Chapter 26

Using the Sample Enterprise Service Portal

This chapter describes how IT managers and service providers can use an enterprise service portals to manage services, subscriptions, and departments in their enterprises. The chapter contains the following sections:

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Overview of the Sample Enterprise Service Portal

The sample Enterprise Service Portal illustrates how service providers can make their services available to IT managers in an enterprise and that provides developers with a starting point from which they can create their own service portal.

Starting the Sample Enterprise Service Portal

The WAR file for the sample Enterprise Service Portal, *tagsEntDemo.war*, is in the */webapp* directory in the SRC software distribution. You deploy this file to an application server, such as JBoss.

When you view the sample portal, take care to open only one browser window yourself. The portal automatically opens pop-up windows for various operations. If you open more than one browser window yourself, the information in the original window may not be updated correctly when you complete an operation in a pop-up window.

To start the sample Enterprise Service Portal:

1. Enter the URL of the portal in your Web browser, and press Enter. For example:

   http://192.0.2.1:8080/tageEntDemo

   The login page appears.

2. Select a retailer, or leave the entry blank to view all retailers.

3. Enter your username in the Login ID field and your password in the Password field.

   The Welcome page appears. On the left of the page is a navigation pane for the objects in the service provider's directory over which you have control. Your login identity is the root of this navigation pane.

Subscribing to Services

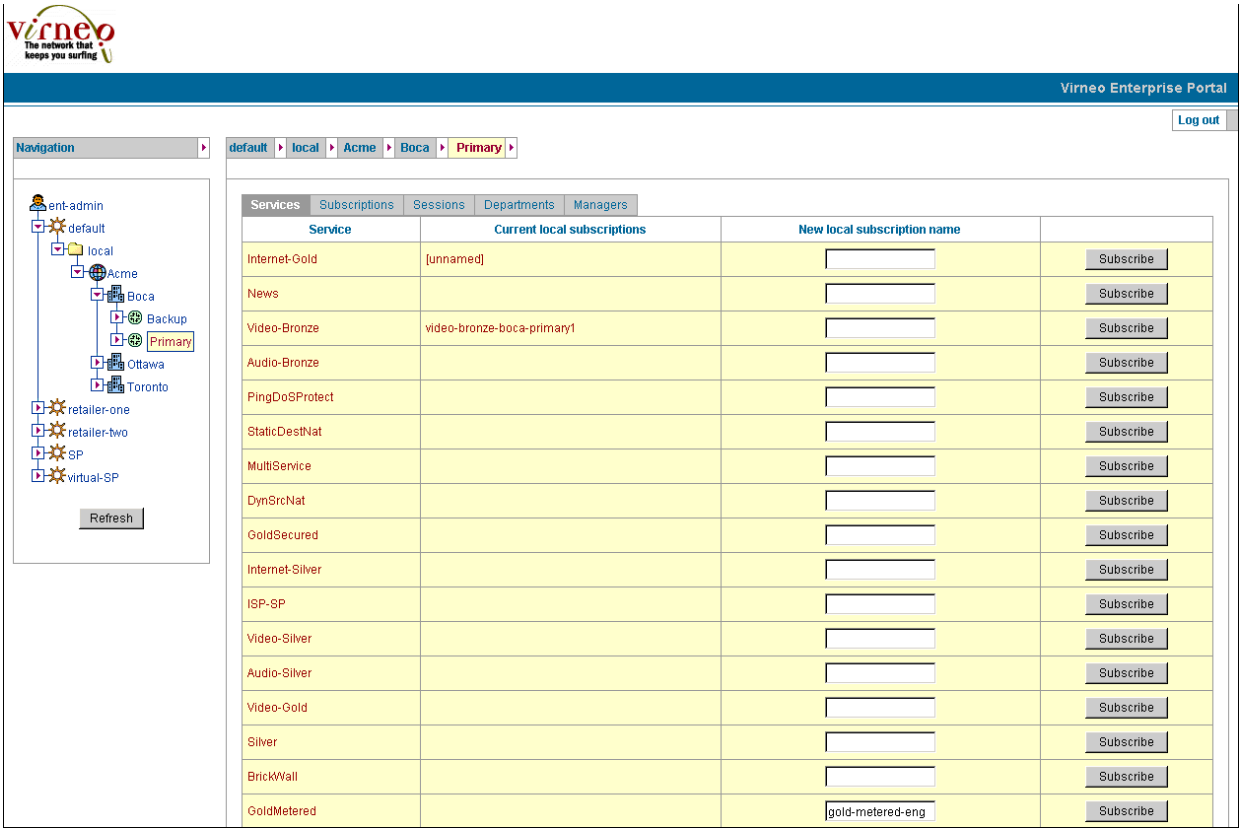
To subscribe to a service:

