

Paragon Active Assurance Lifecycle Management Guide

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Updating the Database with a New User Password

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The [Installation Guide](#) tells how to change the password for the "netrounds" user in the configuration files `/etc/netrounds/netrounds.conf` and `/etc/netrounds/probe-connect.conf`. After doing this, you must also update that user's role in the database. How to do that is explained below.

- Log in to the database using:

```
sudo -u postgres psql
```

- Inside the database, execute this command (substituting the correct new password):

```
ALTER ROLE netrounds WITH PASSWORD 'securePassword';
```

The relevant PostgreSQL documentation is found here: <https://www.postgresql.org/docs/9.0/sql-alterrole.html>

Another option is to run the following after logging in to the database:

```
\password netrounds
```

and then provide the password twice.

After changing the password in the database as well as in the configuration files, reboot the system:

```
sudo reboot
```

Using special characters in the password

In the **ALTER ROLE** query, if the character used to surround the password string occurs in the password itself, that character must be escaped. The escape character is a single quote (').

Suppose you want to set the password 'secure. To this end, run the query

```
ALTER ROLE netrounds WITH PASSWORD ''secure';
```

However, if you run

```
\password netrounds
```

you can enter any password characters without escaping them.

Backing Up Product Data

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To make a consistent backup of your Paragon Active Assurance data, you need to stop all services accessing the database before starting the backup procedure. It is possible to make backups of a live system, but data consistency cannot then be guaranteed.

Proceed as follows:

- **Stop** Paragon Active Assurance services:

```
sudo systemctl stop "netrounds-*" apache2 kafka openvpn@netrounds
```

- **Make backups** according to the subsections below.
- **Start** Paragon Active Assurance services:

```
sudo systemctl start --all "netrounds-*" apache2 kafka openvpn@netrounds
```

Backing Up the PostgreSQL Database

Run this command:

```
pg_dump -h localhost -U netrounds netrounds > ncc_postgres.sql
```

NOTE: The **pg_dump** command will ask for a password which can be found in **/etc/netrounds/netrounds.conf** under "postgres database". The default password is "netrounds".

To learn about advanced options of **pg_dump**, such as compression, type

```
pg_dump --help
```

NOTE: Alternatively, you may want to back up the database in binary format. If so, use this command:

```
pg_dump -h localhost -U netrounds -Fc netrounds > ncc_postgres.binary
```

Backing Up the OpenVPN Keys

Use this command:

```
sudo tar -czf ncc_openvpn.tar.gz /var/lib/netrounds/opencvn
```

Backing Up the Licenses

Use this command:

```
sudo tar -czf ncc_license.tar.gz /var/lib/netrounds/license
```

Backing Up the Configuration Files

Make copies of the following files:

- **/etc/apache2/sites-available/netrounds-ssl.conf**
- **/etc/apache2/sites-available/netrounds.conf**
- **/etc/netrounds/netrounds.conf**
- **/etc/netrounds/probe-connect.conf**
- **/etc/netrounds/restol.conf**
- **/etc/netrounds/secret_key**
- **/etc/netrounds/test-agent-gateway.yaml**
- **/etc/opencvn/netrounds.conf**

For example:

```
cp /etc/apache2/sites-available/netrounds-ssl.conf /etc/apache2/sites-available/  
netrounds-ssl.conf.old
```

Backing Up the RRD Files

The RRD (round-robin database) files contain the Paragon Active Assurance measurement data.

- For a small-scale setup (< 50 GB), use this backup command:

```
sudo tar -czf ncc_rrd.tar.gz /var/lib/netrounds/rrd
```

- For a large-scale setup (> 50 GB), making a tarball of the RRD files might take too long, and taking a snapshot of the volume can be a better idea. Possible solutions for doing this include: using a file system that supports snapshots, or taking a snapshot of the virtual volume if the server is running in a virtual environment.

