

# Novell iManage

1.0

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ADMINISTRATION GUIDE



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# About This Guide

iManage is a browser-based tool used for administering, managing, and configuring Novell® eDirectory™ objects. iManage gives you the ability to assign specific tasks or responsibilities to users and to present the user with only the tools (with the accompanying rights) necessary to perform those sets of tasks.

In NetWare® 6, you can use iManage to administer iPrint, DNS/DHCP, and Novell Licensing Services.

This guide includes the following sections:

- ♦ [Chapter 1, “Getting Started,” on page 9](#)
- ♦ [Chapter 2, “Administration Basics,” on page 11](#)
- ♦ [Chapter 3, “Configuring Role Based Services,” on page 17](#)
- ♦ [Chapter 4, “Troubleshooting,” on page 27](#)

## Documentation Conventions

In this documentation, a greater than symbol (>) is used to separate actions within a step and items in a cross-reference path.

Also, a trademark symbol (®, ™, etc.) denotes a Novell trademark. An asterisk (\*) denotes a third-party trademark.





# 1

## Getting Started

This section contains the following information:

- ♦ [“System Requirements” on page 9](#)
- ♦ [“Installing iManage” on page 9](#)
- ♦ [“Accessing iManage” on page 10](#)

### System Requirements

iManage supports the following browsers:

- ♦ Internet Explorer 5.5
- ♦ Netscape\* 4.6, 4.7, and 6.1

iManage automatically opens in Simple mode with Netscape 4.6 or 4.7. For more information, see [“Opening iManage in Simple Mode” on page 10](#).

### Installing iManage

iManage is installed automatically during the NetWare<sup>®</sup> 6 server installation. During the server installation, the schema is extended to allow for iManage’s new Role Based Services extensions.

After the installation, you should configure Role Based Services for your situation. See [“Setting Up Role Based Services” on page 21](#) for more information.

# Accessing iManage

You can open iManage in either of the following modes:

- ♦ “Opening iManage in Regular Mode” on page 10
- ♦ “Opening iManage in Simple Mode” on page 10

## Opening iManage in Regular Mode

**1** In a Web browser, enter the following in the address (URL) field:

```
https://server's_IP_address:2200/eMFrame/iManage.html
```

For example:

```
https://137.65.135.150:2200/eMFrame/iManage.html
```

**2** Log in using your username, context, password, and eDirectory tree name.

You will only have access to those features you have rights to. To have full access to all iManage features, you must log in as Supervisor of the tree.

## Opening iManage in Simple Mode

In Simple mode, iManage provides the same functionality as it does in Regular mode, but with a simpler Web interface. Simple mode can be used with screen readers, and provides accessibility features intended to accommodate persons with disabilities.

Netscape 4.6 and 4.7 automatically open iManage in Simple mode.

**1** In a Web browser, enter the following in the address (URL) field:

```
https://server's_IP_address:2200/eMFrame/Simple.html
```

For example:

```
https://137.65.135.150:2200/eMFrame/Simple.html
```

**2** Log in using your username, context, password, and eDirectory Tree name.

You will only have access to those features you have rights to. To have full access to all iManage features, you must log in as Supervisor of the tree.

# 2

## Administration Basics

This chapter explains how to perform essential tasks such as creating and deleting objects, and using the iManage search and browse features.

### In This Chapter

- ♦ “Managing User Accounts” on page 11
- ♦ “Organizing Objects into Containers” on page 12
- ♦ “Creating Group Objects” on page 14
- ♦ “Deleting Objects” on page 14
- ♦ “Browsing and Finding Objects” on page 14


## Managing User Accounts

A user account is a User object in the Novell® eDirectory™ tree. A User object specifies a user's login name and supplies other information used by eDirectory and NetWare® to control the user's access to network resources.

### In This Section

- ♦ “Creating a User Object” on page 11
- ♦ “Modifying a User Account” on page 12

## Creating a User Object

- 1 Click the Roles and Tasks button .
- 2 Click eDirectory Administration > Create Object.
- 3 Select User from the Available Classes List > click Next.

- 4 Enter a username and last name for the User object.
- 5 Specify the name and context of the container you want this User object created in.
- 6 Click OK.

## Modifying a User Account

To modify the properties of a User object you added in iManage, use ConsoleOne™. See [Managing User Accounts](#) in *ConsoleOne User Guide* for more information.

To assign roles and tasks to a User object, see [“Assigning RBS Role Membership and Scope”](#) on page 24.

