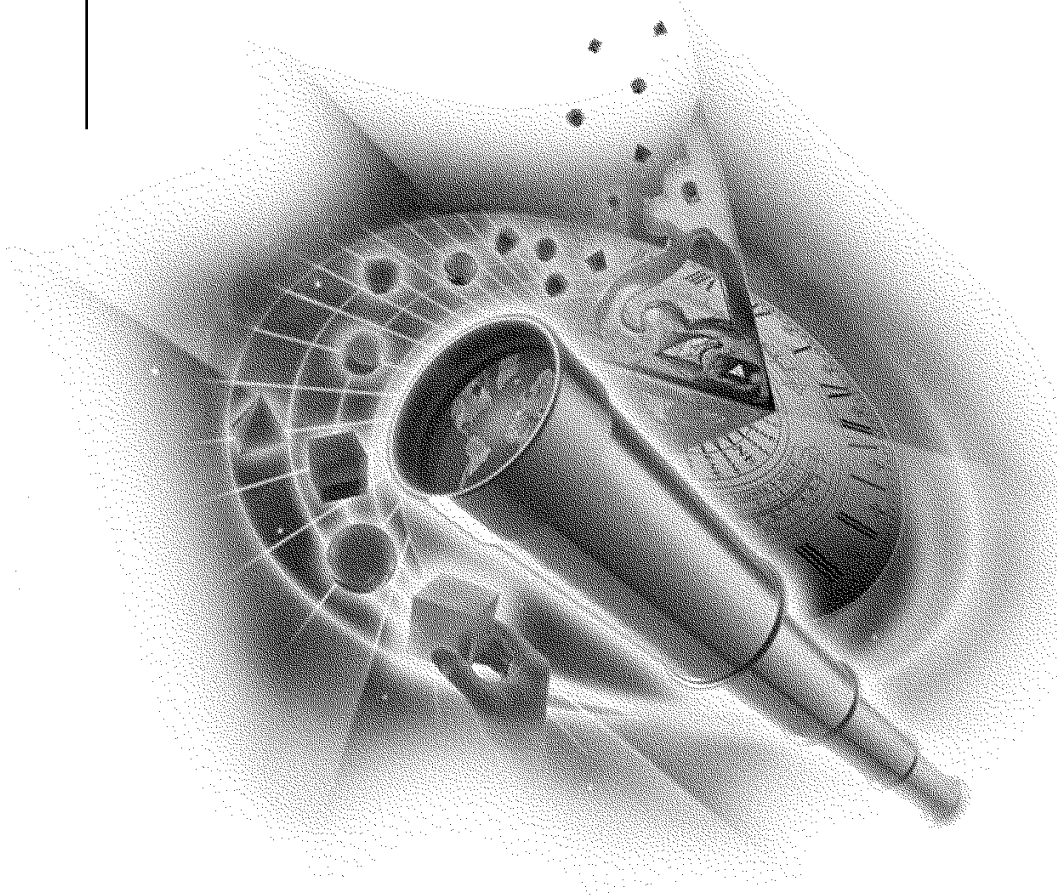


VERSION 1

User's
Guide



ConsoleOne™ Web Edition

Novell®

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Contents

About This Documentation

1 Understanding

What Is ConsoleOne Web Edition? 1

2 Planning

System Requirements. 3

Number of Concurrent Users 4

Rights for ConsoleOne Web Edition Users 5

3 Setting Up

Installing ConsoleOne Web Edition 7

Accessing ConsoleOne Web Edition 9

4 Managing

Notes on Using ConsoleOne Web Edition 11

Adding and Deleting Users 12

Clearing Intruder Lockouts 12

Disabling Login for Users 12

Viewing or Changing Basic User Information 13

Changing Group Membership. 13

Setting User Passwords. 13

5 Troubleshooting

Installation Fails 15

URL Doesn't Work 16

Link on Welcome Page Doesn't Work 16

"Service Not Available" Message Appears 17

Login Fails. 17

Task Fails to Complete 17

Object Is Not Found. 17

Field Isn't Wide Enough 18
Error Entering Text or Text Is Lost 18
Search Returns Too Many Objects 18
Euro Currency Symbol Isn't Recognized. 18

About This Documentation

This documentation explains what ConsoleOne™ Web Edition is and how to install, use, and troubleshoot it.

