Chapter 23

Managing Enterprise Service Portals

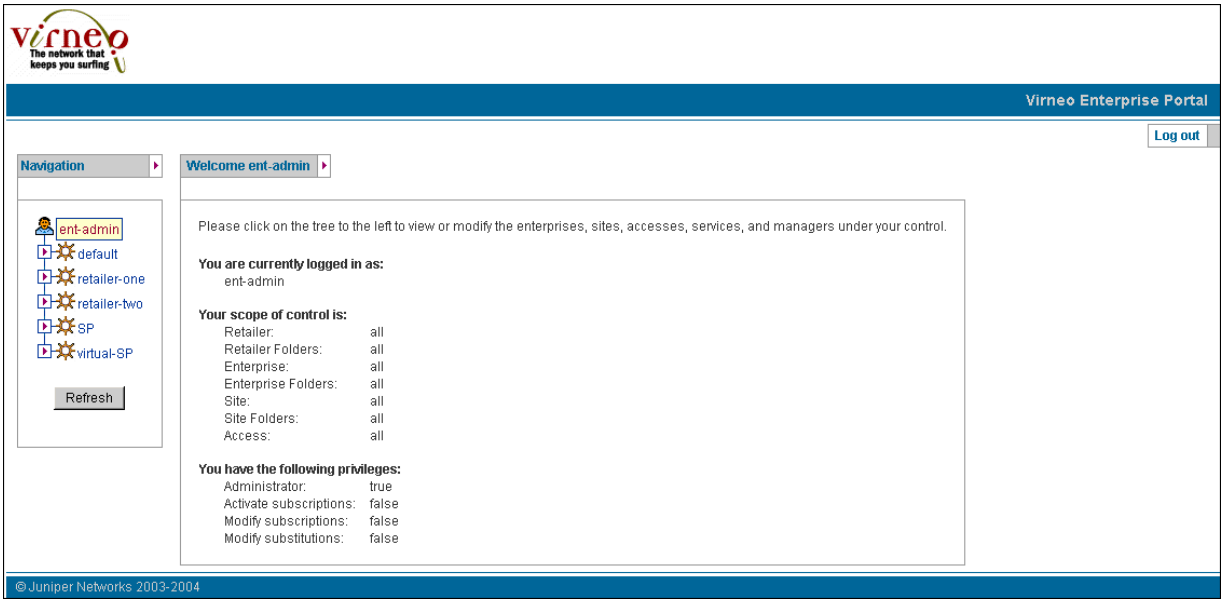
This chapter describes how IT managers and service providers can use enterprise service portals to log in to the SRC networks. The information in this chapter applies to Enterprise Manager Portal and to the sample enterprise service portal.

The chapter contains the following sections:

- Displaying Information About Your Control in the Enterprise on page 347
- Updating Data That the Enterprise Service Portal Displays on page 348
- Managing Operators on page 348

Displaying Information About Your Control in the Enterprise

To display information about your scope of control and permissions in the enterprise, click the icon for the manager at the root of the navigation pane. The portal displays your Welcome page.



Updating Data That the Enterprise Service Portal Displays

To update the data that the enterprise service portal displays, click Refresh in the navigation pane. This action deletes data from the enterprise service portal cache and causes the enterprise service portal to display new data from the directory. If you refresh a Web page in the portal with the Web browser's refresh utility, the Web browser displays data from the cache, and you may not see the latest data.

Managing Operators

Typically, a service provider uses an LDAP client or SDX Admin to create one operator for each enterprise. This operator, or manager, represents the primary IT manager for the enterprise.

For information about adding an operator from SDX Admin, see *Chapter 12, Configuring Subscribers and Subscriptions with the SRC CLI* or *Chapter 13, Configuring Subscribers and Subscriptions with SDX Admin*.