## Organizing Objects into Containers

Once you are in an eDirectory tree, you can organize it by creating various types of containers and placing objects inside them. Objects in a container are automatically security equivalent to the container, so make sure you manage the container’s rights accordingly.


To modify the rights of a container object you added in iManage, use ConsoleOne. See [Administering Rights](#) in *ConsoleOne User Guide* for more information.

Below are procedures to create common container types. For information on creating container types for specific applications, see the documentation for those applications. For general eDirectory tree design considerations, see [Designing Your Novell eDirectory Network](#) in *Novell eDirectory Administration Guide*.


### In This Section

- ♦ [“Creating an Organization Object”](#) on page 12
- ♦ [“Creating an Organizational Unit Object”](#) on page 13

## Creating an Organization Object


 An Organization container object is created when you first install eDirectory on a server in your network. As the top-most container under Tree, it usually holds Organizational Unit objects and leaf objects.

Normally, the Organization object represents your company, although you can create additional Organization objects under Tree. This is typically done for networks with distinct geographical districts or for companies with separate eDirectory trees that have merged.

- 1 Click the Roles and Tasks button .
- 2 Click eDirectory Administration > Create Object.
- 3 Select Organization from the list of object types > click Next.
- 4 Specify a name and context for the Organization > click Next.
- 5 Click OK.


To assign roles and tasks to an Organization, see [“Assigning RBS Role Membership and Scope” on page 24](#).

## Creating an Organizational Unit Object

 You can create Organizational Unit (OU) container objects to subdivide your eDirectory tree. Organizational Units can be created under an Organization, Country, or another Organizational Unit object.

Often, the Organizational Unit object represents a department, which holds a set of objects that commonly need access to each other. A typical example is a set of User objects, along with the printers, volumes, and applications that those Users need.

At the highest level of Organizational Unit objects, each Organizational Unit can represent each site (separated by WAN links) in the network.

- 1 Click the Roles and Tasks button .
- 2 Click eDirectory > Create Object.
- 3 Select Organizational Unit from the list of object types > click Next.
- 4 Specify a name and context for the Organizational Unit > click Next.
- 5 Click OK.

To assign roles and tasks to an Organizational Unit, see [“Assigning RBS Role Membership and Scope” on page 24](#).

## Creating Group Objects



A Group object represents a set of User objects. You can create Group objects to help you manage sets of User objects.

While container objects let you manage all User objects in that container, Group objects are for subsets within a container or in multiple containers.

Group objects give you a way to assign roles and tasks to a number of User objects at the same time. For more information, see [“Assigning RBS Role Membership and Scope” on page 24](#).

- 1 Click the Roles and Tasks button .
- 2 Click eDirectory > Create Object.
- 3 Select Group from the list of object types > click Next.
- 4 Specify a name and context for the Group > click Next.
- 5 Click OK.

## Deleting Objects

You can't delete a container object unless you first delete all its contents.

- 1 Click the Roles and Tasks button .
- 2 Click eDirectory Administration > Delete Object.
- 3 Specify the name and context of object you want to delete.
- 4 Click OK.

## Browsing and Finding Objects


The eDirectory Object Selector page lets you search or browse for objects. In most entry fields in iManage, you can enter an object name and context, or you can click the Object Selector button to search or browse for the object you want. Selecting an object in the eDirectory Object Selector page inserts the object and the object's context into the entry field.



Use the techniques described below to locate the specific objects you want to manage.

## In This Section


- ♦ “Using Browse” on page 15
- ♦ “Using Search” on page 15

## Using Browse

- 1 Click the Object Selector button .
- 2 Use the following options to browse for an object:

Option	Description
	Lets you move down one level in the tree.
	Lets you move up one level in the tree.
Look In	Lets you enter the name of the container whose contents you want to view.  To use this option, enter the name of the object you want > click Browse.
Look for Name	Lets you enter the name of an object.  You can use * as a wildcard character in this field. For example, g* finds all objects starting with g, such as Germany or Greg, and *te finds all entries ending in te, such as Kate or Corporate.  To use this option, enter the name you want > click Browse.

## Using Search

- 1 Click the Object Selector button .
- 2 Click Search.
- 3 In the Start Search In field, enter the name of the container you want to search in.

Click Search Sub-containers to include all subcontainers located within the current container in the search.

**4** In the Search For Name field, enter the name of the object you want to search for.

You can use \* as a wildcard character in this field. For example, g\* finds all objects starting with g, such as Germany or Greg, and \*te finds all entries ending in te, such as Kate or Corporate.

