



Streamline & Structure
Standard Service Requests

GSX
SOLUTIONS

GSX 360

QUICK START GUIDE

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GSX 360 Overview

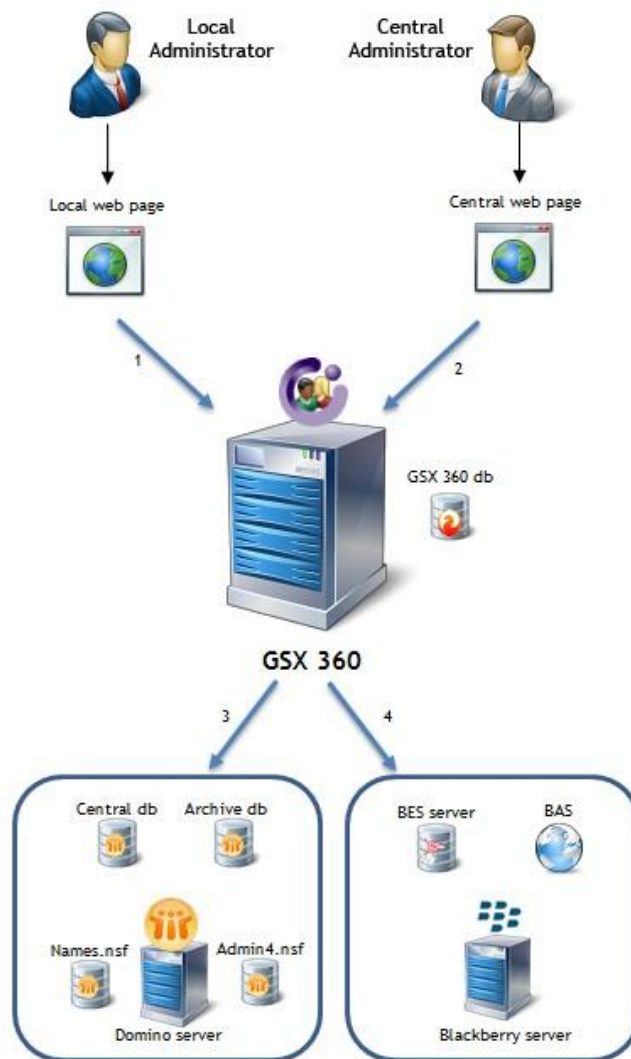
General Description

Administrators are responsible for a variety of repetitive, operational tasks that are critical to the successful operation of the company's collaborative environment. Often these tasks are perceived as routine and basic, but even a slight error can have serious consequences for customer satisfaction and productivity.

Many tasks such as creating new users, deleting users, creating a mail-in database, and wiping BES devices, require the same steps every time, and because these tasks are structured and repetitive, they can be automated.

GSX 360 allows administrators to create customized templates for each task with pre-configured content such as the home server, cluster server, access controls, and so on. These customized templates ensure that Standard Service Requests are performed quickly, securely, and consistently every time. Tasks can also be delegated to the service desk without providing administrative access.

- Eliminate errors by creating templates with pre-configured content.
- Delegate Standard Service Requests while maintaining administrative control.
- Measure and track the volume and completion time of Standard Service Requests by time period.



1. The Local Administrator creates a request. Here, for example, creating a user on Domino and BlackBerry.
2. The Central Administrator validates the request.
3. GSX 360 services process the request, starting with the Domino account.
4. Once the Domino account is created, GSX 360 services create the BlackBerry account.



At each step, Local and Central Administrators can see the request status ('Waiting for response', 'In progress', 'Completed', 'Rejected', 'Error').

To have an overview of the main tasks that can be done in GSX 360, refer to the *Icons Description* chapter of GSX 360 Documentation.

Administration Roles

Two types of users can use GSX 360:

- the Local Administrator is in charge of creating Standard Service Requests and sending them to a Central Administrator for approval. Each request can also be tracked (status, lifecycle, etc).
- the Central Administrator is in charge of managing (approving or rejecting) requests sent by the Local Administrator, managing security (administrators accounts management, profiles management), but also creating templates, etc. The Central Administrator can also check the requests statistics, and access the GSX 360 settings.

What is a Standard Service Request?

Standard Service Requests are repetitive and structured tasks

- Same steps used to process every time
- Either a right or a wrong outcome
- Can normally be completed in the same amount of time
- Can be structured, and process can be documented in detail

Examples of Standard Service requests: *Creating a user*

- Moving user(s) to another servers
- Adding a user to a group
- Assign a BES IT Policy to a user

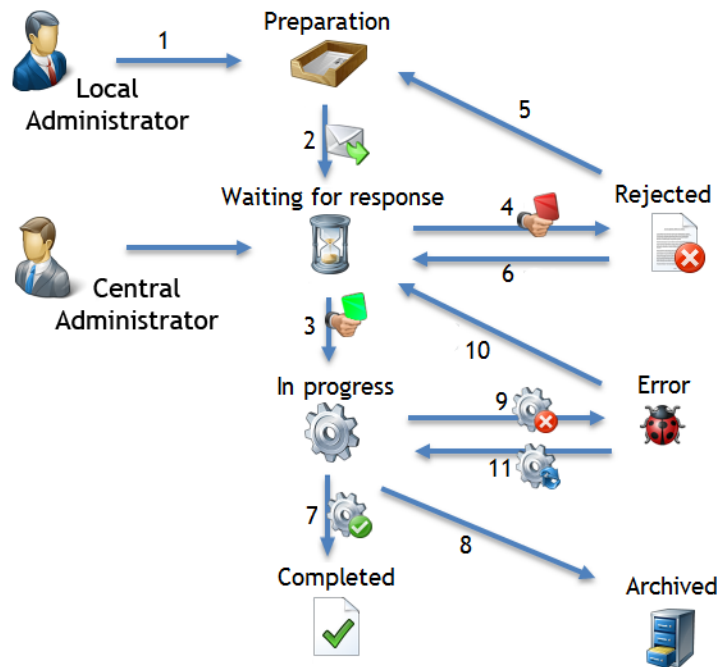
Standard Service Requests are straightforward to implement but can have serious impact in case they are not done properly.

Those repetitive tasks are critical to the smooth operations of an organization and should be delegated to a service desk for the following reasons.

- Empowering the Service Desk
- Reducing cost and time of transferring ticket
- Making faster ticket turnaround
- Security - Additional tracking and logging for account management
- First time resolution - Enable the Service desk to resolve ticket immediately
- Reduce cost, while improving security and efficiency

Standard Service Requests Lifecycle

This figure gives an overview of the Standard Service Requests lifecycle, with all possible statuses and transitions.



1. The Local Administrator creates a Standard Service Request.
2. The Local Administrator sends the request to the Central Administrator for validation.
3. The Central Administrator validates the request. The request is processed by GSX 360 services.
4. If the request is not valid, the Central Administrator can reject it. The Local Administrator then has to correct it.
5. In the case the request is rejected, the Local Administrator can move it to folder 'Preparation' and manage it later.
6. In the case the request is rejected, the Local Administrator can correct it and send it again to the Central Administrator.
7. Once the request is validated, it is processed by GSX 360 services. If it succeeds, the request goes to the 'Completed' folder.
8. When a request is completed, it is also archived.
9. If an error occurs during the execution of the request, it goes to folder 'Error'.
10. If the request is in Error, the Central Administrator can move it to folder 'Waiting for response' and manage it later.
11. If the request is in Error, the Central Administrator can correct it and execute it again.

What is a Template?

Central Administrators can create Templates.

Templates are pre-configured Standard Service Requests (i.e. *Creating a user*: populate the template with values for some critical fields such as Home Server, Certificates, Password options, etc). The local admin can then use this template to create requests and send them for approval to a Central Administrator.

Values in templates can be overwritten, allowing the Local Administrator to create Standard Service Requests very quickly thanks to pre-populated options, but to overwrite one or several settings in case the template has to be slightly modified.

To create a template, refer to the ***Templates Creation*** section of GSX 360 documentation.

What is a Profile?

GSX 360 offers the choice to create templates for multiple types of Standard Service Requests. Depending on the size, complexity and number of users, this can quickly become unmanageable.

Profiles allow to group together templates and the users that can process those templates. In profiles, you can also define (per template) whether the requests require approval, or whether advanced options are available (person creating the request, certificates, home server, etc).

To create a profile, refer to the ***Profiles Creation*** section of GSX 360 documentation.

GSX 360 Installation

Software and Hardware Requirements



Make sure there was no add-in product previously installed on the machine where the API program has to be installed. Some software replace the standard Notes components (dll files) and make them unusable to any other add-on program.

In case such a product has been previously installed, you need to delete the previous Domino installation, delete all Domino dll files and reinstall from scratch or use a clean installation.

Supported Operating Systems:

Windows 2000 Service Pack 3 or later

Supported OS Architectures:

x86 x64

Hardware Requirements:

Recommended Minimum: Pentium 2 GHz or higher with 1024 MB RAM or more

Minimum disk space: x86 - 5 GB x64 - 10 GB

Configuration Requirements:

Technology	Access required to	Level of Access Required	Access required for
Adobe Flash Player 9 or later			
Microsoft .NET Framework 2			
Web Server: <ul style="list-style-type: none"> • Cassini • Internet Information Service (IIS) 	Port XXXX		Accessing to website from another workstation
For IIS (5.0 and later): <ul style="list-style-type: none"> • Windows server 2000: 5.0 • Windows XP: 5.1 • Windows Server 2003: 6.0 • Windows Vista, Windows Server 2008: 7.0 • Windows 7, Windows Server 2008 R2: 7.5 	Workstation	<p>GSX 360 application under IIS needs to use an account/application pool who has read rights in the workstation.</p> <p>NB: List of automated checks during the install. In case these settings do not meet GSX 360 requirements, the setup prompts the user to let the setup change settings, otherwise the GSX 360 installation is aborted.</p> <p>IIS 6.0 and later: the support for ASP.Net needs to be enabled,</p> <p>IIS 7.0 and 7.5: the GSX 360 website needs to be running in an application pool with a 'Classic Managed Pipeline'</p>	The GSX 360 website process is running using this account under the GSX 360 workstation.
SMTP Server (not a prerequisite to installation)	Port XXXX		Sending email notifications

Domino Requirements:

