CHAPTER 1

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, sVersion 6.1upport 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.

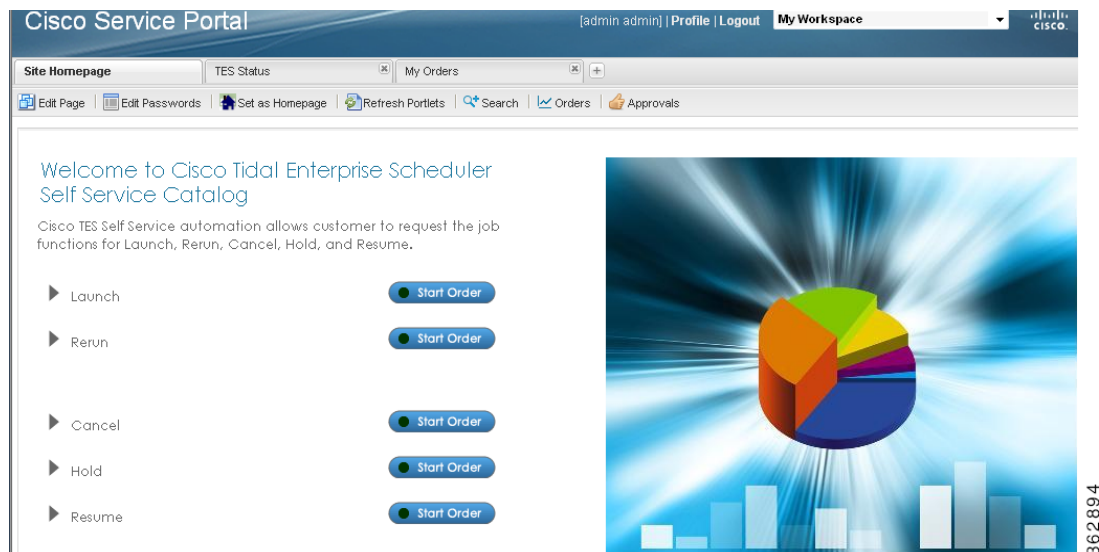**Step 3**   Click **Log In**. The portal **Home** page displays.

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.