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Cisco Tidal Enterprise Scheduler 6.2 Self Service Adapter Guide OS/400 Adapter Guide
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Preface

This document provides overview of Cisco Tidal Enterprise Scheduler Self-Service Workplace Solution, and steps necessary to deploy, test and troubleshoot the solution.

Audience

This guide is for users of the Cisco Tidal Enterprise Scheduler Self-Service Workplace Solution.

Related Documentation

See the Cisco Tidal Enterprise Scheduler 6.2 Documentation Overview for a list of all TES guides.

Note

We sometimes update the documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see What’s New in Cisco Product Documentation at:


Subscribe to What’s New in Cisco Product Documentation, which lists all new and revised Cisco technical documentation, as an RSS feed and deliver content directly to your desktop using a reader application. The RSS feeds are a free service.
Getting Started

About Self Service Adapter

Cisco Workplace Portal (CWP) provides a self service catalogue for users to order cloud services. The same portal is also used for user tasks and administrative tasks. Cloud administrators can use this portal to design new services, and Cloud consumers can use same portal to order these services. CWP communicates with TES using a XML API.

TES Self-Service utilizes the Cisco Cloud Portal (newScale). The TES REST API performs the interaction between CWP and TES and leverages existing CWP capabilities for administering end-user security access, creation of catalogs and portal pages, and setting up and calling the exposed TES functions.

Key Features

Key features include:

- Simplicity of use via the user interface. Packages for deployment are created, and can be populated, transmitted to a target site, or exported to the file system.
- Two methods of content transfer: XML package transmission across sites or file-based transmission via export/import functionality.

Service and offering deployment (inclusive of related entities) on one or more target sites.

- Organizational deployment (OUs, groups, queues, roles, people, functional positions) on target sites.
- Email template and Service Link agent deployment on the target sites.
- Change management support (optional segregation of duties between content developers/managers and catalog publishers).
- Hot deployment—the ability to deploy content while the application is available to users.
- Online options to view extraction and deployment history.
- Support of site protection levels and entity homes.
• Ability to preview a service definition or service offering before it is deployed to a target site from a branded content library.

Logging In

You can log in to the TES Portal by using one of the following Web browsers:
• Firefox 5.0 and 6.0
• Internet Explorer 8.0 and 9.0

Prior to logging in to the TES Portal, you need to know the URL and the log in credentials. After you complete the portal registration, the URL and the log in credentials are sent to you by the support personnel.

To log in to the TES Portal, perform the following steps:

**Step 1**  Enter the URL in the **Address** field of the Web browser and click **Enter**. The login page displays.

**Step 2**  Enter the username and password.

If you are a new user and do not have your credentials, click **New User**. The **New User** page displays with the contact details of the support personnel. You can contact the support personnel and register yourself with the TES Portal. After registration, support personnel provide your name, check the **Remember username** check box. The next time you log in to the SSP, your username will be populated automatically.

If you do not remember your password, click **Forgot Password**, enter your username and e-mail address, and then click **Submit**. A system-generated password is sent to the specified e-mail address. TES Portal with the new password and change the password, if necessary.

**Step 3**  Click **Log In**. The portal **Home** page displays.

---

*Figure 1-1  Self Service Catalog Homepage*
Re-Logging In

Once you log in to the SSP, your session is timed out if you do not use it for more than 30 minutes. A Session Timed-Out dialog box displays with a message indicating that the session has timed out and you need to re-log in to the Self Service Catalog. After you re-log in to the Self Service Catalog, you can continue with the previous session.

To re-log in to the Self Service Adapter, perform the following steps:

**Step 1**  
In the Session Timed-Out dialog box, enter your SSP password. Your SSP username is automatically populated while re-logging in.

**Step 2**  
Click Log In. The page that you had last logged into displays.

Changing the Language Settings

By default, the portal is displayed in English. However, you can choose to view the entire portal in a different language.