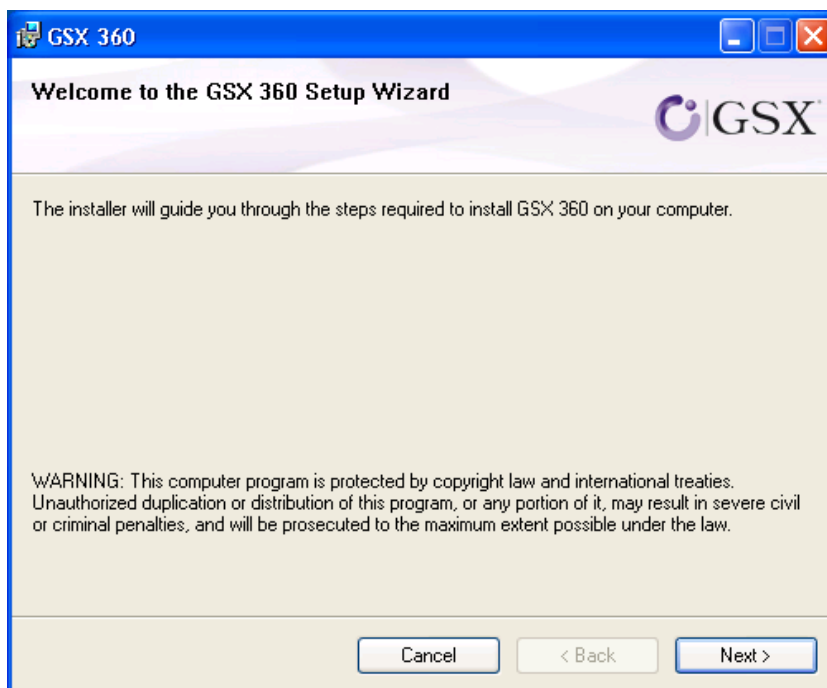
Technology	Server Version	Access required for
Domino	5.x server or later 32 bits	Processing standard request on Domino
Domino	8.5.2 server 32 bits (ID Vault integration)	Processing standard request on Domino

BES Requirements:

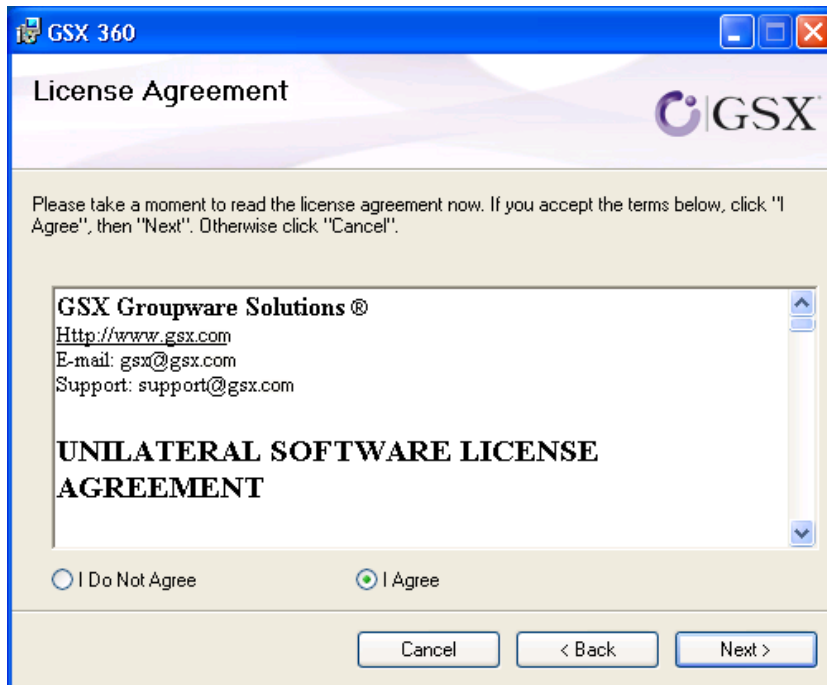
Technology	Access required to	Level of Access Required	Access required for
BES	BAS	Read / write	Processing standard request on BES 5
BES	SQL (1433 by default)	Read / write	Processing standard request on BES 4

Installing GSX 360

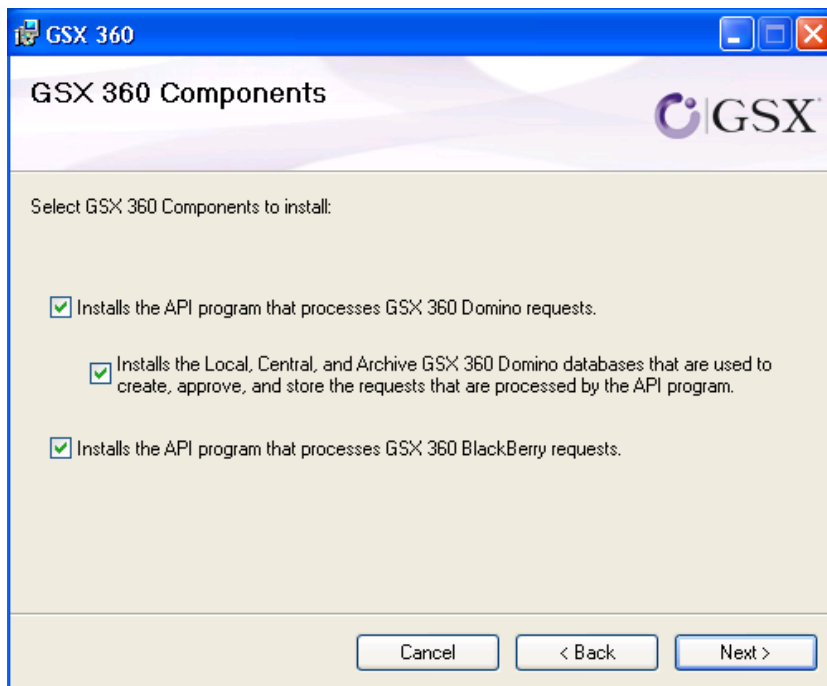
1. Launch the self-extracting program (setup.exe) and follow the instructions below:



2. Click **Next**.
3. Read and agree the license agreement:



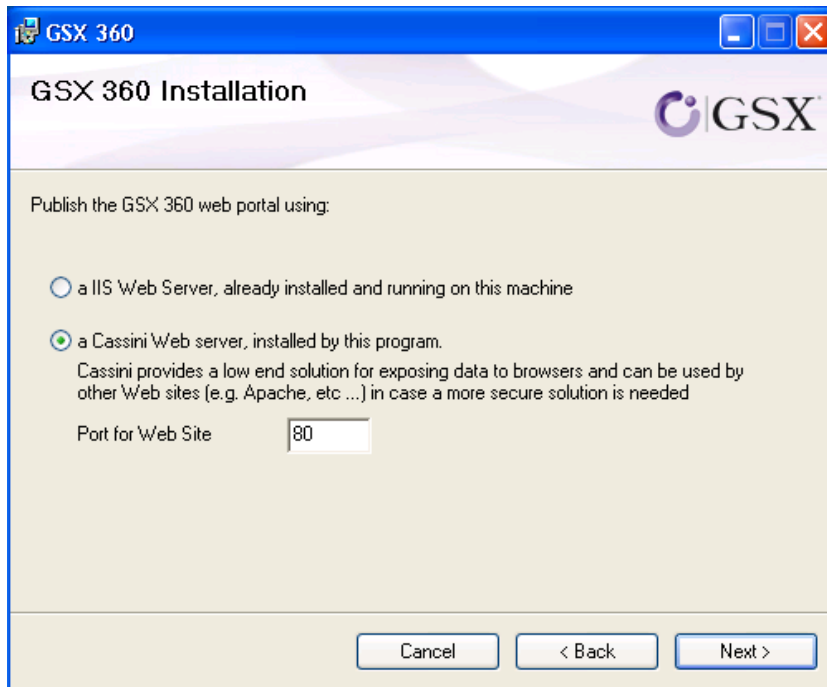
4. Click **Next**.
5. Select the GSX 360 components you want to install:
 - a. If you have a Domino environment, make sure the first and the second options are enabled.
 - b. If you have a BlackBerry environment, make sure the third option is enabled.



6. Click **Next**.

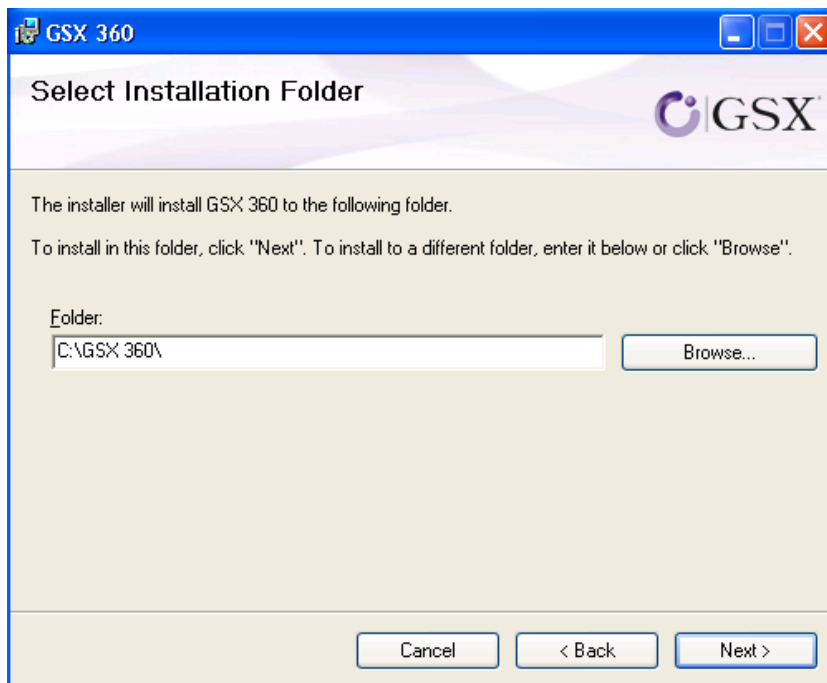
7. Choose a Web Server.

If you choose the IIS Web Server, make sure it is already installed on the system.