Restoring Product Data from Backup

Here is how to restore Paragon Active Assurance data from backup files. In this chapter, the backup files are assumed to be named in the same way as in the chapter ["Backing Up Product Data" on page 2](#).

NOTE: The procedure that follows requires that Control Center has been installed (so that the **netrounds** database exists).

1. **Stop** all Paragon Active Assurance **services** that are accessing the database:

```
sudo systemctl stop "netrounds-*" apache2 kafka openvpn@netrounds
```

2. **Drop the PostgreSQL database:**

```
sudo -u postgres psql -c "DROP DATABASE netrounds;"
```

3. **Recreate the database:**

```
sudo -u postgres psql -c "CREATE DATABASE netrounds OWNER netrounds \ENCODING 'UTF8' TEMPLATE 'template0';"
```

4. Restore the database:

```
sudo -u postgres psql --set ON_ERROR_STOP=on netrounds < ncc_postgres.sql
```

Setting **ON_ERROR_STOP** to on will cause psql to exit if an error occurs. For further details, see the PostgreSQL documentation: <https://www.postgresql.org/docs/9.4/backup-dump.html#BACKUP-DUMP-RESTORE>.

There are several options for the backup format. Please refer to the psql documentation (<https://www.postgresql.org/docs/>) if you are using anything other than plain .sql.

If you are restoring from a backup of an earlier version of Control Center than the one you currently have installed, you also need to run **sudo ncc migrate**.

If you backed up the database in binary format, use this command to restore it:

```
pg_restore -Fc -h localhost -d netrounds -c --verbose --disable-triggers
netrounds_db.bak -U netrounds --password
```

5. Restore the OpenVPN keys:

```
# Remove any existing OpenVPN keys
sudo rm -rf /var/lib/netrounds/openvpn

# Unpack the backed-up keys
sudo tar -xzf ncc_openvpn.tar.gz -C /
```

6. Restore RRD files, either from a tarball or from a snapshot. Compare the chapter "[Backing Up Product Data](#)" on page 2. In the tarball case, the procedure is as follows:

```
# Remove any existing RRDs
sudo rm -rf /var/lib/netrounds/rrd

# Unpack the backed-up RRDs
sudo tar -xzf ncc_rrd.tar.gz -C /
```

7. Copy the configuration files into their original locations.

8. Copy the license files into their original location. (Alternatively, you may download the license files once more from the Juniper EMS Portal and apply them using the **ncc license activate** command, as explained in the [Installation Guide](#).)

9. Start Paragon Active Assurance services:

```
sudo systemctl start --all "netrounds-*" apache2 kafka openvpn@netrounds
```

Monitoring the System

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- [Application Parameters | 8](#)
- [Licenses | 8](#)
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This section points to parameters that are useful for monitoring the health of the Paragon Active Assurance system.

System Parameters

Standard system parameters:

- CPU utilization
 - Should stay below 80%
- Memory utilization, excluding cache and buffers
 - Should stay below 80%
- Disk utilization
 - Should stay below 80%

Application Parameters

For Control Center, run the command

```
ncc status
```

The following parameters are of particular interest:

- **test_agent_appliance_online:** This indicates how many Test Agent Appliances are currently logged in to the server. The desirable numbers here are of course dependent on how you deploy the Test Agents.
- **scheduled_call_latency:** This indicates how far behind schedule the background job processing is. Among other things, this processing collects results from Test Agents and generates periodic reports. The latency should stay below 10 s.

Licenses

The time remaining of the validity period for the license activated on the server can be inspected with the command

```
ncc license show
```

In the output from this command, look for the following:

- **violated_after:** On this date, the license will expire. The system will still work, but a warning will be shown to users.
- **disabled_after:** On this date, the system will be disabled. Users will still be able to access the system to view results and reports, but no new measurements will be collected.