**5** Click Search.



# 3

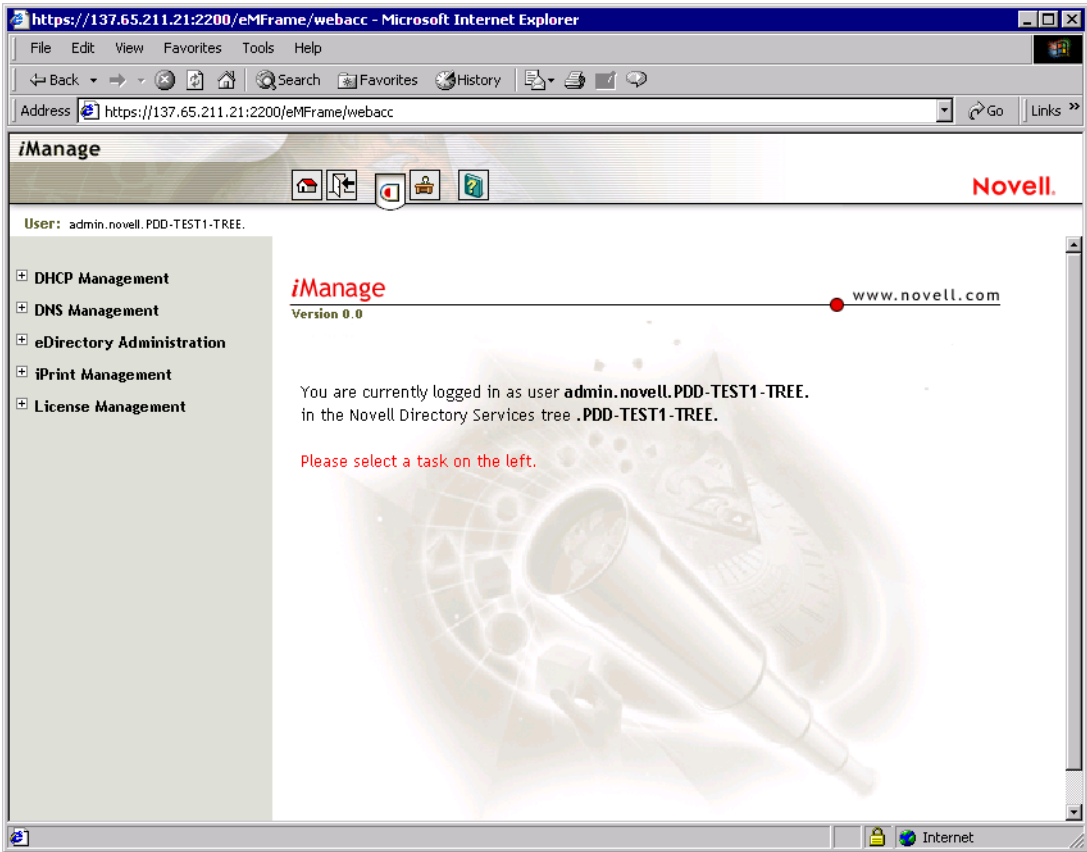
## Configuring Role Based Services

iManage gives you the ability to assign specific tasks or responsibilities to users and to present the user with only the tools (with the accompanying rights) necessary to perform those sets of tasks.