1 **Understanding**

This chapter explains what ConsoleOne™ Web Edition is and what you can do with it.

What Is ConsoleOne Web Edition?

ConsoleOne™ Web Edition is a set of Java* servlets that extend your web server to let you perform NDS™ administration tasks through a web browser. No client software is required besides the web browser. You can perform a subset of the tasks available in the full ConsoleOne utility. These tasks comprise common help desk functions and are directed at easing NDS administration through the web.

ConsoleOne Web Edition is installed on a web server and accessed through a web browser using a URL established during installation. After connecting to the URL and logging in, you can

- Create and delete users
- Set user passwords
- Unlock user accounts that were locked due to intruder detection
- Disable login for users
- View or edit basic user information such as name and e-mail address
- Edit users' group memberships

Each of these tasks requires that you have certain assigned or inherited NDS rights to complete the tasks. Instructions on setting up the appropriate rights are included in “Rights for ConsoleOne Web Edition Users” on page 5.

2 Planning

This chapter specifies the system requirements for ConsoleOne™ Web Edition, the number of concurrent users that are supported, and the NDS™ rights needed by users to perform the various tasks.

System Requirements

The system requirements for installing and using ConsoleOne™ Web Edition are listed below.

System	Requirements	Installation Instructions
Server where you will install ConsoleOne Web Edition	<ul style="list-style-type: none"> • NetWare® 5 • Service Pack 2 • NDS™ 8 • Netscape* Enterprise or Fastrack web server 	<ul style="list-style-type: none"> • www.novell.com/documentation > NetWare 5 • support.novell.com/misc/patlst.htm > NetWare • www.novell.com/documentation > NDS 8 • www.novell.com/download > Netscape Servers for NetWare
Workstation you will install ConsoleOne Web Edition from	<ul style="list-style-type: none"> • Windows* 95, 98, or NT* • Java* 1.1 or later runtime • Any NetWare client • Netscape Navigator 4 or Microsoft Internet Explorer 4 or later web browser 	<ul style="list-style-type: none"> • www.microsoft.com • www.javasoft.com • www.novell.com/documentation > NetWare 3, 4, or 5 • www.netscape.com or www.microsoft.com
Workstation you will access ConsoleOne Web Edition from	Netscape Navigator* 4 or Microsoft* Internet Explorer 4 or later web browser	www.netscape.com or www.microsoft.com

Number of Concurrent Users

The number of people who can simultaneously use a single ConsoleOne™ Web Edition installation depends on the configuration of the servlet gateway of the web server that is hosting the ConsoleOne Web Edition software. The servlet gateway is a web server component that is installed with the ConsoleOne Web Edition software.

By default, the servlet gateway is configured to support about ten simultaneous users well. If significantly more users start to use the system simultaneously, they might begin to see "service not available" messages. In such cases, you can reconfigure the servlet gateway to accommodate the higher usage loads by increasing the value of the REQUESTTHREADS parameter according to the guidelines in the table below. For information on the procedure to modify this configuration parameter, see Step 9 in "Installing ConsoleOne Web Edition" on page 7.

Table 2-1Servlet Gateway Configuration Guidelines

Parameter Setting	Explanation
requestthreads=1	This is the default setting. It accommodates roughly 10 simultaneous users well.
requestthreads=20	This is a good intermediate setting for roughly 30 to 60 simultaneous users. As new threads are needed and used, additional memory is consumed on the server.
requestthreads=64	This is the setting used by some high volume applications. It accommodates hundreds of simultaneous users well. As new threads are needed and used, additional memory is consumed on the server.
requestthreads=100	This is about as high as you should set the parameter. Higher settings might cause unreasonable amounts of memory consumption with little gain in actual usage capacity.

Rights for ConsoleOne Web Edition Users

The tables below list the NDS™ rights you need to perform the various ConsoleOne™ Web Edition tasks. If you don't effectively have these rights, the tasks will fail.

