OpenEdge Command Center server.

On each additional system that you want in your high-availability deployment of the OpenEdge Command Center server, perform the following steps:

1. Open a command line as a user with administrator privileges and navigate to the directory that contains the installer file. The installer files available for the platforms are as follows:

Platform	Installer file name
Windows	PROGRESS_OECC_SERVER_2.x.x_WIN_64.exe
Linux	PROGRESS_OECC_SERVER_2.x.x_LNX_64.bin

2. Run the installer file to launch the installation procedure.

The installer prompts you to make installation choices and records them after the installation is complete.

3. On the **Introduction** page, read the information and then click **Next**.
4. On the **Host Configurations** page, enter the values in the following fields and click **Next**:
 - a. In the **Port** field, enter the port number on which the OpenEdge Command Center server runs. Its default value is 8000.
 - b. In the **Management Port** field, enter the port number on which OpenEdge Command Center agent connects to the OpenEdge Command Center server. Its default value is 8001.
 - c. The **Do not validate hostname in TLS connection (nohostverify)** checkbox is selected by default, to skip the validation of host name when establishing a connection between the OpenEdge Command Center server and the Authorization server. If you clear this checkbox, the `nohostverify` property performs host validation, which fails with default certificates, causing failure in:
 - a. Connecting the OpenEdge Command Center server with the Authorization server.
 - b. Starting the OpenEdge Command Center server.
 - d. In the **Java Home Directory** field, enter the location where you installed the JDK on your system.

Note: If the `JAVA_HOME` environment variable is already set, this field is populated automatically.

5. On the **Install Configurations** page, enter the values in the following fields:
 - a. In the **Install Directory**, enter the installation directory path. The default installation location for the Linux platform is `/usr/oecc/server`, and that for the Windows platform is `C:\Progress\OECC\Server`.
 - b. The **Install Server as a Service** checkbox is selected by default, to install the OpenEdge Command Center server as a service, enabling you to launch OpenEdge Command Center as a service on Windows or Linux platform.
 - c. Clear the **Primary Server** checkbox that is selected by default, to set the OpenEdge Command Center server that you are currently installing as an additional server.
 - d. In the **Data Directory**, enter the path where the primary server stores its data, including the configuration files and email templates.
6. Review the following information before you complete the installation to ensure that it is correct, and then click **Install**:

- **Product Name**—Progress OpenEdge Command Center Server.
 - **Install Directory**—Path where the OpenEdge Command Center server will be installed.
 - **Data Directory**—Path where the OpenEdge Command Center server will store the configuration files and email templates.
 - **Port**—Port where the OpenEdge Command Center server runs.
 - **Management Port**—Port where OpenEdge Command Center agent connects to the OpenEdge Command Center server.
 - **Java Home Directory**—Path where JDK is installed on your system.
 - **Disk Space Information (for Installation Target)**—Amount of space required or occupied by the OpenEdge Command Center server.
7. In the **Finish Installation** section, confirm the successful installation of OpenEdge Command Center server. The OpenEdge Command Center server starts automatically if it is installed as a service. Otherwise, you must start it manually. For information on starting the server as a process, see [Start OpenEdge Command Center server](#) on page 21.

If you are using a load balancer, add the newly installed server to it so the server can handle traffic and support failover. Before proceeding, ensure that the primary server is already included in the load balancer configuration. The instructions for adding the server vary depending on the load balancer you are using. See your load balancer's documentation for detailed instructions.

Post-installation recommendations

After a successful installation, the default super admin user account is created to log in to the OpenEdge Command Center server.

Change the password of the default super admin user after your first login to enhance security. Also, change the default email address for creating new users. For more information, see [Log in to OpenEdge Command Center](#).

Install OpenEdge Command Center server in console mode

To install the OpenEdge Command Center server in console mode, you use the `-i console` option. The console mode provides a text-based installation process, which is suitable for systems that do not support GUI. The installation program downloads and installs both the OpenEdge Command Center server and MongoDB. Before you begin, ensure that you have administrator privileges on the target system.

Note: If the firewall on your system restricts the internet access, the installer cannot download the MongoDB package. In this case, you must manually provide the MongoDB package for installation. For more information, see [Provide MongoDB package for offline installation](#) on page 24.

To install the OpenEdge Command Center server in console mode on Linux, complete the following steps:

1. Open the terminal as a `root` user and navigate to the directory containing the installer file.
2. Launch the installer in console mode by running the following command:

```
prompt> ./PROGRESS_OECC_SERVER_2.0.0_LNX_64.bin -i console
```

3. In the **Introduction** section, read the information and press `ENTER`.
4. In the **Host Configurations - Port** section, either press `ENTER` to accept the default port number 8000, or type a preferred port number and press `ENTER`.
5. In the **Host Configurations - Management Port** section, either press `ENTER` to accept the default port number 8001 or type a preferred port number, and then press `ENTER`.
6. In the **NoHostVerify Configurations** section, either press `ENTER` to accept the default option 1 to skip the host name verification or type 2 to verify the host name and press `ENTER`.
7. In the **Host Configurations - Java Home Directory** section, type the path to the directory where JDK is installed and press `ENTER`.

Note: If the `JAVA_HOME` environment variable is already set, this field is populated by default.

8. In the **Install Configurations - Install Directory** section, either press `ENTER` to accept the default installation directory path, `/usr/oecc/server`, or type the preferred directory path and press `ENTER`.
9. In the **Install Configurations—Data Directory** section, type the data directory path and press `ENTER`.
 - If this server is the primary server, type the directory where you want to store the configuration files.
 - If this server is not the primary one, type the shared data directory path of the primary server.
10. In the **Install Configurations - Install Server as a Service** section, either press `ENTER` to accept the default option 1 to install the server as a service or type 2 to skip installing as a service and press `ENTER`.
11. In the **Install Configurations - Primary Server** section, either press `ENTER` to accept the default option 1 to install the server as a primary server or type 2 to install it as a non-primary server and press `ENTER`.
12. In the **Preview** section, review the configuration details and press `ENTER`.

After the server and MongoDB are installed, the **Installation Complete** section displays the message `Progress OpenEdge Command Center Server has been successfully installed`.

13. To exit the installer, press `ENTER`.

If the OpenEdge Command Center is installed as a service, it starts automatically. Otherwise, you must start it manually. For information on starting the server as a process, see [Start OpenEdge Command Center server](#) on page 21.

Post-installation recommendations

After a successful installation, the following accounts are created:

- Default super admin user account to log in to the OpenEdge Command Center server.
- Built-in database user account to log in to the MongoDB.

Note: For an additional server configured for high availability, only the default super admin user account is created.

Change the password of the default super admin user after your first login to enhance security. Also, change the default email address for creating new users. For more information, see [Log in to OpenEdge Command Center](#).

Silent installation of OpenEdge Command Center server

A silent installation runs the installer executable using the `-i silent -f <response-filename>` command line option. The response file is generated during an interactive installation using the `-r <response-filename>` option:

1. When you start an interactive installation using the `-r <response-filename>` option as an administrator, the data that you enter is automatically recorded in a response file. You can use this file for silent installations in the future. The inputs are recorded in the location specified by the `-r` option. If you do not provide a full path, the file is created in the same location as the executable or binary (`exe/bin`).

Note: You can generate the response file only in the GUI mode of the installer. The installer does not support recording in console mode (`-i console`).

2. The installation data captured in the response file is available for playback to perform a silent installation through a batch mechanism.

Response file contents

The data captured in the `<response-filename>` file provides a detailed snapshot of the installation choices made during an interactive installation and can be used for silent installations after an interactive installation.