Processes

The following ncc processes should normally be running:

- netrounds-callexecuter
- netrounds-confd

- netrounds-probe-login
- apache2
- openvpn@netrounds

Logs

The file `/var/log/apache2/netrounds_error.log` by default contains all logs from Control Center. The configuration of the logging is done using the Python logging module configuration schema (<https://docs.python.org/2/library/logging.config.html#configuration-dictionary-schema>).

Paragon Active Assurance provides two custom formatters that yield additional information about log entries and thus should be favored over Python's default formatters:

- The formatter `netrounds.utils.loggers.ContextFormatter` provides `record_tags` and `context_tags` that provide additional information about the context of the log entry, for example what Test Agent the log entry is about. Colors are also supported.
- The formatter `netrounds.thirdparty.logstash_formatter.ContextLogstashFormatterV1` outputs a JSON format compatible with Logstash.

The custom formatters are added by default in:

- `LOGGING['formatters']['context']`
- `LOGGING['formatters']['context_color']`
- `LOGGING['formatters']['logstash']`

Managing Control Center and NETCONF Users

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Managing Control Center Users

- You can **list** all currently existing users with

```
ncc user-list
```

For each user is indicated:

- the user's permission for the account (read/write/admin)
 - whether the user is owner
- You can **update a user's password** with

```
ncc user-update <user email> --password <new password>
```

For available options please use **--help**.

- You can **activate a user** that was previously deleted or disabled with

```
ncc user-activate <user email>
```

- There is also the following command:

```
ncc user-delete <user email>
```

By default, this command **deactivates the user** so that it can no longer log in. However, the user's permissions remain, as does all data created by the user. The user can be reactivated with the **ncc user-activate** command.

The user can be completely **removed** by adding the **--force** flag. This removes the user from the database *along with all related database objects, including measurement results*. You are prompted to confirm this action.

A user that owns an account cannot be removed. The account owner must first be changed using the **account-update** command (see below).

- To **change the owner of an account**, run this command:

```
ncc account-update <account short name> --owner <user email>
```

Managing NETCONF Users

These commands (as given here) are all executed from the directory `/opt/netrounds-confd/`.

- To create a user "user1" with password "pwd1" in ConfD, run:

```
./ncc-netconf user create --username=user1 --password=pwd1
```

- To list all available users in ConfD:

```
./ncc-netconf user list
```

- To update the password to "pwd2" for user "user1" in ConfD:

```
./ncc-netconf user update --username=user1 --password=pwd2
```

- To delete the user "user1" from ConfD:

```
./ncc-netconf user delete --username=user1
```

Managing Keycloak

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Initial Keycloak Configuration

In order to initially configure the Keycloak setup, you can run the following command:

```
sudo ncc auth init admin_username admin_password
```

This performs the following operations:

- creates an admin user in Keycloak with username **admin_username** and password **admin_password**
- restarts the Keycloak instance
- waits until the instance is up and running
- sets up the realm which is set in the config file for the attribute **AUTH_KEYCLOAK_MASTER_REALM** (by default named "master")
- sets up the client which is set in the config file for the attribute **AUTH_KEYCLOAK_CLIENT_ID** (by default named "account")
- prints the client secret which must be added to the config file (see ["this section" on page 15](#)).

A *realm* in Keycloak manages a set of users, credentials, roles, and groups. A user belongs to and logs in to a realm. Realms are isolated from one another and can only manage and authenticate the users that they control.

Next, you need to restart Control Center with

```
sudo service apache2 restart
```

Note that the above procedure will not migrate users and roles from Control Center into Keycloak. This must be done in a separate step:

```
ncc auth migrate --all
```

How to Access the Admin Panel If You Have Forgotten the Admin Password

It is not possible to recover the administrator user password if it has been forgotten. In order to restore access to the admin panel, you need to create a new admin user:

```
ncc auth admin admin_username admin_password
```

This also restarts the Keycloak instance. The **ncc auth init** script will wait until the instance is up and running. You can then log in with the new credentials and remove the old admin user.