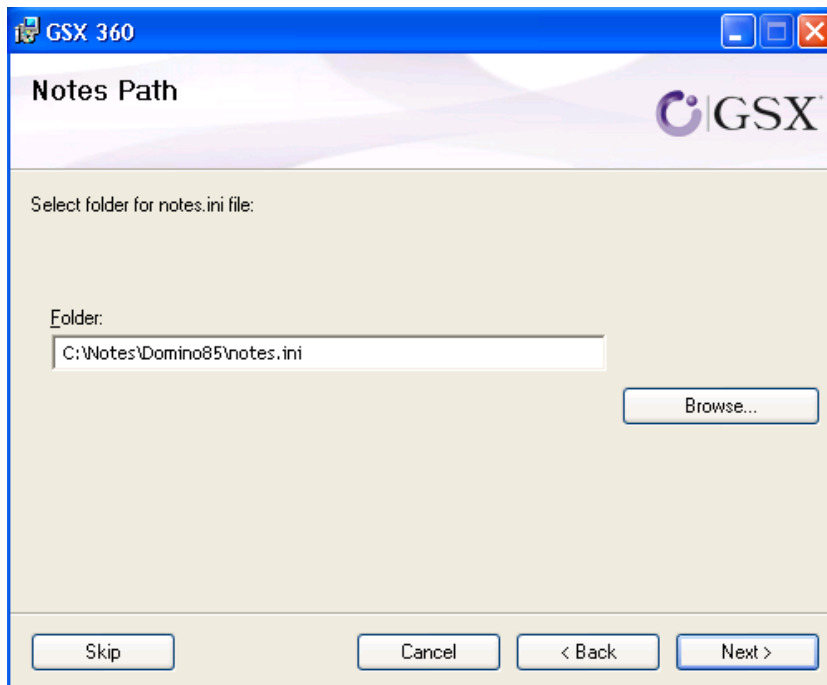
8. Click **Next**.

9. Click **Browse** if you want to change the installation folder:

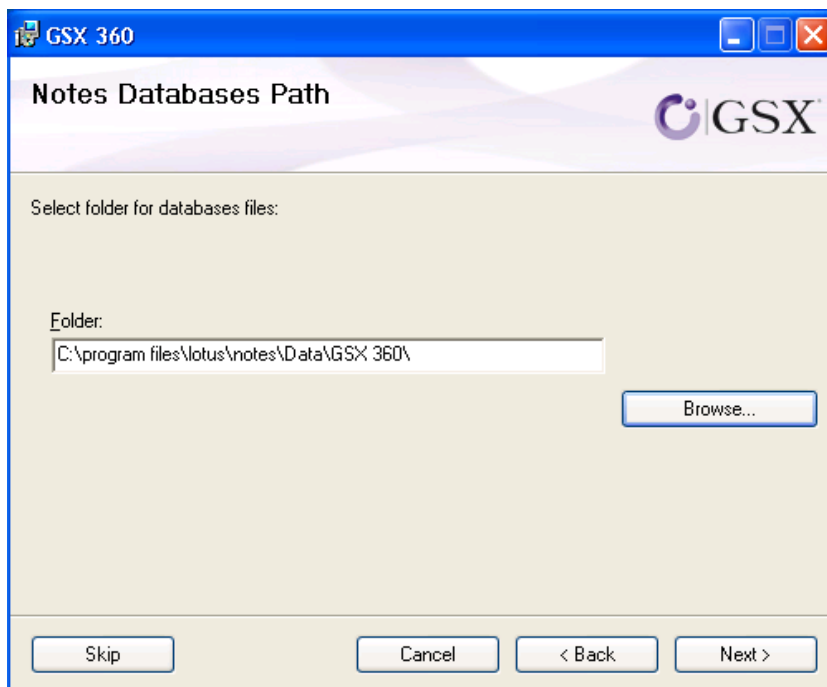


10. Click **Next**.

11. Click **Browse** to choose the Notes.ini file of the Domino server you will run the product on:



12. Click **Next**.
13. Click **Browse** to change the directory containing the central database and archive Notes database:

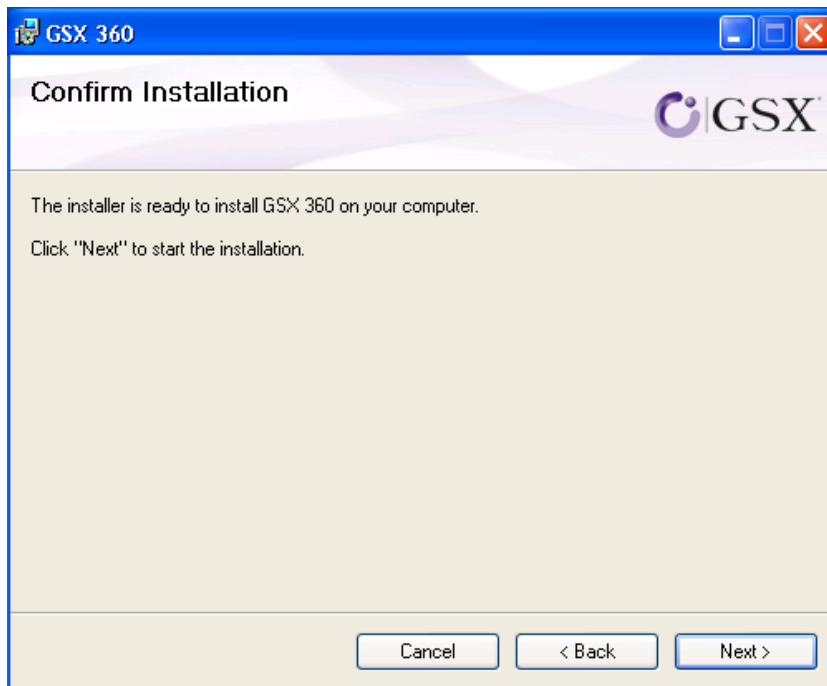




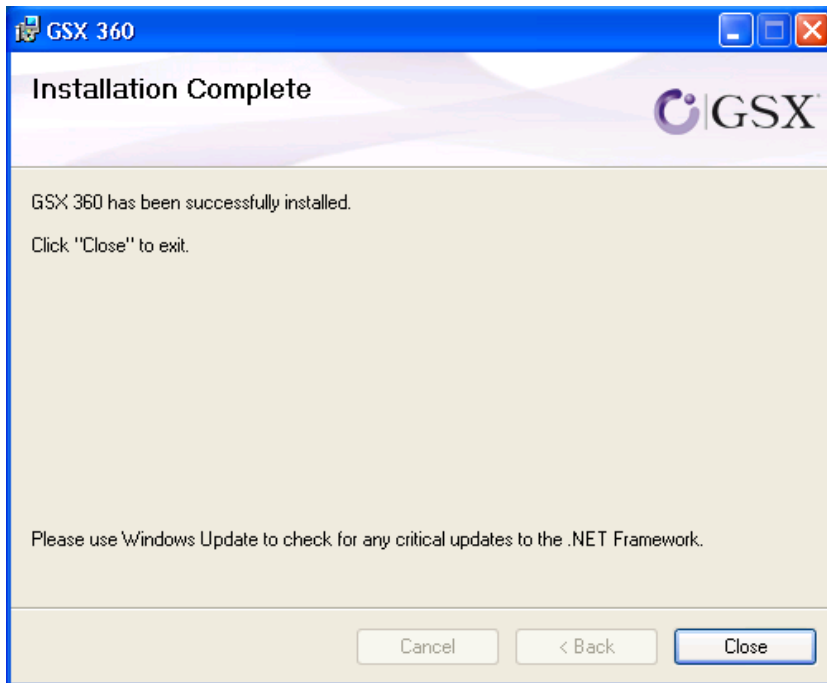
GSX 360 needs Domino databases to be installed on your Domino server to work. The databases have to be installed under the *Data* folder of the Domino server.

14. Click **Next**.

15. Click **Next** to start the installation:



When the installation is completed, the following window is displayed:



16. Click **Close**.

*Before launching GSX 360, you must configure it using the GSX 360 manager tool. Refer to the **Post-installation Configuration** chapter of *GSX 360 Documentation*.*

Post-installation Configuration

GSX 360 application must have been installed correctly.

GSX 360 Manager must be launched as an administrator to have the proper rights to manage windows services.

Before starting the configuration, make sure the "Path" Environment Variable (In System Properties) contains the path to the Domino Server and only this path (no reference to Notes client).

1. Launch GSX 360 Manager: click **Start** and go to **All Programs\GSX\GSX 360 Administrative Tools \GSX 360 Manager**).
2. Open the **Tools > Settings** menu and go to the **Domino server settings** area.
3. Enter the Domino server name (or IP) and its full canonical name (i.e. "CN=SRV001/O=GSX");

Domino server settings

Notes.ini path: [Browse](#) Path to the Notes.ini that contains an ID with enough ACLs

Domino server to use: Used to contact the server (E.g. "SRV001/GSX" or "192.168.1.10")

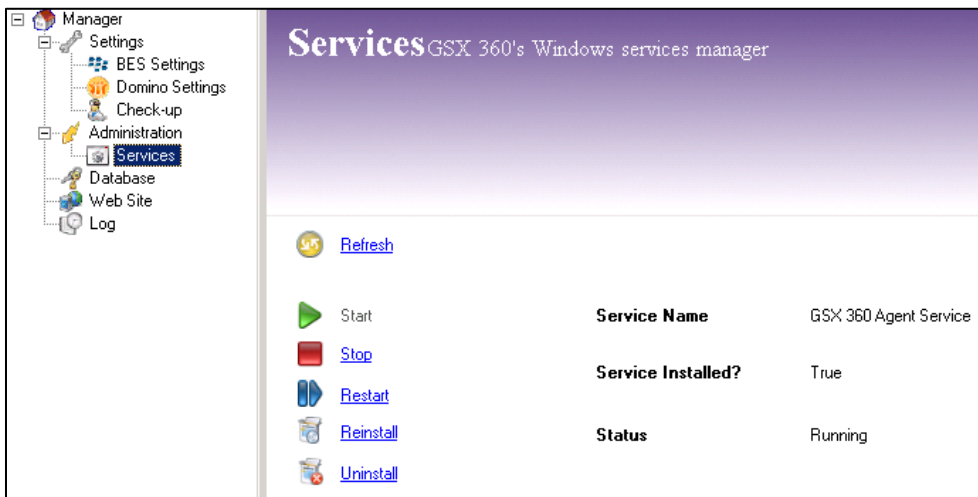
Domino server full name: The real name of the Domino server (E.g. "CN=SRV001/O=GSX")

GSX 360 database's full path: The full path of GSX 360 notes databases (E.g. "C:\Lotus\Domino\Data\GSX360\")

[Save](#)

The Notes.ini file and the GSX 360 database's full paths should already be configured (done during the installation).