To change language of the entire portal, perform the following steps:

**Step 1**  
Enter the URL in the Address field of the Web browser and click Enter. The portal login page displays.

**Step 2**  
Click the language preference link in the login page to select the language as Korean or English. The page refreshes and the portal displays in the selected language.
Configuring Self Service Adapter

Overview

Cisco's Tidal Enterprise Scheduler Self-Service Adapter is enabled utilizing the Cisco Workplace Portal as the front-end. The interaction between Cisco Service Portal and TES uses existing TES REST API. Self-Service leverages existing Cisco Workplace Portal capabilities for administering end-user security, creation of catalogs and portal pages, and setting up and calling the exposed TES functions. Initially, Self Service allows for the commonly used job functions Launch, Rerun, Cancel, Hold, and Resume. Configuring Self-Service Catalog involves:

- Meeting the prerequisites for installing Service Portal.
- Installing a version of Service Portal that includes Self-Service Catalog.
- Configuring implementations and sites within the development and production Service Portal instances.
- Using the Administration and Organization Designer modules to ensure that personnel have access to Self-Service Adapter capabilities appropriate to their functions in the implementation.
Technical Architecture Overview

Solution Prerequisites

Before you begin configuring and deploying TES Portal, you MUST review this entire chapter to ensure that your datacenter infrastructure is properly configured. If any of the requirements presented in this chapter are not met, deployment may fail.

This chapter provides information regarding the required datacenter infrastructure configuration, and the operating system and application server software for installing the TES Portal.


Minimum System Requirements

Before installing the TES Portal, it is recommended that you verify that your datacenter infrastructure meets the minimum hardware and software requirements. The requirements in this section provide the minimum prerequisites necessary to install and deploy Cisco Service TES Portal.

See the Cisco Service Portal 9.4 Platform Matrix in the following location:

Default Ports and Protocols for Cisco Workplace Portal

- **8080** – TCP Client web browser connections to the Cloud Portal RequestCenter
• **6080** – TCP TES communications to the Cloud Portal Service Link inbound REST calls

# Installing Self Service Adapter

To prepare your environment, follow these installation procedure:

### Step 1
Prepare application servers by installing the operating system (including software prerequisites such as .NET framework, Java, JBoss, Web Server, LDAP) for the Cisco Service Portal components.

### Step 2
Install database management servers that are available to the Cisco Service Portal.

### Step 3
Install the Cisco Service Portal on a targeted application server.

For instructions, see the *Cisco Service Portal Installation Guide* located in the following location:


### Step 4
Unzip the *TES_CSP.zip* file to the following location for the installation of the custom adapter:

C:\TES_CSPwin94_Packages

![Figure 1 Installation Directory Structure](image)

### Step 5
Install the TES Custom Adapter on the newly installed Cisco Service Portal.

a. Unzip the `C:\TES_CSPwin94_Packages\TESAdapter\ISEE.Adapters` file to a temporary directory (for example, `C:\TESAdapter`).

b. Copy the `C:\TESAdapter\adapters\adapter_tes.jar` file to the deployed `C:\jboss-as-7.1.1.Final\standalone\deployments\ServiceLink.war\WEB-INF\lib` directory.

c. Copy the `C:\TESAdapter\lib\tes\*` files to the deployed `C:\jboss-as-7.1.1.Final\standalone\deployments\ServiceLink.war\WEB-INF\lib` directory.

d. Unzip the `C:\TES_CSPwin94_Packages\TESCustomFile\adk.zip` file to `C:\adk`.

e. Open a command prompt window and change the directory to the extracted `C:\adk\lib` folder.

f. Execute the following command in single line or as a batch file:

For Microsoft SQL Server:

```java
java -classpath newscale_adu.jar;newscale_ddlrunner.jar;newscale_drivers.jar;newscale_security.jar;castor-0.9.5.4.jar;xercesImpl.jar;xml-apis.jar;commons-logging-1.0.4.jar;newscale_core.jar
```
Configuring the Self Service Adapter

For Oracle:

java -classpath newscale_adu.jar;newscale_ddlrunner.jar;newscale_drivers.jar;newscale_security.jar;castor-0.9.5.4.jar;xercesImpl.jar;xml-apis.jar;commons-logging-1.0.4.jar;newscale_core.jar com.newscale.deployer.util.JDBCUtility Oracle <DBSERVER>:<DBPORT>;SID=RequestCenter DbNameUnused <DBUSER> <DBPASSWORD> C:\TESAdapter\deploy\tes.xml

g. Start the Cisco Service Portal and Service Link Servers and verify the new TES Adapter exists.

h. Configure the TES Adapter Properties with TES URL, Username and Password, and Database URL, Username and Password.

