

# Test Data Management

Software Version 24.1.0

Installation Guide

**opentext**<sup>™</sup>

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# Contents

TDM Installation .....	4
Prerequisites .....	4
Windows installation .....	5
Prepare for install .....	5
Installation .....	7
Linux installation .....	13
Prepare for install .....	13
Installation .....	14
Certificate configuration .....	19
Troubleshooting .....	24

# TDM Installation

## Prerequisites

TDM product is an add on to the SDM core, so SDM system specifications must be met and SDM must be installed.

TDM verification results with SDM in terms of the compatibility are given below.

✓ : Compatible , X: Incompatible

	SDM 7.6.6	SDM 7.6.7	SDM 23.2	SDM 24.1
TDM 1.0.0	✓	✓	X	X
TDM 2.0.0	X	✓	✓	X
TDM 2.1.0	X	✓	✓	X
TDM 2.1.1	X	✓	✓	X
TDM 24.1.0	X	X	✓	✓

### NOTE:

- UI/UX changes have been made in TDM 24.1.0 and SDM 24.1.0 versions in accordance with OpenText standards.
- When trying to use version 24.1.0 and previous versions together, visual incompatibility will occur.

# Windows installation

## Prepare for install

To install TDM, follow the steps given below, respectively:

1. SDM Repository must be installed via SDM Web Console priorly.
2. If SDM is up and running, you need to stop it.
3. If you are initially installing TDM , follow the steps below.
  - Go to the **TDM DB Scripts > TDM Initial Installation** directory.
  - Download the script file of the version you want to install.
  - Connect to the database and run the SQL script to create the TDM Schemas.

If you are upgrading TDM from any of the previous versions, follow the steps below.

- Go to **TDM DB Scripts > TDM Upgrade** directory.
  - Download the SQL script files start ing from your current version to the version you are installing, e.g., if you are using TDM 1.0.0 and want to install TDM 24.1, you need the scripts given below.
    - **TDM\_DB\_Upgrade\_v1.0.0 - v2.0.0**
    - **TDM\_DB\_Upgrade\_v2.0.0 - v2.1.0**
    - **TDM\_DB\_Upgrade\_v2.1.0 - v2.1.1**
    - **TDM\_DB\_Upgrade\_v2.1.1 - v24.1**
  - Connect to the database and run them respectively.
4. Follow the steps given in the [Certificate configuration, on page 19](#) section.
  5. In case Docker Engine has not already been installed on the machine, download and install Docker Engine from [Docker Engine](#) first.

For Windows Virtual Servers, refer to the Docker Installation on Windows Virtual Machines document.
  6. Run Docker Engine, if it is not already running.
  7. Open the command line/terminal and test the Docker Installation with the hello world container by executing the **docker run hello-world** command.
  8. Find and download **TDMinstaller.jar** and **TDMinstaller.bat** in the installation directory.
  9. Copy **TDMinstaller.jar** and **TDMinstaller.bat** to **../SDM~/obt/bin** directory.
  10. Open the command line/terminal and place to **../SDM~/obt/bin** directory path.

11. Run **TDMInstaller.bat**.
12. After seeing the Welcome Panel, go to [Installation, on the next page](#) section.

## Installation

1. Check the version of TDM, before starting the installation via the Welcome panel . If it is OK, click **Next**.

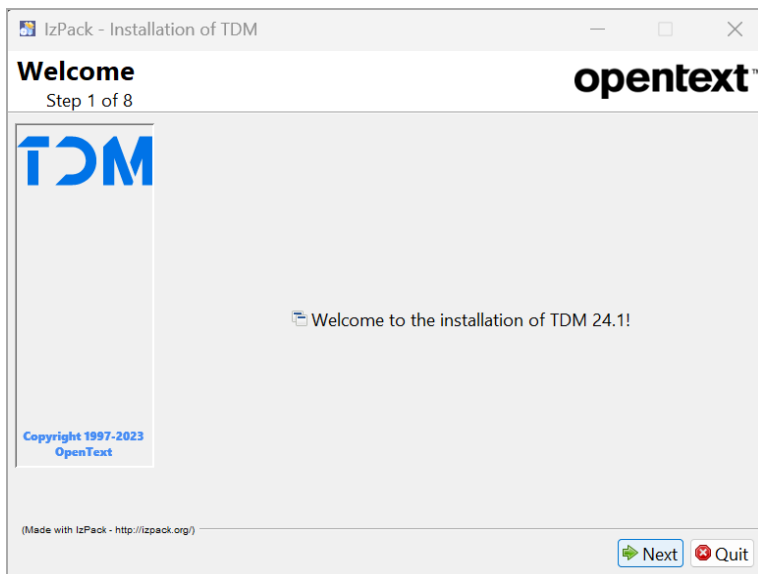


Figure 1: Welcome Panel for Windows

2. **Summary Configuration Data** panel shows the installation path of TDM. Click **Next**.

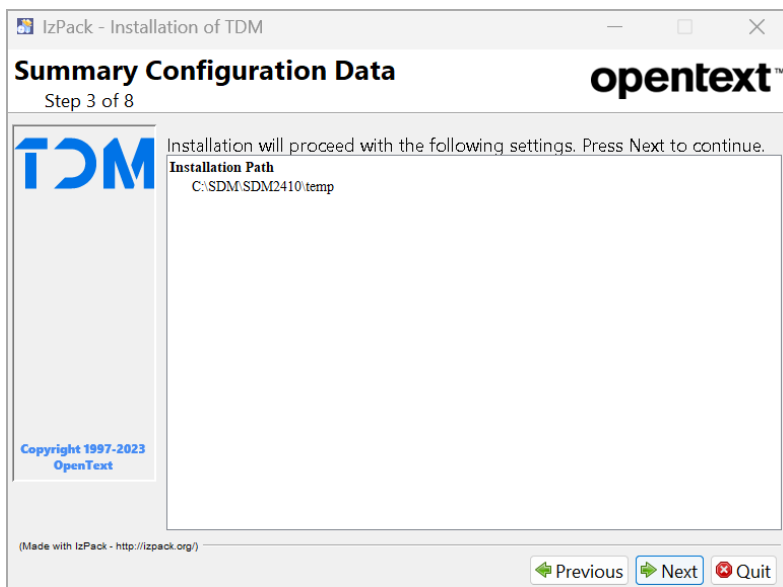


Figure 2: Installation Path for Windows

3. Enter **Host**, **Port**, **Database**, **Username**, **Password**, and **SDM Schema** for Postgres database connection. **SDG (Synthetic Data Generation) Api URL** must point to the same machine IP and end with port number 4101 and must be HTTPS protocol. The **SDM Encryption Key** must be the same as the key that was entered when the repository installation was done. The **Extensions Path** must point the **SDM\OBTHOME\extensions** directory.
4. Click **Next**.

