Getting Started

iPlanet Delegated Administrator

Getting Started

This Getting Started booklet provides a brief overview of iPlanet^{TM} Delegated Administrator 4.5. For those who will install, deploy, and manage iPlanet Delegated Administrator, you will need to read the *Deployment and Customization Guide* for complete instructions. The *Deployment and Customization Guide* is available exclusively on the iPlanet website in Acrobat PDF and HTML. It can be viewed or downloaded at the following web site:

`http://docs.iplanet.com/docs/manuals/deladmin.html`

If you are administering organizations or groups, read the chapter specific to your role in the *Deployment and Customization Guide.*

To receive explanations on how to work with a specific window when you are using iPlanet Delegated Administrator, click the Help button in that window.

Product Overview

iPlanet Delegated Administrator is a web-based directory application providing real-time, policy-driven user administration. It allows management of user information and accounts in the iPlanet Directory Server to either internal or external administrators, as well as providing user self-service, powering the foundation for Unified User Management in mission-critical, e-commerce and extranet deployments.

ISPs and ASPs can delegate the administration of users to the companies they are hosting. Enterprise extranets can delegate administration of customer information and accounts in both the B2B and B2C marketplace. Corporate intranets can also delegate the administration of employee user information.

iPlanet Delegated Administrator works in conjunction with iPlanet Directory Server 4.1x and iPlanet Web Server 4.1. iPlanet Directory Server stores user information and makes it accessible to other applications and servers. iPlanet Delegated Administrator uses the Web Server's built-in servlet engine and Java servlet APIs to pass user data between Directory Server and Web Server. iPlanet Web Server serves up customizable HTML forms that administrators can use to create or modify user entries in the directory. iPlanet Delegated Administrator provides out-of-the-box support for Netscape Messaging Server 4.

iPlanet Delegated Administrator has five levels of predefined administrator roles with a default set of permissions to make changes to user entries. Top-level Administrators have unrestricted access to data for all users in the entire organization. A Top-level Administrator can create new organizations, and then delegate user management to Organization Administrators and Top-level Help Desk Administrators. Organization Administrators can create groups and delegate user management to Help Desk Administrators and Group Administrators. End users can make some changes to their own information in the directory. An administrator's role determines the scope of changes he or she can make.

You can add additional administrative roles, remove the existing administrative roles, and change the permissions for an administrative role by customizing iPlanet Delegated Administrator. In this way, you can tailor Delegated Administrator to your organizational structure and the scope of user management you want to delegate to each administrator. This customization is done by making changes to the HTML templates, modifying the directory server Access Control Information (ACIs), and extending or changing the Java servlets.

Further, using instructions in the *Deployment and Customization Guide*, you can customize iPlanet Delegated Administrator to modify the UI look and feel, and to extend back-end functionality. The following are examples of ways you can customize iPlanet Delegated Administrator to meet your company's needs:

- Modify HTML templates to match your companies branding.

- Modify the existing HTML templates or add new HTML templates to allow the management of additional directory attributes or services.

- Extend the Java servlets to modify their functionality and how they interact with the directory.

What's New in This Release

The following features are new in iPlanet Delegated Administrator 4.5:

- Flexible Directory Information Tree (DIT) support

  The current release removes a restriction present in previous versions that required the use of a specific fixed DIT structure and attribute for the relative distinguished name of the base suffix in the directory. Delegated Admin 4.5 may now be installed against a variety of DIT structures and base suffixes including "o=", "ou=", "dc=", "l=", and "c=".

- Unlimited levels of delegated administration

  Delegation of user management can be applied to multiple sub-branches of the directory tree or within a single branch of the tree. Within a single branch of the tree, groups and sub-groups can be used to delegate management within a single people container.

- Support for Netscape Messaging Server 4

  Templates are available to support managing account options including access method (POP, IMAP, webmail), quota, vacation message, forwarding options, and end-user mailing list management. These templates are only installed when this option is chosen during installation.

- Customized administrator roles

  Added support for customized administrative roles. New roles can be built by creating new HTML templates, and modifying the Directory Server ACIs.

- Class of Service (COS)

  Supports the ability to set the value of one or more directory attributes for large sets of users with a single write to the directory (for example, "email Bronze" sets those users up with 5mb mail quota and POP only email accounts).

- Configuration options can be set on a per-Organization basis

  Many of the configuration options such as COS definitions and userid uniqueness can be set on a per-Organization (directory branch) basis.

- Improved User Interface

  New user interface includes navigation and ease-of-use enhancements.

- JPEG image support

  Capable of displaying JPEG images stored in the directory.

- Support for SiteMinder Single Sign-On

  iPlanet Delegated Administrator supports single sign-on via Netegrity SiteMinder 4.0 or higher.

- SSL encryption performance enhancement

  SSL communications are now up to 10 times faster.