User Management Tasks	Effective Rights Required
Create User	The Create object right to the container that you want to create the new user in.
Delete User	The Delete object right to the container that holds the user object.
Modify User	The Write right to the specific user properties you want to modify.
Disable Account	The Write right to the Login Disabled property of the user object ("Account Disabled" property in NetWare Administrator).
Clear Lockout	The Write right to the following properties of the user object: <ul style="list-style-type: none">• Locked By Intruder ("Account Locked" in NetWare Administrator)• Login Intruder Attempts ("Incorrect Login Count" in NetWare Administrator)• Login Intruder Reset Time ("Account Reset Time" in NetWare Administrator)
Edit Group Membership	The Read and Write rights to the Group Membership property of the user object.

Password Management Tasks	Effective Rights Required
Change Password	The Write right to the Password Management property of the user object. <i>Note:</i> If the NDS partition that holds the user object has NetWare® 4 servers participating in the replica ring, the Password Management property is not available. In this case, the administrator must have the Write right to the ACL property of the user object.

3 **Setting Up**

This chapter explains how to install and access ConsoleOne™ Web Edition.

Installing ConsoleOne Web Edition

Note Ensure that the systems where you will install and use ConsoleOne Web Edition meet the “System Requirements” on page 3 before beginning the installation.

1. **(Optional but recommended) Configure the web server that you will install ConsoleOne™ Web Edition on to use SSL (Secure Sockets Layer).**

Important: This insures security for ConsoleOne Web Edition transactions, which include transmitting NDS login passwords. For information on configuring your web server to use SSL, see your web server documentation.

2. **Unload the web server by typing NVXWEBDN at the NetWare® server console.**
3. **Unload Java* by typing JAVA -EXIT at the NetWare server console.**
4. **From a Windows* workstation, map a drive to the SYS volume of the target NetWare server.**
5. **In a web browser, go to www.novell.com > click Free Downloads > ConsoleOne Web Edition > Proceed to Download > fill in the survey > click Connect > read the export restrictions > click Accept.**
6. **On the download page, choose the option to download the Full File > save the file to a temporary location.**
7. **Run the installer by double-clicking the file that you just downloaded.**
8. **Follow the instructions on the screen to complete the installation.**

- 8a. **When the installer prompts you for the location to install the product, select the drive that you mapped to the SYS volume.**
- 8b. **When the installer displays the results of the installation, at the bottom of the screen enter the web server IP address and port number and indicate whether the web server is using SSL connections.**

Important: This information is required to create a ConsoleOne Web Edition shortcut on your desktop and to configure the ConsoleOne Web Edition welcome page. If you cancel without specifying the correct web server information, the shortcut and welcome page won't be configured correctly.

Note: If the web server is using the default port, you can leave the Port field blank.

9. **(Conditional) When the installation is done, if you think there will regularly be more than ten simultaneous users of ConsoleOne Web Edition, configure the web server to accommodate the higher usage load as explained below. Otherwise, skip this step.**

- 9a. **In a text editor, open the OBJ.CONF file located on the web server in SYS:NOVONYX\SUITESPOT\HTTPS-
nwservername\CONFIG\.**

- 9b. **On the line that begins with Init fn="ServletGateInit", increase the value of the REQUESTTHREADS parameter. For example:**

```
Init fn="ServletGateInit" javaparms="-envCWD=sys:/java/  
servlets -classpath $SERVLETCLASSPATH" requestthreads=20
```

For guidelines on the value to use, see "Number of Concurrent Users" on page 4.

- 9c. **Save the file.**

10. **Configure and restart the web server by typing C1WCFG at the NetWare server console.**

- 11. Use NetWare Administrator or the full ConsoleOne utility to set up the “Rights for ConsoleOne Web Edition Users” on page 5 as needed.**

If you aren't sure how to do this, refer to the online help of the utility you use. There should be a help topic on creating an administrator over specific NDS properties.

If you encounter problems during the installation process, see “Troubleshooting” on page 15.