The `<response-filename>` file includes:

- Host configurations
- Install configurations

The following example shows an excerpt from the automatically-generated `<response-filename>` file:

```
# Mon Mar 17 22:56:37 EDT 2025
# Replay feature output
# -----
# This file was built by the Replay feature of InstallAnywhere.
# It contains variables that were set by Panels, Consoles or Custom Code.

#Host Configurations
#-----
OECC_PORT=8000
OECC_MANAGEMENT_PORT=8001
OECC_NOHOST_VERIFY=1
OECC_JAVA_HOME=C:\\java\\jdk-17.0.3+7

#Install Configurations
#-----
USER_INSTALL_DIR=C:\\Progress\\OECC\\server
OECC_INSTALL_AS_SERVICE=1
IS_PRIMARY_SERVER=1
OECC_DATA_DIR=C:\\Progress\\OECC\\data
```

When you create the response file based upon the above template, enter values for the following variables within this template:

For the following variable specify the following
OECC_PORT	The port number on which the OpenEdge Command Center server runs.
OECC_MANAGEMENT_PORT	The OpenEdge Command Center server management port number on which the agent connects to the server.
OECC_NOHOST_VERIFY	<p>Whether to perform the host validation when connecting the OpenEdge Command Center server with the Authorization server. The supported values are:</p> <ul style="list-style-type: none"> 0—The host name is validated during the mutual TLS handshake and after the installation is complete, the connection is not established automatically. 1—The host name is not validated during the mutual TLS handshake and after the installation is complete, the connection is established automatically.
OECC_JAVA_HOME	The directory that contains JDK, version 17.0.3 or later.
USER_INSTALL_DIR	<p>The directory in which you want to install the server.</p> <hr/> <p>Note: The directory must be empty, otherwise, the installation will be terminated.</p> <hr/>
OECC_INSTALL_AS_SERVICE	<p>Whether to install the server as a service. The supported values are:</p> <ul style="list-style-type: none"> 0—The server is not installed as a service and not started automatically after installation is complete. 1—The server is installed as a service and started automatically after the installation is complete.

For the following variable specify the following
IS_PRIMARY_SERVER	<p>Whether to install the server as an additional server. The possible values are:</p> <ul style="list-style-type: none"> 0—The server is installed as an additional server and MongoDB is not installed. 1—The server is installed as a primary server and MongoDB is installed during the server installation.
OECC_DATA_DIR	<p>A directory that contains the configuration information of server.</p> <hr/> <p>Note: This directory must be empty for the primary server.</p> <hr/>

Create the response file

You can generate a response file in two ways:

- Automatically by running the installer with the `-r <response-filename>` option during an interactive installation.
- Manually by creating or modifying a response file based on the sample template provided above.

Note:

- You can generate the response file only in the GUI mode of the installer. The installer does not support recording in console mode (`-i console`).
- Before creating the response file, ensure that the OpenEdge Command Center server is not already installed on your system. If it is installed, uninstall it first and then proceed with creating the response file.

To create a response file:

- Open a command-line interface with administrative privileges. On Windows, run the command prompt as an administrator. On Linux, run the terminal as a root user.
- Navigate to the directory that contains the OpenEdge Command Center installer file, `PROGRESS_OECC_SERVER_2.x.x_LNX_64.bin` or `PROGRESS_OECC_SERVER_2.x.x_WIN_64.exe` for the Linux and Windows platforms, respectively.
- To record installation choices in the `<response-filename>` file:
 - For the Linux platform: `PROGRESS_OECC_SERVER_2.x.x_LNX_64.bin -r <response-filename>`
 - For the Windows platform: `PROGRESS_OECC_SERVER_2.x.x_WIN_64.exe -r <response-filename>`
- Run the OpenEdge Command Center server installer file by performing the steps in [Launch the OpenEdge Command Center server installer](#) on page 11. The `<response-filename>` file is generated, which you can rename, if necessary.

Note: You can modify the variable values in the `<response-filename>` file, but do not change the variable names.

Run the silent installation

1. Open a command-line interface with administrative privileges. On Windows, run the command prompt as an administrator. On Linux, run the terminal as a root user.
2. Navigate to the directory that contains the `<response-filename>` file.
3. Enter the following command:
 - For the Linux platform: `./PROGRESS_OECC_SERVER_2.x.x_LNX_64.bin -i silent -f <response-filename>`
 - For the Windows platform: `PROGRESS_OECC_SERVER_2.x.x_WIN_64.exe -i silent -f <response-filename>`

After you enter the command, the OpenEdge Command Center server initiates silent installation without your intervention.

A log file of the installation procedure is available in the `install_logs` subdirectory of the server installation directory.

Post-installation recommendations

After a successful installation, the following accounts are created:

- Default super admin user account to log in to the OpenEdge Command Center server.
- Built-in database user account to log in to the MongoDB.

Note: For an additional server configured for high availability, only the default super admin user account is created.

Change the password of the default super admin user after your first login to enhance security. Also, change the default email address for creating new users. For more information, see [Log in to OpenEdge Command Center](#).

Start OpenEdge Command Center server

This topic explains how to start the OpenEdge Command Center server on the Windows and Linux platforms. Before starting the server, ensure that all the configurations are completed.

Start the OpenEdge Command Center server on Windows

You can start the OpenEdge Command Center server on Windows as a service or as a process based on your configuration during the installation.

Start the server installed as a service

To start the OpenEdge Command Center server:

1. Open the **Task Manager** on your system where the server is installed as a service using an account with administrator privileges.
2. Navigate to the **Services** tab and locate `ProgressOpenEdgeCommandCenterServer2.0` in the list.
3. To start the server that is installed as a service, right-click `ProgressOpenEdgeCommandCenterServer2.0` and click **Start**.

Start the server installed as a process

To start the OpenEdge Command Center server:

Note: Progress recommends not to start the server as a process if you selected the **Install Server as a Service** option during installation.

1. Open the command shell in the **Run as administrator** mode.
2. Navigate to the directory where the server is installed.
3. To start the server that is installed as a process, type the following command:

```
oeccserver.bat start
```

To know more about the `oeccserver` utility, see [OECCSERVER utility](#).

Start the OpenEdge Command Center server on Linux

You can start the OpenEdge Command Center server on Linux as a service or as a process based on your configuration during the installation.

Note: Do not use the `Proenv` environment command shell to start the OpenEdge Command Center server. It can result in errors.

Start the server installed as a service

To start the OpenEdge Command Center server:

1. Open the Linux shell with Super User or `root` privileges.
2. To start the server that is installed as a service, type the following command:

```
systemctl start ProgressOpenEdgeCommandCenterServer2.0.service
```

Start the server installed as a process

To start the OpenEdge Command Center server:

Note: Progress recommends not to start the server as a process if you selected the **Install Server as a Service** option during installation.

1. Open the Linux shell with Super User or `root` privileges.
2. Navigate to the directory where the server is installed.
3. To start the server that is installed as a process, type the following command:

```
./oeccserver start
```

To know more about the `oeccserver` utility, see [OECCSERVER utility](#).

Uninstall OpenEdge Command Center server

On the Windows and Linux platforms, the `uninstall` executable file consolidates and formalizes the actions required to remove an OpenEdge Command Center server instance. The `uninstall` file is located in the `uninstall` subdirectory within the OpenEdge Command Center server installation directory. On Linux, a shortcut to the uninstaller is also placed in the user's home directory (`$HOME`). On Windows, the OpenEdge Command Center Server Uninstall shortcut is added to the user's **Start** menu.

Uninstall OpenEdge Command Center server on Windows

To uninstall the OpenEdge Command Center server on the Windows platform:

1. Navigate to the `uninstall` directory and locate the `Uninstall Progress OpenEdge Command Center Server` executable file.
2. Run the `Uninstall Progress OpenEdge Command Center Server` file as an administrator.
3. Follow the instructions in the **Uninstall OpenEdge Command Center** wizard.

Note:

- During the uninstallation process, a **Delete Database** dialog appears, prompting you to confirm whether to remove the OpenEdge Command Center database. By default, the option is set to **No**. If you select **Yes**, all data of the OpenEdge Command Center server, including `oecc` collection, is removed from the database. Regardless of your choice, the database user account is deleted. However, in high availability configurations, when uninstalling an additional server that does not host the database, the database user account is not deleted.
 - For the server in high availability mode, click **Yes** only if it is the final remaining active server. If any other servers are still active, deleting the database disrupts their operations.
-

4. After the uninstallation is complete, the **Uninstall Complete** screen displays the message: All items were successfully uninstalled. Click **Done** to exit.

Alternatively, you can uninstall the server by completing the following steps on the Windows platform:

1. Select **Start**, then choose **Settings > Apps**.
2. Scroll to and select **Progress OpenEdge Command Center Server**, then click **Uninstall**.

Uninstall OpenEdge Command Center server on Linux

To uninstall the OpenEdge Command Center server on the Linux platform:

1. Open a command line and navigate to the `uninstall` subdirectory of the OpenEdge Command Center installation directory. For example:

```
prompt> cd /usr/oecc/server/uninstall
```

2. Enter the following command:

```
./Uninstall Progress OpenEdge Command Center Server -i mode
```

In the preceding command, *mode* represents one of the following parameters:

- `gui`—Launches the uninstaller in GUI mode and prompts you for responses before uninstalling.
- `console`—Launches the uninstaller in console mode and displays prompts in the console.
- `silent`—Launches the uninstaller in silent mode and proceeds with the uninstall using default settings without prompting for any input. Response files are not supported and will be ignored if provided.