IzPack - Installation of TDM

**User Data** opentext™  
Step 4 of 8

**TDM**  
Copyright 1997-2023  
OpenText

Please enter database information

Host : localhost

Port : 5432

Database : postgres

Username : postgres

Password : \*\*\*\*\*

SDM Schema : obtrep

SDG Api Url : https://<host\_IP>:4101

SDM Encryption Key : \*\*\*

Extensions Path : C:\SDM\OBTHOME\extensions

(Made with IzPack - <http://izpack.org/>)

Previous Next Quit

**Figure 3: User Data Information for Windows**

5. Choose the user interface **Language**.
6. Click **Next**.



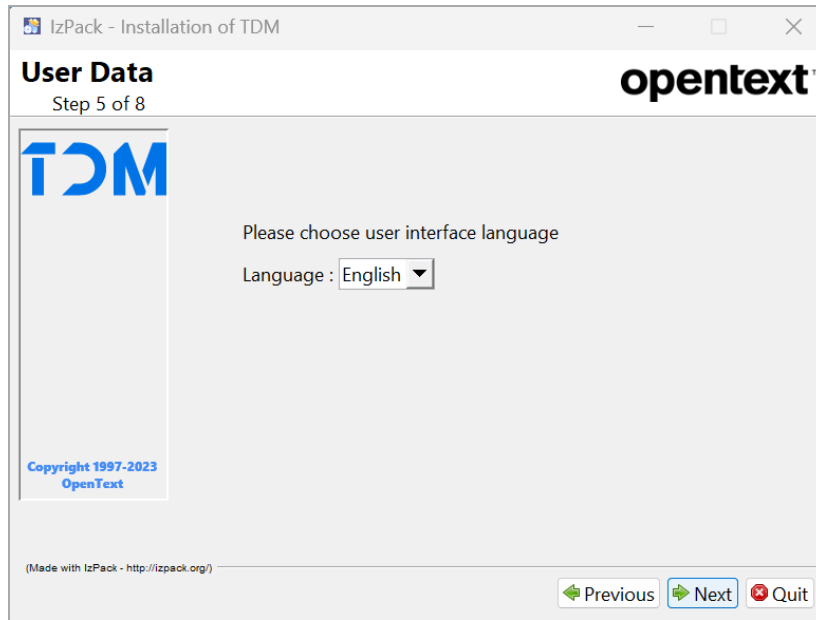


Figure 4: User Interface Language for Windows

7. The TDM database connection is tested and configured . Click **Next**.

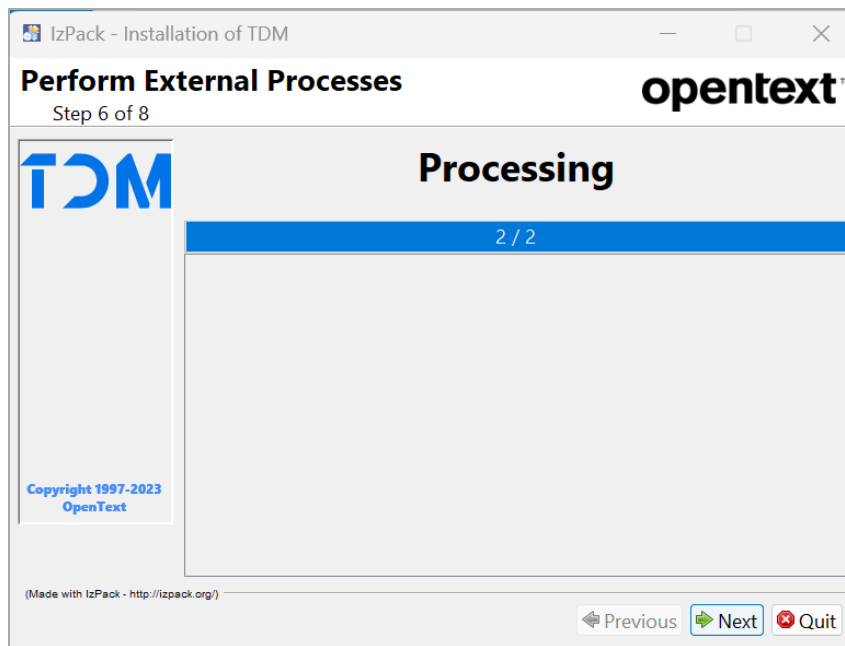
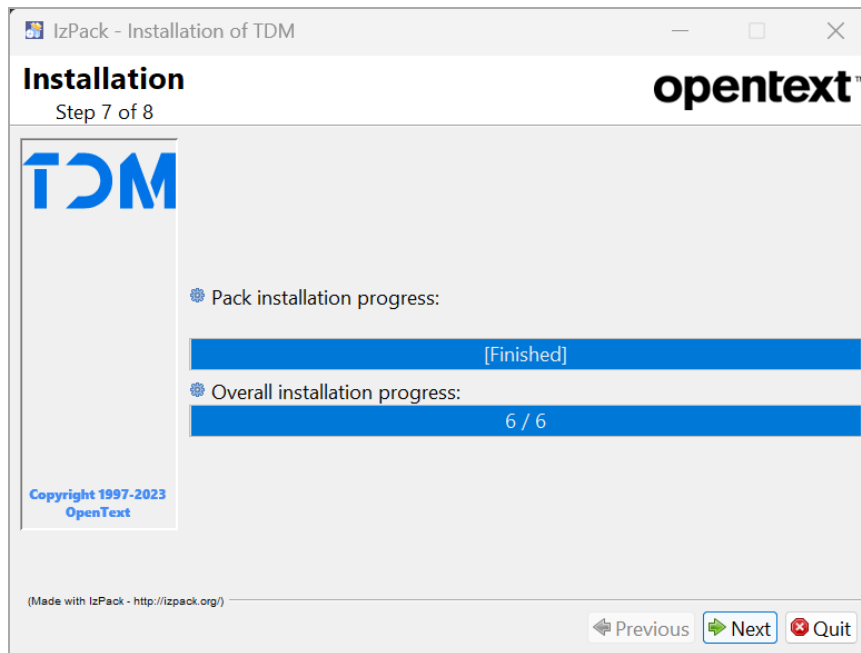


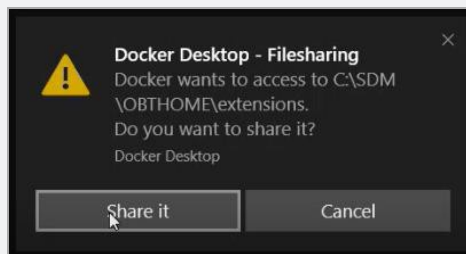
Figure 5: Perform External Process Panel for Windows

8. On this page, user can observe the progress of the installation process. When the process is completed, click **Next**.