1. In the navigation pane of the sample Enterprise Service Portal, click the subscriber for whom you want to create a subscription to a service.

   The portal displays the information for that subscriber.

2. Click the **Services** tab.

   The Services page appears and displays the list of services available to this subscriber and the subscriber's current subscriptions.



3. In the New local subscription name field, enter a name for the subscription to the service.

   You can have one unnamed subscription to a service; if you have multiple subscriptions to a service, only one can be unnamed.

4. Click **Subscribe**.

Activating Subscriptions

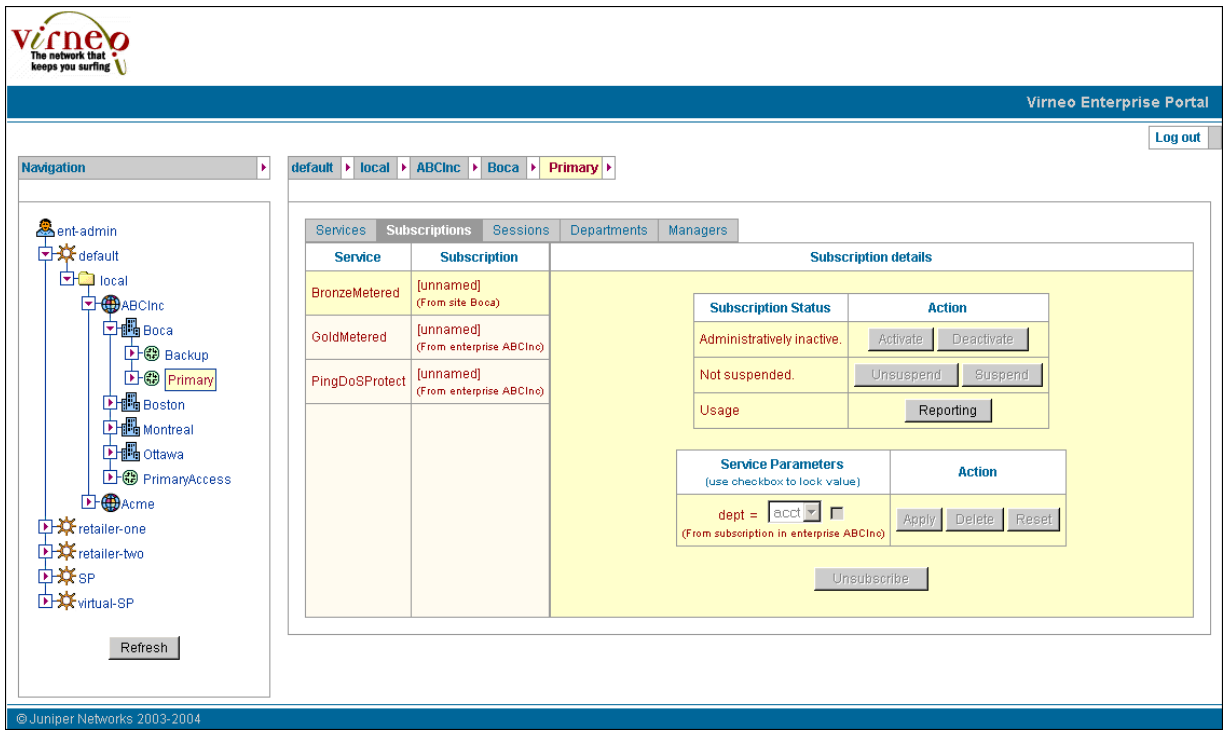
To activate a subscription:

1. In the navigation pane of the sample Enterprise Service Portal, click the subscriber for whom the subscription is configured.