Step 6 Verify the TES Adapter installation.

a. Open the Cloud Portal in your browser and log in as an administrator.

b. From the Modules drop-down list, choose Service Links.

c. Click the Manage Integrations tab.

d. Click Adapters and verify that the TES Adapter displays in the list of adapters.

e. Configure the TES Adapter Outbound and Inbound Properties with the following:

   • TESUsername – the username the adapter uses to sign into TES. This user should be properly configured in TES such that the access level and workgroup membership are appropriate for jobs to be exposed via the self-service portal.

   • TESPassword – password for the TES user.

   • TESUrl – the URL for the TES REST API call in the format of http://tesclientmanager_host:port/api/plugin_name. For example: http://tes.cisco.com:8080/api/tes-6.0.1

   • NSDBUsername – database username to the Cisco Service Portal Request Center database.

   • NSDBPassword – password for the database user.

   • NSDBJdbcUrl – the jdbc url to the Cisco Service Portal Request Center database.

   • For example:

   jdbc:sqlserver://<DBSERVER>:<DBPORT>;databaseName=RequestCenter

   • NSDBPoolMinIdle – the database connection pool minimum idle setting. Default is 1.

   • NSDBPoolMaxIdle – the database connection pool maximum idle setting. Default is 3.

   • NSDBPoolMaxActive – the database connection pool maximum connection size. Default is 3.

   • NSDBPoolMaxWait – the maximum wait time for connection from pool to be available. Default is 10,000 (10 seconds).

   • UserDomain – the domain name to be used when users from Cisco Service Portal interacts with TES.
Overview

The Self Service Catalog allows you to create a hierarchical structure of parent and child Organizational Units (OU). Each OU can have a parent OU and one or more child, or sub, OUs.

OU structure has the following effects:

- Statistics (such as SLA compliance or the volume of tasks or requests processed) can be consolidated for a parent OU, for accounting or reporting purposes, within the Advanced Reporting modules.
- Different styles (governing the appearance of the screens) can be associated with parent or child organizational units, allowing designers to customize the user experience.
- Sub-OUs can inherit roles and permissions from the parent, facilitating the assignment of responsibilities.
- Sub-organizational units, and therefore the members of that sub OU, inherit all the roles and permissions assigned to its parent organizational unit. Because of this inheritance rule, you must make sure you set up role-based access carefully. An example would be using a bottom-up approach, in which the lowest child OU is assigned the greatest number of roles, and therefore greatest responsibilities, and the higher up the parent OU, the fewer roles are assigned.

Because you are adding sub-OUs to a parent, a helpful way to order your work is to:

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Create the sub-OU.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Create the parent OU.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Add the sub-OUs to the parent OU.</td>
</tr>
</tbody>
</table>

Creating a Organizational Unit

To create an OU:

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Log into the Service Portal.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>On the Organization Designer Home page, click the Create Organizational Unit link in the Common Tasks pane.</td>
</tr>
</tbody>
</table>
Additionally, you can create an organization unit by clicking **Add** on the **Org Units** page.

**Figure 3-1** Org Units Tab

**Step 3** *(Required)* In the **General** pane, enter a name for the new OU. For this example, **IT TES**.

**Step 4** *(Required)* Select a status for the OU, **Active** or **Inactive**.

**Step 5** Select the **Billable** option if the new OU will have billable business units.

**Step 6** *(Required)* Select one of the following organizational unit types:

- **Service teams**, comprised of people who deliver services
- **Business units**, comprised of people who request and receive services

**Step 7** Click **Create**.

### Creating a Role

Access to the capabilities provided by Portal Designer is controlled via standard Role Based Access Control (RBAC). Design personnel can be granted access to all or selected portions of the Portal Designer functionality. Access to the functionality of the portal front-end, including the ability to customize the portal by adding portlets or changing the look-and-feel of the portal pages, may also be controlled via RBAC. Details on the portal-related capabilities and how to assign these to project personnel are given in the **Cisco Service Portal Configuration Guide** and in the online help for **Organization Designer** regarding roles.

Similarly, end users’ ability to access the portal front-end can be controlled via RBAC. Only users with a role that includes the “Access Service Portal” capability will be able to see the “Service Portal” module menu and navigate to the portal pages and portlets.