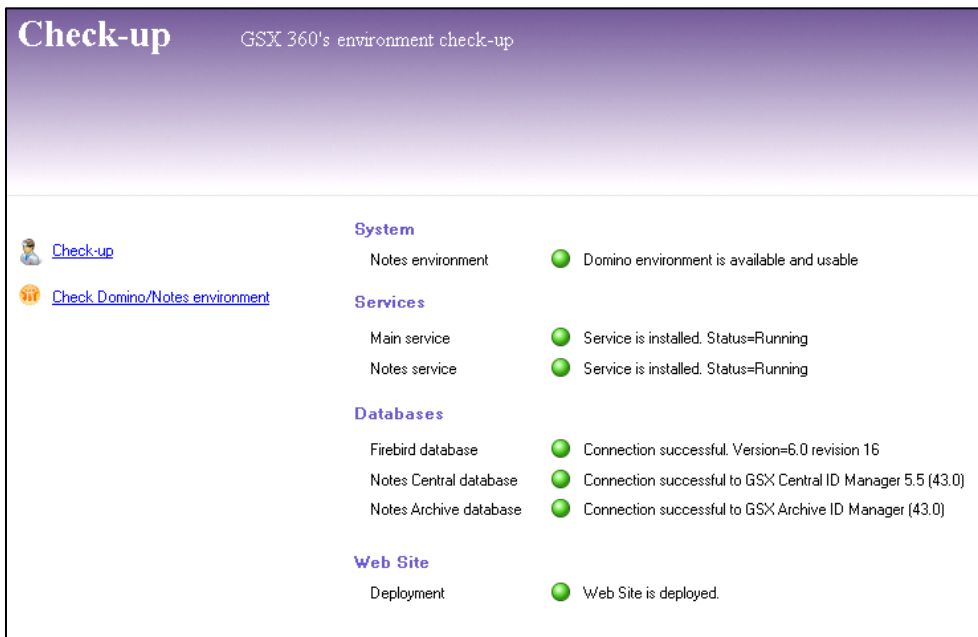
4. Click **Save**. A message is displayed asking you to restart the Agent.
5. Open the **Tools > Services** menu and click **Restart** to restart the GSX 360 Agent Service:



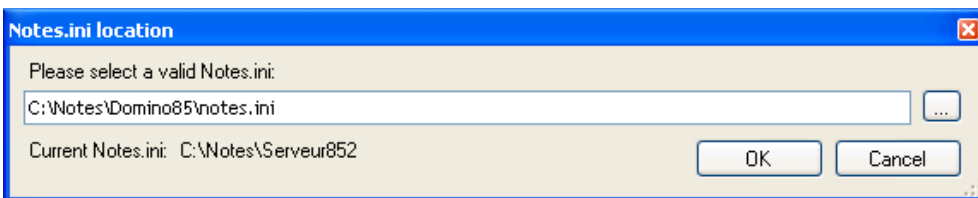
The screenshot shows the Windows Services console. The left-hand navigation pane is expanded to 'Services'. The main window displays the 'Services' for 'GSX 360's Windows services manager'. Below the title bar, there are several action buttons: Refresh, Start, Stop, Restart, Reinstall, and Uninstall. A table shows the service details:

Service Name	Service Installed?	Status
GSX 360 Agent Service	True	Running

- Open the **Tools > Check-up** menu:



- Click on **Check Domino/Notes environment**. If the *Notes.ini* file is not registered, the following window is displayed:



- Enter the path to the *Notes.ini* file and click **OK** to validate.



Enter the server password if you are asked to. Make sure that the password has been registered correctly.

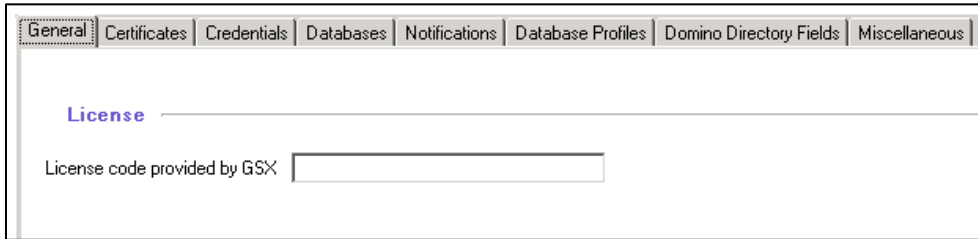
A message is displayed. If the environment is not correct, check your Domino settings again.



If an error message concerning the password associated to the notes ID is displayed, go and check the password in the .ID file declared in the SERVERKEYFILENAME entry of the Notes.ini file.

- Click on check up and make sure everything reports green. If not, check the configuration, all previous steps and take a look at the debug files (%INSTALLDIR%/BIN/DEBUG repository).
- Open the **Tools > Domino Settings** menu.

11. In the **General** tab, enter the license code provided by GSX, and click **Save**:

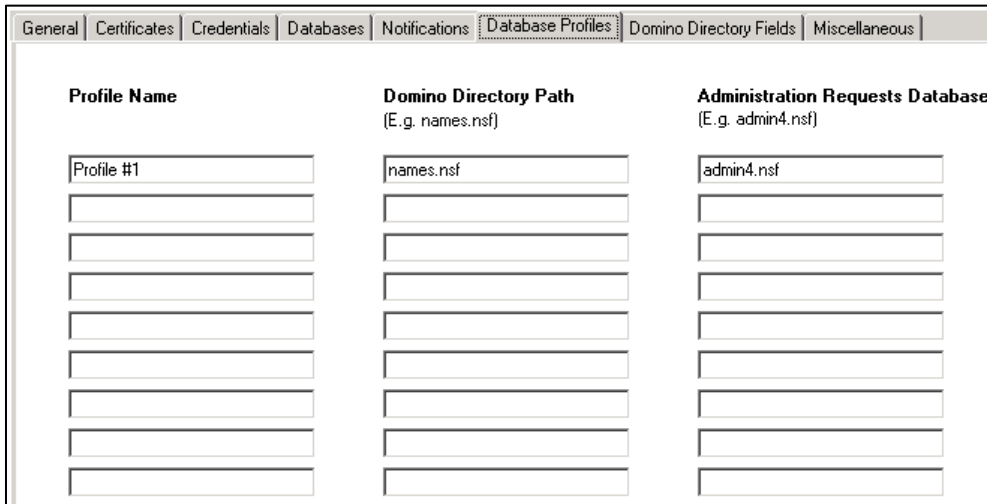


General Certificates Credentials Databases Notifications Database Profiles Domino Directory Fields Miscellaneous

License

License code provided by GSX

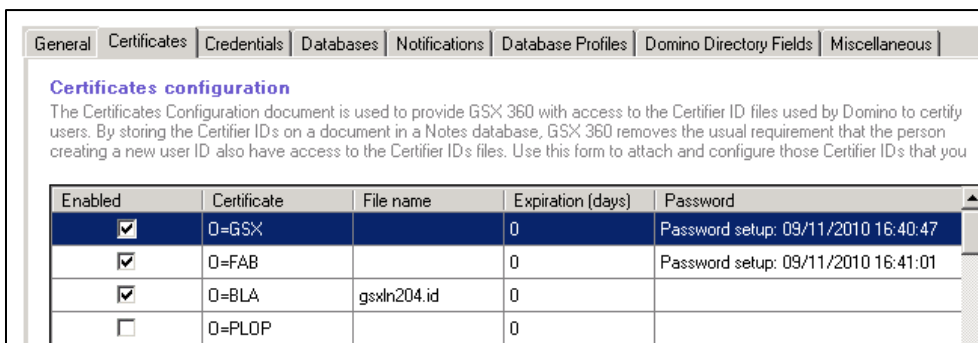
12. Go to the **Database Profiles** tab and check the pre-populated profile.



Profile Name	Domino Directory Path (E.g. names.nsf)	Administration Requests Database (E.g. admin4.nsf)
Profile #1	names.nsf	admin4.nsf
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

If you manage several Domino directories, you can configure others Database profiles (one line per profile).

13. Go to the **Certificates** tab and double-click an empty line to create a new certificate configuration:



General Certificates Credentials Databases Notifications Database Profiles Domino Directory Fields Miscellaneous

Certificates configuration

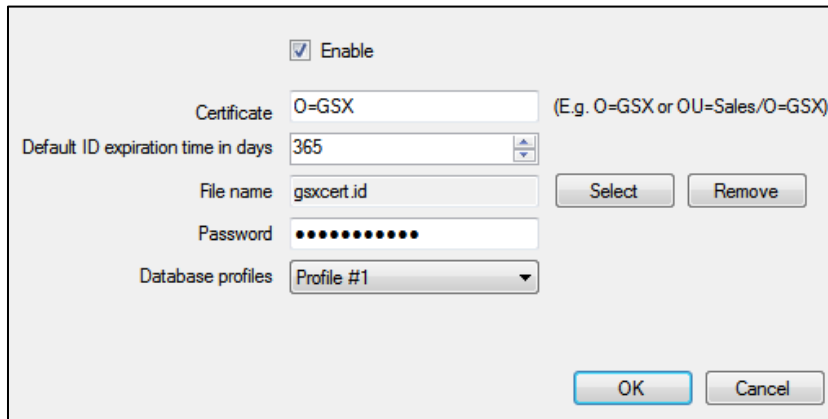
The Certificates Configuration document is used to provide GSX 360 with access to the Certifier ID files used by Domino to certify users. By storing the Certifier IDs on a document in a Notes database, GSX 360 removes the usual requirement that the person creating a new user ID also have access to the Certifier ID's files. Use this form to attach and configure those Certifier ID's that you

Enabled	Certificate	File name	Expiration (days)	Password
<input checked="" type="checkbox"/>	O=GSX		0	Password setup: 09/11/2010 16:40:47
<input checked="" type="checkbox"/>	O=FAB		0	Password setup: 09/11/2010 16:41:01
<input checked="" type="checkbox"/>	O=BLA	gsxln204.id	0	
<input type="checkbox"/>	O=PLOP		0	



Certificates are used to provide GSX 360 with access to the Certifier ID files used by Domino to certify users. By storing the Certifier IDs on a document in a Notes database, GSX 360 removes the usual requirement that the person creating a new user ID also have access to the Certifier IDs files.