Configuring the Keycloak Realm

As mentioned in the section "[Initial Keycloak Configuration](#)" on page 12, you normally set up your Keycloak realm using the **ncc auth init** script. However, you can modify realm settings later on by logging in as administrator and navigating to the following page: https://HOST/auth/admin/REALM_NAME/console/#/realms/REALM_NAME

Login Configuration

On the **Login** tab, we recommend that you set the options as follows:

- **User registration:** OFF
- **Edit username:** OFF
- **Forgot password:** ON
- **Remember me:** ON
- **Verify email:** OFF
- **Login with email:** ON
- **Require SSL:** external requests

Email Configuration

The **ncc auth init** script sets the same SMTP credentials as are used for Control Center and set in the **netrounds.conf** file. On the **Email** tab, you can override these credentials with others for use with Keycloak.

Theme Configuration

The themes must not be changed; for all items on the **Themes** page, the "paacc" theme must be kept. Only in this way can the proper functioning of Keycloak be guaranteed.

Configuring the Keycloak Client

As mentioned in the section "[Initial Keycloak Configuration](#)" on page 12, you normally set up your Keycloak client using the **ncc auth init** script. However, you can modify client settings later on by logging in as administrator and navigating to the following page: **https://HOST/auth/admin/REALM_NAME/console/#/realms/REALM_NAME/clients**

Below is a description of the client created by the init script. It is based on the default **account** client created by Keycloak but is modified in the following ways to make it work with Control Center:

- On the **Settings** tab, **Direct Access Grant Enabled** is set ON.
- On the **Scope** tab, **Full Scope Allowed** is set ON.
- On the **Mappers** tab, mappers are set for various items so that the client will be able to receive them when querying the API.
 - Below is the full list of required mappers: TODO insert image
 - Here is an example of a string mapping: TODO insert image
 - Here is an example of a boolean mapping: TODO insert image

Configuring Control Center

In order to properly configure Control Center to work in tandem with Keycloak, see the document **TODO upgrade to 3.1 guide** .

Configuring Single Sign-On (SSO)

Creating a Separate Realm

In order to use single sign-on within Keycloak, you need to create a separate realm. Do this through the GUI:

TODO image

Type a name, then create the realm.

In the **master** realm, navigate to **Clients** and modify the automatically created **realm_name-realm** client:

- Change **Access Type** to "public".
- Enable **Direct Access Grants Enabled**.
- Disable **Standard Flow Enabled**.

Setting Up The New Realm and Client

In this section, **REALM_NAME** refers to the name you chose when creating the realm for SSO. In the commands that follow, replace **REALM_NAME** with that name.

When creating the SSO realm, Keycloak automatically created a new client in the master realm called **REALM_NAME-realm**. You should use this client for any administrative operations in the SSO realm.

Run the following commands:

- **ncc auth setup-realm REALM_NAME**. This will configure the realm with proper password management settings, themes, SMTP settings, and more.
- **ncc auth setup-client account --realm REALM_NAME --update-secret --secret SECRET**. This will set up the client named **account** in the realm **REALM_NAME** with proper permissions and allow using it for login management.
- **ncc auth create CONFIG_NAME EMAIL_DOMAIN REALM_NAME account SECRET -e CONTACT_EMAIL --is-active -d DESCRIPTION**. Here, **CONFIG_NAME** is simply a name for the config in the database. **EMAIL_DOMAIN** is the domain of the email addresses for which that particular config will be used (say, example.com). Finally, **REALM_NAME** is the name of the realm this configuration will connect to. By default Keycloak creates only one realm, "master", and it will be used most of the time.

Setting Up Proper Redirection

If you have configured SSO for a realm, only login using SSO should be allowed. To accomplish this, do the following for the realm that has SSO configured:

- Go to **Authentication > Flows > Browser**.
- Click **Actions > Config** for **Identity Provider Redirector**.
- Provide a name for the identity provider that provides SSO.
- Click **Save**.