As described above, Service Portal RBAC allows administrators to control which people, organizational units, or groups can access certain modules, and capabilities they can perform within each module. Further, those permissions can be allowed to operate on all entities (objects) of a particular type, or restricted to a set of named entities. A role, therefore, combines access to a module with one or more capabilities, and in some cases, one or more object-level permissions.
• **Permissions** – grants rights to act upon an object
• **Capabilities** – provides the means to perform certain functions within a module

The Service Portal provides several system-defined roles, which group capabilities into sets of responsibilities that might typically be assigned to participants in a Service Portal implementation. Site administrators can supplement these roles with custom roles, to better suit the division of responsibilities on a particular implementation team.

All members of the organizational unit inherit the roles assigned to the organizational unit. In addition, sub organizational units inherit roles from their parent organizational unit.

⚠️ **Caution**

Roles should be assigned sparingly. Granting a user the capability to manage standards data or define standards means that user will be able to edit all standards definitions and all standards data.

To create a role:

---

**Step 1**
On the Organization Designer **Home** page, click the **Create Role** link in the **Common Tasks** pane. Additionally, you can create an organization unit by clicking **Add** on the **Roles** page.

**Step 2** *(Required)* In the **General** pane, enter a name for the new role. For this example, **TES Common Portal Reader**.

**Step 3**
If this role has a parent, enter (or browse) the **Parent** role.

**Step 4**
Select a status for the role, **Active** or **Inactive**.

**Step 5**
Click **Create**.

---

**Creating a Person**

People are all the individuals who either receive services via **My Services** or provide services via Service Manager, as well as all the administrators, managers, and users of all other application modules.

You must set up all individuals who are system users, whether they are within or external to your organization. The following two statements are important to remember:

• A person is a member of one or more Organizational Units.
• A person can only be "Home" in one OU.

To create a person:

---

**Step 1**
On the Organization Designer **Home** page, click the **Create Person** link in the **Common Tasks** pane. Additionally, you can create an organization unit by clicking **Add** on the **People** page.
Assigning a Role to a Person

As described above, Service Portal RBAC allows administrators to control which people, organizational units, or groups can access certain modules, and capabilities they can perform within each module.

To assign a role to a person:

**Step 1**  
On the Organization Designer Home page, click the Create Person link in the Common Tasks pane. Additionally, you can create an organization unit by clicking Add on the People page.

**Step 2**  
In the General pane, select the role you want to assign to this person.

**Step 3**  
Click Add.
Deploying the Packages

Deploying the Service Adapter Package

A person with permission to deploy the Service Adapter package must select the received package from the target site and run the deployment. Log files record all activity that occurs within Service Catalog on each site. It is important to save packages each time entities are added or removed, or the package definition is modified.

To deploy service adapter package, perform the following tasks:

**Step 1** Import the package.
- Login into Cisco Service Portal as admin and navigate to the Catalog Deployer module.
- Click the **Action** button, then select **Import** from the context menu.
- Browse to the package, and then click **Import**.

**Step 2** Import the Organization, Roles and People. See also, Organizations, Roles and Users Preparation, page 3-1.
- Click the **Action** button, then select **Import** from the context menu.
- Browse to the **OrgUnitsRolesPeopleCategoriesEmails.xml** file in the **C:\TES_CSPwin94_Packages\TESOrgUnitsRoles** folder, and then click **Import**.

**Figure 4-1 Catalog Deployer**

- Click the **Action** button, then select **Import** from the context menu.
c. Deploy the OrgUnitsRolesPeopleCategoriesEmails.xml file.

Importing and Deploying the Agent Packages

A person with permission to deploy the Agent packages must select the received packages from the target site and run the deployment. Log files record all activity that occurs within Service Catalog on each site. It is important to save packages each time entities are added or removed, or the package definition is modified.

To import and deploy the Agent packages:

Step 1 Import the Agents packages from the TESAgents folder
   a. Click the Action button, then select Import from the context menu.
   b. Browse to the following files located in the C:\TES_CSPwin94_Packages\TESAgents folder, and then click Import.
      - TES_INBOUND_POLLER_AGENT.xml
      - TES_OUTBOUND_RESPONSE_AGENT.xml
      - TES_RefreshStandards.xml

Step 2 Deploy each imported xml file.

Step 3 Verify the imported Agents, transformations associated with Agents from the Service Links.