2. Click the **Subscriptions** tab.

   The Subscriptions page appears. Note that inherited subscriptions cannot be modified.

Figure 44: Subscriptions Page



3. In the Subscription column, click the subscription that you want to activate.

4. In the Subscription details area, click **Activate**.

Deactivating Subscriptions

To deactivate a subscription:

1. Start at the subscriber's Subscriptions page (see Figure 44 on page 420).
2. In the Subscription column, click the subscription you want to deactivate.
3. Click **Deactivate**.

Suspending Subscriptions

You can prevent a subscriber from inheriting a subscription by suspending that subscription. To do so:

1. Start at the subscriber's Subscriptions page (see Figure 44 on page 420).
2. In the Subscription column, click the subscription you want to suspend.
3. Click **Suspend**.

Canceling Suspensions of Subscriptions

If you suspend a subscription for a subscriber, you can restore the inherited subscription for that subscriber. You can also maintain the suspension for that subscriber and restore the inherited subscription for that subscriber's subordinate subscribers. To do so:

1. Start at the Subscriptions page (see Figure 44 on page 420) for the subscriber for which you want to restore the inherited subscription.
2. In the Subscription column, click the subscription you want to allow.
3. Click **Unsuspend**.

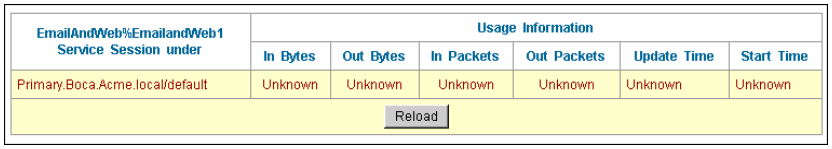
Monitoring Use of Subscriptions

To monitor the use of a subscription:

1. Start at the subscriber's Subscriptions page (see Figure 44 on page 420).
2. In the Subscription column, click the subscription you want to view.

3. Click **Reporting**.

   The Usage Reporting page appears. If the enterprise service portal cannot contact the relevant SAE to obtain data for this subscriber, the page displays the statistics as Unknown.



EmailAndWeb%EmailandWeb1 Service Session under	Usage Information					
	In Bytes	Out Bytes	In Packets	Out Packets	Update Time	Start Time
Primary.Boca.Acme.local/default	Unknown	Unknown	Unknown	Unknown	Unknown	Unknown
Reload						

To update the data on this page, click **Reload**.

Specifying Values for Service Parameters in Subscriptions

On the Subscriptions page, the Service Parameters column lists the parameters you can specify for this subscription. Subscriptions inherit values for service parameters from subscriptions of parent subscribers. If the parameter is locked by the parent subscriber, the value appears dimmed in the portal, and you cannot modify the value. If the parameter is not locked by a parent subscriber, you can modify the value.

To specify a value for a parameter:

1. Start at the subscriber's Subscriptions page (see Figure 44 on page 420).
2. Locate the parameter in the Service Parameters column.
3. Provide a value for this parameter.
4. (Optional) Select **Locked** to prevent managers of subordinate subscribers from changing this value.
5. If you want to revert to the original values, click **Reset**.
6. Click **Apply**.

Restoring Default Values for Service Parameters In Subscriptions

To restore the default value for a service parameter:

1. Start at the subscriber's Subscriptions page (see Figure 44 on page 420).
2. Locate the parameter in the Service Parameters column.
3. Click **Delete**.