Note:

- If you do not specify a mode parameter, then the uninstaller is launched in GUI mode.
 - During the uninstallation process, whether in GUI mode or console mode, a **Delete Database** dialog appears, prompting you to confirm whether to remove the OpenEdge Command Center database. By default, the option is set to **No**. If you select **Yes**, all data of the OpenEdge Command Center server, including `oecc` collection, is removed from the database. Regardless of your choice, the database user account is deleted.
 - For the server in a high availability mode, click **Yes** only if it is the final remaining active server. If any other servers are still active, deleting the database disrupts their operations.
-

A log file of the uninstallation process is created in the `$HOME` directory with the name `$HOME/Progress_OpenEdge_Command_Center_Server_Uninstall_mm_dd_yyyy_hh_mm_ss.log`.

Provide MongoDB package for offline installation

When installing the OpenEdge Command Center server, the installer attempts to download the MongoDB package from the internet. In environments where the firewall restricts internet access, the installer cannot retrieve the package automatically. In the restricted environments, you must manually provide the MongoDB package for installation.

Before you begin, ensure that you have administrator privileges on the target system.

To provide the MongoDB package for offline installation, perform the following steps:

1. Download the appropriate MongoDB archive for your operating system from the official MongoDB download center.
 - For Windows, download the MongoDB `.zip` archive.
 - For Linux distribution, download the appropriate `.tgz` archive.

Note: Progress recommends downloading the latest available service pack in the MongoDB 7.x series that is appropriate for your operating system to avoid any compatibility issues during the installation.

2. Rename the downloaded MongoDB package, depending on your operating system:

- For Windows, rename it to `mongodb.zip`
- For Linux, rename it to `mongodb.tgz`

3. Place the package in the same directory where the server installer file is located.

When the installer is launched, it detects the MongoDB package and proceeds with server and MongoDB installation without attempting to download MongoDB from the internet. For further details on installing and configuring OpenEdge Command Center server along with MongoDB, see [Install and configure the OpenEdge Command Center server](#) on page 9.

Install and configure OpenEdge Command Center agent

The OpenEdge Command Center agent can be downloaded and installed independently of OpenEdge. After installing OpenEdge, use the OpenEdge Command Center agent installer to install and configure an agent on the local system to manage your OpenEdge system resources.

The OpenEdge Command Center agents are supported only on 64-bit platforms. They are supported on all operating systems that support OpenEdge 12.2 and later releases, including Windows, UNIX, Linux, and AIX, except for Solaris.

Prerequisites

- Before you install the OpenEdge Command Center agent on a single system or network, make sure that your environment meets the hardware and software requirements described in the [OpenEdge Platform and Product Availability Guide](#) on the Progress Content Portal. You can also refer to this document for information on the compatibility of OpenEdge Command Center with OpenEdge releases.
- Ensure that the Java Development Kit (JDK) version 17.0.3 or later is installed on your system.
- Ensure that you have administrator privileges on the system where you are installing the OpenEdge Command Center agent.

Note:

- Progress recommends that you uninstall earlier versions of the OpenEdge Command Center agent before installing version 2.0. Migration from OpenEdge Command Center 1.3 to 2.0 is not supported.
- If you encounter any issues during installation or configuration, see [Troubleshoot installation and configuration issues for OpenEdge Command Center server and agent](#) on page 59.
- When you are providing an installation path during the installation and configuration of the agent, make sure that it does not include any of the following characters:

`* ? < > | ^ & ; ! $ ``

- Also, if the path contains percent-encoded characters (such as %20), verify that they are valid. The installer rejects paths with prohibited characters or invalid encoding.
- When running the installer (.bin) from a directory other than its location, use the absolute path to the file instead of a relative path to avoid any installation errors.

For details, see the following topics:

- [Launch the OpenEdge Command Center agent installer](#)
- [Install OpenEdge Command Center agent in console mode](#)
- [Silent installation of OpenEdge Command Center agent](#)
- [Bootstrap policy file](#)
- [Start the OpenEdge Command Center agent](#)
- [Uninstall OpenEdge Command Center agents](#)

Launch the OpenEdge Command Center agent installer

To install OpenEdge Command Center agent, download the software image from the Progress Software Download Center and launch the installation program. The installation program is available for the Linux, AIX, and Windows platforms.

Note: You must have administrator privileges on system to install the OpenEdge Command Center agent.

To install an agent, complete the following steps:

1. From a command window, change to the directory that contains the agent installation file. The name of the installation file is platform-dependent, as follows:

Platform	Installer file name
Windows	PROGRESS_OECC_AGENT_2.x.x_WIN_64.exe

Platform	Installer file name
Linux	PROGRESS_OECC_AGENT_2.x.x_LNX_64.bin
AIX	PROGRESS_OECC_AGENT_2.x.x_AIX_64.bin

2. Close all other applications before beginning the installation process. Other applications or tasks might interfere with the installation or use files that OpenEdge Command Center agent needs to complete the installation.
3. Change to the directory that contains the installer file.
4. Run the installer file. For example:

```
./PROGRESS_OECC_AGENT_2.x.x_WIN_64.exe
```

By default, the installer runs in graphical mode. However, if you are running the installation on a system that does not support graphical mode, then the installation runs in console mode. The installer prompts you to make installation choices and records them after the installation is complete.

5. Read the information on the **Introduction** page, verify that all the other applications are closed, and click **Next**.
6. On the **Install Configurations** page, enter the following information:
 - a) In **Install Directory**, you can optionally specify a non-default directory in which you want to install the agent. The default installation location for the Linux platform is `/usr/oecc/agent`, and that for the Windows platform is `C:\Progress\OECC\Agent`.
 - b) Keep the **Install Agent as a Service** checkbox selected, to install and automatically launch the agent as a service.
 - c) In **Java Home Directory**, specify the directory where you installed the Java Development Kit (JDK) on your system. The directory must match the one that is defined as the `JAVA_HOME` environment variable.
 - d) Click **Next**.
7. On the **Server Connection** page, you can optionally enter the following information:
 - a) In **OECC Server Host Name**, specify the name of the host system on which the OpenEdge Command Center server is running. Its default value is `localhost`.
 - b) In **OECC Server Management Port**, specify the management port value of the server. Its default value is `8001`.

Note: Optionally, you can specify it after installation by manually updating the `serverInfo.json` file. However, if you leave this field blank, a connection will not be established between the OpenEdge Command Center agent and server.

- c) Keep the **Do not validate hostname in TLS connection (nohostverify)** checkbox selected, to skip the validation of host name when establishing a connection between the OpenEdge Command Center server and OpenEdge Command Center agent. If you clear this checkbox, the `nohostverify` property performs host validation, which fails with default certificates, causing failure in connecting the OpenEdge Command Center server with the OpenEdge Command Center agent.
- d) Click **Next**.

8. On the **OpenEdge Installation** page, you can optionally browse to an OpenEdge installation directory and select the instance you want to map to the agent. If an existing OpenEdge installation is detected, it is automatically populated. After you make your selection or skip this step, click **Next**.

Note: You can add only one OpenEdge installation from this page. If you want to add multiple installations, then add their respective paths to the `conf/installationsInfo.json` file. For more information about the file, see [OpenEdge Installation configuration file](#) on page 50.

9. On the **Preview** page, review the following information you have provided before completing the installation and click **Install**.

- **Product Name**—Progress OpenEdge Command Center Agent.
- **Install Directory**—Path where the OpenEdge Command Center agent will be installed.
- **Java Home Directory**—Location where JDK is installed on your system.
- **OECC Server Host Name**—Name of the host machine on which the OpenEdge Command Center server is running.
- **OECC Server Management Port**—Port where the OpenEdge Command Center agent connect to the OpenEdge Command Center server.
- **OpenEdge Installation Directory**—Location where OpenEdge is installed on your system.
- **Disk Space Information (for Installation Target)**—Amount of space required or occupied by the OpenEdge Command Center agent.

The **Install Complete** section indicates the successful installation of the OpenEdge Command Center agent.

10. To complete the agent installation, click **Done**.

The OpenEdge Command Center agent starts automatically if it is installed as a service. Otherwise, you must start it manually. For information on starting the agent as a process, see [Start the OpenEdge Command Center agent](#) on page 35.

Install OpenEdge Command Center agent in console mode

To install the OpenEdge Command Center agent in console mode, you use `-i console` option. The console mode provides a text-based installation process, which is suitable for systems that do not support GUI.