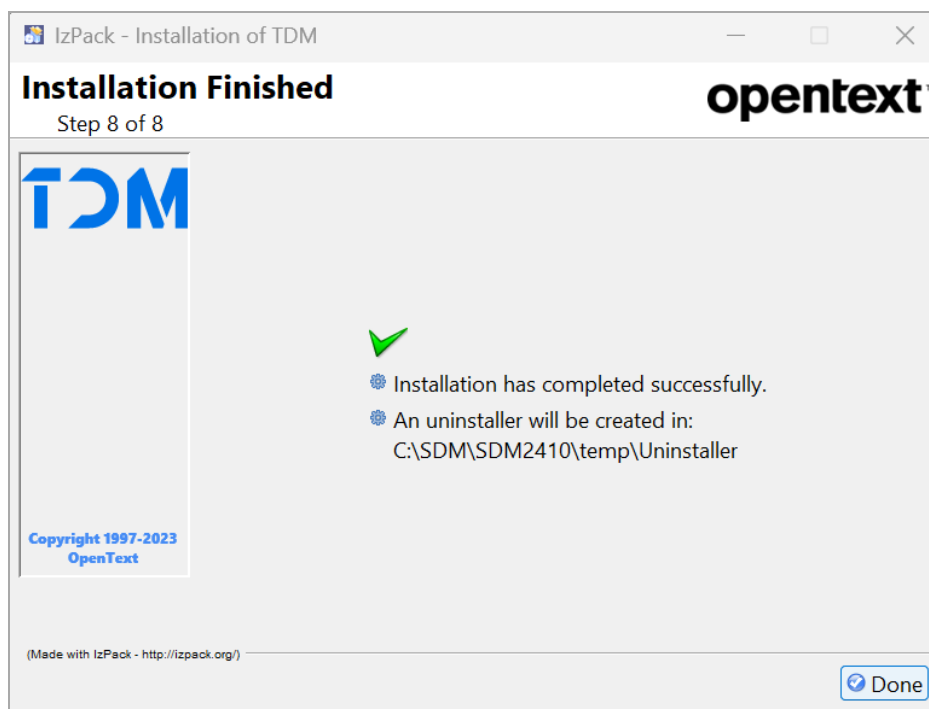
**Figure 6: Installation Process for Windows Windows**

**CAUTION:** If the Docker Desktop Filesharing window appears at this installation step, click **Share it**.



**Figure 7: Docker Desktop - Filesharing**

9. Installation Completed, TDM installed into the SDM. Click **Done**.



**Figure 8: Installation Completed Panel for Windows**

10. If the installed SDM version is 7.6.7 or over the below command must be executed from the terminal/command line. Directory paths in the command must be corrected according to the server that SDM is installed.

```
> copy ....\SDM~SDM~\obt\webconsole\apache-tomcat\webapps\WebConsole\WEB-INF\classes\sql.properties ....\SDM~SDM~\OBTHOME\extensions
```

11. Change Time Zone in SDM Installed Machine Using Docker.

- a. Open a PowerShell terminal.
- b. Run the following command to obtain the necessary container IDs:

```
> docker ps a
```

CONTAINER ID	NAMES
2e291f045e31	celery_worker
64ed3d7197d6	rabbitmq
36ad8180f7ea	sdg-api-1
37bf27a2789b	stupefied_wescoff

Identify the container ID for **<sdg api 1 id>**.

- c. Use the following command to enter the container:  

```
> docker exec -it <sdg-api-1 id> /bin/bash
```
- d. Inside the container, run the following command to reconfigure the time zone:  

```
> sudo dpkg-reconfigure tzdata
```

- e. Select the appropriate time zone from the list provided. Make sure that the prompted Local time is the same with the SDM installed machine.

```
configuring tzdata
-----
Please select the geographic area in which you live. Subsequent configuration questions will narrow this down by presenting a list of cities, representing the time zones in which they are located.
1. Africa 2. America 3. Antarctica 4. Australia 5. Arctic 6. Asia 7. Atlantic 8. Europe 9. Indian 10. Pacific 11. SystemV 12. US 13. Etc
geographic area: 10

Please select the city or region corresponding to your time zone.

1. Asia 5. Chuk 9. Fakaofu 13. Gambier 17. Johnston 21. Niue 25. Niue 29. Palau 33. Port Moresby 37. Tahiti 41. Wake
2. Auckland 6. Easter 10. Fiji 14. Guadalcanal 18. Kiribati 22. Marquesas 26. Norfolk 30. Pitcairn 34. Rarotonga 38. Tarawa 42. Wallis
3. Bougainville 7. Efate 11. Funafuti 15. Guam 19. Kosrae 23. Niue 27. Noumea 31. Pohnpei 35. Saipan 39. Tongatapu 43. Yap
4. Chatham 8. Enderbury 12. Galapagos 16. Honolulu 20. Kuailein 24. Niue 28. Pago Pago 32. Ponape 36. Samoa 40. Truk

Time zone: 30

Current default time zone: 'Pacific/Pitcairn'
Local time is now: Fri Jan 5 11:01:58 -08 2024.
Universal Time is now: Fri Jan 5 19:01:58 UTC 2024.
```

- f. To exit the container, use the following command:  
> exit
- g. Restart the Docker container to apply the changes:  
> docker restart <sdg-api-1 id>
- h. Run the following command to obtain the necessary container IDs:  
> docker ps a

```
CONTAINER ID   NAMES
2e291f045e31   celery_worker
64ed3d7197d6   rabbitmq
36ad8180f7ea   sdg-api-1
37bf27a2789b   stupefied_wescoff
```

Identify the container ID for **<celery\_worker id>**.

