

Netscape - [EMAN User Guide Contents]

File Edit View Go Bookmarks Options Directory Window Help

Back Forward Home Reload Images Open Print Find Blog Netscape

Netsite: http://eman/EMAN/Documentation/user_guide/onramp/index.cgi

What's New? What's Cool? Destinations Net Search People Software

EMAN Documentation User Guide Site Map Glossary

User Guide OnRamp

CISCO SYSTEMS

Contents

- Overview
- QuickSteps
- Account Profiles
 - Add Account Profile
 - Delete Account Profile
 - Modify Account Profile
 - View Account Profile
- Account Resources
 - Add Account Resources
 - Delete Account Resources
 - Modify Account Resources
 - Request Account Resources
 - View Account Resources
- Administrator
 - Approve Account Request
 - Deny Account Request
- Other
 - Modify Employee Account
 - View Account Information
 - View Employee Information
- How It Works
- Related Tools

Overview

OnRamp is designed to simplify the account request and administration processes at Cisco. It provides a central access point to request and perform administration functions for various types of account requests across multiple platforms. This includes accounts for applications, hosts, databases, and responsibilities.

OnRamp handles the entire request and administration process including:

1. Requesting an Account
2. Approving an Account Request
3. Creating a Case
4. Closing out a Case
5. Account Tracking

Note: OnRamp has no historical capabilities for current configuration prior to OnRamp.

Although OnRamp handles most request and administration functions for applications and resources at Cisco there are several exceptions:

- ISSU - Another interface
- Minx
- Dial In

QuickSteps

Document Done

Does add step auto
~~modification~~ ~~page~~
alert emails?

Overview

OnRamp is designed to simplify the account request and administration process at Cisco. It provides a central access point to request and perform administration functions for various types of account requests across multiple platforms. This includes accounts for applications, hosts, databases, and responsibilities.

OnRamp handles the entire request and administration process including:

1. Requesting an Account
2. Approving an Account Request
3. Creating a Case
4. Closing out a Case
5. Account Tracking

Note: OnRamp has no historical capabilities for current configuration prior to OnRamp.

Although OnRamp handles most request and administration functions for applications and resources at Cisco there are several exceptions:

- ISSU - Another interface
- Minx
- Dial In

QuickSteps

Add Account Resources

Note: To add account resources you must be logged in as an OnRamp Administrator.

Account Resources are any requestable items that have been defined at Cisco. This includes accounts for applications, hosts, databases, and responsibilities.

These items are organized in a resource tree that is designed to show the interdependence of requestable items. The Resource Tree provides OnRamp administrators with a flexible tool to organize resources into groups and sub-groups.

To add an account resource:

1. Start at the OnRamp Administration Menu Available resources are displayed in a resource tree.
2. Select the "Create Resource Under" button next to the existing resource you would like to associate your new resource with. **See Also:** Understanding the Resource Tree. (To create a root level resource select the "Create Resource at Root Level" button at the bottom of Administration page.)
3. A new page appears where you will need to fill in some information:

- **Resource Name:** Supply a name for the resource.
- **Level:** The system automatically provides the level of the new resource.
- **Type:** Select the type of resource. Options include: Group, Host, Database, Application, Responsibility and Location. Descriptions are provided for each of these inside the application.
- **Availability:** Specify whether the resource is requestable or not. Resources are either "Requestable" - Users can submit requests for these resources or "Not Requestable" - Select this option for resources that exist, but are not yet requestable.

Note: Icons for resources that are not requestable are greyed out.

- **Available Independently:** Resources are either "Dependent on Children" or "Independent".

Example: ERP is set up in the following way. ERP, a host has a database under it. Under this database there are applications and under these applications are responsibilities. So if you want to grant someone responsibility only this would be an independent setting. This way the the person is granted responsibility under the application without getting ~~permissions~~ for the application, the database or the host. Independent resources have no dependence on parents or children.

developer level access

①

If the resource is dependent then granting a person responsibility for an applicaiton also grants them permission for the application. It is dependent on children, which means you need application object library to get that database. At the highest level it is marked as independent which means you don't need anything below it. See Also: Understanding the Resource Tree.