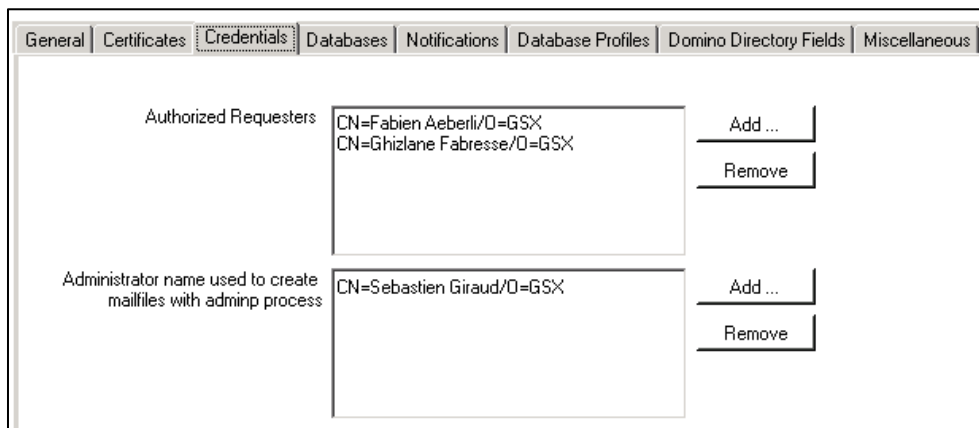
14. Configure the certificate (name, expiration, file name and password) and associate it to a database profile:



The screenshot shows a configuration dialog box for a certificate. It includes the following fields and controls:

- Enable
- Certificate: O=GSX (E.g. O=GSX or OU=Sales/O=GSX)
- Default ID expiration time in days: 365
- File name: gsxcert.id (with Select and Remove buttons)
- Password: [masked]
- Database profiles: Profile #1
- Buttons: OK, Cancel

15. Click **OK**. The certificate configuration is created.
 16. Go to the **Credentials** tab.
 17. Add **Authorized Requesters** (authorize access to the Notes database) and **Administrators** (if you create mail files with the AdminP administration process):



The screenshot shows the 'Credentials' tab in the Domino configuration console. It contains two sections:

- Authorized Requesters:** A list containing 'CN=Fabien Aeberli/O=GSX' and 'CN=Ghizlane Fabresse/O=GSX'. It has 'Add ...' and 'Remove' buttons.
- Administrator name used to create mailfiles with adminp process:** A list containing 'CN=Sebastien Giraud/O=GSX'. It has 'Add ...' and 'Remove' buttons.

The minimum Domino configuration is now done. Refer to the GSX 360 Manager section of GSX 360 Documentation (Domino Advanced Settings) if you want to go further in the Domino environment configuration.

18. Sign the Notes database.
- Open the Domino Administrator.
 - Go to the directory containing the Notes database.
 - Right-click on the database(s) and click **Sign**.
 - Choose either the **Active User's ID** or the **Active Server's ID** option. If the database are signed with the Active User's ID, then the user has to have enough rights on the NAB (Security > Programmability Restrictions).

19. Automate the launch of the GSX 360 services to process Domino Standard Requests automatically.

The GSX 360 program can be triggered manually by launching the file GSXIDMan.exe from the Explorer or automatically from a Program document. For this configuration:

- a. Create a batch file in the Notes Program directory of your server where GSX 360 software is installed.
- b. Edit this batch file and enter the path to the GSXIDMAN.exe file (example: "C:\GSX360\GSXIDMan.exe")
- c. Create a program document in the Domino Directory and set the schedule according to your needs. A minimum interval of 10 minutes is recommended to avoid any overlapping of programs.

Basics	
Program name:	gsxidman.bat
Command line:	
Server to run on:	GSXLN001/GSX
Comments:	GSX ID Manager program

20. Open the GSXIDMAN.INI file from the root directory and update the "GSX_AIDCREAT" key with the right Notes Archive database path

(example: GSX_AIDCREAT=C:\Notes\Domino85\Data\GSX360\GSXAid.nsf)

GSX 360 is ready to use. Refer to the **Foreword** chapter of GSX 360 Documentation and perform the first mandatory steps to use GSX 360.

Uninstalling GSX 360

1. From the desktop, click **Start** and open the Control Panel.
2. Click on Uninstall a program.
3. Select GSX 360 from the list and click on the Uninstall button.
4. Follow the instructions until the uninstallation is completed.



At this stage, GSX 360 is uninstalled but debug files, configuration files and databases are not deleted.

5. If you want to delete all the remaining items, you can delete the following:
 - The Cassini Web Server if you have chosen it during the installation.
 - The Firebird database server.

- On the Domino server folder: *GSX_M_ADDIN_PWD.dll*, *GSX_M_ADDIN_PWD.V_T* and *gsxidman.bat* files (if created, it is recommended to delete this .bat file).
- On the Domino server (*GSX 360\Bin\Data* folder): the Notes databases (*GSXAid.nsf*, *GSXCid.nsf* and *GSXLid.nsf* + a configuration file)
- On the Domino server (*GSX 360\Bin* folder): *GSX360.bat* file if it has been created.

GSX 360 Website

Foreword



As a Central Administrator, you have to go through the five following steps to make GSX 360 usable and to allow a Local Administrator to create Standard Service Requests.

1. [Log in the application](#)
2. [Create at least one Local Administrator account](#)
3. [Configure the categories you want to manage \(Domino, BlackBerry\)](#)
4. [Create templates](#)
5. [Create profiles](#)

When these steps are completed, the Local Administrator can [create Standard Services Requests](#).

Logging In/Out the Application

GSX 360 must be configured before you log in for the first time. Make sure all the Domino (and if necessary BlackBerry) settings are properly defined and that all leds are turned green from the Check-up screen of GSX 360 Manager tool.

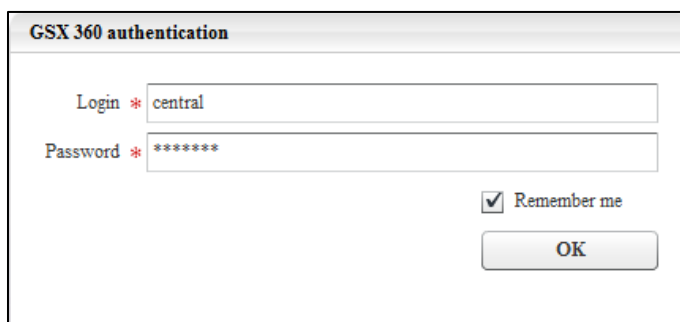
You have launched the GSX 360 program from the desktop.



If you log in for the first time, you have to use the following credentials:

- login: central
- password: central

1. Enter your login and your password:



The screenshot shows a dialog box titled "GSX 360 authentication". It contains two input fields: "Login *" with the text "central" and "Password *" with "*****". Below the password field is a checked checkbox labeled "Remember me". At the bottom right is an "OK" button.

2. Select the **Remember me** option if you do not want to enter the password each time you log in the application.
3. Click **OK**.










To create administrators accounts, refer to *Central Administrator creation* or to *Local Administrator creation* chapters of GSX 360 Documentation.

At any time, you can log out from the application by clicking **Logout** in the top-right header:




Icons description








This table lists the main tasks that can be performed in GSX 360:

Icon	Action	Local Admin	Central Admin	Chapter of GSX 360 Documentation
	Add a request	X		Creating a Request
	Refresh	X	X	
	Send the request to the Central Administrator	X		Sending the Request for Approval
	Approve and process the request		X	Approving a Request
	Reject the request		X	Rejecting a Request
	Edit the request	X	X	Editing a Request
	Display the request	X	X	


	Move the request to the folder 'Preparation'	X		
	Create mailbox		X	Creating a Mailbox
	Import request(s) from text file	X		Creating Several Requests Simultaneously
	Move the request to the folder 'Error'		X	Modifying an 'In Progress' Request
	Move the request to the trash	X	X	Deleting a Request
	Delete the request	X	X	Deleting a Request
	Empty the Trash	X	X	Deleting a Request
	Process the request again		X	Re-processing a Corrected Request
	Restore the request into its previous status	X	X	Restoring a Discarded Request
	Request summary	X	X	Tracking a Request Status and History

This table lists the Requests possible statuses:

Icon	Request Status	Local Admin	Central Admin	Chpater of GSX 360 Documentation
	Waiting for Response	X	X	

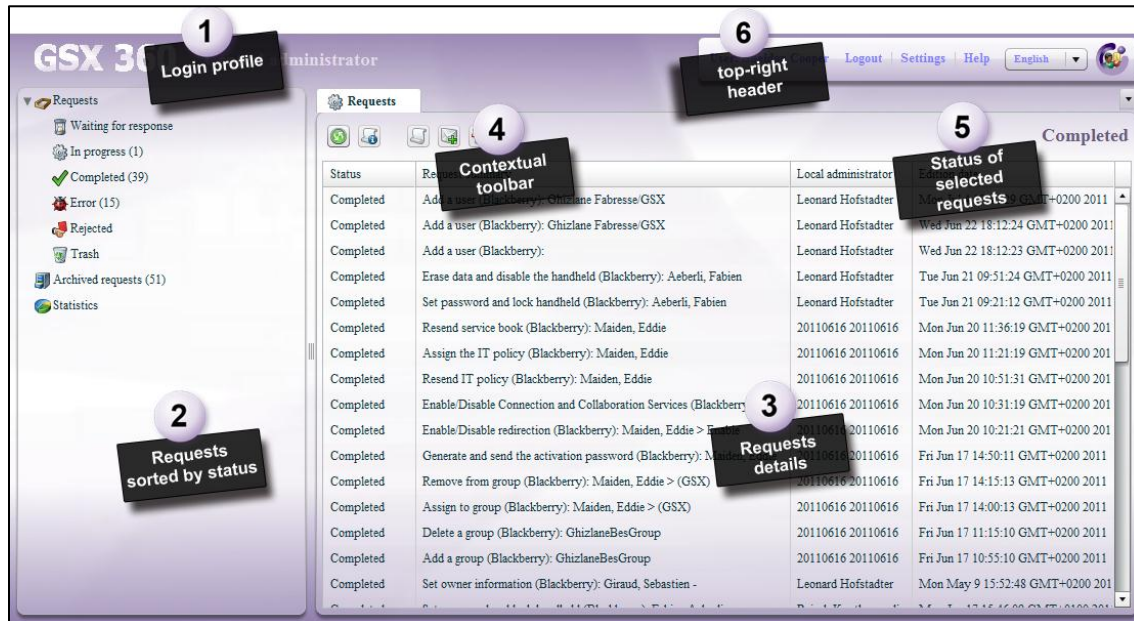
	In Progress		X	In Progress Requests
	Completed	X	X	
	Error		X	Error Requests
	Rejected	X	X	Rejected Requests
	Trash	X	X	
	Archived Requests		X	Archived Requests
	In Preparation	X		

The Central Administrators also have access to Requests statistics chart:

Icon	Request Status	Local Admin	Central Admin	Chapter of GSX 360 Documentation
	Statistics		X	Checking Statistics

Central Administrators

The Central Administrator's interface contains the following items:



- a reminder of your login profile (Local Administrator or Central Administrator) (1),
- a navigation panel (requests statuses), archived requests and statistics (2),
- the main frame displaying the requests details for the request status currently selected (3),
- a contextual toolbar displaying buttons related to the request status currently selected (4),
- a reminder of the request status currently selected (5),
- a header containing the name of the person logged in, the **Logout** button, the **Settings** button and a list of available languages for the application (6).