Volume Mounts

Keycloak runs as a Docker container using the Podman tool. This means that all Keycloak software exists within that container. To communicate with Keycloak, we must either use Podman as an intermediary (refer to Podman documentation [here](#)) or modify the files and directories mounted when running the container. The following volumes are mounted from the host to the container:

- `/etc/netrounds/keycloak --> /opt/keycloak/standalone/configuration`
- `/var/log/keycloak --> /opt/keycloak/standalone/log`
- `/var/lib/netrounds/keycloak/data --> /opt/keycloak/standalone/data`

Setting Up the Front-end URL for Keycloak

By default Keycloak operates on the endpoint `https://HOSTNAME/auth`. This URL must be set correctly for the user to be redirected properly when trying to log in. If **HOSTNAME** changes for some reason (such as IP address change or domain setup), there are two ways to update Keycloak with the new information:

- Update the `/etc/hostname` file. It is then enough to restart the **netrounds-keycloak** service.
- Edit `/etc/netrounds/keycloak/standalone.xml`. Search for **frontendUrl** in the file, and in the following section set the value of the property **frontendUrl** to the proper value, for example, `https://NEW_HOSTNAME/auth`:

```
<provider name="default" enabled="true">
  <properties>
```

```

        <property name="frontendUrl" value="$
{keycloak.frontendUrl:}" />
        <property name="forceBackendUrlToFrontendUrl" value="false" />
    </properties>
</provider>

```

Restart the **netrounds-keycloak** service.

Managing Logging

The following section of the file `/etc/netrounds/keycloak/standalone.xml` is responsible for logging management:

```

<subsystem xmlns="urn:jboss:domain:logging:8.0">
  <console-handler name="CONSOLE">
    <level name="INFO"/>
    <formatter>
      <named-formatter name="COLOR-PATTERN"/>
    </formatter>
  </console-handler>
  <periodic-rotating-file-handler name="FILE" autoflush="true">
    <formatter>
      <named-formatter name="PATTERN"/>
    </formatter>
    <file relative-to="jboss.server.log.dir" path="server.log"/>
    <suffix value=".yyyy-MM-dd"/>
    <append value="true"/>
  </periodic-rotating-file-handler>
  <logger category="com.arjuna">
    <level name="WARN"/>
  </logger>
  <logger category="io.jaegertracing.Configuration">
    <level name="WARN"/>
  </logger>
  <logger category="org.jboss.as.config">
    <level name="DEBUG"/>
  </logger>
  <logger category="sun.rmi">
    <level name="WARN"/>
  </logger>

```

```

<root-logger>
  <level name="INFO"/>
  <handlers>
    <handler name="CONSOLE"/>
    <handler name="FILE"/>
  </handlers>
</root-logger>
<formatter name="PATTERN">
  <pattern-formatter pattern="%d{yyyy-MM-dd HH:mm:ss,SSS} %-5p [%c] (%t) %s
  %e%n"/>
</formatter>
<formatter name="COLOR-PATTERN">
  <pattern-formatter pattern="%K{level}%d{HH:mm:ss,SSS} %-5p [%c] (%t) %s%e
  %n"/>
</formatter>
<formatter name="JSON-FORMATTER">
  <json-formatter pretty-print="true">
    <exception-output-type value="formatted"/>
  </json-formatter>
</formatter>

```

Log Levels

The most commonly used log levels from lowest to highest are: TRACE, DEBUG, INFO, WARN, ERROR, and FATAL. In the above code, only a subset of these occurs.

Using the JSON Log Formatter

The JSON log formatter is defined in this part of the configuration:

```

<formatter name="JSON-FORMATTER">
  <json-formatter pretty-print="true">
    <exception-output-type value="formatted"/>
  </json-formatter>
</formatter>

```

In order to use this formatter, you must specify its name **JSON-FORMATTER** in the handlers defined at the beginning of the config. For example, in order to print the JSON log to the console, you need to make the following change:

```
<console-handler name="CONSOLE">
  <level name="INFO"/>
  <formatter>
    <named-formatter name="JSON-FORMATTER"/>
  </formatter>
</console-handler>
```

After editing the file, restart the server.

