



# FAQ - Frequently Asked Questions



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# FAQ - Frequently Asked Questions

We are working on the translation of the Pandora FMS documentation. Sorry for any inconvenience.

## Command Center (Metaconsole) FAQ (Frequently Asked Questions)

The frequently asked questions and answers (FAQ) have been classified according to the version used:

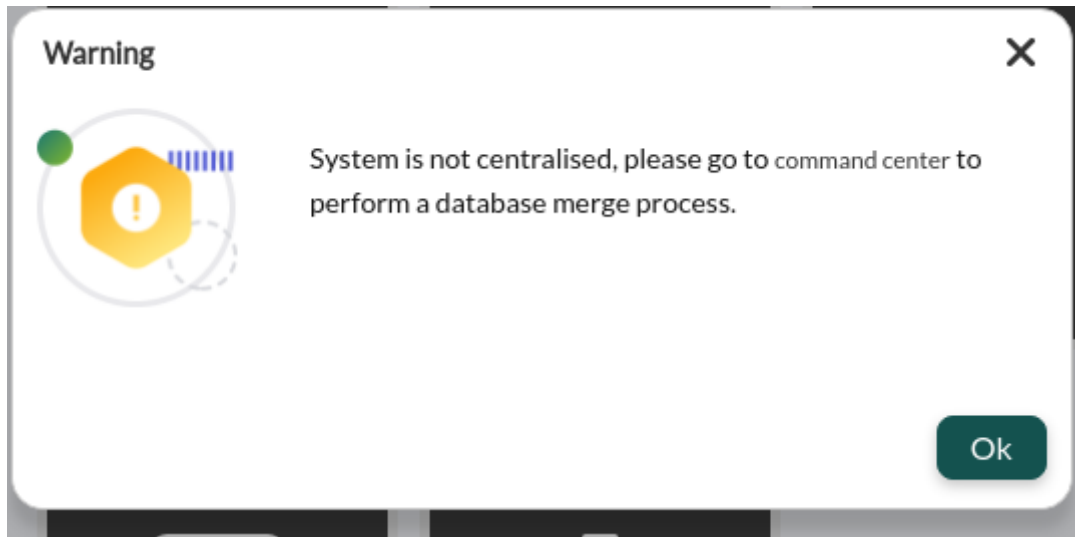
- NG 7.0 version 756 and later ([Command Center](#)).
- [NG 7.0 version 755 and earlier](#).

### Command Center

From Pandora FMS version 756, the synchronization system for environments with centralized mode has been redesigned from scratch, making it faster and more efficient, since the changes will be replicated to the nodes automatically without the need for manual synchronization, as it was the case up to now.

This change deems the previous system outdated, so in environments where it was active, it will have to go through the previous automatic [merging](#) system to use the new centralization system and be able to guarantee data integrity.

When updating, all already centralized Command Center (Metaconsole) environments will be forced to go through the new Merging tool section located in Centralised management to be able to be centralized again correctly.



The screenshot shows the PandoraFMS Metaconsole interface. The top header is black with the PandoraFMS logo on the left and the text "PandoraFMS Metaconsole" and "Centralized operation console" on the right. A left sidebar contains a menu with items: Monitoring, Events, Reports, Services, Screens, Alert correlation, Centralised management (expanded to show Agent management, Module management, Alert management, Component management, User management, Policy management, Category management, Server management, Bulk operations, Merging Tool, Setup, Extensions, and About). The main content area is titled "Main / Command center" and "Merging tool". It features a section titled "Nodes priority order" with an information icon. Below this, there is a list of nodes with expand/collapse icons: "Metaconsole", "nodo-1-pandorafms" (highlighted), and "nodo-2-pandorafms".

For details visit "[Command Center](#)" article.

## **NG 7.0 version 755 and earlier.**

### **I can't see the agents of a group for which I do have permissions**

NG 7.0 version 755 and earlier.

The user must have the same permissions in the Command Center (Metaconsole) and in the node. The correct creation flow is to create and assign permissions to the user from the Command Center (Metaconsole) and synchronize them.

### **After changing a user's permissions but it doesn't work**

NG 7.0 version 755 and earlier.

To change the permissions to a user we will do it from the Command Center (Metaconsole) and synchronize that user from the synchronization section.

The synchronization of profiles is based on creating new profiles in the user of the node. In this way, we will avoid touching profiles that are configured in the node.

### **When you try to configure an instance, it fails**

NG 7.0 version 755 and earlier.