Accessing ConsoleOne Web Edition

- 1. Double-click the ConsoleOne™ Web Edition shortcut on your desktop. If there is no shortcut on your desktop, start your web browser > go to `https://webserverIPAddress:port/ConsoleOne` if your web server has SSL enabled or `http://webserverIPAddress:port/ConsoleOne` if your web server doesn't have SSL enabled.**

SSL-enabled example: `https://123.45.67.123:4567/ConsoleOne`

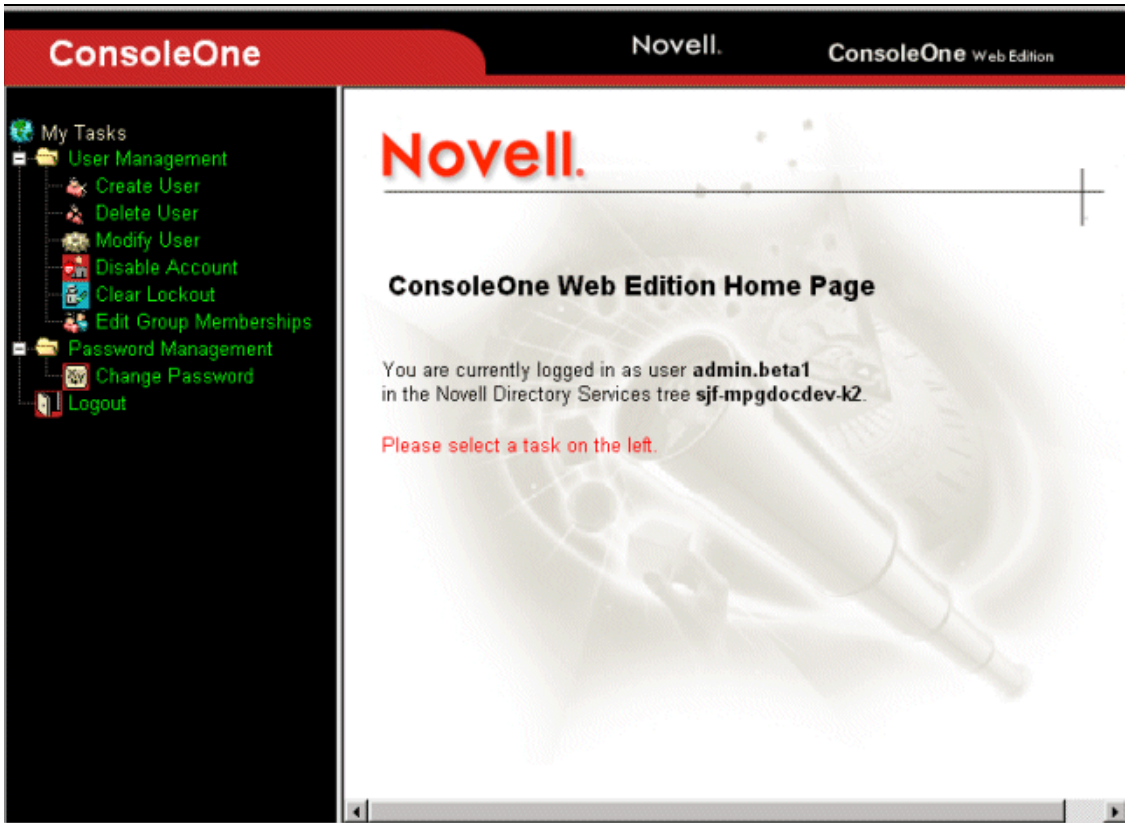
SSL-disabled example: `http://123.45.67.123:4567/ConsoleOne`

If your web server is using the default port, you can omit the port number.

- 2. On the welcome page, click the picture of the computer monitor.**

3. On the login page, enter your fully distinguished NDS™ username, your login password, and the name of the NDS tree you want to manage > click Login.

The ConsoleOne Web Edition home page appears. It should look something like this:



For information on how to navigate and use ConsoleOne Web Edition, see “Managing” on page 11. If you encounter problems accessing ConsoleOne Web Edition, see “Troubleshooting” on page 15.

4 *Managing*

This chapter explains how to use ConsoleOne™ Web Edition to perform NDS™ administration tasks. If you encounter problems performing these tasks, see “Troubleshooting” on page 15. We assume that you already have sufficient NDS rights and have installed and accessed ConsoleOne Web Edition as explained in “Setting Up” on page 7.