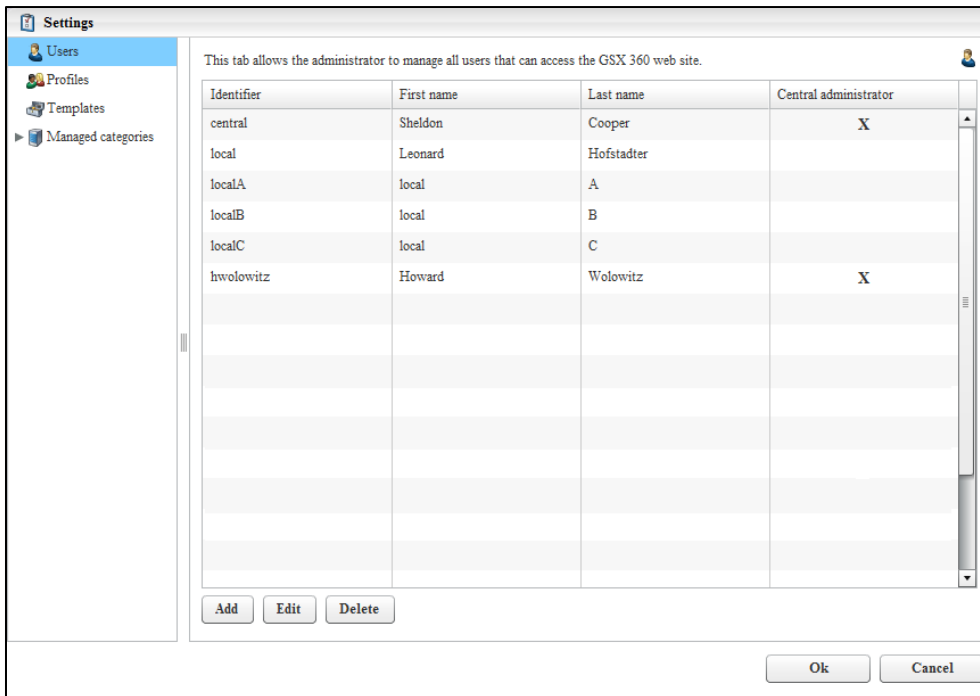
Creating a Local Administrator Account

You have to be logged as a Central Administrator.

1. Click **Settings** from the main screen:



2. Click **Add** from the **Users** list:

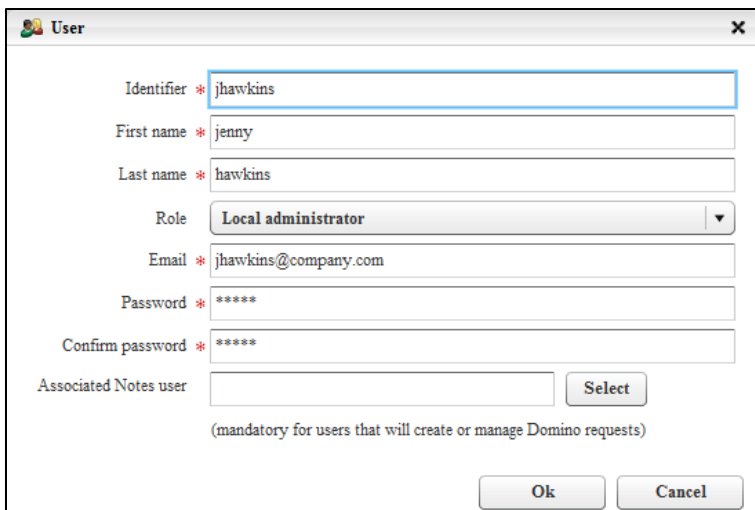


This tab allows the administrator to manage all users that can access the GSX 360 web site.

Identifier	First name	Last name	Central administrator
central	Sheldon	Cooper	X
local	Leonard	Hofstadter	
localA	local	A	
localB	local	B	
localC	local	C	
hwolowitz	Howard	Wolowitz	X

Buttons: Add, Edit, Delete, Ok, Cancel

- Fill in the form with necessary information. Mandatory items are marked by a red star:



Form fields:

- Identifier * jhawks
- First name * jenny
- Last name * hawks
- Role Local administrator
- Email * jhawks@company.com
- Password * *****
- Confirm password * *****
- Associated Notes user [] Select

(mandatory for users that will create or manage Domino requests)

Buttons: Ok, Cancel

- If you want to choose an associated Notes user, click **Select**.



This field is mandatory if the new Local Administrator has to handle Domino Standard Service Requests.

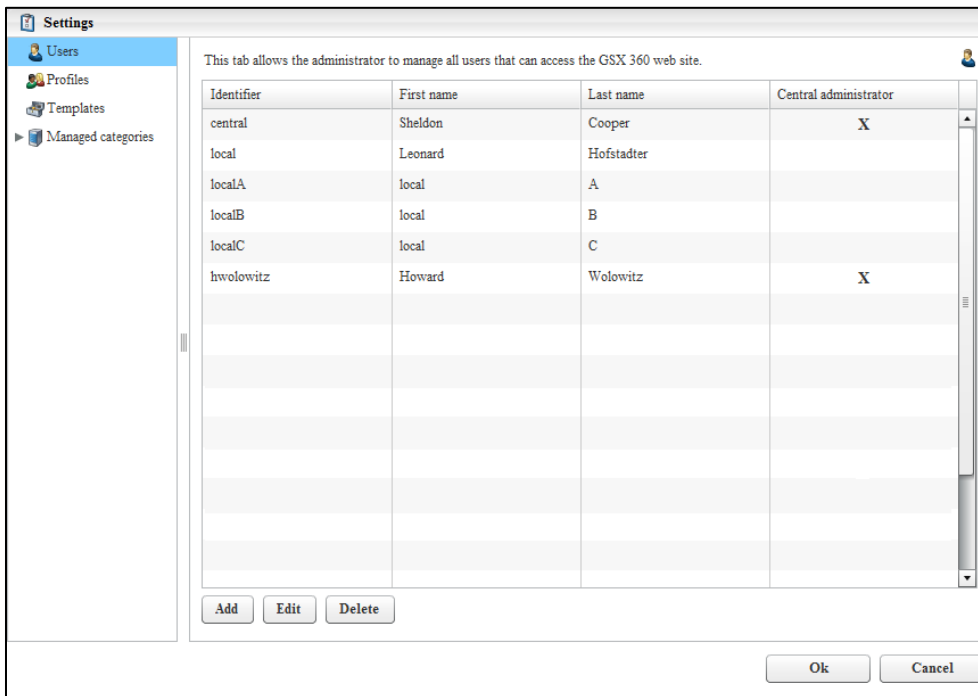
- Click **OK** to validate. The user is added to the list.

Creating a Central Administrator Account

1. Click **Settings** from the main screen:



2. Click **Add** from the **Users** list:



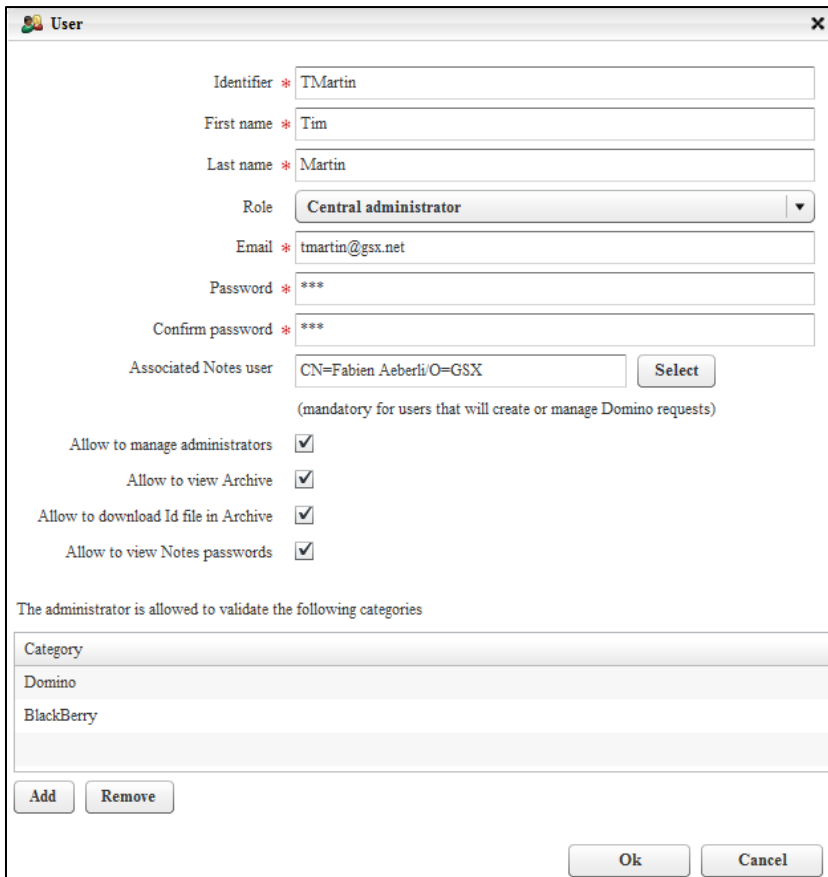
This tab allows the administrator to manage all users that can access the GSX 360 web site.