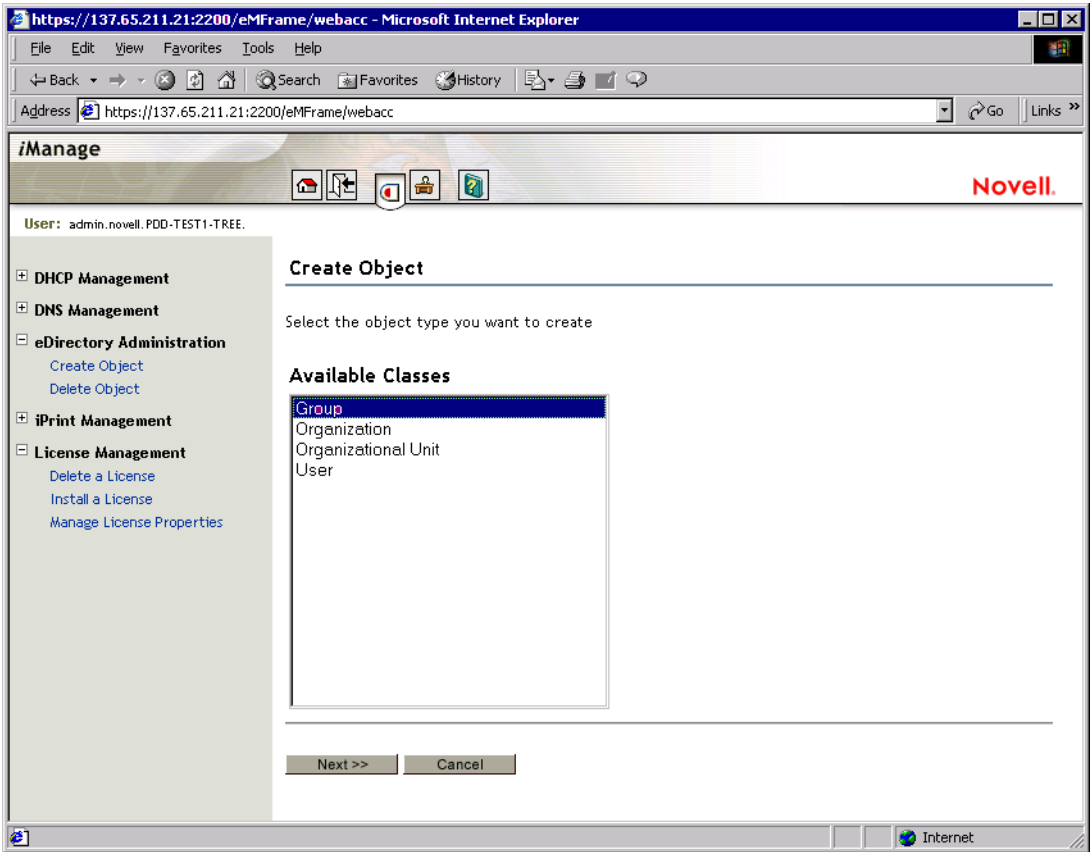
Role Based Services (RBS) gives you a way to focus the user on a specified set of tasks and objects as determined by their roles. What users see when they access iManage is based on their role assignments in Novell® eDirectory™. Only the tasks assigned to that user are displayed. The user does not need to browse the tree to find an object to administer; the plug-in for that task presents the necessary tools and interface to perform the task.

You can assign multiple roles to a single user. You can also assign the same role to multiple users.

When a user accesses iManage and successfully logs in, the following page is displayed:







On the left, a list of available roles and tasks that the user has access to is displayed. As the user selects a task on the left, the tools necessary to execute the task are displayed on the right.



**NOTE:** The roles and tasks will vary depending on the tree and the user.

Role Based Services is represented by objects defined in eDirectory. The base eDirectory schema has been extended to accommodate this information. The new object types are listed in the following table:

Object	Description
 rbsCollection	A container object that holds all RBS role and task objects.
 rbsRole	Specifies the tasks that users (members) are authorized to perform. Defining a role includes creating an rbsRole object and specifying the tasks that the role can perform.  rbsRoles can only be created in an rbsCollection container.
 rbsTask	Represents a specific function, such as resetting login passwords.  rbsTask objects are located only in rbsModule containers.
rbsScope	Represents the context in the tree where a role will be performed, and is associated with rbsRole objects.  This object is dynamically created when needed, then automatically deleted when no longer needed.  <b>WARNING:</b> You should never change the configuration of an rbsScope object. Doing so will have serious consequences and could possibly break the system.
 rbsModule	Holds rbsTask objects.

### In This Chapter

- ◆ [“Setting Up Role Based Services” on page 21](#)
- ◆ [“Defining RBS Roles” on page 22](#)
- ◆ [“Assigning RBS Role Membership and Scope” on page 24](#)


# Setting Up Role Based Services

Before you can add RBS objects to your eDirectory tree, the schema of the tree must be extended to allow RBS object types, and you must create an rbsCollection container to hold all other RBS objects. Typically, the schema extension is performed automatically during the installation of NetWare® 6. However, you can complete the procedures below to ensure that your tree has the needed schema extensions, container object, and product packages.


## In This Section

- ◆ “Installing RBS Schema Extensions to Your eDirectory Tree” on page 21
- ◆ “Creating an rbsCollection Container” on page 21
- ◆ “Installing Product Packages” on page 21
- ◆ “Modifying RBS Collection Owners” on page 22


## Installing RBS Schema Extensions to Your eDirectory Tree

- 1 Click the Configure button .
- 2 Click Role Based Services Setup > Extend Schema.
- 3 Click OK to add the new Role Base Services schema extensions to the tree.