Step 4 Configure the TES Adapter Outbound and Inbound Properties with the following:
   - TESUsername – the username the adapter uses to sign into TES. This user should be properly configured in TES such that the access level and workgroup membership are appropriate for jobs to be exposed via the self-service portal.
   - TESPASSWORD – password for the TES user.
   - TESUrl – the URL for the TES REST API call in the format of http://tesclientmanager_host:port/api/plugin_name.
     For example: http://tes.cisco.com:8080/api/tes-6.0.1
   - NSDBUsername – database username to the Cisco Service Portal Request Center database.
   - NSDBPassword – password for the database user.
   - NSDBJdbcUrl – the JDBC URL to the Cisco Service Portal Request Center database.
     For example: jdbc:sqlserver://<DBSERVER>:<DBPORT>;databaseName=RequestCenter
   - NSDBPoolMinIdle – the database connection pool minimum idle setting. Default is 1.
   - NSDBPoolMaxIdle – the database connection pool maximum idle setting. Default is 3.
   - NSDBPoolMaxActive – the database connection pool maximum connection size. Default is 3.
   - NSDBPoolMaxWait – the maximum wait time for connection from pool to be available. Default is 10,000 (10 seconds).
   - UserDomain – the domain name to be used when users from Cisco Service Portal interacts with TES.
Step 5  Start the Control Agents from the Service Links.

Deploying the Admin Services Package

A person with permission to deploy the Admin Services package must select the received package from the target site and run the deployment. Log files record all activity that occurs within Service Catalog on each site. It is important to save packages each time entities are added or removed, or the package definition is modified.

To deploy the Admin Services package:

Step 1  Import the Admin Services package.
   a. Click the Action button, then select Import from the context menu.
   b. Browse to the TESAdminServices.xml file located in the C:\TES_CSPwin94_Packages\TESAdminServices folder, and then click Import.

Step 2  Deploy the TESAdminServices.xml file.

Step 3  Verify the Admin Services Refresh Standards and TES Standard Migration files from the MyServices module.

Importing and Deploying the TES Services Package

An exported package needs to be imported into the target system. A person with permission to deploy the Admin Services package must select the received package from the target site and run the deployment. Log files record all activity that occurs within Service Catalog on each site. It is important to save packages each time entities are added or removed, or the package definition is modified.

To import and deploy the TES Services package:

Step 1  Import the TES Services package.
   a. Click the Action button, then select Import from the context menu.
   b. Browse to the TESServices.xml file located in the C:\TES_CSPwin94_Packages\TESServices folder, and then click Import.

Step 2  Deploy the TESServices.xml file.

Step 3  Verify the TES Services (Launch, Rerun, Cancel, Hold and Resume) from the Catalog Deployer module.

Importing Portal Pages and Portlets

An exported page needs to be imported into the target system.

A person with permission to deploy the Admin Services package must select the received package from the target site and run the deployment.

Log files record all activity that occurs within Service Catalog on each site.
It is important to save packages each time entities are added or removed, or the package definition is modified.

To importing the Portal pages and Portlets:

**Step 1** Copy and paste the C:\TES_CSPwin94_Packages\TESCustomFiles\custom\CiscoCloudScheduler folder to the deployed C:\jboss-as-7.1.1.Final\standalone\deployments\RequestCenter.war\custom folder.

**Step 2** Import the Portal pages.
   a. Login into Cisco Service Portal as admin and navigate to the Portal Pages module.
   b. Click the Action button, then select Import from the context menu.
   c. Browse to the TESPortalPages.xml file located in the C:\TES_CSPwin94_Packages\TESPortalPages folder, and then click Import.
   d. Verify the imported portal pages in the Cisco Cloud Enterprise Scheduler, My Workspace and System portal pages groups.

**Step 3** Import the Portlets.
   a. Login into Cisco Service Portal as admin and navigate to the Portal Designer module.
   b. Click the Action button, then select Import from the context menu.
   c. Browse to the TESPortlets.xml file located in the C:\TES_CSPwin94_Packages\TESPortlets folder, and then click Import.
   d. Verify the imported portlets in the HTML, JavaScript and Services Portlets groups.
Exposing TES Functions as a Cisco Workplace Portal Service

Overview

TES functions are exposed via the Service Item Manager module of the Service Portal module that allows designers and administrators to design and manage service item types and instances; and to create, import, and manage the supporting data (or standards) that provide validation and reference data for the service (order) forms through which users will request service items.

Exposing the Functions

To expose the functions:

**Step 1** Log into the Cisco Service Portal and navigate to Service Item Manager.

The Service Item Manager is the Service Portal module that allows designers and administrators to design and manage service types and instances; and to create, import, and manage the supporting data (or standards) that provide validation and reference data for the service (order) forms through which you can request service items.