Before you begin, ensure that you have administrator privileges on the target system.

To install the OpenEdge Command Center agent in console mode on UNIX or Linux, complete the following steps:

1. Open the terminal as a `root` user and navigate to the directory containing the installer file.
2. Run the installer in console mode:

```
prompt> ./PROGRESS_OECC_AGENT_2.0.0_LNX_64.bin -i console
```

3. In the **Introduction** section, read the information and press `ENTER`.
4. In the **Install Configurations - Agent Installation Directory** section, either press `ENTER` to accept the default installation directory path, `/usr/oecc/agent` or type a preferred directory path and press `ENTER`.
5. In the **Host Configurations - Java Home Directory** section, type the path to the directory where the JDK is installed and press `ENTER`.
6. In the **Install Configurations - Install Agent as a Service** section, either press `ENTER` to accept the default option 1 to install the agent as a service or type 2 to skip and press `ENTER`.
7. In the **Server Connection** section, do the following:
 1. **OECC Server Host Name:** Type the host name of the server.
 2. **OECC Server Management Port:** Press `ENTER` to accept the default server management port 8001 or type the preferred port and press `ENTER`.
8. In the **Server Connection NoHostVerify** section, press `ENTER` to accept the default option 1 to skip the host name verification or type 2 to verify the host name and press `ENTER`.
9. In the **OpenEdge Installation** section, type path to the directory where OpenEdge is installed and press `ENTER`.
10. In the **Preview** section, review the configuration details and press `ENTER`.
11. After the agent is installed, the **Installation Complete** section displays the message `Progress OpenEdge Command Center Agent has been successfully installed.` Press `ENTER` to exit the installer.

The OpenEdge Command Center agent starts automatically if it is installed as a service. Otherwise, you must start it manually. For information on starting the agent as a process, see [Start the OpenEdge Command Center agent](#) on page 35.

Silent installation of OpenEdge Command Center agent

A silent installation performs an installation by running the installer executable using the `-i silent -f <response-filename>` command line option. The response file is generated during an interactive installation using the `-r <response-filename>` option:

1. When you start an interactive installation using the `-r <response-filename>` option as an administrator, the data that you enter is automatically recorded in a response file, which you can use for silent installations in the future. The inputs are recorded in the location specified by the `-r` option. If you do not provide a full path, the file is created in the same location as the executable or binary (`exe/bin`).

Note: You can generate the response file only in the GUI mode of the installer. The installer does not support recording in console mode (`-i console`).

2. The installation data captured in the response file becomes available for playback to perform a silent installation through a batch mechanism.

Response file template

The data captured in the `<response-filename>` file provides a detailed snapshot of the installation choices made during an interactive installation and can be used for silent installations after an interactive installation.

The `<response-filename>` file includes the following details:

- Install configurations
- Server connection
- OpenEdge installation

The following code snippet provides a template for creating an agent silent installation script.

```
# Mon Mar 17 23:12:35 EDT 2025
# Replay feature output
# -----
# This file was built by the Replay feature of InstallAnywhere.
# It contains variables that were set by Panels, Consoles or Custom Code.

#Install Configurations
#-----
USER_INSTALL_DIR=C:\\Progress\\OECC\\agent
OECC_JAVA_HOME=C:\\java\\jdk-17.0.3+7
OECC_AGENT_AS_SERVICE=1

#Server Connection
#-----
SERVER_HOST_NAME=localhost
SERVER_PORT=8001
AGENT_NOHOST_VERIFY=1

#OpenEdge Installation
#-----
OE_INSTALL_DIR_1=C:\\Progress\\OpenEdge
```

When you create the response file based upon the template, enter values for the following variables within this template:

For the following variable specify the following
USER_INSTALL_DIR	The directory in which you want to install the agent. Note that the directory must be empty, otherwise installation is terminated
OECC_AGENT_AS_SERVICE	Whether to install the agent as a service. The possible values are: <ul style="list-style-type: none"> • 0—The agent is neither installed as service nor installed automatically after upon completion of installation. • 1—The agent is started as a service automatically upon the completion of installation.
OECC_JAVA_HOME	The directory that contains the JDK, which must be version 17.0.3 or later.
SERVER_HOST_NAME	The IP address of the OpenEdge Command Center server.

For the following variable specify the following
SERVER_PORT	The OpenEdge Command Center server port number.
AGENT_NOHOST_VERIFY	Whether to perform the host validation when connecting the OpenEdge Command Center server with the OpenEdge Command Center agent. The possible values are: <ul style="list-style-type: none"> 0—The host name is validated during the mutual TLS handshake and after the installation is complete, the connection is not established automatically. 1—The host name is not validated during the mutual TLS handshake and after the installation is complete, the connection is established automatically.
OE_INSTALL_DIR_1	(Optional) A directory that contains an OpenEdge installation.

Create the response file

You can generate a response file in two ways:

- Automatically by running the installer with the `-r <response-filename>` option during an interactive installation.
- Manually by creating or modifying a response file based on the sample template provided above.

Note:

- You can generate the response file only in the GUI mode of the installer. The installer does not support recording in console mode (`-i console`).
 - Before creating the response file, ensure that the OpenEdge Command Center agent is not already installed on your system. If it is installed, uninstall it first and then proceed with creating the response file.
-

To create a response file:

- Open a command-line interface with administrative privileges. On Windows, run the command prompt as an administrator. On Linux, run the terminal as a root user.
- Change to the directory that contains the OpenEdge Command Center agent installer file for your operating system:
 - Windows: `PROGRESS_OECC_AGENT_2.x.x_WIN_64.exe`
 - Linux: `PROGRESS_OECC_AGENT_2.x.x_LNX_64.bin`
 - AIX: `PROGRESS_OECC_AGENT_2.x.x_AIX_64.bin`
- Enter the following command to record installation choices in the `<response-filename>` file:

- Windows:

```
PROGRESS_OECC_AGENT_2.x.x_WIN_64.exe -r <response-filename>
```

- Linux:

```
./PROGRESS_OECC_AGENT_2.x.x_LNX_64.bin -r <response-filename>
```

- AIX:

```
./PROGRESS_OECC_AGENT_2.x.x_AIX_64.bin -r <response-filename>
```

4. Run the installer for OpenEdge Command Center agent by performing the steps in the [Launch the OpenEdge Command Center agent installer](#) on page 28. The <response-filename> file is generated. You can rename the file if necessary.

Note: You can modify the variable values in the <response-filename> file, but do not change the variable names.

Run the silent installation

To run a silent installation of the agent:

1. Open a command window and change to the directory that contains the silent installation response file.
2. Enter the following command:

- Windows:

```
PROGRESS_OECC_AGENT_2.x.x_WIN_64.bin -i silent -f response-file-name
```

- Linux:

```
./PROGRESS_OECC_AGENT_2.x.x_LNX_64.bin -i silent -f response-file-name
```

- AIX:

```
./PROGRESS_OECC_AGENT_2.x.x_AIX_64.bin -i silent -f response-file-name
```

After you enter the command, the agent installation runs without intervention. A log file of the installation procedure is available in the `install_logs` subdirectory of the agent installation directory.

Bootstrap policy file

The bootstrap policy file is a JSON configuration file in the `conf` directory. It defines default resources, policies, roles, and user role assignments for an OpenEdge Command Center agent. When the agent starts for the first time, it sends the bootstrap policy to the OpenEdge Command Center server. The server then applies the policy in the Authorization server for policy enforcement. For more information, see [Authorization server](#).

Note: Progress recommends that you do not change the default settings in the configuration file.

Start the OpenEdge Command Center agent

This topic explains how to start the OpenEdge Command Center agent on the Windows platform and the UNIX or Linux platform. Before starting the agent, ensure that all the configurations are completed.

Start the OpenEdge Command Center agent on Windows

You can start the OpenEdge Command Center agent on Windows as a service or as a process based on your configuration during the installation.

Start the agent installed as a service

To start the OpenEdge Command Center agent:

1. Open the **Task Manager** on your system where the agent is installed as a service using an account with administrator privileges.
2. To start the agent that is installed as a service, right-click on `ProgressOpenEdgeCommandCenterAgent2.0` and click **Start**.

Start the agent installed as a process

To start the OpenEdge Command Center agent:

Note: Progress recommends not to start the agent as a process if you selected the **Install Agent as a Service** option during installation.