Note: Anything that you request at the highest level automatically implies that you have everything under it.

- **Restrict Children:** Resources have either "No Restriction" or "Limit to 1 Selected Child".
- **Approval Required:** Approval is either "Required" or "Not Required". An example of a resource where approval is not required is email.

Note: If a resource requires approval you must select at least one approver for it.

- **Support Queue:** Select a queue from the following options include: Access-AsiaPac, Access-Dial In, Access-ERP-UNIX, Access-Europe, Access-General, Access-MtngMkr, Access-NTSrvr and ES-Emailin. All account resources are associated with specific support queues which are managed by different groups within Cisco.

← can be more queues - corresponds to

- **Parent Resource:** This field identifies the parent for this resource and is assigned

Support-queue table in database.

②

Support queue should be update when new queues are added

automatically by the system. It can not be modified by the user.

- **Created By:** This field is automatically filled in by the system and identifies who created a specific resource.
- **Approver Identification:** Locate and assign approvers for a resource using the search tool provided. Constrain or sort your searches by all or part of a Username, First Name or Last Name. Assign one or more approvers to a resource by moving them from the Employee List to the Approver List with the "->" button.
- **Description:** This optional field may be used to enter in descriptive text relevant to the resource.

4. Once you have entered in all this information select the "Create Resource" button to populate the resource tree. This resource is now available for all OnRamp administrators to use.

Delete Account Resources

Note: To delete account resources you must be logged in as an OnRamp Administrator.

Account Resources are any requestable items that have been defined at Cisco. This includes accounts for applications, hosts, databases, and responsibilities. These items are organized in a resource tree that is designed to show the interdependence of requestable items.

To delete an account resource:

1. Start at the OnRamp Administration Menu. Available resources are displayed in a resource tree.
2. Select the "Delete" button next to the resource you would like to delete. **See Also:** Understanding the Resource Tree.
3. This brings up a screen with the message "Are you sure you want to delete resource 'Resource Name'". To delete this resource press the "Delete Resource" button or to escape press either the "Cancel" button or the "Back" button on your browser.

Note: Remember, when you delete a resource that has sub-branches these will all be deleted as well. Also all employees with requests for this resource will have their requests cancelled. If they have this resource already it will be disabled.

Modify Account Resources

Note: To modify account resources you must be logged in as an OnRamp Administrator.

Account Resources are any requestable items that have been defined at Cisco. This includes accounts for applications, hosts, databases, and responsibilities. These items are organized in a resource tree that is designed to show the interdependence of requestable items.

To modify an account resource:

1. Start at the OnRamp Administration Menu. Available resources are displayed in a resource tree.

2. Select the "Modify" button next to the resource you would like to modify. **See Also:** Understanding the Resource Tree.
3. A new page appears where you will need to fill in some information:

- **Resource Name:** Supply a new name for the resource.
- **Level:** The system automatically provides the level of the new resource.
- **Type:** Modify the type of resource. Options include: Group, Host, Database, Application, Responsibility and Location. Descriptions are provided for each of these inside the application.
- **Availability:** Specify whether the resource is requestable or not. Resources are either "Requestable" - Users can submit requests for these resources or "Not Requestable" - Select this option for resources that exist, but are not yet requestable.

Note: Icons for resources that are not requestable are greyed out.

- **Available Independently:** Resources are either "Dependent on Children" or "Independent".

Example: ERP is set up in the following way. ERP, a host has a database under it. Under this database there are applications and under these applications are responsibilities. So if you want to grant someone responsibility only this would be an independent setting. This way the the person is granted responsibility under the application without getting permissions for the application, the database or the host. Independent resources have no dependence on parents or children. *Same as add resource.* (4)

If the resource is dependent then granting a person responsibility for an applicaiton also grants them permission for the application. It is dependent on children, which means you need application object library to get that database. At the highest level it is marked as independent which means you don't need anything below it. **See Also:** Understanding the Resource Tree.