- i. Use the following command to enter the container:  
> docker exec -it <celery\_worker id> /bin/bash
- j. Inside the container, run the following command to reconfigure the time zone:  
> sudo dpkg-reconfigure tzdata
- k. Select the appropriate time zone from the list provided. Make sure that the prompted Local time is the same with the SDM installed machine.

```
configuring tzdata
-----
Please select the geographic area in which you live. Subsequent configuration questions will narrow this down by presenting a list of cities, representing the time zones in which they are located.
1. Africa 2. America 3. Antarctica 4. Australia 5. Arctic 6. Asia 7. Atlantic 8. Europe 9. Indian 10. Pacific 11. SystemV 12. US 13. Etc
geographic area: 10

Please select the city or region corresponding to your time zone.

1. Asia 5. Chuk 9. Fakaofu 13. Gambier 17. Johnston 21. Niue 25. Niue 29. Palau 33. Port Moresby 37. Tahiti 41. Wake
2. Auckland 6. Easter 10. Fiji 14. Guadalcanal 18. Kiribati 22. Marquesas 26. Norfolk 30. Pitcairn 34. Rarotonga 38. Tarawa 42. Wallis
3. Bougainville 7. Efate 11. Funafuti 15. Guam 19. Kosrae 23. Niue 27. Noumea 31. Pohnpei 35. Saipan 39. Tongatapu 43. Yap
4. Chatham 8. Enderbury 12. Galapagos 16. Honolulu 20. Kuailein 24. Niue 28. Pago Pago 32. Ponape 36. Samoa 40. Truk

Time zone: 30

Current default time zone: 'Pacific/Pitcairn'
Local time is now: Fri Jan 5 11:01:58 -08 2024.
Universal Time is now: Fri Jan 5 19:01:58 UTC 2024.
```

- l. To exit the container, use the following command:  
> exit
- m. Restart the Docker container to apply the changes:  
> docker restart <celery\_worker id>

Now, the time zone of the SDM installed machine within the specified Docker container should be configured according to your selection.

# Linux installation

## Prepare for install

For installing TDM on Linux, follow the steps given below respectively.

1. SDM Repository must be installed via SDM Web Console priorly.
2. If SDM is up and running, you need to stop it.
3. If you are initially installing TDM, follow the steps below.
  - Go to the **TDM DB Scripts > TDM Initial Installation** directory.
  - Download the script file of the version you want to install.
  - Connect to the database and run the SQL script to create the TDM Schemas

If you are upgrading TDM from any of the previous versions, follow the steps below.

- Go to **TDM DB Scripts > TDM Upgrade** directory.
  - Download the SQL script files start ing from your current version to the version you are installing, e.g., if you are using TDM 1.0.0 and want to install TDM 24.1, you need the scripts given below.
    - **TDM\_DB\_Upgrade\_v1.0.0 - v2.0.0**
    - **TDM\_DB\_Upgrade\_v2.0.0 - v2.1.0**
    - **TDM\_DB\_Upgrade\_v2.1.0 - v2.1.1**
    - **TDM\_DB\_Upgrade\_v2.1.1 - v24.1**
  - Connect to the database and run them respectively.
4. Follow the steps given in the [Certificate configuration, on page 19](#) section.
  5. In case Docker Engine has not already been installed on the machine, download and install Docker Engine from [Docker Engine](#) first.
  6. Run Docker Engine, if it is not already running.
  7. Open the command line/terminal and test the Docker Installation with the hello world container by executing the **docker run hello-world** command.
  8. Find and download **TDMInstaller.jar** and **TDMInstaller.sh** in the installation directory.
  9. Copy **TDMInstaller.jar** and **TDMInstaller.sh** to **../SDM~/obt/bin** directory.
  10. Open the command line/terminal and place to **../SDM~/obt/bin** directory path
  11. Run **TDMInstaller.sh**.
  12. After seeing the Welcome Panel, go to [Installation, on the next page](#) section

## Installation

1. Check the version of TDM, before starting the installation via the Welcome screen . If it is OK, press **1**.

```
root@kurulumtest:~/SDM/SDM2410/obt/bin# bash TDMInstaller.sh
ORIG_DIR: /root/SDM/SDM2410/obt/bin
ForceNewInstall=
-----
/root/SDM/SDM2410/obt/config/obt.env found.
OBT_HOME = /root/SDM/OBTHOME
-----
OBTBIN_HOME=/root/SDM/SDM2410
DSCLIB_HOME=/root/SDM/SDM2410/obt/lib
DSCCFG_HOME=/root/SDM/SDM2410/obt/config
OBT_HOME =/root/SDM/OBTHOME
----- check for ForceNewInstall
Normal Install
upgrade mode
running...
Command line arguments: -console

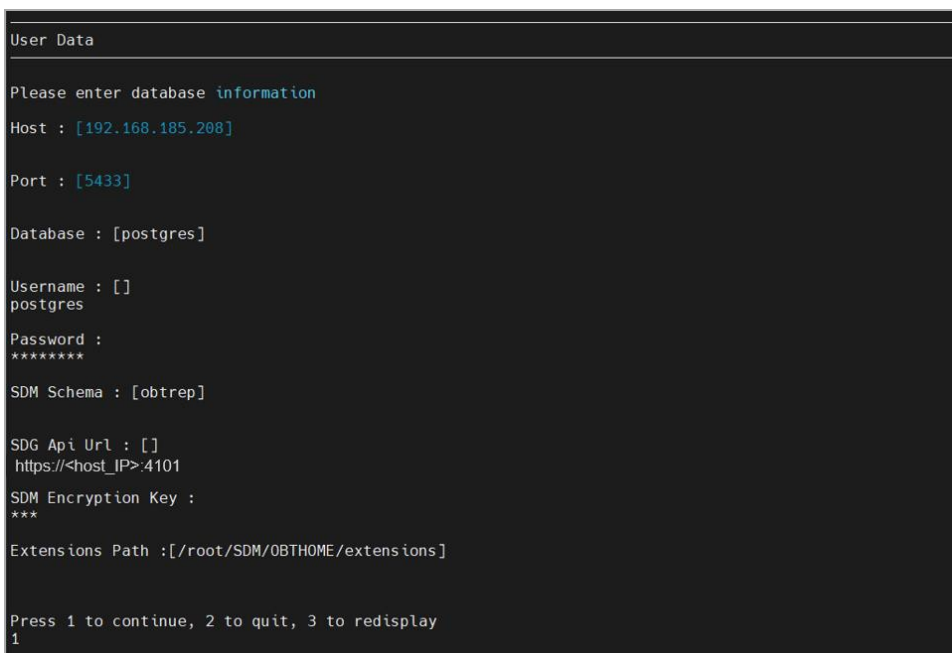
Welcome

Welcome to the installation of TDM 24.1!

Press 1 to continue, 2 to quit, 3 to redisplay
█
```

