Post-Installation Configuration for Sun Java System Portal Server Secure Remote Access 7

Beta

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Technical Note: Post-Installation Configuration for Portal Server Secure Remote Access 7

This technical note addresses the post-installation configuration issues for Sun Java™ System Portal Server Secure Remote Access (SRA) 7. The document contains a list of common issues that occur during and after the configuration of Portal Server SRA 7 and the solutions to address them.

This technical note addresses issues in the following products:

- Sun Java System Portal Server 7
- Sun Java System Portal Server Secure Remote Access 7

This technical note contains the following sections:

- "Technical Note Revision History" on page 3
- "Portal Server SRA 7 Post-Installation Configuration Issues and Solutions" on page 4
- "Known Issues and Limitations" on page 7
- "How to Report Problems and Provide Feedback" on page 7
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Technical Note Revision History

Version	Date	Description of Changes
1.0	05/15/2006	Initial release of this technical note.

Portal Server SRA 7 Post-Installation Configuration Issues and Solutions

Some error messages displayed during the installation and configuration of Portal Server SRA 7 may not allow you to install and configure the product properly.

The following are some of the configuration and installation issues:

- "Issue: Sun Java System Displays Incorrect Error Messages After Installation" on page 4
- "Issue: Does Cacao Require a Local Directory Server for Installation?" on page 5
- "Issue: How to Validate Whether Trust has Been Established Between Two Servers During the Cacao Server Certificate Exchange?" on page 5
- "Issue: Do you Require both Access Manager and Directory Server for Portal Server 7 Installation?" on page 6
- "Issue: What is the Difference Between the Profile and Instance Mentioned in the Configuration File Tokens?" on page 6
- "Issue: Reference Information for Instance Names Required During Sun Java System Installation" on page 6
- "Issue: Should Both Netlet and Rewriter Proxies be Enabled After Installing Sun Java System?" on page 6
- "Issue: How do I Access PSConsole Through the Gateway? What are the Requirements for Proper Working of Gateway, Netlet, and Proxylet?" on page 7

Issue: Sun Java System Displays Incorrect Error Messages After Installation

Solution:

When you select the Start Instance After Install check box in any of the SRA screens during installation, the configurator fails to start the portal instance after installation and the Sun Java System installer displays an error message about the configuration failure.

Check the installer logs to verify whether the configuration or the start of the portal instance failed. If the instance failed to start, then the installation and configuration of Sun Java System is correct. Now, use the `psadmin` command to start the instance manually.

Note – This incorrect display of error message is fixed in the Sun Java System 5 Portal Server SRA 7.1 release.

Issue: Does Cacao Require a Local Directory Server for Installation?

Solution:

Sun Java System Portal Server 7 uses JMX (Java Management Extensions) for management of all servers. Since Cacao is an implementation of the JMX API, it requires a Local Directory Server to run Portal Server 7.

The Cacao server stores metadata in an LDAP (Lightweight Directory Access Protocol) server and needs access to the LDAP server for starting. The gateway is deployed in the DMZ (Demilitarized Zone), and the firewall blocks LDAP access to the gateway host. As a workaround, install a local directory server in the DMZ on the gateway node. Note that the LDAP server does not include all the corporate data but only the bootstrap metadata for Cacao to start.

To install the gateway on a standalone node:

1. Install a local directory server.
2. Provide information about the local directory server or about the Portal Directory Server on the gateway screens.

Note – Sun Java System 5 Portal server SRA 7.1 release does not require a Local Directory Server in the DMZ for Cacao to start.

Issue: How to Validate Whether Trust has Been Established Between Two Servers During the Cacao Server Certificate Exchange?

Solution:

When you configure the Portal Server 7 gateway, the configurator tries to record configuration information into the LDAP server on the intranet. For this purpose, the Cacao server on the intranet connects to the Cacao server running on the Portal Server node, which copies data to the LDAP server. For this data transfer to happen, an explicit trust must be established between the Cacao servers on the intranet gateway node and the Portal Server node. Trust can be established by copying the security folder from the Cacao install on the portal node to the security folder on the Cacao install on the gateway node.

Note – The manual step to establish trust between two nodes is automated in the Sun Java System 5 Portal Server SRA 7.1 release.

Issue: Do you Require both Access Manager and Directory Server for Portal Server 7 Installation?

Solution:

Yes. Both Access Manager and Directory Server are required for a two session installation of Portal Server 7. However, you can install them in one session if the Access Manager and Directory Server reside on the same node.

Issue: What is the Difference Between the Profile and Instance Mentioned in the Configuration File Tokens?

Solution:

A profile is created in the PSConsole and includes SRA proxy server configuration information. An instance is a combination of a hostname and a profile.

EXAMPLE 1 Profile and Instance

For example, create a profile named*default*. You can create a gateway instance on host A and a netlet proxy instance on host B with the same name, *default*. Both instances use the configuration information in the profile *default*, since the name of the instance and the profile are same.

In the above scenario, it is possible to use the same profile for multiple instances of SRA proxy servers on multiple hosts.

Issue: Reference Information for Instance Names Required During Sun Java System Installation

Solution:

Use the `psadmin list-sra-instances` command to list all the known profiles along with the available instance information.

Issue: Should Both Netlet and Rewriter Proxies be Enabled After Installing Sun Java System?

Solution:

Netlet and Rewriter proxies need to be enabled with the help of PSConsole after the installation.

Successful installation and configuration of Sun Java System Portal Server SRA 7 does not mean that the gateway uses Netlet and Rewriter proxies. Manually configure the specific gateways to use the required proxies.

Issue: How do I Access PSConsole Through the Gateway? What are the Requirements for Proper Working of Gateway, Netlet, and Proxylet?

Solution:

To access PSConsole through the gateway:

1. Tag replace the request file, `enablePSConsoleFromGW.xml` with appropriate values.
2. Load the request file into the Directory Server using
   `amadmin –u <adminuser> –w <ampassword> –t enablePSConsoleFromGW.xml` command.

For gateway, netlet, and proxylet to work properly:

1. Tag replace the request file, `enableSRAforPortal.xml` with appropriate values.
2. Load the request file into the Directory Server using
   `amadmin –u <adminuser> –w <ampassword> –t enableSRAforPortal.xml` command.

Known Issues and Limitations

See the Sun Java System Portal Server 7 Release Notes at the following URL to find out about known problems:

`http://docs.sun.com`

How to Report Problems and Provide Feedback

If you have problems with Sun Java System Portal Server SRA 7, contact Sun customer support using one of the following mechanisms:

- Sun Software Support services online at
  `http://www.sun.com/service/sunone/software`.

  This site has links to the Knowledge Base, Online Support Center, and ProductTracker, as well as to maintenance programs and support contact numbers.
- The telephone dispatch number associated with your maintenance contract.

So that we can best assist you in resolving problems, please have the following information available when you contact support:

- Description of the problem, including the situation where the problem occurs and its impact on your operation
- Machine type, operating system version, and product version, including any patches and other software that might be affecting the problem
- Detailed steps on the methods you have used to reproduce the problem
- Any error logs or core dumps

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To access the following Sun resources, go to `http://www.sun.com`:

- Downloads of Sun products
- Services and solutions
- Support (including patches and updates)
- Training
- Research
- Communities (for example, Sun Developer Network)

Third-Party Web Site References

Third-party URLs are referenced in this document and provide additional, related information.

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