**Step 2** Create a new entry in the Manage Standards StTES_JOBS table with the following values:

- **TES Job Rule** – This is the rule that allows the selection of one or more jobs from TES to be exposed. The rule becomes the query condition when the jobs are pulled from TES.
  
  For example:
  
  - To expose a single job by id, the rule is `Job.id=n` where n is the job id.
  - To expose multiple jobs by id in a single rule `Job.id in (n1,n2,n3)`.
  - To expose a group of jobs, the rule is `Job.parentname='\parentname'`.

- **Rule Description** – The general description for the Job or Job selection rule.

- **Operations** – The action that corresponds to the job(s) being exposed. This is a comma-separated list and case-sensitive. Valid values are Launch, Rerun, Cancel, Hold, Resume.

- **Security Role** – The security roles in Cisco Service Portal that will have access to the jobs and action exposed by this rule. Multiple security roles must be comma separated.

**Step 3** Use the following entries for exposing TES Jobs.
Entries in StTES_JOBS are expanded into the StTES_SERVICES table on demand; changes made in the StTES_JOBS table are synchronized to the StTES_SERVICES table via an Admin Process. The StTES_SERVICES table is used by the forms to populate the Job dropdown field whenever a user submits a service request.

**Step 4** Perform the required on-demand process of submitting the Refresh Standards service request for exposing the jobs in the StTES_SERVICES table and in the job function forms.

The StTES_SERVICES table is system-managed without user interaction.

The values displayed in the Job Name list are based on your role.
Permissions

Entity Permissions

The Self Service Catalog deploys permissions for entities as part of the entity. When permissions are removed from the entity in its Home site, the application does not leave behind deletion stubs (or a transaction log) that Self Service Catalog may use to replicate this removal. For example, when the permission to order a service is removed from an Organizational Unit on a Service Definition, Service Portal does not retain this fact, it simply removes the permission data.

A user must be granted a role that includes the import and deploy capabilities in order to import. When you deploy a service whose permissions have been changed, all associations between the service definition and its permissions are dropped in the target site and recreated according to the permissions in effect in the source site. Any deleted permissions will be reflected. However, if the permission was granted to a custom role or group, and the role or group was deleted from the source site, the role or group will still exist in the target site. Self Service Catalog cannot propagate entity deletions.

Editing Security Access

TES Services

To edit (grant/revoke) security access for TES services for an individual user:

**Step 1** Log in to the Cisco Service Portal as Admin and navigate to the Organization Designer.

**Step 2** Click the People page and add the same roles that are used in StTES_SERVICES for the exposed function.

To edit (grant/revoke) security access for TES services for a Group or Org Unit:

Security roles can be assigned to groups or org units.

If a user belongs to the group or org unit that contains roles with access to TES services, then the user would have access to that TES service.
To edit (grant/revoke) security access for TES services in the Cisco Service Portal service level:

**Step 1**
Log in to the Cisco Service Portal as *Admin* and navigate to the Service Designer.

Service Portal allows service designers and site administrators to establish authorizations at several levels:

- **Site.** Authorizations at the site-level establish the default authorization structure for all services for the site. These authorizations are maintained in the Administration module>Authorizations page, or by selecting the Site (top-most) node in the Service Designer>Catalog component.

- **Organizational Unit.** Authorizations at the organizational unit level establish the authorization structure for the departmental authorization and review by the current organization. The specified structure can be set to either override or supplement site-wide authorization. Organizational unit authorizations are maintained via the Organization Designer module>Org Units tab>Authorization link.

- **Service Group.** Authorizations at the service group level establish the authorization structure for the service group. This structure can be set to either override or supplement the site authorization structure. Authorizations for service groups are maintained by selecting the Service Group in the Service Catalog of Service Designer and clicking on the Authorizations tab.

- **Service.** Authorizations at the individual service level establish the authorization structure for that service.

  Service-level authorizations are maintained via the Authorizations tab for the selected service.

**Step 2**
To expose a TES function, create a new entry in the permission that has access to the TES services. The entries for each service *Launch, Rerun, Cancel, Hold,* and *Resume* display.