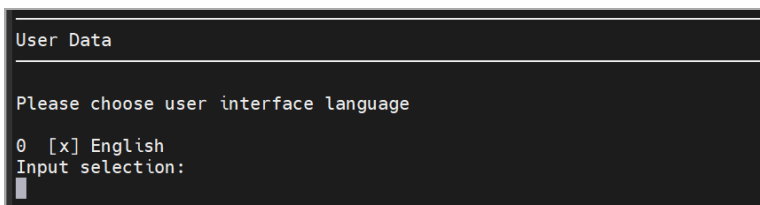
**Figure 9: Welcome Panel for Linux**

2. Type **Host**, **Port**, **Database**, **Username**, **Password**, and **SDM Schema** for Postgres database connection. **SDG (Synthetic Data Generation) Api URL** must point to the same machine IP and end with port number 4101 and must be HTTPS protocol, **SDM Encryption Key** must be the same as the key that was entered when repository installation was done. The Extensions Path must point the SDM OBTHOME extensions directory.
3. Press **1** to continue.



**Figure 10: User Data Information for Linux**

4. Press **0** to choose English as the user interface language.
5. Press **1** to continue.



**Figure 11: Language Selection for Linux**

6. On this page, user can observe the progress of the installation process. When the process is complete, Installation Finished appears.

```
Perform External Processes

[ Starting processing ]
Starting process setup (1/2)
Starting process setup1 (2/2)

Installation

=====
Installation started
Framework: 1.5.0_08 (Sun Microsystems Inc.)
Platform: ubuntu_linux,version=5.15.0-89-generic,arch=x64,symbolicName=null,javaVersion=1.8.0_372
[ Starting to unpack ]
[ Processing package: core (1/6) ]
[ Processing package: extensions (2/6) ]
[ Processing package: sdg (3/6) ]
[ Processing package: sdmconfig (4/6) ]
[ Processing package: obt (5/6) ]
[ Processing package: docker-files (6/6) ]
```

Figure 12: Installation Completed Panel for Linux (1/2)

```
Loading new images
Loaded image: kafein/sd:0.5
Loaded image: rabbitmq:3.12-management
Running new container

/root/SDM/OBTHOME/docker/tdm_installation.sh: line 46: docker-compose: command not found
-----
Enter 0 for OK, C to Cancel:
0
Enter 0 for OK, C to Cancel:
0
[ Unpacking finished ]
Installation finished

Installation Finished

Installation was successful
Application installed on /root/SDM/SDM2410/temp
[ Writing the uninstaller data ... ]
[ Console installation done ]
Upgrade Mode
root@kurulumtest:~/SDM/SDM2410/obt/bin#
```

Figure 13: Installation Completed Panel for Linux (2/2)

7. If the installed SDM version is 7.6.7 or over, the below command must be executed. Directory paths in the command must be corrected according to the server that SDM is installed.

```
$ cp SDM~SDM~/obt/webconsole/apache tomcat/webapps/WebConsole/WEB
INF/classes/sql.properties..SDM~SDM~/OBTHOME/
```

8. Change Time Zone in SDM Installed Machine Using Docker.

- a. Open a terminal.
- b. Run the following command to obtain the necessary container IDs:  
> docker ps a



```
CONTAINER ID | NAMES
2e291f045e31 | celery_worker
b4ed3d7197d6 | rabbitmq
36ad8180f7ea | sdg-api-1
37bf27a2789b | stupefied_wescoff
```

Identify the container ID for **<sdg api 1 id>**.

- c. Use the following command to enter the container:  
> `docker exec -it <sdg-api-1 id> /bin/bash`
- d. Inside the container, run the following command to reconfigure the time zone:  
> `sudo dpkg-reconfigure tzdata`
- e. Select the appropriate time zone from the list provided. Make sure that the prompted Local time is the same with the SDM installed machine.

```
Configuring tzdata
-----
Please select the geographic area in which you live. Subsequent configuration questions will narrow this down by presenting a list of cities, representing the time zones in which they are located.
Geographic area: 10
Please select the city or region corresponding to your time zone.
1. Apia 5. Chuuk 9. Fakaofu 13. Gambia 17. Johnston 21. Majuro 25. Niue 29. Palau 33. Port_Moresby 37. Tahiti 41. Wake
2. Auckland 6. Easter 10. Fiji 14. Guadalcanal 18. Kiribati 22. Marquesas 26. Norfolk 30. Pitcairn 34. Rarotonga 38. Tarawa 42. Wallis
3. Honolulu 7. Ifate 11. Funafuti 15. Guam 19. Kosrae 23. Niue 27. Noumea 31. Papeete 35. Saipan 39. Tongatapu 43. Yap
4. Chatham 8. Enderbury 12. Galapagos 16. Honolulu 20. Kwajalein 24. Nauru 28. Pago_Pago 32. Ponape 36. Samoa 40. Truk
Time zone: 30
Current default time zone: 'Pacific/Pitcairn'
Local time is now: Fri Jan 5 11:01:58 -08 2024.
Universal Time is now: Fri Jan 5 19:01:58 UTC 2024.
```

- f. To exit the container, use the following command:  
> `exit`
- g. Restart the Docker container to apply the changes:  
> `docker restart <sdg-api-1 id>`
- h. Run the following command to obtain the necessary container IDs:  
> `docker ps a`

```
CONTAINER ID | NAMES
2e291f045e31 | celery_worker
b4ed3d7197d6 | rabbitmq
36ad8180f7ea | sdg-api-1
37bf27a2789b | stupefied_wescoff
```