1. Open a command shell in the **Run as Administrator** mode.
2. Navigate to the directory where the `oeccagent.bat` file is located.
3. Type the following command and press `ENTER`:

```
<directory_path> > oeccagent.bat start
```

For example: `C:\Progress\OECC\Agent > oeccagent.bat start`. Where `C:\Progress\OECC\Agent` is the path where the `oeccagent.bat` file is located.

Note: Do not use the Proenv environment command shell to start the OpenEdge Command Center agent. It can result in errors.

Start the OpenEdge Command Center agent on UNIX

You can start the OpenEdge Command Center agent on UNIX or Linux as a service or as a process based on your configuration during the installation.

Note: Do not use the Proenv environment command shell to start the OpenEdge Command Center agent. It can result in errors.

Start the agent installed as a service

To start the OpenEdge Command Center agent:

1. Open the UNIX shell with Super User or `root` privileges.
2. To start the agent that is installed as a service, type the following command:

- On UNIX or Linux:

```
systemctl start ProgressOpenEdgeCommandCenterAgent2.0.service
```

- On AIX

```
startsrc -e "OECC_AGENT=\"$OECC_AGENT\" " -s ProgressOECCAgent2.0
```

Start the agent installed as a process

To start the OpenEdge Command Center agent on the UNIX platform:

Note: Progress recommends not to start the agent as a process if you selected the **Install Agent as a Service** option during installation.

1. Open the UNIX shell with Super User or **root** privileges.
2. Navigate to the directory where the OpenEdge Command Center agent is installed.
3. Start the OpenEdge Command Center agent. For example:

```
./oeccagent start
```

To know more about the `oeccagent` utility, see [OECCAGENT utility](#).

Uninstall OpenEdge Command Center agents

The `uninstall` executable file consolidates and formalizes the actions required to remove an OpenEdge Command Center agent instance. The `uninstall` file is located in the `uninstall` subdirectory of the agent installation directory.

Uninstall OpenEdge Command Center agent on Windows

To uninstall the OpenEdge Command Center agent on the Windows platform:

1. Navigate to the uninstall directory and locate the `Uninstall Progress OpenEdge Command Center Agent` executable file.
2. Run the `Uninstall Progress OpenEdge Command Center Agent` file as an administrator.
3. Follow the **Uninstall OpenEdge Command Center** wizard.
4. After the uninstallation is complete, the **Uninstall Complete** screen displays the message: All items were successfully uninstalled. Click **Done** to exit.

On Windows platforms, you can also uninstall the agent by completing the following steps:

1. Select the **Start** button, then choose **Settings > Apps**.
2. Scroll to and select **Progress OpenEdge Command Center Agent**, then click **Uninstall**.

After you uninstall the agent, it still remains listed on the **Discovered Resources** panel and on the **OECC Agents** page with a status as `OFFLINE`. To completely remove the agent, you must manually delete its entry from the **OECC Agents** page. For details, see [Unregister an agent](#).

Uninstall OpenEdge Command Center agent on UNIX

To uninstall the OpenEdge Command Center agent on the UNIX platform:

1. Open a command window and change to the `uninstall` subdirectory of the agent installation directory. For example:

```
prompt> cd /usr/oecc/agent/uninstall
```

2. To uninstall the OpenEdge Command Center agent, type the following command:

- On UNIX or Linux:

```
./Uninstall Progress OpenEdge Command Center Agent -i mode
```
- On AIX

```
./Uninstall_Progress_OpenEdge_Command_Center_Agent -i mode
```

In the preceding command, *mode* represents one of the following parameters:

- `gui`—Launches the uninstaller in GUI mode and prompts you for responses before uninstalling.
- `console`—Launches the uninstaller in console mode and displays prompts in the console.
- `silent`—Launches the uninstaller in silent mode and proceeds with the uninstall using default settings without prompting for any input. Response files are not supported and will be ignored if provided.

After you uninstall the agent, it still remains listed on the **Discovered Resources** panel and on the **OECC Agents** page with a status as `OFFLINE`. To completely remove the agent, you must manually delete its entry from the **OECC Agents** page. For details, see [Unregister an agent](#).

A log file of the uninstallation process is created in the `$HOME` directory with the name `$HOME/Progress_OpenEdge_Command_Center_Agent _Uninstall_mm_dd_yyyy_hh_mm_ss.log`.

Note:

- If the agent was installed silently, then by default the uninstall process also runs silently.
-

Manage OpenEdge Command Center services

You can create services for the OpenEdge Command Center server and agents to start these components as system services.

For details, see the following topics:

- [Manage services for OpenEdge Command Center agent](#)
- [Manage services for OpenEdge Command Center server](#)

Manage services for OpenEdge Command Center agent

After you start an OpenEdge Command Center agent, the status of the agent is updated in the **OECC Agents** page. Note that the status of an agent cannot be updated from the OpenEdge Command Center. You can start or stop the agent as a service. These actions are typically performed to apply configuration changes or troubleshoot issues and require administrator or superuser privileges.

Note: Do not use the Proenv environment command shell to start the OpenEdge Command Center agent. It can result in errors.

Manage services for OpenEdge Command Center agent on Windows

To start or stop the agent installed as a service on Windows, perform the following steps:

1. Open **Task Manager** on the system where the agent is installed using an account with administrator privileges.
2. Go to the **Services** tab and locate `ProgressOpenEdgeCommandCenterAgent2.0`.
3. Right click the service name and perform the required action:
 - To start the service, select **Start**.
 - To stop the service, select **Stop**.

Manage services for OpenEdge Command Center agent on UNIX or AIX

To start or stop the agent installed as a service, perform the following steps:

1. Open a terminal with superuser (root) privileges.
2. Run the appropriate command:

- On Linux or UNIX:

- To start the service:

```
systemctl start ProgressOpenEdgeCommandCenterAgent2.0.service
```

- To stop the service:

```
systemctl stop ProgressOpenEdgeCommandCenterAgent2.0.service
```

- On AIX:

- To start the service:

```
startsrc -e "OECC_AGENT=\"${OECC_AGENT}\"" -s ProgressOECCAgent2.0
```

- To stop the service:

```
stopsrc -s ProgressOECCAgent2.0
```

Manage services for OpenEdge Command Center server

You can manage the OpenEdge Command Center server service by starting or stopping it as needed on both the Windows and Linux platforms as a user with administrator privileges. These actions are typically performed to apply configuration changes or troubleshoot issues and require administrator or superuser privileges.

Manage services for OpenEdge Command Center server on Windows

To start or stop the server installed as a service, perform the following steps:

1. Open **Task Manager** on the system where the server is installed using an account with administrator privileges.
2. Go to the **Services** tab and locate `ProgressOpenEdgeCommandCenterServer2.0`.
3. Right click the service name and perform the required action:
 - To start the service, select **Start**.
 - To stop the service, select **Stop**.

Manage services for OpenEdge Command Center server on Linux

To start or stop the server installed as a service, perform the following steps:

1. Open a terminal with superuser (root) privileges.
2. Run the appropriate command:
 - To start the service:

```
systemctl start ProgressOpenEdgeCommandCenterServer2.0
.service
```

- To stop the service:

```
systemctl stop ProgressOpenEdgeCommandCenterServer2.0
.service
```

OpenEdge Command Center server configuration

After you install the OpenEdge Command Center server, the installer places the following configuration files in the installation directory to support the operations of server.

- Data store configuration file (`db-config.json`)
- System configuration file (`system-config.json`)
- Server configuration file (`server-config.json`)

These configuration files enable the server to manage its connection to MongoDB, control its runtime behavior, and define its operational settings. The data store `db-config.json` and system (`system-config.json`) configuration files are stored in the `data/conf` directory, while the server configuration file (`server-config.json`) is stored in the `server/conf` directory. In a High Availability (HA) setup, the files in the data directory are shared across all servers, whereas the server configuration file remains local to each server. You can modify these files to change the configuration of the OpenEdge Command Center server. However, Progress recommends retaining the default settings unless you have a specific requirement.

Before making any changes to the configuration files, stop the server if it is already running. After making the changes, restart the server to apply the changes.

For details, see the following topics:

- [Data store configuration file](#)
- [System configuration file](#)
- [Server configuration file](#)

Data store configuration file

The data store configuration file (`db-config.json`) defines the database connection settings that the OpenEdge Command Center server uses to communicate with MongoDB.

The default location for this file on the Windows platform is `C:\Progress\OECC\data\conf`, and that for the Linux platform is `/usr/oecc/data/conf`.