Notes on Using ConsoleOne Web Edition

- For security purposes, if you leave your workstation unattended you should log out from ConsoleOne™ Web Edition and exit your web browser.
- When navigating in ConsoleOne Web Edition, use only the buttons in the left and right frames. Do not use the Back and Forward buttons of your web browser.
- For fields that require an NDS™ object name, type in the fully distinguished name (for example, **djones.sales.xyz_corp**) or click Search to list the objects you can select from.
- Don't enter double quote (") characters in any fields. If you enter a double quote character in a single-value field, everything after the double quote character might be discarded. If you enter a double quote character in a multivalue field, an error might occur. These problems will be fixed in a later release.
- When using Search, if you select the Search Subcontainers option, only the first 2,000 matches are returned.
- If you don't have the NDS rights specified in “Rights for ConsoleOne Web Edition Users” on page 5, your tasks will fail.
- All tasks take effect immediately in NDS and cannot be undone.
- If you leave ConsoleOne Web Edition idle for more than ten minutes, you will be prompted to log in again before continuing.

Adding and Deleting Users

Use the Create User and Delete User pages to add new user accounts and delete existing user accounts.

- When adding a new user, you must fill in all the fields. The user will be given a null (empty) password automatically. (You can change the password using the Set Password page.)
- If you don't have the NDS™ rights specified in “Rights for ConsoleOne Web Edition Users” on page 5, your task will fail.

Clearing Intruder Lockouts

Use the Clear Lockout page to re-enable login for a user account that was locked due to intruder detection.

- If login was disabled for some reason other than intruder detection, performing this task will have no effect.

For example, the user account might have been disabled by an administrator or it might have an expiration date that has passed or an account balance that is depleted. In such cases, you must use NetWare® Administrator or the full ConsoleOne™ utility to re-enable login. For instructions on how to do this, refer to the online help of the utility you use.

- If you don't have the NDS™ rights specified in “Rights for ConsoleOne Web Edition Users” on page 5, this task will fail.

Disabling Login for Users

Use the Disable Account page to disable login for a user account.

- If you disable login using this page, you cannot re-enable login in ConsoleOne™ Web Edition. You must use NetWare® Administrator or the full ConsoleOne utility. For instructions on how to do this, refer to the online help of the utility you use.
- If you don't have the NDS™ rights specified in “Rights for ConsoleOne Web Edition Users” on page 5, this task will fail.

Viewing or Changing Basic User Information

Use the Modify User page to view or change the User identification properties.

- You can modify but not delete the last name. It is a mandatory property of user objects.
- To view or modify user properties other than those listed on this page, use NetWare® Administrator or the full ConsoleOne™ utility.
- If you don't have the NDS™ rights specified in "Rights for ConsoleOne Web Edition Users" on page 5, this task will fail.

Changing Group Membership

Use the Edit Group Memberships page to add or delete a user's membership in one or more groups.

- You can add and delete group memberships using ConsoleOne Web Edition, but to create groups you must use NetWare® Administrator or the full ConsoleOne™ utility.
- If you don't have the NDS™ rights specified in "Rights for ConsoleOne Web Edition Users" on page 5, this task will fail.

Setting User Passwords

Use the Set Password page to set an initial login password or to change the current login password for a user.

- When you add a new user using the Create User page, a null (empty) password is created automatically. You can change the password on this page.
- To explicitly set a null (empty) password, leave both password fields blank.
- If you don't have the NDS™ rights specified in "Rights for ConsoleOne Web Edition Users" on page 5, this task will fail.

5 *Troubleshooting*

This chapter provides solutions to problems you might encounter when setting up or using ConsoleOne™ Web Edition. If this information doesn't solve your problem, you can either contact technical support or check for a ConsoleOne Web Edition update that fixes the problem.

- To get free technical support, go to support.novell.com.
- For direct, charged Novell® technical support, call 1-800-NETWARE.
- To check for ConsoleOne Web Edition updates, go to www.novell.com/products/ConsoleOne/.