Note: Anything that you request at the highest level automatically implies that you have everything under it.

- **Restrict Children:** Resources have either "No Restriction" or "Limit to 1 Selected Child".
- **Approval Required:** Approval is either "Required" or "Not Required". An example of a resource where approval is not required is email.

Note: If a resource requires approval you must select at least one approver for it.

- **Support Queue:** Select a queue from the following options include: Access-AsiaPac, Access-Dial In, Access-ERP-UNIX, Access-Europe, Access-General,

Access-MtngMkr, Access-NTSrvr and ES-Emailin. All account resources are associated with specific support queues which are managed by different groups within Cisco.

- **Parent Resource:** This field identifies the parent for this resource and is assigned automatically by the system. It can not be modified by the user.
- **Created By:** This field is automatically filled in by the system and identifies who created a specific resource.
- **Approver Identification:** Locate and assign approvers for a resource using the search tool provided. Constrain or sort your searches by all or part of a Username, First Name or Last Name. Assign one or more approvers to a resource by moving them from the Employee List to the Approver List with the "->" button.
- **Description:** This optional field may be used to enter in descriptive text relevant to the resource.

4. Once you have entered in all this information select the "Modify Resource" button to populate the resource tree. This resource is now available for all OnRamp administrators to use.

View Account Resources

Account Resources are any requestable items that have been defined at Cisco. This includes accounts for applications, hosts, databases, and responsibilities. These items are organized in a resource tree that is designed to show the interdependence of requestable items.

To view an account resource:

1. Start at the OnRamp Administration Menu. Available resources are displayed in a resource tree.
2. Select the "View" button next to the resource you would like to view. **See Also:** Understanding the Resource Tree.
3. Information about the selected resource is displayed in a separate browser window. This includes:
 - **Resource name:** Name of resource
 - **Level:** Level of resource in Resource Tree. This is automatically assigned by the system.
 - **Type:** Options include: Group, Host, Database, Application, Responsibility and Location. Descriptions are provided for each of these inside the application.
 - **Availability:** Resources are either "Requestable" - Users can submit requests for these resources or "Not Requestable" - Select this option for resources that exist, but are not yet requestable.
 - **Support Queue:** Options include: Access-AsiaPac, Access-Dial In, Access-ERP-UNIX, Access-Europe, Access-General, Access-MtngMkr, Access-NTSrvr and ES-Emailin. All account resources are associated with specific support queues which are managed by different groups within Cisco.
 - **Parent Resource:** This field identifies the parent for this resource and is assigned automatically by the system. It can not be modified by the user.
 - **Created by:** Identifies resource creator. This links to the employee information page.
 - **Creation Date:** Date resource was created.

- **Approvers:** A list of one or more approvers for the resource are provided. This links to the employee information page.
- **Description:** Textual description of the resource.

Add Account Profile

Note: To add account profiles you must be logged in as an OnRamp Administrator.

Account Profiles are customized groups of account resources created by OnRamp administrators to simplify the account request process.

To add an account profile:

1. Start at the [OnRamp Administration Menu](#)
2. Select the "Add a New Profile" button under the "Available Account Profiles" sub-heading.
3. A new page appears where you will need to fill in some information:
 - **Profile Name:** Enter a name for the profile.
 - **Description:** Enter a brief textual description of the profile.
 - **Available Accounts:** Select the resources to be included in this profile by clicking the toggle button next to each desired resource. **See Also:** Understanding the Resource Tree.
4. Press the "Create Profile" button to add this profile to the list of "Available Account Profiles". When a profile is added it is viewable by all OnRamp administrators.

Delete Account Profile

Note: To delete account profiles you must be logged in as an OnRamp Administrator.