The sample `db-config.json` file is as follows:

```
{
  "dbHostNameAndPort": "<host name>: <port_number>",
  "srvRecord": false,
  "connectOptions": {
    "autoIndex": true,
    "connectTimeoutMS": 10000,
    "socketTimeoutMS": 45000,
  },
  "auth": {
    "user": "username",
    "password": "password"
  },
  "authSource": "admin"
}
```

The following table describes the key attributes in the `db-config.json` file:

Attribute	Description
<code>dbHostNameAndPort</code>	Specifies the host name and port number of the MongoDB that the server connects to. If the system cannot resolve the host name, replace host name with the IP address of the system.
<code>srvRecord</code>	Indicates whether to use DNS SRV records for MongoDB connection. The default value is <code>false</code> .
<code>user</code>	Username for MongoDB authentication.
<code>password</code>	Password for MongoDB authentication. It is encrypted by default. If the MongoDB password changes, update this attribute with the cleartext password. When the server starts, the password is automatically encrypted.
<code>authSource</code>	Specifies the name of the database where the MongoDB user credentials are stored. The default value is <code>admin</code> .

Note: Progress recommends that you do not change the default settings in the configuration file unless you have a specific requirement.

System configuration file

The system configuration file (`system-config.json`) defines the key system-level settings, such as logging level, setup status, and help resource links for the OpenEdge Command Center server.

The default location for this file on the Windows platform is `C:\Progress\OECC\data\conf`, and that for the Linux platform is `/usr/oecc/data/conf`.

The sample `system-config.json` configuration file is as follows:

```
{
  "loglevel": "info",
  "firstTimeSetupDone": true,
  "helpURLs": {
    "documentation":
      "https://docs.progress.com/bundle/openedge-command-center-olh/page/Learn-about-OpenEdge-Command-Center.html",

    "support": "https://www.progress.com/support/openedge",
    "community": "https://community.progress.com/s/",
    "privacy": "https://www.progress.com/legal/privacy-policy",
    "gettingStartedVideo": "https://www.youtube.com/embed/1fwRdti5QhQ",
    "faqs": "https://www.progress.com/faqs",
    "restAPI": {
      "agents":
        "https://documentation.progress.com/output/OpenEdge-Command-Center/#tag/Agent",
      "pasoe":
        "https://documentation.progress.com/output/OpenEdge-Command-Center/#tag/Progress-Application-Server",

      "database":
        "https://documentation.progress.com/output/OpenEdge-Command-Center/#tag/Database",
      "users":
        "https://documentation.progress.com/output/OpenEdge-Command-Center/#tag/Admin/paths/~ladmin~lusers/get",

      "authorizationServer":
        "https://documentation.progress.com/output/OECC/Authorization-Server-APIs/index.html#tag/Users"
    }
  }
}
```

The following table describes the attributes in the `system-config.json` file:

Attribute	Description
<code>loglevel</code>	Specifies the verbosity of server logs. The supported values are: <ul style="list-style-type: none"> <code>info</code> <code>debug</code> <code>warn</code> <code>trace</code> The default value is <code>info</code> .
<code>maxFileUploadSize</code>	Indicates the maximum file size (in bytes) that the server allows for uploads. By default, the value is set to 523,239,424 bytes (499 MB). To increase the upload limit, add the <code>maxFileUploadSize</code> attribute to this configuration file and specify the value in bytes. The maximum value you can set is 3,221,225,472 bytes (3 GB). If you set a higher value than this limit, the server automatically reverts to the maximum allowed upload size of 3,221,225,472 bytes.
<code>firstTimeSetupDone</code>	Specifies whether the initial setup is done during installation.
<code>helpURLs</code>	Provides the links to the product documentation.

Note: Progress recommends that you do not change the default settings in the configuration file unless you have a specific requirement.

Server configuration file

The server configuration file (`server-config.json`) defines the configuration settings that control how the OpenEdge Command Center server operates.

The default location for this file on the Windows platform is `C:\Progress\OECC\Server\conf`, and that for the Linux platform is `/usr/oecc/server/conf`.

The sample `server-config.json` configuration file is as follows:

```
{
  "_comment": "Provide complete path for key and certificate files",
  "nodeId": "",
  "port": 8000,
  "managementPort": 8001,
  "dataDir": "",
  "security": {
    "nohostverify": true,
    "key": "${OECC_SERVER}/conf/certs/oeccserver.key",
    "keyPassPhrase": "password",
    "certificate": "${OECC_SERVER}/conf/certs/oeccserver.crt",
    "rootCA": ["${OECC_SERVER}/conf/certs/oeccrootca.crt"],
    "intermediateCerts": []
  }
}
```

The following table describes the attributes in the `server-config.json` file:

Attribute	Description
<code>nodeId</code>	Identifier for the server node.
<code>port</code>	Specifies the port number on which the OpenEdge Command Center server runs. The default value is 8000.
<code>managementPort</code>	Specifies the port number on which the OpenEdge Command Center agent connects to the OpenEdge Command Center server. The default value is 8001.
<code>dataDir</code>	Specifies the path to the server data folder. For example, <code>C:\Progress\OECC\data</code> or <code>/usr/oecc/data</code> .
<code>nohostverify</code>	<p>Controls whether the server verifies the host name during mutual TLS handshake. The default value is <code>true</code>. If you want the host name to be validated during the mutual TLS handshake, change its default value from <code>true</code> to <code>false</code>.</p> <hr/> <p>Note: When you set <code>nohostverify</code> to <code>false</code>, it performs host validation, which fails with default certificates, resulting in failure of connection between OpenEdge Command Center server and agent. To prevent these failures, you must provide signed certificates to configure mutual TLS authentication with custom certificates, as described in Configure mutual TLS authentication on page 53.</p> <hr/>
<code>key</code>	Specifies the path to the private key file of the server used for encryption and decryption.
<code>keyPassPhrase</code>	Specifies the password to encrypt the private key. This value is stored in an encrypted format. Similar to database password, you must provide the passphrase in cleartext during server startup. The system automatically encrypts and securely stores it upon initialization.
<code>certificate</code>	Specifies the path to the public certificate of the OpenEdge Command Center server that is signed by the root Certificate Authority (CA). For more information, see Configure mutual TLS authentication on page 53.
<code>rootCA</code>	<p>The path to the public certificate of the signing authority. For example, <code>C:\Progress\OECC\Server\conf\certs\oeccrootca.crt</code> or <code>/usr/oecc/server/conf/certs/oeccrootca.crt</code></p> <hr/> <p>Note: Make sure that you use a valid set of certificates which are signed by same <code>rootCA</code> at both the agent and the server side.</p> <hr/>
<code>intermediateCerts</code>	The certificate chain or the series of certificates between root CA and the public certificate of the OpenEdge Command Center server.

Note: Progress recommends that you replace the default certificates with custom certificates in production environments.

OpenEdge Command Center agent configuration

After you install the OpenEdge Command Center agent, the installer places the following configuration files in the installation directory to support agent operations:

- OpenEdge installation configuration file (`installationsInfo.json`)
- Java properties file (`java.properties`)
- Server information file (`serverInfo.json`)
- Agent configuration file (`agentConfig.json`)

These files enable the agent to manage OpenEdge installations, use the Java runtime environment to start and perform its runtime functions, connect with the server, and securely exchange data using TLS settings and certificate-based authentication.

The default location for these files on the Windows platform is `C:\Progress\OECC\Agent\conf`, and that for the Linux platform is `/usr/oecc/agent/conf`. You can modify these files to change the configuration of the OpenEdge Command Center agent. However, Progress recommends retaining the default settings unless you have a specific requirement.

Before making any changes to the configuration files, stop the agent if it is already running. After making the changes, restart the agent to apply the changes.

After you configure the agents, the agent information is available on the **OECC Agents** page. The OpenEdge databases and PAS for OpenEdge instances associated with the agent are discovered and listed on the dashboard.

For details, see the following topics:

- [OpenEdge Installation configuration file](#)

- [Java properties file](#)
- [Server information file](#)
- [Agent configuration file](#)

OpenEdge Installation configuration file

The OpenEdge installation configuration file (`installationsInfo.json`) specifies the paths to the OpenEdge installations. These paths enable the agent to locate and identify OpenEdge components, such as OpenEdge databases and PAS for OpenEdge instances.

The default location for this file on the Windows platform is `C:\Progress\OECC\Agent\conf`, and that for the Linux platform is `/usr/oecc/agent/conf`.