Backup and Restore

Keycloak stores data in two places:

- in the database
- in the data directory.

In order to back up the Keycloak instance correctly, these two entities must be saved outside of the instance. You can back up the database with the command

```
sudo -u keycloak /usr/bin/pg_dump keycloak > keycloak_database.sql
```

and restore it with

```
psql -U keycloak -f keycloak_database.sql keycloak
```

The data directory exists in **/var/lib/netrounds/keycloak**, so you can back it up along with **rrd** and **openvpn**.

Configuring the Database

By default Keycloak uses the same database system as Control Center. The Keycloak database is named **keycloak**, and the default user and password settings are **keycloak** and **keycloak**.

In order to change the **keycloak** user's password for the Keycloak PostgreSQL database, do the following:

- Run these commands:

```
sudo -u postgres psql keycloak
```

```
ALTER USER keycloak WITH PASSWORD 'new_password';
```

- Modify the **/etc/netrounds/keycloak/standalone.xml** configuration file. Find the following section and update the **password** node:

```
<datasource jndi-name="java:jboss/datasources/KeycloakDS" pool-name="KeycloakDS">
  <connection-url>jdbc:postgresql://postgres/keycloak</connection-url>
  <driver>postgres</driver>
  <pool>
    <min-pool-size>4</min-pool-size>
    <initial-pool-size>4</initial-pool-size>
    <max-pool-size>64</max-pool-size>
  </pool>
  <security>
    <user-name>netrounds</user-name>
    <password>new_password</password>
  </security>
</datasource>
```

- Restart Keycloak:

```
sudo service paa-keycloak restart
```

Adding a Keycloak User with Permission to Manage an Account in Control Center

TODO introduction (if this section is to be included)

- Navigate to the admin panel in Keycloak.

- Click **Users** in the left-hand pane.
- Click the **Add user** button and fill in details for the new user. Then click the **Save** button.
- Assign the appropriate role to the user. In the example below, the user **john.doe@example.com** will have admin permissions in the **TODO account name** account.

TODO add image (if this section is to be included)

Setting Up SSL When Required for the Keycloak Instance

In order to change the SSL certificate and/or update the keystore password, do as follows:

- Remove old keystores (if they exist):

```
rm -f /etc/netrounds/keycloak/keycloak.jks
rm -f /etc/netrounds/keycloak/serverkeystore.p12
```

- Generate new keystores:

NOTE: You can change certificate and password for the keystores with these commands.

```
sudo openssl pkcs12 -export -name server -in /etc/ssl/certs/ssl-cert-
snakeoil.pem -inkey /etc/ssl/private/ssl-cert-snakeoil.key -out /etc/netrounds/
keycloak/serverkeystore.p12 -password pass:keycloak
sudo keytool -importkeystore -destkeystore /etc/netrounds/keycloak/keycloak.jks -
srckeystore /etc/netrounds/keycloak/serverkeystore.p12 -srcstoretype pkcs12 -
alias server -srcstorepass keycloak -deststorepass keycloak
```

- If you changed the password for the Keycloak keystore in the preceding commands, you need to update the file **/etc/netrounds/keycloak/standalone.xml** with the new password. Do so by changing the value of **keystore-password** in the following section:

```
<ssl>
  <keystore path="keycloak.jks" relative-to="jboss.server.config.dir" keystore-
password="secret" />
</ssl>
```

- Restart Keycloak:

NCC CLI for Keycloak Management

Below is an overview of the Control Center CLI commands available for managing authentication via Keycloak. They all begin with **ncc auth**. Many of these have been used in various sections above.

```
usage: ncc auth [-h] [--version] [-v {0,1,2,3}] [--settings SETTINGS] [--pythonpath PYTHONPATH]
               [--traceback] [--no-color] {admin,init,status,migrate,create,update,setup-realm,setup-client} ...
```