## Creating an rbsCollection Container

- 1 Click the Configure button .
- 2 Click Role Based Services Setup > Create rbsCollection.
- 3 Enter a name for the object in the Name field.
- 4 Specify a container to hold the object in the Container field.
- 5 Click OK.

## Installing Product Packages

- 1 Click the Configure button .
- 2 Click Role Based Services Setup > Install Plug-in.
- 3 Select the plug-in you want to install.


- 4 Specify an rbsCollection Container to hold the RBS objects for this plug-in.
- 5 Click OK.

## Modifying RBS Collection Owners

The user who installed the NetWare 6 server is automatically added as the owner of the first rbsCollection container at install time. For additional rbsCollection containers, the user who creates them is automatically assigned as the owner of the collection.

You can use the Modify rbsCollection Owners page in iManage to delete or change the owner of an rbsCollection container.

When you make a user an owner of an rbsCollection container, you need to grant that user the proper eDirectory rights to fully administer that container. Use ConsoleOne™ to give the new owner supervisor rights to the rbsCollection container and the objects inside the container (for example, the rbsRole and rbsTask objects). See [Administering Rights](#) in *ConsoleOne User Guide* for more information.

- 1 Click the Configure button .
- 2 Click Collection Management > Modify Owners.
- 3 Specify the name and context of the rbsCollection object you want to modify > click OK.
- 4 Add or delete users from the list of owners.
- 5 Click OK.

## Defining RBS Roles

RBS roles specify the tasks that users are authorized to perform. Defining an RBS role includes creating an rbsRole object and specifying the tasks that the role can perform and the User, Group, or container objects that can perform those tasks. In some cases, iManage plug-ins (product packages) might provide a few predefined RBS roles that you can modify.


The tasks that RBS roles can perform are exposed as rbsTask objects in your eDirectory tree. These objects are added automatically during the installation of product packages. They are organized into one or more rbsModules, which are containers that correspond to the different functional modules of the product.

For information on assigning members to a role, see [“Assigning RBS Role Membership and Scope”](#) on page 24.

### In This Section

- ♦ [“Creating an rbsRole Object”](#) on page 23
- ♦ [“Modifying the Tasks That rbsRole Objects Can Perform”](#) on page 24
- ♦ [“Deleting a Role Based Services Object”](#) on page 24



## Creating an rbsRole Object

- 1 Click the Configure button .
- 2 Click Role Management > Create Role.
- 3 Enter a name for the role in the Role Name field.
- 4 Specify an rbsCollection to hold the object in the Collection field.  
rbsRoles can be created only in an rbsCollection container.
- 5 (Optional) Enter a description for the role in the Description field.
- 6 Click Next.
- 7 Specify the tasks you want assigned to this role > click Next.
- 8 Specify the name and context of the object (a User, Group, or Container object) you want this role to be associated with > click Add.  
You can add as many Users, Groups, or Containers as you want.
- 9 Click Next > select the checkbox next to the name of the object or objects you just added.
- 10 In the Scope Name field, specify the areas of the tree where the role can be performed > click Add.  
You can assign multiple objects to the same scope, or you can assign individual scopes for each object.  
Uncheck the Inheritable check box if you want this role to be performed only in this context. If this box is checked, any containers or groups under this context will inherit the ability to perform this role.
- 11 Repeat [Step 9](#) and [Step 10](#) for each object you added in [Step 8](#).
- 12 Click Next > Done.


See [“Assigning RBS Role Membership and Scope”](#) on page 24 for information on adding members to roles.

## Modifying the Tasks That rbsRole Objects Can Perform

Each RBS role has a set of available tasks associated with it. You can choose which tasks are assigned to a particular role, adding or removing tasks as necessary.

- 1 Click the Configure button .
- 2 Click Role Management > Modify Role.
- 3 Click  in the Task column of the role you want to modify.
- 4 Add or remove tasks from the Assigned Task list.
- 5 Click OK.

## Deleting a Role Based Services Object

- 1 Click the Configure button .
- 2 Click Role Management > Delete RBS Object.
- 3 Specify the name and context of the RBS role you want to delete.
- 4 Click OK.

## Assigning RBS Role Membership and Scope

Once you have defined the RBS roles needed in your organization, you can assign members to each role. In doing so, you specify the scope in which each member can exercise the functions of the role. The scope is the location or context in the eDirectory tree where this role can be performed.