Identify the container ID for **<celery\_worker id>**

- i. Use the following command to enter the container:  
> `docker exec -it <celery_worker id> /bin/bash`
- j. Inside the container, run the following command to reconfigure the time zone:  
> `sudo dpkg-reconfigure tzdata`
- k. Select the appropriate time zone from the list provided. Make sure that the prompted Local time is the same with the SDM installed machine.

```
Configuring tzdata
-----
Please select the geographic area in which you live. Subsequent configuration questions will narrow this down by presenting a list of cities, representing the time zones in which they are located.
 1. Africa 2. America 3. Antarctica 4. Australia 5. Arctic 6. Asia 7. Atlantic 8. Europe 9. Indian 10. Pacific 11. SystemV 12. US 13. Etc
Geographic area: 10
Please select the city or region corresponding to your time zone.
 1. Apia      5. Chuuk      9. Fakofo    13. Gambia   17. Johnston 21. Majuro   25. Niue    29. Palau   33. Port Moresby 37. Tahiti   41. Wake
 2. Auckland 6. Easter    10. Fiji    14. Guadalcanal 18. Kiribati 22. Marquesas 26. Norfolk 30. Pitcairn 34. Rarotonga 38. Tarawa 42. Wallis
 3. Bougainville 7. Efate    11. Funafuti 15. Guam    19. Kosrae   23. Midway   27. Numea   31. Pohnpei 35. Saipan   39. Tongatapu 43. Yap
 4. Chatham  8. Enderbury 12. Galapagos 16. Honolulu 20. Kwajalein 24. Nauru    28. Pago Pago 32. Ponape  36. Samoa   40. Truk
Time zone: 30
Current default time zone: 'Pacific/Pitcairn'
Local time is now:   Fri Jan 5 11:01:58 -00 2024.
Universal Time is now: Fri Jan 5 19:01:58 UTC 2024.
```

l. To exit the container, use the following command:

```
> exit
```

m. Restart the Docker container to apply the changes:

```
> docker restart <celery_worker id>
```

Now, the time zone of the SDM installed machine within the specified Docker container should be configured according to your selection.

## Certificate configuration

1. Place to **SDM\_install\_dir>/obt/bin** directory.
2. Run the utility **enable\_ssl\_for\_wc.bat/sh**.
3. Enter the hostname of the machine to the **Host** field.
4. Enter the hostname of the machine for the **Subject Alternative** name field for **SDM 24.1**.

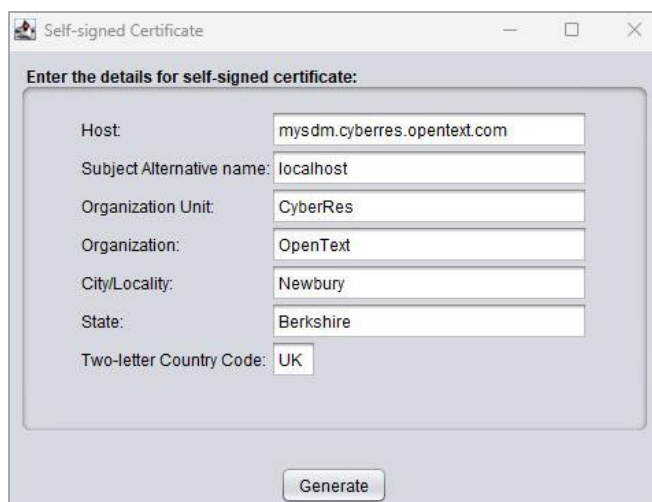


Figure 14: Certificate Configuration for Windows

```
root@tdmdataatouch:~/SDM/SDM2320/obt/bin# bash enable_ssl_for_wc.sh
Structured Data Manager: Enable SSL for Web Console using self-signed certificate.
-----
log4j:WARN No appenders could be found for logger (org.apache.commons.configuration.PropertiesConfiguration).
log4j:WARN Please initialize the log4j system properly.
log4j:WARN See https://logging.apache.org/log4j/1.2/faq.html#noconfig for more info.
Enter the details for self-signed certificate:
-----
Host:mysdm.cyberres.opentext.com
Press <ENTER> to accept the default or enter new value
localhost
Subject Alternative Name:localhost
Press <ENTER> to accept the default or enter new value
Organization Unit: CyberRes
Press <ENTER> to accept the default or enter new value
Organization: OpenText
Press <ENTER> to accept the default or enter new value
City/Locality: Newbury
Press <ENTER> to accept the default or enter new value
State: Berkshire
Press <ENTER> to accept the default or enter new value
Two-letter Country Code: UK
Press <ENTER> to accept the default or enter new value
```

Figure 15: Certificate Configuration for Linux (step by step)

5. Place to the folder **<SDM\_install\_dir>/obt/webconsole/apache-tomcat/conf/**. Open and edit the **server.xml** file like below.

- a. Comment out the following HTTP connector (the port number may vary based on your configuration):

```
<Connector port="8080" protocol="HTTP/1.1" connectionTimeout="60000"
redirectPort="8443"/>
```

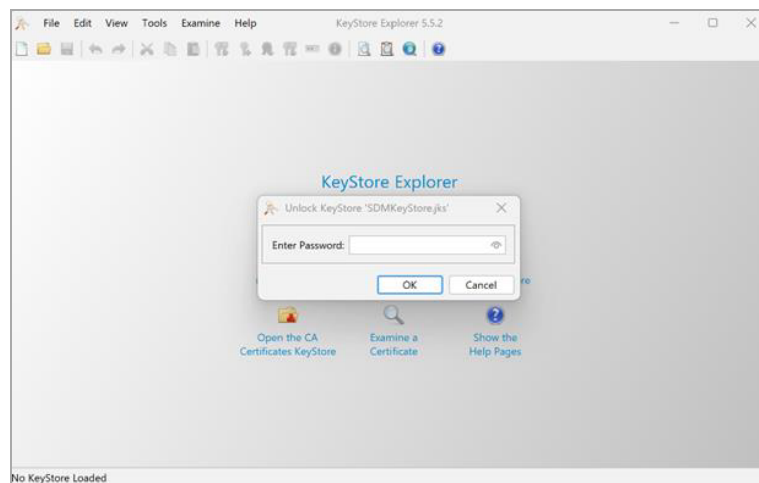
- b. Add the following HTTPS connector (you can change the port number if needed):

```
<Connector port="8443" protocol="org.apache.coyote.http11.Http11NioProtocol"
maxThreads="150" SSLEnabled="true" scheme="https" secure="true"
clientAuth="false"
sslProtocol="TLS" sslEnabledProtocols="TLSv1.2"
keystoreFile="conf/SDMKeyStore.jks" keystoreType="JKS" keystorePass="
changeit" keyPass="changeit"/>
```

6. Place to **<SDM\_install\_dir>/obt/webconsole/apache-tomcat/conf**.

- a. **For Windows**

- i. Install Key Store Explorer from <https://keystoreexplorer.org/>.
- ii. Open the jks file using **Key Store Explorer**. The jks file **SDMKeyStore.jks** under the folder **<SDM\_install\_dir>\obt\webconsole\apache-tomcat\conf**. Default password is **"changeit"** (You can change the password from the keystorePass="changeit" input section that is added to the **server.xml** file).