Identifier	First name	Last name	Central administrator
central	Sheldon	Cooper	X
local	Leonard	Hofstadter	
localA	local	A	
localB	local	B	
localC	local	C	
hwolowitz	Howard	Wolowitz	X

Add Edit Delete

Ok Cancel

3. Select **Central Administrator** from the **Role** dropdown list.
4. Fill in the form with necessary information. Mandatory items are marked by a red star:



User

Identifier * TMartin

First name * Tim

Last name * Martin

Role Central administrator

Email * tmartin@gsx.net

Password * ***

Confirm password * ***

Associated Notes user CN=Fabien Aeberli/O=GSX

(mandatory for users that will create or manage Domino requests)

Allow to manage administrators

Allow to view Archive

Allow to download Id file in Archive

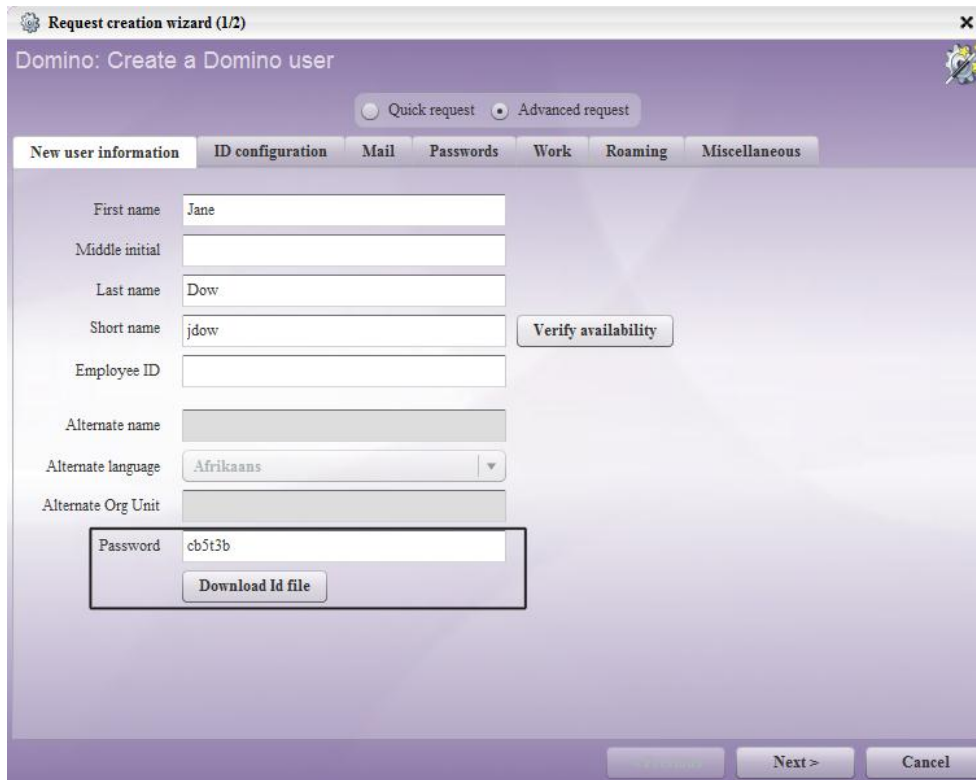
Allow to view Notes passwords

The administrator is allowed to validate the following categories

Category
Domino
BlackBerry

Central Administrators account options:

- **Allow to manage administrators:** if selected, the administrator will be able to create or to modify other administrators' accounts.
- **Allow to view archive:** if selected, the administrator will have access to archived requests.
- **Allow to download Id file in Archive:** if selected, the administrator will be able to download the ID file in archived requests (see image below).
- **Allow to view Notes passwords:** if selected, the administrator will see the characters of the password in archived requests (see image below).



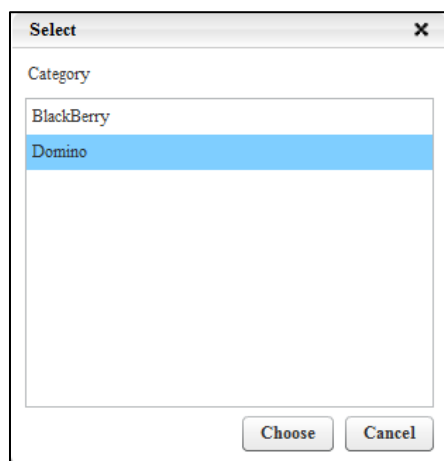
The screenshot shows a 'Request creation wizard (1/2)' window for creating a Domino user. The window has a title bar and a close button. Below the title bar, it says 'Domino: Create a Domino user'. There are two radio buttons: 'Quick request' (unselected) and 'Advanced request' (selected). Below this are several tabs: 'New user information' (selected), 'ID configuration', 'Mail', 'Passwords', 'Work', 'Roaming', and 'Miscellaneous'. The 'New user information' tab contains several input fields: 'First name' (Jane), 'Middle initial' (empty), 'Last name' (Dow), 'Short name' (jdow), 'Employee ID' (empty), 'Alternate name' (empty), 'Alternate language' (Afrikaans), and 'Alternate Org Unit' (empty). There is a 'Verify availability' button next to the 'Short name' field. A 'Password' field contains 'cb5t3b' and has a 'Download Id file' button below it. At the bottom of the window are 'Previous <', 'Next >', and 'Cancel' buttons.

5. If you want to choose an associated Notes user, click **Select**.



This field is mandatory only if the Administrator creates requests for Domino.

6. Click **Add** to select the categories that can be managed for this account.
7. Select the categories that the Central Administrator will manage and click **Choose**.



The screenshot shows a 'Select' dialog box with a close button. It contains a list box with the following categories: 'BlackBerry' and 'Domino'. The 'Domino' category is selected and highlighted in blue. At the bottom of the dialog box are 'Choose' and 'Cancel' buttons.

8. Click **OK** to validate. The user account is added to the list.

Creating a Template



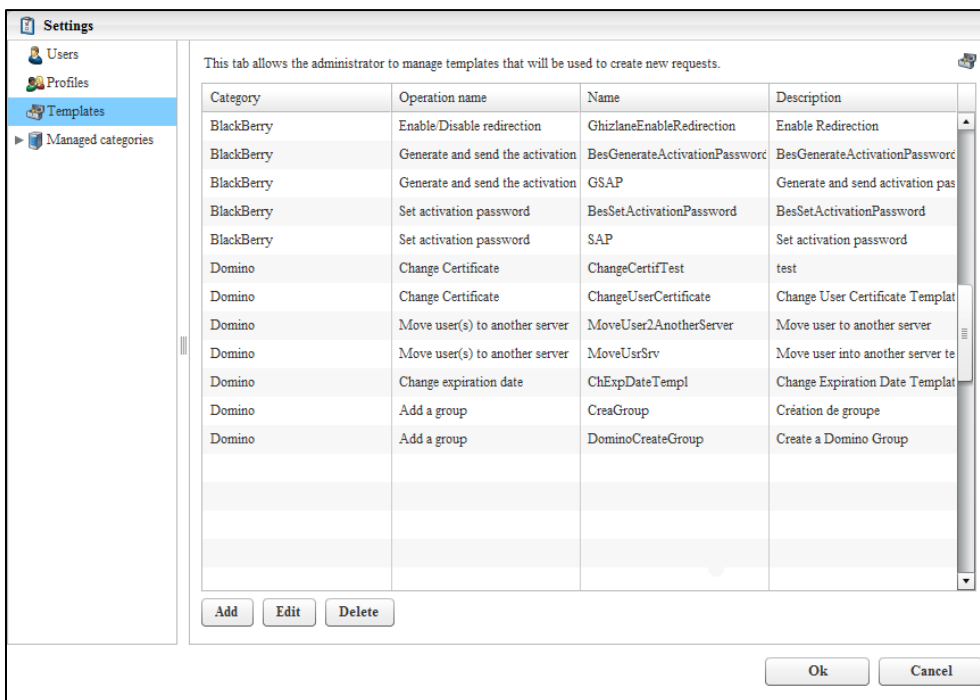
Using templates ensures requests are delivered in a consistent format.

Templates help administrators automating and speeding up request definition.

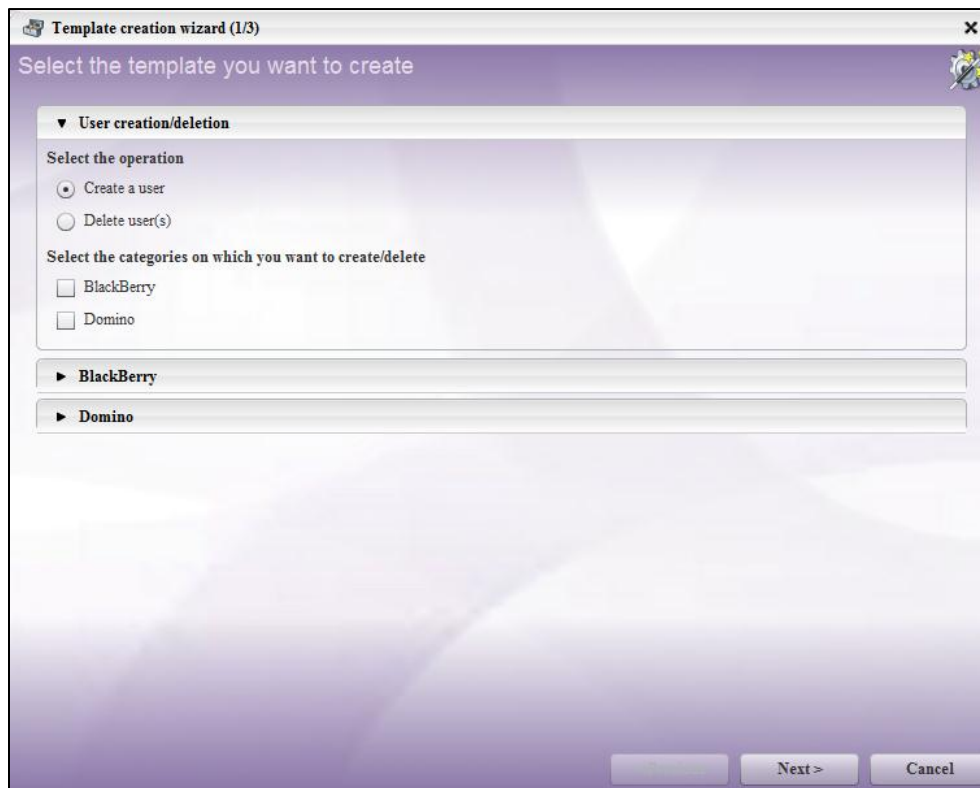
1. Click **Settings** from the main screen:



2. In the **Settings** window, select **Templates**.
3. Click **Add** from the **Templates** list:



4. Select the template you want to create:



- For user creation and user deletion, templates can be created for Domino, BlackBerry (available if the category is enabled) or both.
- You can create the Domino requests templates listed in the *Domino templates* chapter of GSX 360 Documentation.
- You can create the BlackBerry requests templates listed in the *BlackBerry templates* chapter of GSX 360 Documentation (available if the BlackBerry category is enabled. Refer to the *Managing Categories* chapter) of GSX 360 Documentation.