**StTES_Jobs**

To edit (grant/revoke) security access for StTES_Jobs standard in the Service Item Manager level:

**Step 1**
Log in to the Cisco Service Portal as *Admin* and navigate to the *Organization Designer*.

**Step 2**
Select the role and add the *Service Item Manager* capabilities.
Using Self Service

Accessing the TES Service Catalog

To access the catalog:

**Step 1**
Log into the Cisco Service Portal and navigate to My Services to access the TES Jobs catalog. The TES Jobs catalog contains the Launch, Rerun, Cancel, Hold and Resume TES Services. You must have permission to order the TES services and view the details of the services.

**Step 2**
From the Services pane, select a service. The TES Jobs services are available based on your role associated with each service.

**Note**
To search for available services, enter a key value in the Search for services containing field, and then click Search.

Launching the Job Service

To launch a job service:

**Step 1**
In the Services pane, click Launch to create a service request to launch a job in TES. The Customer Information section is pre-populated.

**Step 2**
From the Job Name list, select the job you want to launch. The following values are populated from the StTES_SERVICES table.

- **Job Operation** – Contains the job operation, Launch.
- **Physical Job Id** – Id for identifying the launch job in TES.
- **Parameters** – Optionally, enter a job parameter. If no parameter is specified, then the default parameter in the TES job definition is used.

**Step 3**
In the Date & Time, enter the date a time you want the job launched.

**Step 4**
Click Submit Order.
Tracking a Service Request

You can view a list of ongoing requests in a portlet that are submitted today. The portlet contains the Requisition Id, Name, Submitted Date, RC Status and TES Status. The RC Status is the current requisition status in Cisco Service Portal and TES Status is the current job status in TES. There is no TES Status available for Cancel, Hold and Resume jobs.

Additionally, you can view a list of closed requests in a Portlet that are submitted today containing the Requisition Id, Name, Submitted Date, RC Status and TES Status. The RC Status is the current requisition status in Cisco Service Portal and TES Status is the completed status about the job.

Monitoring TES Jobs

From Cisco Service Portal, you can view the status of the exposed jobs for today and future schedules. The viewable jobs is limited by your security access.

TES jobs are monitored via a portal page. You can filter by TES Job ID, TES Job Description, and Status from this portal page.

The TES Status Monitor Portlet reflects the state of current and future day jobs in the TES schedule.

Rerun Job Service

To rerun a job service:

Step 1 In the Services pane, click Rerun to create a service request to rerun a job in TES.

The Customer Information section is pre-populated.

Step 2 In the Job Run Id field, enter the Job Run Id of the job you want to rerun.

The following values are populated from the StTES_SERVICES table.

- **Job Name** – Contains the Job Name associated with the entered Job Run Id.
- **Physical Job Id** – Contains the ID for identifying the job being rerun in TES.
- **Run Job Status** – Contains the status of the job. For example, Hold.
- **Job Operation** – Contains the job operation, Rerun.

Step 3 Click Submit Order.

Cancel Job Service

To cancel a job service:

Step 1 In the Services pane, click Cancel to create a service request to cancel a job in TES.

The Customer Information section is pre-populated.

Step 2 In the Job Run Id field, enter the Job Run Id of the job you want to cancel.

The following values are populated from the StTES_SERVICES table.
Using Self Service

Hold Job Service

To hold a job:

Step 1 In the Services pane, click Hold to create a service request to hold a job in TES. The Customer Information section is pre-populated.

Step 2 In the Job Run Id field, enter the Job Run Id of the job you want to hold. The following values are populated from the StTES_SERVICES table.
- Job Name – Contains the Job Name associated with the entered Job Run Id.
- Physical Job Id – Contains the ID for identifying the held job in TES.
- Run Job Status – Contains the status of the job. For example, Held.
- Job Operation – Contains the job operation, Hold.

Resume Job Service

To resume a job:

Step 1 In the Services pane, click Resume to create a service request to resume a job in TES. The Customer Information section is pre-populated.

Step 2 In the Job Run Id field, enter the Job Run Id of the job you want to rerun. The following values are populated from the StTES_SERVICES table.
- Job Name – Contains the Job Name associated with the entered Job Run Id.
- Physical Job Id – Contains the ID for identifying the held job in TES.
- Run Job Status – Contains the status of the job. For example, Held.
- Job Operation – Contains the job operation, Hold.

Submitting Single/Multiple Request(s)

You can submit either a single request or multiple requests.