Account Profiles are customized groups of account resources created by OnRamp administrators to simplify the account request process.

To delete an account profile:

1. Start at the [OnRamp Administration Menu](#)
2. Select the "Delete" button next to the account profile you would like to delete.
3. This brings up a screen with the message "Are you sure you want to delete profile 'Profile Name'". To delete this profile press the "Delete Profile" button or to escape press the "Cancel" button or the "Back" button on your browser.
4. The deleted account profile will be removed from the list of "Available Account Profiles". Deleted account profiles affect all OnRamp administrators.

Modify Account Profile

Note: To modify account profiles you must be logged in as an OnRamp Administrator.

Account Profiles are customized groups of account resources created by OnRamp administrators to simplify the account request process.

To modify an account profile:

1. Start at the OnRamp Administration Menu
2. Select the "Modify" button next to the account profile you would like to modify.
3. A new page appears where you will need to fill in some information:
 - **Profile Name:** Enter a name for the profile.
 - **Description:** Enter a brief textual description of the profile.
 - **Available Accounts:** Select the resources to be included in this profile by clicking the toggle button next to each desired resource. **See Also:** Understanding the Resource Tree.
4. Press the "Modify Profile" button to modify this profile. When a profile is modified it affects all OnRamp administrators.

View Account Profile

Account Profiles are customized groups of account resources created by OnRamp administrators to simplify the account request process. Account Profiles can be viewed from either the administration or request modules.

To view an account profile:

1. Start at the OnRamp Administration Menu
2. Select the "View" button next to the account profile you would like to view.
3. A new page appears with information about the selected account profile:
 - **Profile Name:** Lists the name of the account profile.
 - **Created By:** Lists the creator or person who last modified a selected account profile.
 - **Creation Date:** Shows the date this profile was created or last modified.
 - **Description:** Shows any textual description provided by the creator of the account profile.
 - **Associated Resources:** Shows the resources assigned to this profile highlighted in red. The resource tree can be expanded and collapsed to show associations between different resources. **See Also:** Understanding the Resource Tree.
4. Close the browser window to return to the previous menu.

Approve Account Request

Note: To approve account requests you must be logged in as an OnRamp Administrator.

The approval menu provides a central dashboard for OnRamp account resource approvers to approve or deny resources they are responsible for. People identified as approvers are responsible for handling any approvals for a specific resource. If someone submits a request for access to a resource, the approvers will get an email saying, "Someone has asked for this resource, please go to this page and approve them".

To approve an account request:

1. Start at the [OnRamp Approval Menu](#).
2. At the very top of the page the current approver is identified.
3. The next section informs the current approver what resources you are currently listed as an approver for. In the event that the resource is a child of another resource the chain of resources for each item is provided.
4. The next section shows all requests that are currently open for this approver. The following information is provided.

- **Account Request ID:** Each OnRamp request has a unique ID.
- **Resource:** Identifies the resource being requested.
- **Account For:** Identifies who the account is for.
- **Requester:** Identifies who made the request.
- **Request Date:** Date of the request.
- **Approve:** Options include "Yes", "No", and "Hold"

5. To approve request select "Yes" next to the requests you would like approve.
6. When you are done hit the "Update Request" button. This automatically updates the database and removes the request that were approved or denied from this screen.

For info on who you're approving, click on the email hyperlink.

Note: Since multiple approvers can be associated with a specific resource this page works on a first come, first approve/deny basis. Requests that are approved or denied are removed from the request list for all approvers.

Once every 6 hours the database is checked and any pending requests that have not been responded to are sent to all approvers. Approvers can access this page at any time but are reminded every 6 hours.

New section in the admin area: Change the approvers.

I will go over this with you.

For example, if I am the approver for five different things and I left Cisco I would need to be replaced in each of these areas. This will enable an admin to type in a user ID and see all the things that a person is the approver for instead of having to change this manually for each resource.