Positional arguments:

admin	Create an administrator user for Keycloak and restart it
init	Run initial configuration, create administrator user for Keycloak, set up realm and client using values from netrounds.conf
status	Integration status between Keycloak and Control Center
migrate	Migrate data from Control Center into Keycloak. This is used when upgrading Control Center from an older version that did not use Keycloak
create	Create an integration between Keycloak and Control Center
update	Update an integration between Keycloak and Control Center
setup-realm	Set up realm integration between Keycloak and Control Center
setup-client	Set up client integration between Keycloak and Control Center

Optional arguments:

-h, --help	Show this help message and exit
--version	Show program version number and exit
-v {0,1,2,3}, --verbosity {0,1,2,3}	Verbosity level; 0 = minimal output, 1 = normal output, 2 = verbose output, 3 = very verbose output


```

--settings SETTINGS    The Python path to a settings module, e.g.
                        "myproject.settings.main".
                        If this is not provided, the DJANGO_SETTINGS_MODULE
environment
                        variable will be used.

--pythonpath PYTHONPATH
                        Directory to add to the Python path, e.g. "/home/
djangoprojects/myproject".

--traceback            Raise on CommandError exceptions

--no-color             Do not colorize the command output

```

Importing and Exporting Test and Monitor Templates

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Templates for tests and monitors can be exported from one installation of Control Center and imported into another (or into a different account on the same Control Center). The following commands are used for this purpose:

- **ncc template** for tests
- **ncc monitor-template** for monitors

The syntax is identical for these two commands and is detailed below for **ncc template**.

Listing Templates

To list all templates with account name, template name and ID, give this command:

```
ncc template list [--account NAME]
```

Use the **--account** flag to list templates from a specific account only.

Exporting Templates

Use this command to export template configurations in JSON format:

```
ncc template export [--account NAME] [--file NAME] [id ...]
```

Here, **[id ...]** is a list of IDs of the templates you want to export. If no template IDs are specified, all templates are exported.

The **--file** flag specifies the name of the output file. If you omit this, the output will be written to stdout.

Use the **--account** flag to filter templates by account.

Importing Templates

On exporting templates, you can import them to a specified account as follows:

```
ncc template import --account NAME [--force_overwrite] [export file name]
```

Here, **export file name** is an output file obtained from **ncc template export**. (If no file is specified, the import command reads from stdin.)

If the **force_overwrite** flag is set, then any templates with the same name that already exist in the account will be overwritten. Using this option is **not recommended** in general. It is preferable to rename the existing template(s) before importing.

Usage Examples

- Export a single template named "template1":

```
ncc template export template1 --file my_template.json
```

- Export all templates from account "demo":

```
ncc template export --account demo --file all_demo_templates.json
```

- Export all templates on the server:

```
ncc template export --file all_templates.json
```

- Import templates from export file to account "demo":

```
ncc template import --account demo all_demo_templates.json
```

Configuring the Lifetime of REST API Tokens

The lifetime of REST API tokens is limited and is 10 years by default. This is governed by the parameter **REST_TOKEN_LIFETIME** in the file **/etc/netrounds/netrounds.conf**.

If you intend to use the REST API, you might need to change the value of this parameter to whatever is required in your case.

NOTE: In connection with an upgrade, you need to set the desired lifetime value for existing tokens prior to running the **ncc migrate** command.