- Job Name – Contains the Job Name associated with the entered Job Run Id.
- Physical Job Id – Contains the ID for identifying the Cancel job in TES.
- Run Job Status – Contains the status of the job. For example, Held.
- Job Operation – Contains the job operation, Cancel.
• Submit single request – You can submit a single service at a time resulting in a different requisition number for each service request.

• Submit multiple requests (shopping cart) – You can request multiple services at a time using the same requisition by clicking the Add & Review Order button and add more services before submitting the order. When multiple requests are submitted, the TES Adapter processes each one of them separately. Shortened Product Name for <name of application> All items in the same shopping cart share the same requisition number.
Portal Pages and Portlets

Overview

Portal Designer is the Service Portal module that allows designers and administrators to design and manage pages, and portal content; and to specify which users or groups or users will be able to access particular content.

The Portal Designer provides you with a familiar content management experience that can be tailored to your needs. Content Portlets leverage the Service Portal REST API that support the RBAC-enabled access to the application data. The API framework, along with functionality for defining the appearance and behavior of portlets, allow portal designers to easily include pre-defined content in a portlet and to configure that portlet for inclusion in a portal page.

To access the Portal Designer:

Step 1  Log into the Cisco Service Portal and navigate to the Portal Designer.
Step 2  From the Portal Designer navigator, select HTML>TESServices to access the Self Service Catalog.

Site Home Page

The Cisco Service Portal Site Homepage page allows you to add portal pages to your profile.

Adding a Portal Page

To add a new page,

From the Site Homepage page, click the New Page icon in the page toolbar.

Subscribe to a Portal Page

To subscribe to a page:

From the tree, select My Workspace and then the page of your choice.
Set Your Homepage

To set your home page:
While viewing another page, click the Select as your Homepage icon to set it as your default portal page.

Admin Service

As an administrator, you can expose jobs in TES via the Admin Service Catalog by using Refresh Standards. See also, <Jumps>“Using Self Service” on page 1.

Portal Page and Portlets Permissions

Appropriate Portal Pages and Portlets Read/Write permissions to Org Units, Roles and Users must be assigned.

Assigning Portal Pages Permission

To assign permission:

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**Step 1** From the tree, select My Workspace>TES Status.
**Step 2** Click the Permissions page, and then click Add Permission.
**Step 3** From the Object Type list, select Role, and then enter TES.
**Step 4** From the Permissions To list, select the appropriate permission, then click Add.

Portlets Permission

To assign permission:

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**Step 1** From the Portlets tree, select HTML>AdminServices.
**Step 2** Click the Permissions page, and then click Add Permission.
**Step 3** From the Object Type list, select Role, and then enter tes common.
**Step 4** From the Permissions To list, select the appropriate permission, then click Add.
Troubleshooting ServiceLink

Verifying Activity

To verify that ServiceLink is active:

**Step 1** Log into the Cisco Service Portal as Admin and navigate to ServiceLink.

**Step 2** Verify that ServiceLink is up and running. The connection will display as green.

TES Message Log logs all interactions between Cisco Service Portal and TES.

**Step 3** Verify the Control Agents are up and running on the Control Agents page.

Service Request task details and messages display in the View Transaction page of ServiceLink.

Enabling TES Adapter Detail Logging

To enable detail logging:

**Step 1** Open standalone-full.xml to add a log file handler. This file can be located in the following directory:

C:\CiscoServicePortal\jboss-as-7.1.1.Final\standalone\configuration\%

**Step 2** Edit the file as follows:

```xml
<periodic-rotating-file-handler name="TES_ADAPTER">
    <formatter>
        <pattern-formatter pattern="%d{HH:mm:ss,SSS} %-5p [%c] (%t) %s%E%n"/>
    </formatter>
    <file relative-to="jboss.server.log.dir" path="tes.log"/>
    <suffix value=".yyyy-MM-dd"/>
    <append value="false"/>
</periodic-rotating-file-handler>
```

**Step 3** Add a logger, set the appropriate logging level.

```xml
<logger category="com.cisco.newscale.tes" use-parent-handlers="false">
    <level name="DEBUG"/>
    <handlers>
        <handler name="TES_ADAPTER"/>
    </handlers>
</logger>
```
Step 4  Restart ServiceLink.

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**Viewing Server Logs**

To view the server logs:

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Log into the Cisco Service Portal as Admin and navigate to the Administrative module.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select the Utilities page, select Request Center/Service Link log file from the list.</td>
</tr>
</tbody>
</table>