**Figure 16: KeyStore Explorer - Password**

- iii. Select **sdmprivatekey** and right click, select **Export > Export Key Pair** from the menu.

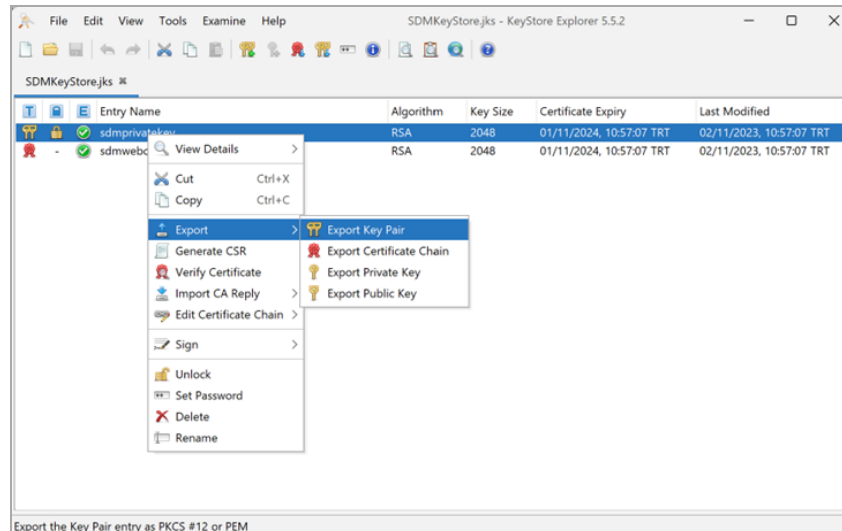


Figure 17: Export Key Pair

- iv. Enter the password. Password is "changeit".

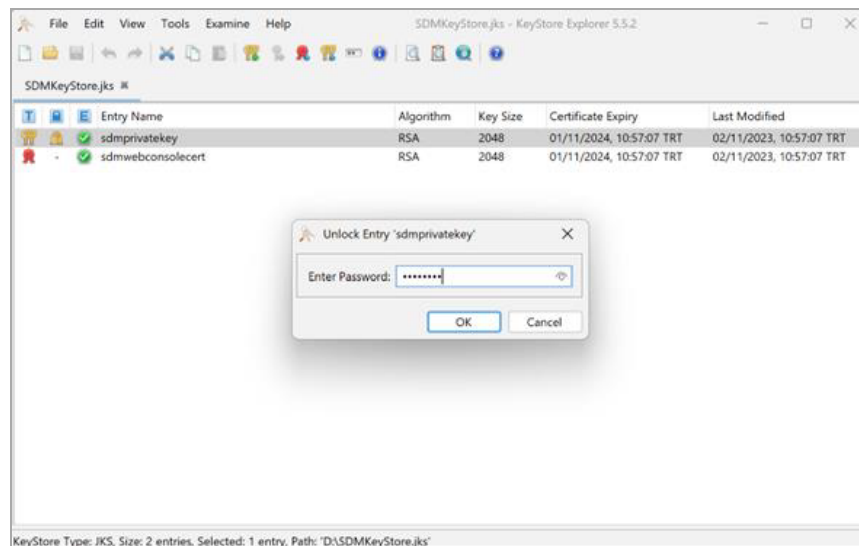


Figure 18: sdmprivatekey - Password

- v. Choose the **PEM** format and destination path for the PEM file and click **Export**.
- vi. Destination path must be **SDM\OBTHOME\extensions\certificates**. If there is no "certificates" folder under **SDM\OBTHOME\extensions\**, you should create it. And the name of the PEM file must be **private\_key.pem**.

Two password fields should not be filled.

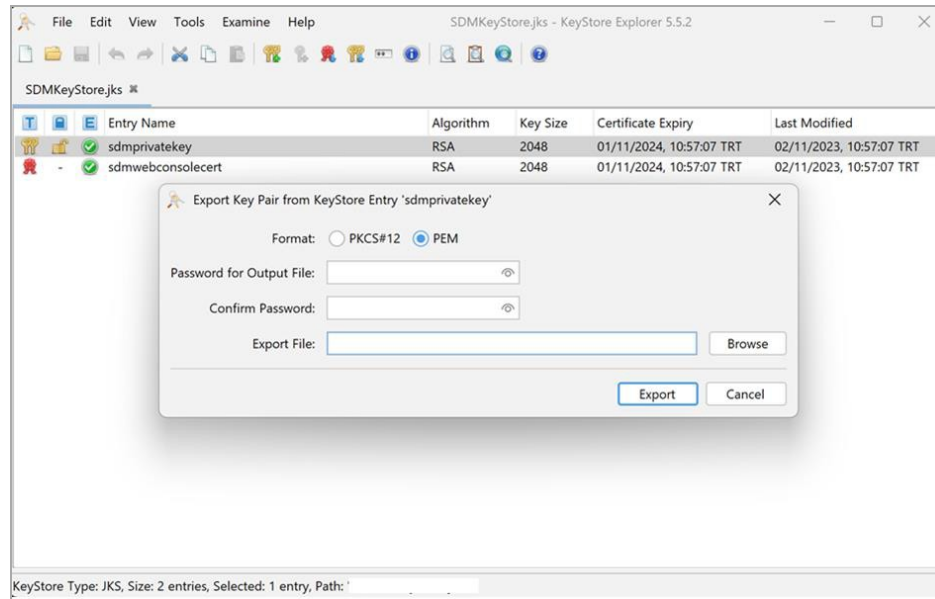


Figure 19: Export Key Pair (1/2)

