



Setting up User Profiles

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Setting up User Profiles

Overview

You can access personnel information, preferences, and the work calendar using User Profiles. You can change your user Profile at any time. The site administrator can also modify any Profile information using the People component of Organization Designer.

The 'Profile' link on the top banner allows all users to access and change their profile.



Note

In a system where directory integration is configured to import person information, users should not change their personnel program using the Information page. Any such changes would be lost the next time the user profile was refreshed. Instead, contact your site administrator for assistance in updating your Profile information.

- The Home Organizational Unit is usually the same as your department's name. This information is used by the system when services you request must be reviewed or approved by your supervisor or manager.
- The time zone is used to display scheduled start and due dates. For service performers, it is also used to determine the performer's work hours and compute the work time spent on a particular task.

Language Settings

The Service Catalog module is available in multiple languages. By default, only US English is available in the Preferred Language drop-down list. Other languages can be made available by adding them to the Language List in the Administration module. See the [Language](#).

The languages that are supported out-of-box are as follows:

Table 1: Supported Languages

• US English	• Chinese (Simplified)
• German	• Chinese (Traditional)
• French	• Brazilian-Portuguese
• Spanish	• Japanese
• Dutch	• Korean

For localization of all other modules, see 'Localizing Service Catalog Strings' chapter in [Cisco Prime Service Catalog Designer Guide](#) .

Calendar

Service Catalog > Profile > Calendar settings establish the availability of service team members to perform work.

You can:

- Set your work hours and work days.
- Set the holidays on which you are not available.

When entering Calendar information, the following applies:

- Under Working Hours, change your standard working hours and days by entering new times in military time format in the From and To fields. For example, you would enter 23:00 for 11:00 p.m. To indicate a 24-hour day, enter 12:00 as the starting time and 23:59 at the ending time.
- Enter 0:00 in the From and To fields for days that you do not work.
- Under Add New Calendar Entry, you can change a Working Day to a Holiday, and vice versa.

Preferences

Preferences govern the behavior and appearance of Service Catalog.

Service Catalog > Profile > Preferences can control:

- Date Formats.

- Login Module – Users can choose any module which they can access to appear automatically as soon as they log in.
- Default Service Manager View – Service performers can set the system to automatically go to the Service Manager view they use most frequently.
- Default Service Manager Status (for task search) – Service performers can set the task status search condition they use most frequently.
- Time Format – 12- and 24-hour clocks are available.
- View Portlets – Allows you to suppress the appearance of the Authorizations and Service Items portlets on the Service Portal home page. The Authorizations and Service Items lists are still available via the corresponding tabs if the user has been granted access to these capabilities.

**Note**

The Service Portal module prior to version 10.0 contained the My Workspace and System module page groups by default. These pages were obsolete in 10.x and will appear if Prime Service Catalog was upgraded from 9.x versions. As an administrator, you can disable these pages by removing the read permission of the page from the **Organization Designer > Roles > Anyone** role and the pages will be hidden from all users.

- Use Service Catalog – Select the check box if you want to use the Service Catalog module.
- Authorization Delegate information – This person can perform authorizations for you during the time period you specify using the Delegation Start Date and Delegation End Date fields.

Viewing User's Last Login Details

You can view the user's last login details such as IP Address and Timestamp in the Prime Service Catalog user interface from the **Profile** page.

The last user login details with the specified date format is displayed on the **Profile** page.

Configuring and Viewing Security Audit Crypto Log Events

Service Catalog maintains audit log files on the Prime Service Catalog interface to track the login activities of a user.

You can configure the security audit crypto log events by enabling the option to log the security events. To do this, go to **Service Catalog > Administration > Settings** and enable the **Enable logs for Security Events** radio button. Default is off.

All the audit logs are saved in `server.log` file for all the events. The security event logs are prefixed with SEC-AUD.

For example:

```
COR-ID=-4724008839792176768::SEC-AUD-Fri Jan 08 12:56:31 IST 2016 : EUI Person Not found
or Imported or password error for: fdsfdsf @ 173.39.67.7:DREDDI-WS
```

To view the audit log files from the UI:

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- Step 1** Go to **Service Catalog > Administration > Utilities > Logs and Properties**.
- Step 2** Select the **Request Center - Log Files** from the drop-down list to display all the logs available on the request center server.
- Step 3** Select the **Server - Log Files** from the log to read drop-down list.
- Step 4** Select the log file and click **View File** tab to view a particular log file.
- Step 5** Select the number of lines from the **Last line** drop-down and click **View File**.

Note You can view the audit logs for a maximum of 2000 lines.

When one of the security events listed below occurs, it will be logged in the application server's log file.

- Invalid login name or password
 - Forgot Password and Password Reset
 - Person Profile Password Reset and Person Password Reset
 - Password Warning Period
 - Password Grace Period
 - Password Expired and Account is Locked
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