Roles can be assigned to the following objects:

- ◆ User
- ◆ Group

You can create a Group object, assign Users to the Group, then associate the Group with the role. Every User object in the Group object is then automatically associated with that role. Groups or containers in the Group object are not associated with the role, however.



- ◆ Container

Associating an Organization or Organizational Unit object with a role automatically assigns every user in those containers to the role.

With this method, there is no way to exclude specific users in those containers from the role assignment.



A member can perform multiple roles and tasks. You can also assign the same task to multiple members.

- 1** Click the Configure button .
- 2** Click Role Management > Modify Role.
- 3** Click  in the Members column of the role you want to modify.
- 4** In the Name field, specify an object name (a User, Group, or Container object) > click Add.  
  
To assign this role to multiple objects, repeat this step as many times as necessary.
- 5** In the Name column, select the check box to the left of the object you just added.  
  
To assign the same scope to multiple members, select the names of all the members you want to have this scope in the Name column.
- 6** In the Scope field, specify a scope (Organization or Organizational Unit object name and context) for a selected Name > click Add.  
  
Every object name you add must have a scope to designate the context in the tree that will be affected by that object.
- 7** Click OK.



# 4 Troubleshooting

This section contains solutions to problems you might encounter when setting up or using iManage.

## In This Chapter

- ♦ [“Associating a Role with a Scope” on page 27](#)
- ♦ [“Assigning the Tree Root as a Scope” on page 28](#)
- ♦ [“Creating Objects with European Characters” on page 28](#)
- ♦ [“Viewing and Entering Characters in Your Preferred Language” on page 29](#)
- ♦ [“Turning off Friendly HTTP Error Messages” on page 29](#)

## Associating a Role with a Scope

If you add a member to an `rbRole` object, then try to associate that role with a scope (location in the eDirectory™ tree) that does not exist, you will get an error message. Click OK to clear the error message.

In Netscape\* 6.1, clicking OK may not clear the error message. To prevent this from happening, associate roles only with existing scopes.

For more information, see [“Assigning RBS Role Membership and Scope” on page 24](#).

## Assigning the Tree Root as a Scope

When a Role Based Services rbsRole object scope is set to the tree root and DSREPAIR is run, DSREPAIR invalidates the rbsRole object and makes it unusable.

This happens only when you make the assignment to the tree root; any other scope in the tree is fine. To prevent this, do not assign the tree root as a scope.

For more information, see [Chapter 3, “Configuring Role Based Services,” on page 17](#).

## Creating Objects with European Characters

To create objects containing European characters in iManage, set your browser locale to any European language. Even if you set your locale back to English, you can now create and view objects containing European characters.

### In This Section:

- ♦ [“Setting Language Preferences in Internet Explorer” on page 28](#)
- ♦ [“Setting Language Preferences in Netscape” on page 28](#)

## Setting Language Preferences in Internet Explorer

- 1** Click Tools > Internet Options.
- 2** Click Language > Add.
- 3** Select a European language (such as Portuguese or German) > click OK.

## Setting Language Preferences in Netscape

- 1** Click Edit > Preferences.
- 2** Click Navigator > Languages > Add.
- 3** Select a European language (such as Portuguese or German) > click OK.

## Viewing and Entering Characters in Your Preferred Language

To view and input characters in your preferred language, set your language to the first language in the list of available languages. If your preferred language is not available, you will need to install it.

For more information on setting a preferred language in Netscape, see [Basic Setup Information for International Users \(http://home.netscape.com/eng/intl/basics.html#setup\)](http://home.netscape.com/eng/intl/basics.html#setup).

For more information on setting a preferred language in Internet Explorer, see [Correctly Displaying Web Pages Encoded in Any Language \(http://www.microsoft.com/windows2000/en/server/help/\)](http://www.microsoft.com/windows2000/en/server/help/) and [Specifying Another Language or Web-Page Content \(http://www.microsoft.com/windows2000/en/server/help/\)](http://www.microsoft.com/windows2000/en/server/help/).

## Turning off Friendly HTTP Error Messages

If you encounter a "Page Not Found" error while running iManage in Internet Explorer 5.5, do the following:

- 1** Make sure that you are running Internet Explorer 5.5 with Service Pack 2 installed.
- 2** In Internet Explorer, click Tools > Internet Options > Advanced.
- 3** Deselect Show Friendly HTTP Error Messages.
- 4** Click OK.