Deny Account Request

Note: To deny account requests you must be logged in as an OnRamp Administrator.

The approval menu provides a central dashboard for OnRamp account resource approvers to approve or deny resources they are responsible for. People identified as approvers are responsible for handling any approvals for a specific resource. If someone submits a request for access to a resource, the approvers will

get an email saying, "Someone has asked for this resource, please go to this page and approve them".

To deny an account request:

1. Start at the [OnRamp Approval Menu](#).
2. At the very top of the page the current approver is identified.
3. The next section informs the current approver what resources you are currently listed as an approver for. In the event that the resource is a child of another resource the chain of resources for each item is provided.
4. The next section shows all requests that are currently open for this approver. The following information is provided.
 - **Account Request ID:** Each OnRamp request has a unique ID.
 - **Resource:** Identifies the resource being requested.
 - **Account For:** Identifies who the account is for.
 - **Requester:** Identifies who made the request.
 - **Request Date:** Date of the request.
 - **Approve:** Options include "Yes", "No", and "Hold"
5. To deny a request select "No" next to the requests you would like deny.
6. When you are done hit the "Update Request" button. This automatically updates the database and removes the request that was denied from this screen.

Note: Since multiple approvers can be associated with a specific resource this page works on a first come, first approve/deny basis. Requests that are approved or denied are removed from the request list for all approvers.

Once every 6 hours the database is checked and any pending requests that have not been responded to are sent to all approvers. Approvers can access this page at any time but are reminded every 6 hours.

Request Account Resources

Account Resources are any requestable items that have been defined at Cisco. This includes accounts for applications, hosts, databases, and responsibilities.

These items are organized in a resource tree that is designed to show the interdependence of requestable items. The Resource Tree provides OnRamp administrators with a flexible tool to organize resources into groups and sub-groups.

To request an account resource:

1. Start at the [OnRamp Request Menu](#). Select either "Basic Search" or "Advanced Search".
2. To perform a basic search select the "Basic Search" button and enter one or more Cisco userids separated by either a comma or a space in the provided box, then press the "Find Employee" button.
3. To perform an advanced search select the "Advanced Search" button and locate one or more employees using the provided search tool. Constrain or sort your searches by all or part of a

Username, First Name or Last Name. Move one or more employees from the Employee List to the Create/View Accounts For List with the "->" button.

4. The "Request Accounts" button appears at the bottom of the screen once the Create/View Accounts For" field is populated. If you are logged in as an OnRamp Administrator the Disable Accounts" button will also appear.
5. To view existing resources that are associated with any of the users you are working with select the "View Account Information" button next to the user you are interested in. Existing resources and pending requests are hilited in red. ^{et} ^{Specials} ~~Normal users are only able to see their own information where as OnRamp administrators can view everyone's information.~~ *Everyone can see everyone's info.*
6. Select the "Request Accounts" button and a new screen will appear:
 - Under the "Accounts For" sub-heading you will find the list of people this account request will apply to. Click on a username to view employee information.
 - Under the "Available Account Profiles" sub-heading you will find the existing account profiles. By default there is no account profile assigned to the current request. Apply a profile to the current request by clicking the radio button next to it. To view the contents of a profile select the "View" button next to the profile.
 - Under "Available Accounts" you will see the current resources available in the resource tree.
6. When you are ready select the "Submit Request" button.
7. The next screen provides feedback on each of the requests that were just made. In the event that a request has already been submitted for a specific resource the system will inform me on this screen.
8. Select the "Back to Main Request Page" or the "Back" button on your browser to return to the previous screen.

View Account Information

Account Resources are any requestable items that have been defined at Cisco. This includes accounts for applications, hosts, databases, and responsibilities.

These items are organized in a resource tree that is designed to show the interdependence of requestable items. The Resource Tree provides OnRamp administrators with a flexible tool to organize resources into groups and sub-groups.