The sample `installationsInfo.json` file is as follows:

```
{
  "_comment": "Provide OpenEdge complete installation path details. Add any number of
OpenEdge installation entries if required.
In Windows, please escape backslashes for path. Example: C:\\Progress\\OpenEdge",
  "installations": [{
    "path": "C:\\Progress\\OpenEdge"
  }]
}
```

Java properties file

The Java properties file (`java.properties`) specifies the path to the Java Development Kit (JDK) that the OpenEdge Command Center agent uses to start and perform its runtime functions.

The default location for this file on the Windows platform is `C:\Progress\OECC\Agent\conf`, and that for the Linux platform is `/usr/oecc/agent/conf`.

The sample `java.properties` file is as follows:

```
#Sat Aug 02 20:26:16 IST 2025
JAVA_HOME=C:\Java\jdk-17
```

Server information file

The server information file (`serverInfo.json`) specifies the host and management port details of the OpenEdge Command Center server that the agent uses to establish communication.

The default location for this file on the Windows platform is `C:\Progress\OECC\Agent\conf`, and that for the Linux platform is `/usr/oecc/agent/conf`.

The sample `serverInfo.json` file is as follows:

```
{
  "_comment" : "Provide OpenEdge Command Center Server url",
  "host" : "localhost",
  "managementPort" : "8001"
}
```

- `host`—Name or IP address of the host machine on which the OpenEdge Command Center server is running. In case of a High Availability (HA) setup, use the load balancer host name or IP address.
- `managementPort`— Port on which the OpenEdge Command Center server is running. The default value is 8001.

Agent configuration file

The agent information file (`agentConfig.json`) defines the Transport Layer Security (TLS) configuration settings required for secure communication between the OpenEdge Command Center agent and the OpenEdge Command Center server.

The default installation location for this file on the Windows platform is `C:\Progress\OECC\Agent\conf`, and that for the Linux platform is `/usr/oecc/agent/conf`.

The sample `agentConfig.json` file is as follows:

```
{
  "_comment" : "Provide the TLS configuration details which are used to connect to Servers",
  "tsPassPhrase" : "encl:qd5MsIkhdHegD+c7cIsvt3OagtRnxHdfco/sY1PjgYE=",
  "ksPassPhrase" : "encl:i9AmubUlVUCuBu8ZZZUtswiXf67AUPCSXFIY7AitUTE=",
  "pKeyAlias" : "agentKeyPair",
  "rootCAAlias" : "rootCA",
  "nohostverify" : true
}
```

The following table describes the attributes in the `agentConfig.json` file:

Attribute	Description
<code>tsPassPhrase</code>	The encrypted form of password to access the trust store. It is autogenerated and cannot be modified.
<code>ksPassPhrase</code>	The encrypted form of password to access the keystore. It is autogenerated and cannot be modified.
<code>pKeyAlias</code>	The identity of the private key inside the keystore
<code>rootCAAlias</code>	The identity of the root Certificate Authority inside the trust store.
<code>nohostverify</code>	<p>Controls whether the server verifies the host name during mutual TLS handshake. The default value is <code>true</code>. If you want the host name to be validated during the mutual TLS handshake, change its default value from <code>true</code> to <code>false</code>.</p> <hr/> <p>Note: When you set <code>nohostverify</code> to <code>false</code>, it performs host validation, which fails with default certificates, resulting in failure of connection between OpenEdge Command Center server and agent. To prevent these failures, you must provide signed certificates to configure mutual TLS authentication with custom certificates, as described in Configure mutual TLS authentication on page 53.</p> <hr/>

Note: Progress recommends that you replace the default certificates with custom certificates in production environments.

Configure mutual TLS authentication

When you install the OpenEdge Command Center server and OpenEdge Command Center agent on a Windows or Linux platform, mutual TLS authentication is configured with default certificates. You can configure mutual TLS authentication with your signed certificates.

Note: Progress recommends using only valid TLS certificates issued by a trusted certificate authority for production environments in OpenEdge Command Center. The `nohostverify` switch is intended for convenience and you must use it only as a temporary measure during development.

Before you begin, ensure that you have administrator privileges.

Configure mutual TLS authentication with custom certificates

To configure mutual TLS authentication with your signed certificates, perform the following steps:

1. Configure the OpenEdge Command Center agent to use your signed certificates:

- a. Stop the agent.
- b. Run the following command by providing values for `pKeyAlias`, `pKeyPath`, `certPath`, `rootCAAlias` and `rootCAPath`.

```
java -jar <Agent_Root_Directory>\install\installer-util-2.0.0.jar  
fileName=agentConfig pKeyAlias=<key alias> pKeyPath=<key path> certPath=<.cert  
path> rootCAAlias=<ca alias> rootCAPath=<root ca .cert path>
```

where:

- `pKeyAlias`: Alias for the agent private key.
- `pKeyPath`: Path to the private key file for the agent.
- `certPath`: Path to the certificate file for the agent.
- `rootCAAlias`: Alias for the root CA certificate.
- `rootCAPath`: Path to the root CA certificate file. It must be the same root CA that signed the server certificate.

c. Restart the agent.

2. Configure the OpenEdge Command Center server to use your signed certificates:

- a. Stop the server.
- b. Navigate to the `<Server_Install_Directory>\conf\certs` for Windows or `<Server_Install_Directory>/conf/certs` for Linux.
- c. Add the server certificate files.
- d. Navigate to the `server-config.json` file located in `<Server_Install_Directory>\conf` for Windows or `<Server_Install_Directory>/conf` for Linux, and then open the file.
- e. Update any or all the values for the following attributes in the `server-config.json` file:
 - `key`: Path to the private key file for the server.
 - `keyPassPhrase`: Passphrase for the private key.
 - `certificate`: Path to the public certificate for the server, signed by the root CA.
 - `rootCA`: Path to the root CA certificate.

For more details about attribute descriptions and file structure, see [Server configuration file](#) on page 46.

f. Restart the server.

Mutual TLS authentication is configured with signed certificates provided by you.

Reset mutual TLS authentication to use default certificates

To reset mutual TLS authentication to use the default certificates, perform the following steps:

1. Restore default certificates on the OpenEdge Command Center agent:

- a. Stop the agent.
- b. Run the following command:

```
java -jar <Agent_Root_Directory>\install\installer-util-2.0.0.jar  
fileName=agentConfig
```

- c. Restart the agent.

2. Restore default certificates on the OpenEdge Command Center server:

- a. Stop the server.
- b. Navigate to the `orig/certs` folder and copy the default certificates from the folder to the `conf/certs` folder:
 - On Windows, copy certificates from `<Server_Install_Directory>\orig\certs` to `<Server_Install_Directory>\conf\certs`.
 - On Linux, copy certificates from `<Server_Install_Directory>/orig/certs` to `<Server_Install_Directory>/conf/certs`.
- c. Navigate to the `server-config.json` file located in `<Server_Install_Directory>\conf` for Windows or `<Server_Install_Directory>/conf` for Linux, and then open the file.
- d. Update the values of the attributes you previously modified in the `server-config.json` file to their default values. For more details about attribute descriptions and file structure, see [Server configuration file](#) on page 46.
- e. Restart the server.

The configuration of mutual TLS authentication with signed certificates provided by you is reset to the one with default certificates. The `nohostverify` property is also set to its default value of `true`.

View installation log files for OpenEdge Command Center server and agent

The installer—whether for the OpenEdge Command Center server or OpenEdge Command Center agent—generates log files in different locations depending on the installation or uninstallation scenario. These log files provide details about installation and uninstallation activities, including any errors or warnings that occur during the process.

The following directories are specified in the log file paths. These locations vary based on the installation settings and the operating system environment.

- `USER_INSTALL_DIR`: The installation directory specified by you during the installation process.
- `HOME`: The home directory of your operating system. On Windows, it is `C:/Users/<username>` and on Linux, it is `/home/<username>`.

Log file locations

The following table lists the log file locations for different installation and uninstallation scenarios.

Note: The log file locations for installation are the same for both the OpenEdge Command Center server and agent. However, the uninstallation log file location differs for the server and agent.

Operation type	Log file location	Description
GUI/Console installation	\$USER_INSTALL_DIR/install_logs/ Install_mm_dd_yyyy_hh_mm_ss.log	Logs events during installation.
Silent installation	\$USER_INSTALL_DIR/install_logs/ Install_mm_dd_yyyy_hh_mm_ss.log	Logs events during silent installation.
	\$HOME/oecc_silent_install.log	Logs errors if the installation fails due to pre-validation conditions.
Uninstallation	<ul style="list-style-type: none"> For server: \$HOME/Progress_OpenEdge_Command_Center_Server_Uninstall_mm_dd_yyyy_hh_mm_ss.log For agent: \$HOME/Progress_OpenEdge_Command_Center_Agent_Uninstall_mm_dd_yyyy_hh_mm_ss.log 	Logs events during uninstallation in this directory. The USER_INSTALL_DIR directory is removed during uninstallation.