We have to make sure that:

- The machine where the Command Center (Metaconsole) resides can see the machines of the instances.
- The machine of the Command Center (Metaconsole) has permissions over the database of the instances.
- We have defined the parameters of authentication (auth) and password of the API (Api password) in the instances, and configured correctly in the Command Center (Metaconsole).
- In the instances we must have configured the list of IP addresses that can access its API including the Command Center (Metaconsole) IP address.

### **How can I synchronize the node with the Command Center (Metaconsole)**

NG 7.0 version 755 and earlier.

To be able to synchronize a node to the Command Center (Metaconsole), we have to click on Advanced → Consoles Setup and fill in correctly the node's data ( Server name, auth token, etc.).

## **How can I to synchronize the node license with the Command Center (Metaconsole) license**

NG 7.0 version 755 and earlier.

In order to synchronize the license of the Command Center (Metaconsole), once validated, you must to instantiate all the nodes in the Command Center (Metaconsole) to synchronize. Once this is done, go to Advanced → License and press the Validate and sync button, that will synchronize the license to all the instantiated nodes.

## **I can't perform actions on instance events or view them**

NG 7.0 version 755 and earlier.

If it is not possible to perform actions on the events it means that we have activated the token of Event replication of the Setup → Enterprise of the Instance, with which you will be able to see the events of the Instance in the Command Center (Metaconsole).

Once we start the event replication, having the Centralized management Command Center (Metaconsole) token active, *the events can only be managed from it*. From it they can be validated, put in progress and add comments and responses. To be able to visualize the events in the Instance go to Setup → Enterprise and activate the token Show event list in the local console (read only) *to only to be able to see them*.

## **I can't connect the Instance Database to the Command Center (Metaconsole)**

NG 7.0 version 755 and earlier.

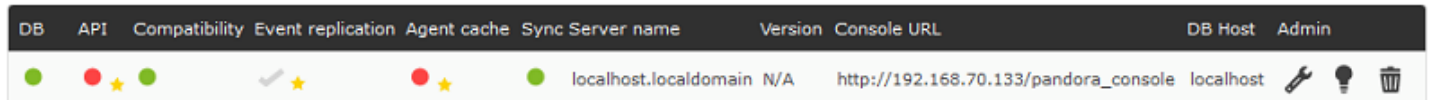
In order to synchronize the data of the Instances Database with the Command Center (Metaconsole), you need to give permission to the user of the Command Center (Metaconsole) to the Instance database. For them we have to make use of the following mandate:

```
GRANT ALL PRIVILEGES ON <Command Center (Metaconsole) DatabaseName>.* TO  
<UserName>@<HostAddress> IDENTIFIED BY <UserPass>;
```

## Verification of node state in Command Center (Metaconsole)

NG 7.0 version 755 and earlier.

Once an instance is referenced to the Command Center (Metaconsole), it appears in the Console Setup view, where you can check the status of the database, API, compatibility, event replication, agent cache and synchronization with the node.



DB	API	Compatibility	Event replication	Agent cache	Sync	Server name	Version	Console URL	DB Host	Admin					
									localhost.localdomain	N/A	http://192.168.70.133/pandora_console	localhost			

To be able to check the status of a connection again, just click on the checklist you want to review.