To view an account information for a specific user:

1. Start at the OnRamp Request Menu. Select either "Basic Search" or "Advanced Search".
2. To perform a basic search select the "Basic Search" button and enter one or more Cisco userids separated by either a comma or a space in the provided box, then press the "Find Employee" button.
3. To perform an advanced search select the "Advanced Search" button and locate one or more employees using the provided search tool. Constrain or sort your searches by all or part of a Username, First Name or Last Name. Move one or more employees from the Employee List to the Create/View Accounts For List with the "->" button.
4. The "Request Accounts" button appears at the bottom of the screen once the Create/View Accounts For" field is populated. If you are logged in as an OnRamp Administrator the Disable Accounts" button will also appear.

5. To view existing resources that are associated with any of the users you are working with select the "View Account Information" button next to the user you are interested in. Existing resources and pending requests are hilited in red. ^{Specified} Normal users are only able to see their own information whereat ~~OnRamp administrators can view everyone's information.~~ *Everyone can see everyone's info*

Resource Tree

Collapsable books must be opened to reveal different available resources. Items are being selected and you can open up branches of the tree to see more information.

→ This exists now

An enhancement in the future is that if a user can only have one kind of resource, they will be limited to selecting only one. Users are limited to selecting one Meeting Maker account only.

Notice that there is no box above regression tester, this is because you need regression tester to get all these things above it so associating regression tester with a profile will automatically associate everything above it with this profile.

A greyed out application = one that is not requestable.

Group = Most groups are not requestable because groups are an abstract thing, a logical way of viewing some information, and you don't want something like that requestable. These are greyed out because they are not requestable.

Individual resources can be appended to or removed from an existing profile during the request process. This allows you to customize an already existing profile instead of going through and selecting resources individually. These changes do not affect the profile itself.

How It Works

OnRamp's Request, Administration and Approval functions reference the underlying EMAN database.

11.) Cron runs once a day and disable accounts for terminated employees. It also notifies onramp-support ^{of any terminated approvers.}

1. Users request resources from OnRamp's web based Request menu.
2. Requests are populated in the underlying EMAN database.
3. A cron job is run once every hour to approve requests where approval is not required. *Link to Request*
4. Requests that require approval can be approved at any time by an authorized approver for the requested resource. Approvers are automatically notified of pending requests every 6 hours.
5. Requests that are denied get filed into history and an email notification is sent to the originator of the request.
6. Another job runs once per hour looking for approved requests. It then sends out an email to create a case for each approved request. This email is received at ISSU where the email is parsed by a script on ISSU and re-directs the request to the proper support queue.
7. The person responsible for the appropriate support queue receives an approved request with all applicable information enclosed.
8. Once the accounts are created the case is closed. This information is then returned to OnRamp where the person is then marked as having specific accounts. This information can be viewed by OnRamp administrators inside OnRamp at any time.

9.) Cron runs once a week and cleans out requests that have been sitting around for more than 6 weeks with no approval.

10.) Cron runs once a day to verify that requests are getting case numbers back.

Related Tools

EMAN contains a variety of powerful tools that allow you to do various activities:

- Perform real time monitoring of devices and applications on the Cisco global network.
- Generate configuration and trending reports for various devices on the network.
- The Client Services portion of EMAN allows you to order, administer, modify and view line service, phones, calling cards, conference call, send a page, etc.
- Use the Alert Service portion of EMAN to set up paging or email notification for registered devices and applications to monitor specific performance characteristics.
- Use the Change Management portion of EMAN to schedule devices for scheduled outages.
- Perform searches based on a variety of criteria.

Path: http://eman/EMAN/Documentation/user_guide/onramp/quickstart.html

Owner: Pete Feighner, pfeighne@cisco.com

Last Modified: September 29, 1998

This is an eman-docs controlled document. Uncontrolled if printed.

Copyright © Cisco Systems, Inc. 1998

*All questions, comments, bug-reports, anything relating to
OnRamp goes to onramp-support.*