Troubleshoot installation and configuration issues for OpenEdge Command Center server and agent

This chapter explains how to identify and resolve common issues that may occur during the installation, startup, and uninstallation of the OpenEdge Command Center server and agent. It is organized into individual scenarios, each describing a specific issue, its possible causes, and recommended solutions to help you diagnose and resolve issues efficiently.

For details, see the following topics:

- [MongoDB installation fails during OpenEdge Command Center server installation](#)
- [OpenEdge Command Center server fails to start after installation](#)
- [OpenEdge Command Center server or agent uninstallation fails](#)
- [OpenEdge Command Center server or agent reinstallation fails after uninstallation](#)
- [OpenEdge Command Center server startup failure in high availability setup](#)

MongoDB installation fails during OpenEdge Command Center server installation

This topic describes how to troubleshoot the MongoDB installation failures that may occur during the installation of the OpenEdge Command Center server. It outlines common causes and provides recommended solutions to help you complete the installation successfully.

Possible Cause	Recommended Solution
Network connectivity issue	<ol style="list-style-type: none">1. Ensure that the server is connected to a stable internet network.2. Ping a public domain (for example, google.com) to verify connectivity.
MongoDB download URL is invalid or unreachable	<ol style="list-style-type: none">1. Navigate to the installation log directory at <code><Server_Installed_Dir>/install_logs/</code>, and open the <code>Install_<MM_DD_YYYY_H_M_S>.log</code> log file.2. Copy the MongoDB download URL and test it in browser or use a command-line tool such as <code>wget</code> or <code>curl</code>.3. If the URL is not reachable:<ul style="list-style-type: none">• Check if firewall or proxy settings are not blocking outbound connections to MongoDB's download servers.• Configure proxy settings in your environment if a corporate proxy or firewall restricts access to external resources.
System does not have sufficient available disk space	Ensure that at least 2 GB of free disk space is available on your system to install the OpenEdge Command Center server and MongoDB.
Installer lacks write permissions to the installation directory	Ensure that the installer has write permissions to the installation directory.

Possible Cause	Recommended Solution
Download failure not related to network	<ol style="list-style-type: none">1. Download the appropriate MongoDB archive for your operating system from the official MongoDB download center.<ul style="list-style-type: none">• For Windows, download the MongoDB .zip archive.• For Linux distribution, download the appropriate MongoDB .tgz archive.<hr/>Note: Progress recommends downloading the latest available service pack in the MongoDB 7.x series that is appropriate for your operating system. to avoid any compatibility issues during the installation.<hr/><ol style="list-style-type: none">2. Rename the downloaded MongoDB package, depending on your operating system:<ul style="list-style-type: none">• For Windows, rename it to mongodb.zip• For Linux, rename it to mongodb.tgz3. Place it in the same directory as the installer executable (.exe or .bin) directory.<p>For more information, see Provide MongoDB package for offline installation on page 24.</p>4. Install the OpenEdge Command Center server. For more information, see Install and configure the OpenEdge Command Center server on page 9.

OpenEdge Command Center server fails to start after installation

This topic describes how to troubleshoot the case where the OpenEdge Command Center server does not start after a successful installation. It outlines common causes and provides recommended solutions to help you start the OpenEdge Command Center server.

Possible Cause	Recommended Solution
Unknown error during installation or startup.	<ol style="list-style-type: none">1. Navigate to the installation log directory at <code><Server_Installed_Dir>/install_logs/</code>, and open the <code>Install_<MM_DD_YYYY_H_M_S>.log</code> log file.2. Review the log file for any errors or failures related to MongoDB startup.
Certificate validation failure due to invalid host information in certificates.	<ol style="list-style-type: none">1. Navigate to the installation log directory at <code><Server_Installed_Dir>/install_logs/</code>, and open the <code>Install_<MM_DD_YYYY_H_M_S>.log</code> log file.2. Review the log file for any <code>nohostverify</code> errors. If the log contains an error about connection failure to the Authorization server with host validation, then the certificates used for secure communication do not have valid host information.3. Navigate to the <code><Server_Installed_Dir>/conf/server-config.json</code> file and update the value of <code>nohostverify</code> flag to <code>true</code>.
No permission to data directory in multi-node setup.	Ensure that all the non-primary OpenEdge Command Center servers have permissions to the <code>data</code> directory on the system where the primary server is installed.

OpenEdge Command Center server or agent uninstallation fails

This topic describes how to troubleshoot the case where the uninstallation of the OpenEdge Command Center server or agent fails. It outlines common causes and provides recommended solutions to help you complete the uninstallation successfully.

Possible Cause	Recommended Solution
Residual product entries remain in the configuration file (.com.zerog.registry.xml).	<ol style="list-style-type: none"> Navigate to the following file location: <ul style="list-style-type: none"> On Windows, C:\Program Files\Zero G Registry\.com.zerog.registry.xml On Linux, /var/.com.zerog.registry.xml <hr/> <p>Note: The .com.zerog.registry.xml is a hidden file. Enable viewing hidden files to view this file if needed.</p> <hr/> Open the file, check for the entries related to the OpenEdge Command Center server or agent you want to uninstall, and delete them. <hr/> <p>Note:</p> <ul style="list-style-type: none"> Progress recommends taking the backup of the .com.zerog.registry.xml file before making any changes to it. Do not modify or delete entries for other products, as this file contains configuration data of multiple products. <hr/>
Windows registry still contains OpenEdge Command Center server or agent entries.	<ol style="list-style-type: none"> Open the Registry Editor (regedit.exe). Navigate to the Uninstall directory: <pre>HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall</pre> Check for any folders related to the OpenEdge Command Center server or agent and delete only those specific folders.
Data and database folders of the primary OpenEdge Command Center server are not removed.	<p>If uninstalling the primary server, delete the Data and database folders located parallel to the Server installation directory.</p> <hr/> <p>Note: Perform this step only if you are certain that the server is the primary one, as these folders may contain data of other servers in a High Availability (HA) setup.</p> <hr/>

OpenEdge Command Center server or agent reinstallation fails after uninstallation

This topic describes how to troubleshoot the case where the installation of the OpenEdge Command Center server or agent installation fails after successful uninstallation. It outlines the common cause and provides recommended solutions to help you complete the installation successfully.

Possible Cause	Recommended Solution
Residual product information remains after uninstallation.	<ol style="list-style-type: none">1. Navigate to the following file location:<ul style="list-style-type: none">• On Windows: C:\Program Files\Zero G Registry\.com.zerog.registry.xml• On Linux: /var/.com.zerog.registry.xml<hr/>Note: The .com.zerog.registry.xml is a hidden file. Enable viewing hidden files to view this file if needed.<hr/><ol style="list-style-type: none">2. Open the .com.zerog.registry.xml file and check for any server or agent-related entries.3. Remove only the server or agent-specific entries from the registry file.<hr/>Note:<ul style="list-style-type: none">• Progress recommends taking the backup of the .com.zerog.registry.xml file before making any changes in it.• Do not modify or delete entries for other products as this file contains configuration data of multiple products.<hr/>

OpenEdge Command Center server startup failure in high availability setup

This topic describes how to troubleshoot the case where the OpenEdge Command Center server fails to start in a High Availability (HA) setup. It outlines common causes and provides recommended solutions to help you complete the startup process successfully.

Possible Cause	Recommended Solution
Database connectivity issue	<ol style="list-style-type: none">1. Navigate to the installation log directory at <code><Server_Installed_Dir>/install_logs/</code>, and open the log file named <code>Install_<MM_DD_YYYY_H_M_S>.log</code>.2. Check for error messages, such as <code>Closed DB Connections</code>, which indicate a database connectivity issue.3. If such errors are present, navigate to the <code><Data_Dir>/conf/</code> folder and open the <code>db-config.json</code> file.4. Verify the values for <code>DB Hostname</code> and <code>DB Port</code> and update them if necessary.
Database unreachable from the non-primary server	<ol style="list-style-type: none">1. Check the connectivity from the non-primary server to the database host and port.2. Ensure that the non-primary server is connected to a stable internet network.3. Check if the firewall or proxy settings on the non-primary server system is blocking outbound connections. If necessary, update the settings to allow connectivity to the database host and port.