Some services may have parameters without a default value. If you do not supply values for these parameters, the SAE cannot perform the substitutions when it tries to activate a service, and the activation will fail.

Deleting Subscriptions

To delete a subscription:

1. Start at the subscriber's Subscriptions page (see Figure 44 on page 420).
2. Click the subscription you want to delete.
3. Click **Unsubscribe**.

Monitoring Service Sessions for a Subscription

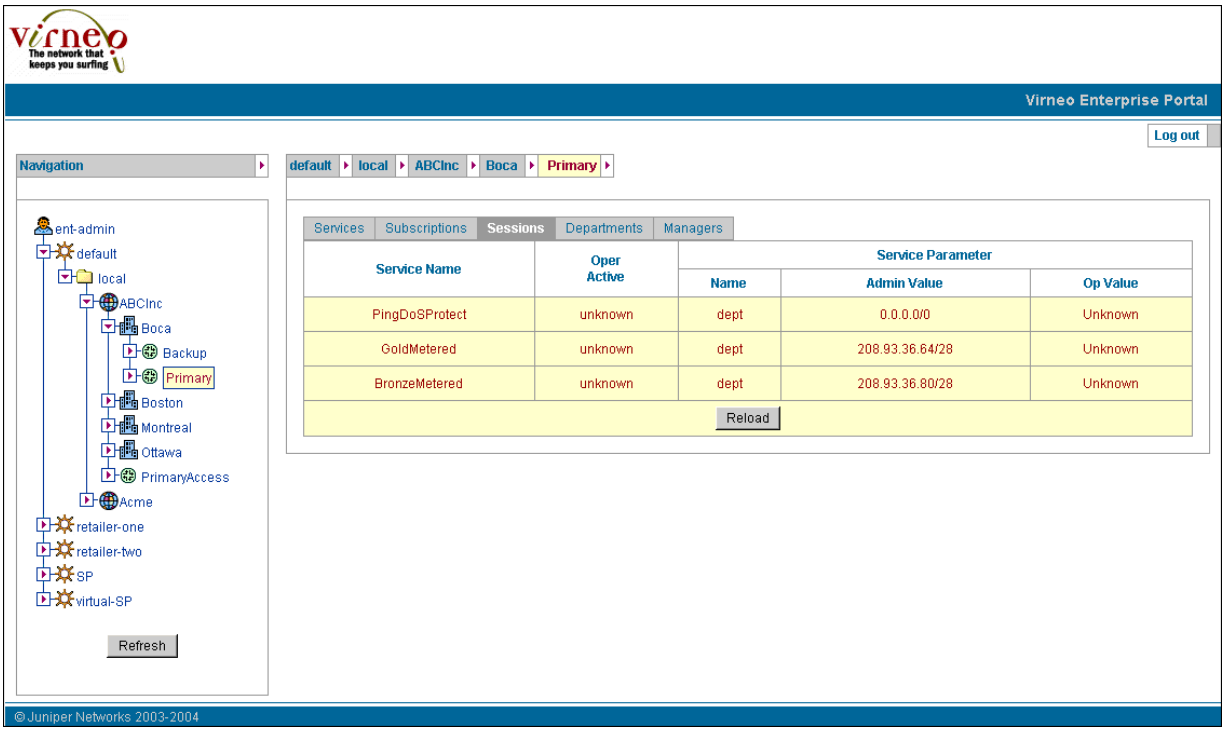
To monitor the service sessions for a subscription:

1. In the navigation pane of the sample Enterprise Service Portal, click the subscriber for which you want to monitor the sessions.

   The portal displays the information for that subscriber.

2. Click the **Sessions** tab.

   The portal displays the status of each subscription and the parameters associated with each subscription.



To update the data on this page, click **Reload**.