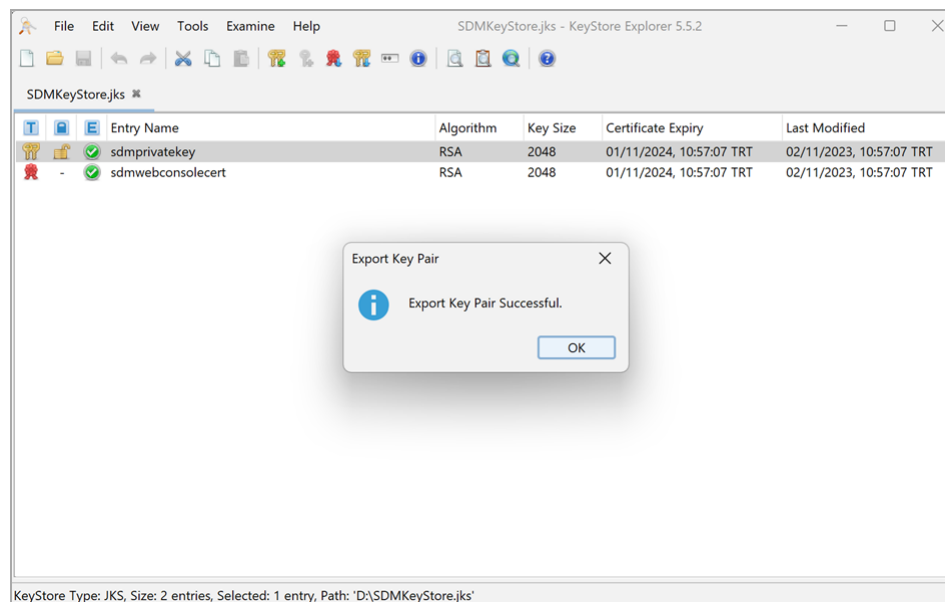


Figure 20: Export Key Pair (1/2)

- vii. Place to **SDM\OBTHOME\extensions\certificates**. Please make sure if the **private\_key.pem** file contains below pattern.

```
--- BEGIN PRIVATE KEY ---  
...  
...  
...
```

```
--- END PRIVATE KEY ---  
--- BEGIN CERTIFICATE ---  
...  
...  
...  
--- END CERTIFICATE ---
```

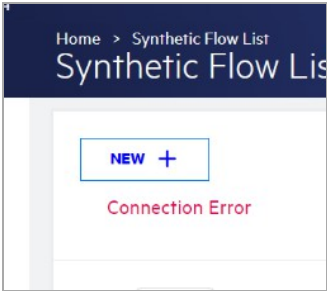
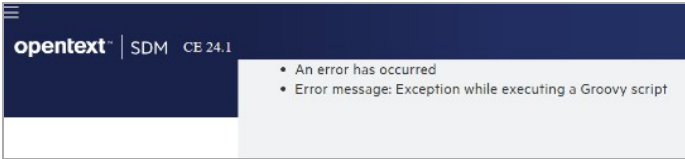
- viii. Copy **private\_key.pem** and rename the file as **certificate\_key.pem**.
  - ix. Run SDM.
  - x. Open the browser and enter URL as **https://<hostmachineIP>:8443/WebConsole**.  
SDM Login Page must be appear. If it does not appear, please control the steps.
  - xi. Stop SDM.
- b. **For Linux**
- i. Download Open SSL from the OpenSSL website.
  - ii. Place to **SDM/obt/webconsole/apache-tomcat/conf** folder.
  - iii. Create the folder **SDM/OBTHOME/extensions/certificates** and run the below commands respectively.
    - `keytool -importkeystore -srckeystore SDMKeyStore.jks -destkeystore SDMKeyStore.p12 -srcstoretype jks -deststoretype pkcs12`
    - `openssl pkcs12 -in SDMKeyStore.p12 -nokeys -out certificate_key.pem -legacy`
    - `openssl pkcs12 -in SDMKeyStore.p12 -nocerts -nodes -out private_key.pem -legacy`
  - iv. Move **private\_key.pem** and **certificate\_key.pem** files to the **SDM/OBTHOME/extensions/certificates** folder.  
Make sure the files successfully moved to the folder.
  - v. Run SDM.
  - vi. Open the browser and enter URL as **https://<hostmachineIP>:8443/WebConsole**.  
SDM Login Page must be appear. If it does not appear, please control the steps.
  - vii. Stop SDM.

# Troubleshooting

Problems that may be encountered during the installation process are explained in this section with their possible solutions.

Issue	Solution
The old Docker Engine Container have not been deleted.	<ol style="list-style-type: none"><li>1. Type 'docker ps' into the terminal.</li><li>2. The NAMES column of the returned table contains the 'sdg api 1' line. Copy the CONTAINER ID of this line.</li><li>3. Paste CONTAINER ID to the relevant place in the Docker by executing the 'docker rm f &lt;CONTAINER ID&gt;' command in the terminal. This command deletes the old docker container.</li></ol>
The old Docker Engine image have not been deleted.	<p>Make sure the docker container is deleted , if any.</p> <ol style="list-style-type: none"><li>1. Type 'docker ps' into the terminal.</li><li>2. The NAMES column of the returned table contains the 'sdg api 1' line. Copy the IMAGE of this line.</li><li>3. Paste IMAGE to the relevant place in the Docker by executing the 'docker rmi f &lt;IMAGE&gt;' command in the terminal. This command deletes the old docker image.</li><li>4. Restart the Docker Engine.</li><li>5. Run the setup again.</li></ol>
Port 4101 may not be available.	<p>Port 4101 should not be in use as the application uses port 4101.</p> <ol style="list-style-type: none"><li>1. Detect and terminate the other application using port 4101.</li><li>2. Restart the Docker Engine.</li></ol>



Issue	Solution
	<ol style="list-style-type: none"> <li>3. Run the setup again.</li> </ol>
<p>Installation can be stuck in 'Loading new image'.</p>	<ol style="list-style-type: none"> <li>1. Restart the Docker Engine.</li> <li>2. Run the setup again.</li> </ol>
<p>Installation can be stuck in 'Running new container'.</p>	<ol style="list-style-type: none"> <li>1. Restart the Docker Engine.</li> <li>2. Run the setup again.</li> </ol>
<p>“Connection Error” in Synthetic Flow List Management.</p>  <p>The screenshot shows a web interface with a dark blue header containing 'Home &gt; Synthetic Flow List' and 'Synthetic Flow Lis'. Below the header is a white box with a blue 'NEW +' button and a red 'Connection Error' message.</p>	<p>Make sure Docker Engine is running.</p>
<p>When TDM is opened, “Exception while executing a Groovy script” error is appeared.</p>  <p>The screenshot shows the OpenText web console header with 'opentext   SDM CE 24.1'. A dropdown menu is open, displaying an error message: 'An error has occurred' and 'Error message: Exception while executing a Groovy script'.</p>	<pre>\$ cp .. /SDM~/obt/webconsole/apache tomcat/webapps/WebConsole/WE B INF/classes/sql.properties .. /SDM~/OBTHOME/extensions</pre> <p>Make sure you run this command during the installation and check that it works properly.</p>