Installation Fails

Possible Cause	Solution
The required web server isn't installed or is installed in a non default location.	Make sure Netscape* Enterprise (or FastTrack) Server* is installed in the default location (SYS:\Novonyx) on the NetWare® server, and then retry the ConsoleOne™ Web Edition installation.
You forgot to map a drive to the SYS volume before running the installer.	Map a drive to the SYS volume on the web server, and then make sure you choose that drive as the destination when installing ConsoleOne™ Web Edition.
You forgot to unload the web server or Java* before running the installer.	Unload both the web server (type NVXWEBDN at the server console) and Java (type JAVA -EXIT at the server console), and then retry the ConsoleOne Web Edition installation.

URL Doesn't Work

Possible Cause	Solution
The URL in the ConsoleOne Web Edition shortcut is wrong.	The URL in the ConsoleOne Web Edition shortcut is incorrect if you specified the wrong web server IP address, port number, or SSL setting during installation. Retry the installation and ensure that you specify the correct web server information on the last screen.
The servlet gateway didn't get loaded on the web server.	At the server console, type <code>MODULES NSSGC</code> to see if the servlet gateway is loaded. If it's not loaded, type <code>C1WCFG</code> at the server console to reconfigure the web server to use the servlet gateway.
The web server did not load automatically after completing ConsoleOne Web Edition installation.	At the server console, type <code>NVXWEBUP</code> to reload the web server.
The NetWare® server is down.	Restart the NetWare server and load the web server as explained above.

Link on Welcome Page Doesn't Work

Possible Cause	Solution
The welcome page was not configured properly during installation.	The link to the ConsoleOne Web Edition login page on the initial welcome page is incorrect if you specified the wrong web server IP address, port number, or SSL setting during installation. Retry the installation and ensure that you specify the correct web server information on the last screen.

"Service Not Available" Message Appears

Possible Cause	Solution
The servlet gateway of the web server is not configured to accommodate enough simultaneous users.	<ol style="list-style-type: none">1. Unload both the web server (type NVXWEBDN at the server console) and Java (type JAVA -EXIT at the server console).2. Reconfigure the servlet gateway to accommodate more users as explained in Step 9 of "Installing ConsoleOne Web Edition" on page 7.3. Restart the web server by typing C1WCFCG at the server console.

Login Fails

Possible Cause	Solution
You forgot to enter your NDS™ context as part of the user name.	Enter the fully distinguished user name, including the context. For example: djones.sales.xyz_org .

Task Fails to Complete

Possible Cause	Solution
You don't have sufficient rights to complete the task.	Make sure the user you log in as has the NDS™ rights specified for the task in "Rights for ConsoleOne Web Edition Users" on page 5.

Object Is Not Found

Possible Cause	Solution
You entered the object name incorrectly.	Make sure you enter a fully distinguished object name. For example: djones.sales.xyz_org . One easy way to do this is to use Search to return a list of objects > select the object you want from the list.

Field Isn't Wide Enough

Possible Cause	Solution
Under Netscape* Navigator*, multivalue fields are not resized correctly when you enter values in them.	Resize the ConsoleOne Web Edition window. The field should then resize correctly.

Error Entering Text or Text Is Lost

Possible Cause	Solution
You entered a double quote (") character, which is not allowed in most fields.	If you enter a double quote character in a single-value field, everything after the double quote character might be discarded. If you enter a double quote character in a multivalue field, an error might occur. These problems will be fixed in a later release. For now, don't enter double quote characters in fields.

Search Returns Too Many Objects

Possible Cause	Solution
You didn't restrict the search sufficiently.	Before clicking Search, enter a wildcard pattern in the Search For field and/or a container name in the Search From field.

Euro Currency Symbol Isn't Recognized

Possible Cause	Solution
The NetWare® server that hosts ConsoleOne™ Web Edition is running a Java* virtual machine that doesn't support the Euro currency symbol.	The Java 1.1.5 virtual machine that ships with NetWare 5 doesn't support the Euro currency symbol. To remedy this, upgrade the server to Java 1.1.7, which is available at developer.novell.com/ndk > Novell® JVM for NetWare.