Defining Networks for Departments in an Enterprise

To define the networks for departments in an enterprise:

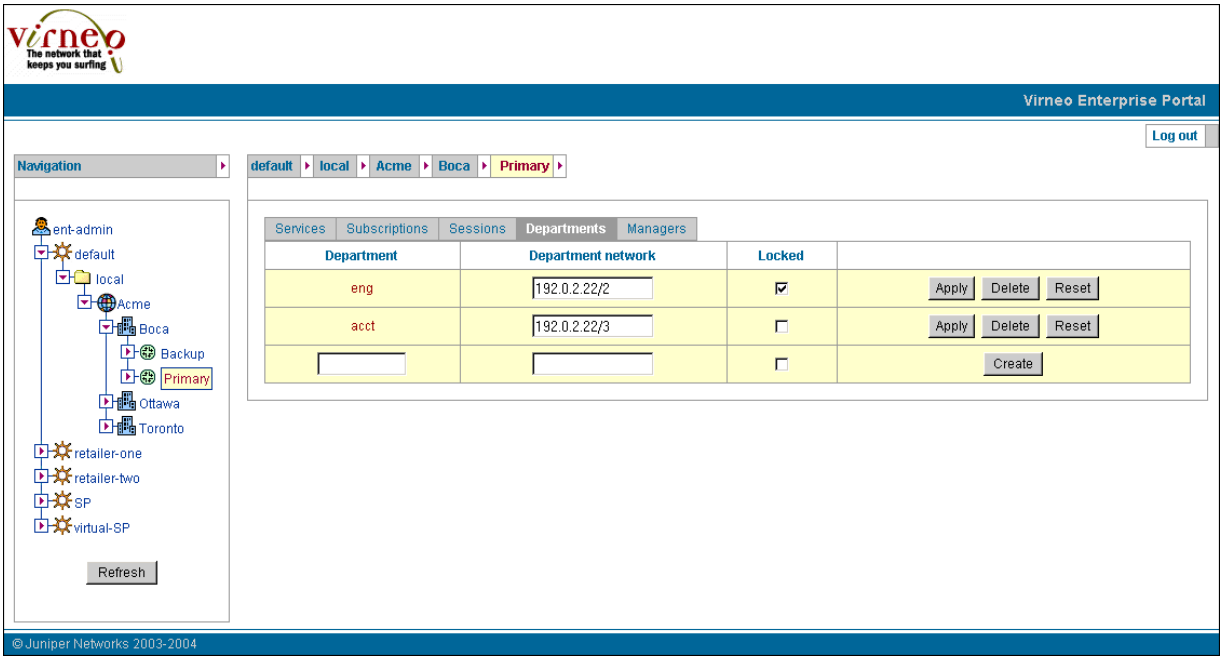
1. In the navigation pane of the sample Enterprise Service Portal, click the subscriber for whom you want to define the department.

   The portal displays the information for that subscriber.

2. Click the **Departments** tab.

   The Departments page appears.

Figure 45: Departments Page



3. In the Department field, enter the name of the department.

4. In the Department network field, enter the network that this department uses, or leave this field empty to use the department name.

5. (Optional) Select **Locked** to prevent managers of subordinate subscribers from changing this value.

6. Click **Create**.

This feature illustrates how service providers can use parameters and substitutions in the portal. The fields called Department and Department network are a name and value for a substitution, respectively. These parameters are also defined in SRC objects such as services and policies. The IT manager provides actual values for the parameters through the portal. Service providers could use these parameters to track and charge each department for the volume of bandwidth it uses. For more information about parameters and substitutions, see *SRC-PE Services and Policies Guide, Chapter 14, Defining and Acquiring Values for Parameters*.

Modifying Network Definitions for Departments in an Enterprise

To modify a network definition for a department:

1. Start at the subscriber's Departments page (see Figure 45 on page 424).
2. Modify values for the department.
3. If you want to revert to the original values, click **Reset**.
4. Click **Apply**.

Deleting Network Definitions for Departments in an Enterprise

To delete a network definition for a department:

1. Start at the subscriber's Departments page (see Figure 45 on page 424).
2. Click **Delete** for the department.