The primary IT manager uses the enterprise service portal to create other managers in the directory and gives those managers privileges to manage specific sites and accesses. IT managers can perform the following tasks to manage operators with the enterprise service portals we provide:

- Creating Managers on page 348
- Modifying Managers on page 351
- Deleting Managers on page 351

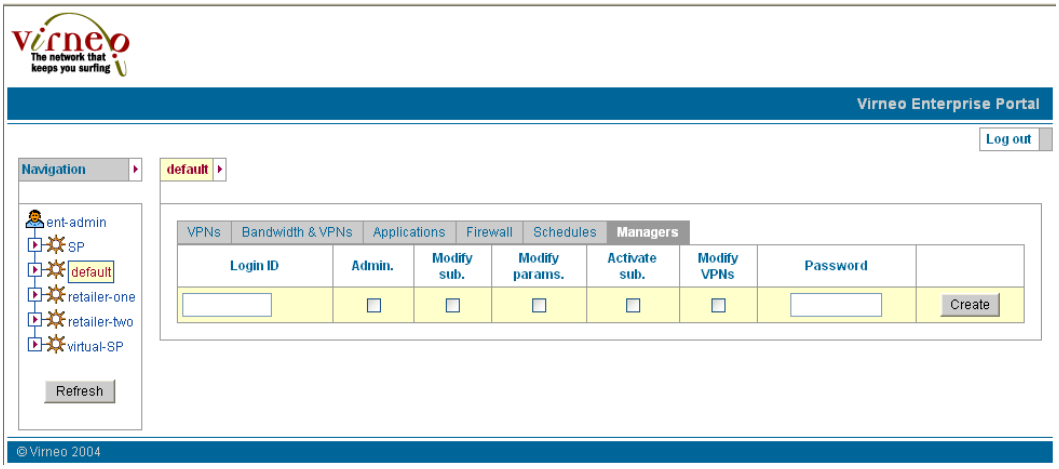
Creating Managers

To create managers through the enterprise service portal:

1. In the navigation pane of the enterprise service portal, click the object that you want the manager to control.
2. Click the **Managers** tab in the portal.

   The portal displays the Manager's page for the object.

Figure 33: Manager's Page



3. Complete the fields in a new line of the table.

   See *Managers Fields* on page 349.

4. Click **Create**.

   The portal adds the new manager to the table.

Managers Fields

In the Managers tab of an enterprise service portal, you can modify the following fields to control privileges for managers.

Login ID

- Name that this manager uses to access the enterprise portal.
- Value—Text string
- Guidelines—Login IDs for enterprises must be unique within the whole enterprise; retailer-level login IDs must be unique to the retailer.
- Default—No value
- Example—Operator1

Admin.

- Whether or not the manager has complete control over managers, subscribers, subscriptions, substitutions, subscription sessions, and virtual private networks (VPNs) for this object and its subordinate objects.
- Value
  - Enabled—Checked box
  - Disabled—White box
- Default—Disabled

Modify sub.

- Whether or not the manager has complete control over subscriptions and subscription sessions for this object and its subordinate objects.
- Value
  - Enabled—Checked box
  - Disabled—White box
- Default—Disabled

Modify params.

- Whether or not the manager can configure substitutions in subscribers and subscriptions for this object and its subordinate objects.
- Value
  - Enabled—Checked box
  - Disabled—White box
- Default—Disabled

Activate sub.

- Whether or not the manager can configure automatic activation of subscriptions and manually activate and deactivate subscription sessions for this object and its subordinate objects.
- Value
  - Enabled—Checked box
  - Disabled—White box
- Default—Disabled

Modify VPNs

- Whether or not the manager can modify, export, and cancel the export of VPNs in the enterprise.
- Value
  - Enabled—Checked box
  - Disabled—White box
- Guidelines—This field appears only if the service provider configures the portal to display the VPN features.
- Default—Disabled

Password

- Password that this manager uses to access the enterprise portal.
- Value—Text string
- Default—No value
- Example—Secret

Modifying Managers

To modify a manager's privileges:

1. Start at the Manager's page (see Figure 33 on page 349).
2. Change the values in the fields for this manager.
3. If you want to revert to the original values, click **Reset**.
4. Click **Apply**.

Deleting Managers

To delete a manager:

1. Start at the Manager's page (see Figure 33 on page 349).
2. Click **Delete** for the manager.