Tuning the System

A number of Control Center parameters can be tuned according to the available resources and the system load. These include:

- **/etc/netrounds/netrounds.conf**
 - **CALL_EXECUTER_MAX_CHILDREN:** This configures how many background jobs can run in parallel. The default is 20. Each test and monitor (not each task) will periodically run as a background job. If you have many tests or monitors, you might want to set this value to match the number of running tests and monitors to prevent those jobs from queuing up and delaying the collecting of data. The current queue length can be seen as the **scheduled_call_latency** parameter returned by the **ncc status** command.
- **/etc/apache2/sites-available/netrounds-ssl.conf**
 - **WSGIDaemonProcess netrounds ... processes:** This configures how many HTTP requests to the Control Center GUI can be handled at the same time. The default is 10. If you have many or slow requests, you might need to increase this number. If no worker is available to start processing a request, a 504 Gateway Timeout response will be returned.
- **/etc/postgresql/10/main/postgresql.conf**
 - **max_connections:** As a rule of thumb, this value should be roughly equal to **CALL_EXECUTER_MAX_CHILDREN + WSGIDaemonProcess processes + 50**.
 - **shared_buffers:** For advice on setting this parameter, see this page: <https://www.postgresql.org/docs/current/runtime-config-resource.html#GUC-SHARED-BUFFERS>.

REST API rate throttling can be applied in the file

- **/etc/netrounds/restol.conf**
 - The settings **RATE_LIMIT_ENABLED** and **RATE_LIMIT_DEFAULT** are used for throttling REST API requests. To enable throttling, set **RATE_LIMIT_ENABLED=True**.
 - Then configure the **RATE_LIMIT_DEFAULT** setting to indicate the maximum frequency of API requests from the same IP address. For example, **RATE_LIMIT_DEFAULT=30/second** will allow up to 30 requests per second from each IP address. The rate limit can be set per second, minute, hour, or day. It is also possible to set multiple limits, as in **RATE_LIMIT_DEFAULT=30/second,60/minute**.
 - To disable throttling, set **RATE_LIMIT_ENABLED=False**.

Troubleshooting

More tips on troubleshooting generally are found in the Troubleshooting chapter of the Installation Guide.

To contact Juniper technical support, file a ticket at <https://support.juniper.net/support/requesting-support>. In your ticket, please include the output from the command

```
ncc generate-troubleshooting-report
```

Deleting Paragon Active Assurance Accounts

To delete a Paragon Active Assurance account, use the following command.

NOTE: This command will permanently delete the specified account. You should back up your database and be sure what you are doing before using this command.

```
ncc account-delete --help    # Read help first!  
ncc account-delete <short name of product account>
```

In order to delete anything, you must add the **--force** option to the command. Even with this option added, you will be asked to confirm your action. The confirmation step can be suppressed by adding the **--noinput** option.

Uninstalling Paragon Active Assurance

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To uninstall the Control Center software, run the following command:

```
sudo apt-get remove "netrounds-*
```

Alternatively, in order to delete the Control Center packages from the instance, you can add the **--purge** flag:

```
sudo apt-get remove --purge "netrounds-*
```

This will not remove the data or the configuration, however. To remove all data, do as follows:

```
sudo rm -rf /var/lib/netrounds
sudo -u postgres dropdb netrounds
```

Optional steps

If you are not using PostgreSQL for anything else, you may want to uninstall the PostgreSQL database:

```
sudo apt-get remove --purge postgresql
```

Further optional clean-up tasks are as follows:

- Remove the Test Agent applications remaining in the static folder:

```
sudo rm -rf /usr/lib/python2.7/dist-packages/netrounds
```

- Remove logs from apache2:

```
sudo rm -rf /var/log/apache2/netrounds*
```

- Remove the Paragon Active Assurance site from apache2:

```
sudo rm -rf /var/lib/apache2/site/disabled_by_admin/netrounds*
```

- Remove available sites for Paragon Active Assurance:

```
sudo rm -rf /etc/apache2/sites-available/netrounds*
```

- Remove the OpenVPN environment:

```
sudo rm -rf /var/lib/openvpn/netrounds.env
```

- Remove Kafka logs:

```
sudo rm -rf /var/log/kafka/netrounds*
```

- Finally, remove these directories if they are present:

```
sudo rm -rf /usr/share/netrounds  
sudo rm -rf /usr/share/mibs/netrounds  
sudo rm -rf /usr/lib/netrounds
```