The Product at a Glance

The following are available when you purchase iPlanet Delegated Administrator:

- Software
- Documentation
- Technical Support
- Training
- Professional Services

Software

iPlanet Delegated Administrator requires iPlanet Web Server 4.1 and iPlanet Directory Server 4.1x, which are included in the Delegated Administrator media kit. iPlanet Delegated Administrator comes with a limited-use license of iPlanet Web Server for use only to enable the functionality of iPlanet Delegated Administrator. For your convenience, the software for iPlanet Directory Server has also been included in the media kit, but a separate license is required.

The software may be updated periodically. The latest version of the software is available for download at the following web site:

```
http://iplanet.com/downloads/index.html
```

Documentation

Netscape and iPlanet Server Documentation

All Netscape and iPlanet server-related documentation is posted online in either HTML format, PDF format, or both, and can be found at the following web site:

```
http://docs.iplanet.com/docs/manuals/index.html
```

This page contains links to each server product's documentation page, where you will find the latest manuals and release notes.

iPlanet Delegated Administrator Documentation

Release notes containing late-breaking and important information about iPlanet Delegated Administrator are posted online and updated periodically. Read the latest release notes, provided in HTML format, before planning your installation and deployment. The release notes are available at the following web site:

`http://docs.iplanet.com/docs/manuals/deladmin.html`

The *Deployment and Customization Guide* is your main resource for

- Getting to know the iPlanet Delegated Administrator product

- Planning your iPlanet Delegated Administrator installation and deployment

- Determining what additional software you will need and how that software should be configured

- Installing and configuring the iPlanet Delegated Administrator application

- Understanding each of the roles in iPlanet Delegated Administrator as well as getting to know how users assigned to each role can carry out their duties

- Understanding what customization options are available and how to do those customizations

- Preparing information from an existing Directory Server for use with iPlanet Delegated Administrator

The *Deployment and Customization Guide* is updated periodically. Download the latest version before planning your installation and deployment, and check back periodically for additions to this guide at the following web site:

`http://docs.iplanet.com/docs/manuals/deladmin.html`

Technical Support

You can find information about the available technical support options on the maintenance card shipped in the box with this product. This information is also available online at the following web site:

`http://iplanet.com/support/index.html`

At this site, you can also find a facility for searching the Knowledge Base for troubleshooting or reference information, downloads of patches, and newsgroups specific to server products and technologies.

Training

You can find information about training for iPlanet products at the following web site:

```
http://iplanet.com/learning/index.html
```

Professional Services

iPlanet Professional Services assists customers worldwide in all phases of Internet initiatives—from strategy and planning to integration and deployment. More information about Professional Services can be obtained at the following web site:

```
http://iplanet.com/services/pro_serv/index.html
```

Deploying iPlanet Delegated Administrator

To effectively use iPlanet Delegated Administrator, you need to plan your installation and deployment. The following outline guides you through the steps of planning your installation and deployment.

1. Read the first three chapters in the *Deployment and Customization Guide,* which discuss installing and deploying iPlanet Delegated Administrator.

2. Determine what software you need to upgrade and install, and how you need to configure that software.

    ❍   Directory Server

    You need to either install or upgrade your directory server to Netscape Directory Server 4.1x.

    You need to install and configure server plug-ins to work correctly with iPlanet Delegated Administrator.

    You need to configure Directory Server to optimize its performance with iPlanet Delegated Administrator.

    For more information, see Chapter 3 "Basic Installation and Configuration," of the *Deployment and Customization Guide.*

❍ Web Server

You need to either install or upgrade to the iPlanet Web Server 4.1. iPlanet highly recommends the use of version 4.1 with Service Pack 7, although Service Packs 2 through 5 are also supported.

You also need to create a server instance.

For more information, see Chapter 3 "Basic Installation and Configuration," of the *Deployment and Customization Guide.*

3. If you will be upgrading from an existing iPlanet Delegated Administrator application, determine the steps you need to take to migrate from that version.

For more information, see Chapter 2 "Deployment Planning," of the *Deployment and Customization Guide* and create a plan to implement the steps described in that chapter.

4. If you will be adding iPlanet Delegated Administrator to an existing instance of Directory Server, determine what steps you will need to take in order to get the current instance of Directory Server to work with your new iPlanet Delegated Administrator installation.

For more information, see Chapter 2 "Deployment Planning," of the *Deployment and Customization Guide* and create a plan to implement those steps.

5. Determine how you want to customize iPlanet Delegated Administrator. Plan the process and resources necessary to make changes to the HTML templates, Directory Server, and servlets.

For more information, see the *Deployment and Customization Guide* to determine the available customization options.

6. Install iPlanet Delegated Administrator.

For more information, see Chapter 3 "Basic Installation and Configuration," of the *Deployment and Customization Guide.*

7. Take some time to get to know the product, read the documentation, and make adjustments as needed to your customization plans.

8. Deploy the product on a limited basis; customize and test it, and make any needed adjustments.

9. Deploy the product fully.