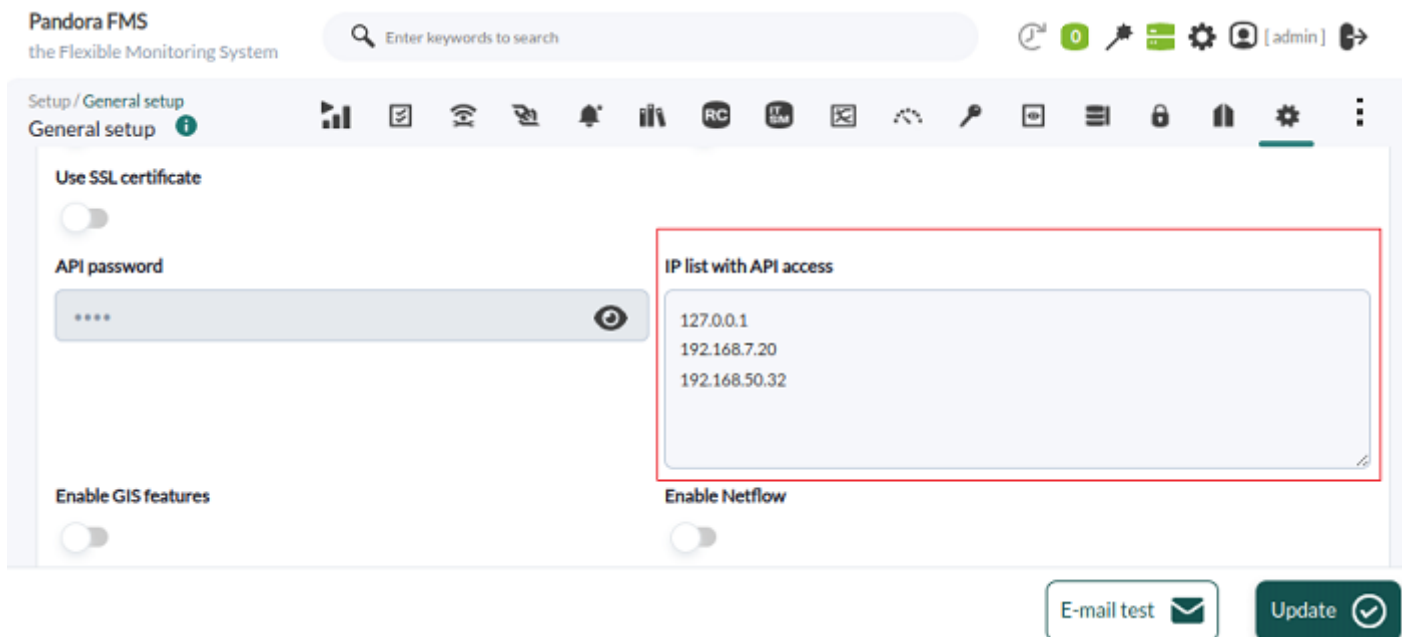
The status can be:

- Synchronized: The checklist will be in green color.
- Not synchronized: The checklist will be in red. Hovering the mouse over the button will show in more detail the failure that causes the lack of synchronization.

## How to make a call to the Command Center (Metaconsole) API

NG 7.0 version 755 and earlier.

The use of the API in the Command Center (Metaconsole) is similar to the use of the same one in any instance. To do this you must first know the username, API password and the definition of the list of IP addresses with access to the API. Once the three elements have been configured, the desired actions can be carried out.



Pandora FMS  
the Flexible Monitoring System

Enter keywords to search

Setup / General setup  
General setup

Use SSL certificate

API password

Enable GIS features

Enable Netflow

IP list with API access

```
127.0.0.1
192.168.7.20
192.168.50.32
```

E-mail test

Update

For more information on API calls visit the following [link](#) where we can see more detailed information about the APIs.

## How check the Command Center (Metaconsole) Database

NG 7.0 version 755 and earlier.

In order to check that the Command Center (Metaconsole) database is working correctly, we'll place ourselves in a node and perform the following check:

```
mysql -h <IP ADDRESS META> -u <USER META> -p <PASSWD META> <DataBaseMETA>
```

Por ejemplo:

```
mysql -h 127.0.0.1 -u root -p pandora metapandora
```



```
[root@localhost ~]# mysql -h 127.0.0.1 -u root -ppandora metapandora
mysql: [Warning] Using a password on the command line interface can be insecure.
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 120
Server version: 5.7.19-17 Percona Server (GPL), Release 17, Revision e19a6b7b73f

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Type 'help;' or '\h' for help. Type '\c' to clear the current input statement.

mysql>
```

## How to check if the cache agent is working correctly

NG 7.0 version 755 and earlier.

In order to be able to check if the cache agent is working correctly, you must check the information in the database of the instance and the Command Center (Metaconsole).

First of all, go to the instance database and see the information stored inside the Pandora FMS database, in the table `t_agent`:

```
USE pandora; SELECT * FROM tagente;
```

Afterwards, we will go to the meta console database and we will see the data stored in the table `tmetaconsole_agent`, where the same data should appear as in the instance.

More data will appear depending on how many instances we have referenced in the Command Center (Metaconsole). To be able to filter by console use the field `servername` in the table `tmetaconsole_agent`.

## How can we see the logs of an instance from the Command Center (Metaconsole)

NG 7.0 version 755 and earlier.

To be able to observe the logs of an instance from the Command Center (Metaconsole), a report must be created from the Command Center (Metaconsole) to collect the logs.

# Log report ?



Type  ★

Name

Description

Search  ?

Log number ?

Time lapse ?

Source

Agents

Show item in landscape format (only PDF)

Page break at the end of the item (only PDF)

Create item

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