Creating a Profile



Creating a profile is significant. It allows to group together templates and the users that can process those templates. If a Local Administrator wants to create requests, he must be associated to a profile containing templates. If he is not, he will not see the requests corresponding to those templates in the Request creation wizard.

1. Click **Settings** from the main screen:



- **Requests with no templates:** if selected, these two requests can be created by users associated to this profile. You can also skip the approbation process for them by selecting the **Disable approve process** option.
- **Access type:** if selected, the administrators associated to this profile will be able to do an advanced Domino user creation.

You now have to assign a user or several users to this profile. Refer to the **Profiles** section of *GSX 360 Documentation*.

You can also:

- *assign a template to a profile,*
- *assign a company to a profile,*
- *assign a Domino Directory to a profile,*
- *assign a location to a profile,*
- *assign a certificate to a profile,*
- *assign a BES server to a profile.*

Local Administrator

Creating a request

The Local Administrator can create the following requests:



User creation/deletion concerns Domino, BlackBerry or both depending on the selected template.

BlackBerry Requests:

▼ BlackBerry

<p>Groups management</p> <ul style="list-style-type: none"> <input type="radio"/> Create a group <input type="radio"/> Delete group <input type="radio"/> Add user(s) to group <input type="radio"/> Remove user(s) from group <p>Service access</p> <ul style="list-style-type: none"> <input type="radio"/> Set activation password <input type="radio"/> Generate and send activation password <input type="radio"/> Enable/Disable redirection <input type="radio"/> Enable/Disable connection and collaboration services 	<p>IT Administration</p> <ul style="list-style-type: none"> <input type="radio"/> Resend IT policy <input type="radio"/> Assign IT policy <input type="radio"/> Resend service book <input type="radio"/> Set password and lock handheld <input type="radio"/> Set owner information <input type="radio"/> Erase data and disable handheld
---	---

Domino Requests:


▼ Domino

<p>Users management</p> <ul style="list-style-type: none"> <input type="radio"/> Rename user(s) <input type="radio"/> Change user(s) certificate <input type="radio"/> Change user(s) certificate expiration date <input type="radio"/> Move user(s) to another server <input type="radio"/> Update user information <p>Web users management</p> <ul style="list-style-type: none"> <input type="radio"/> Create a web user <input type="radio"/> Delete web user(s) 	<p>Groups management</p> <ul style="list-style-type: none"> <input type="radio"/> Create a group <input type="radio"/> Delete group(s) <input type="radio"/> Rename group <input type="radio"/> Add user(s) to group(s) <input type="radio"/> Remove user(s) from group(s) <p>Mail-in databases management</p> <ul style="list-style-type: none"> <input type="radio"/> Create a Mail-in database <input type="radio"/> Delete Mail-in database(s) <input type="radio"/> Rename mail-in database
---	--

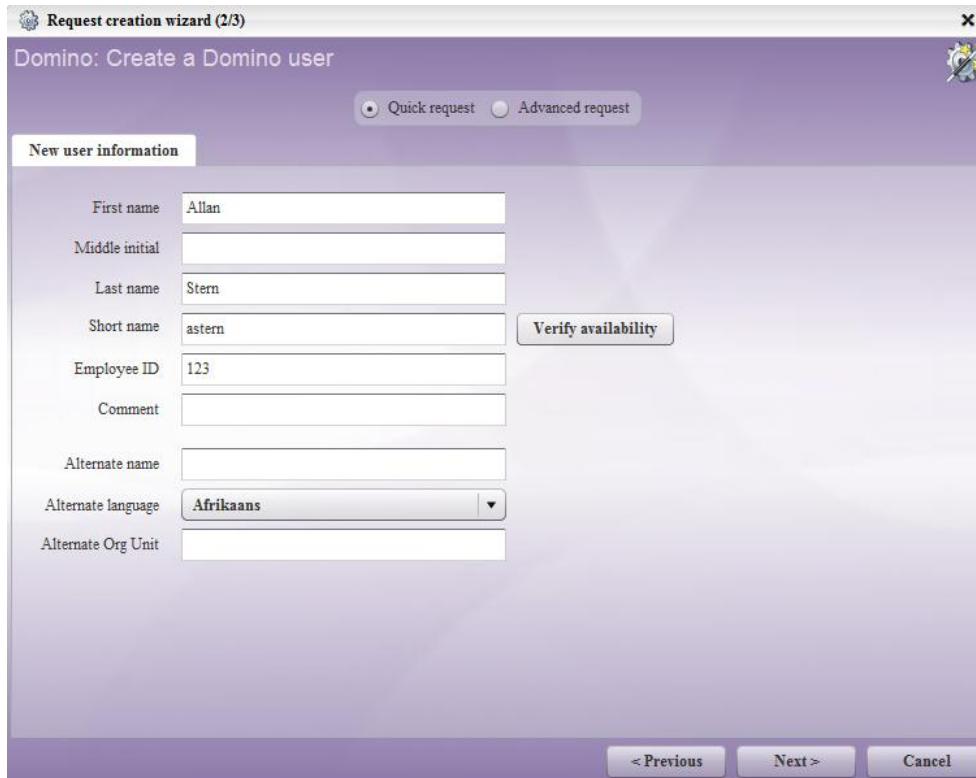
Creating a Domino User

You have to be logged as a Local Administrator.

*At least one template (for this type of request) and one profile (associated to that template and to a Local Administrator) must have been created by a Central Administrator. Refer to **Templates creation and Profiles creation** sections.*

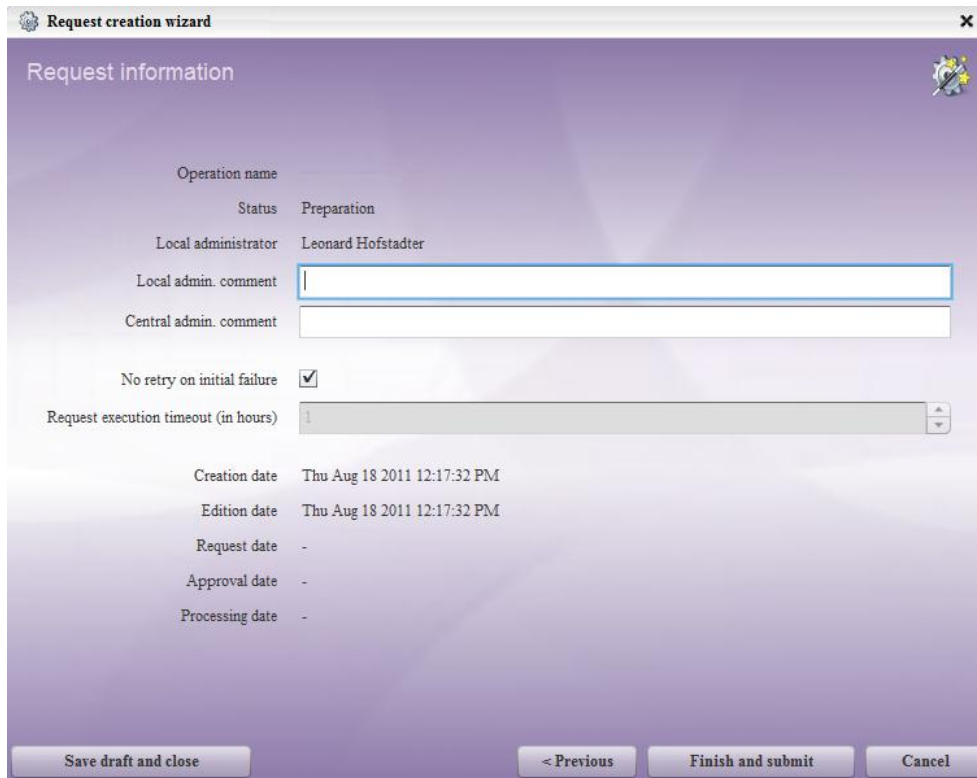
1. Click **Add a request**  from the **Preparation** panel.
2. Select the **Create a user** option from the Request creation wizard.
3. Select a template in the dropdown list and click **Next**.

4. Fill in the form with necessary information:



Local administrators can access the advanced user creation if they have access rights. Refer to the Advanced Domino User Creation procedure below.

5. Click **Next**.
6. If necessary:
 - a. Add comments to the request.
 - b. Select the **No retry on initial failure** option if you do not want the request to be processed again after a failure.
 - c. If you do not select the **No retry on failure** option, define the interval of the request execution timeout.



The image shows a 'Request creation wizard' dialog box with the following fields and options:

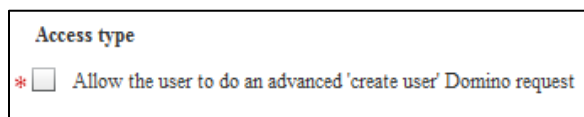
- Operation name: [Empty text box]
- Status: Preparation
- Local administrator: Leonard Hofstadter
- Local admin. comment: [Empty text box]
- Central admin. comment: [Empty text box]
- No retry on initial failure:
- Request execution timeout (in hours): 1 [Spin box]
- Creation date: Thu Aug 18 2011 12:17:32 PM
- Edition date: Thu Aug 18 2011 12:17:32 PM
- Request date: -
- Approval date: -
- Processing date: -

Buttons at the bottom: Save draft and close, < Previous, Finish and submit, Cancel

7. Click **Save draft and close** to save the request and process it later, or click **Finish and submit** to save it and send it to the Central Administrator.

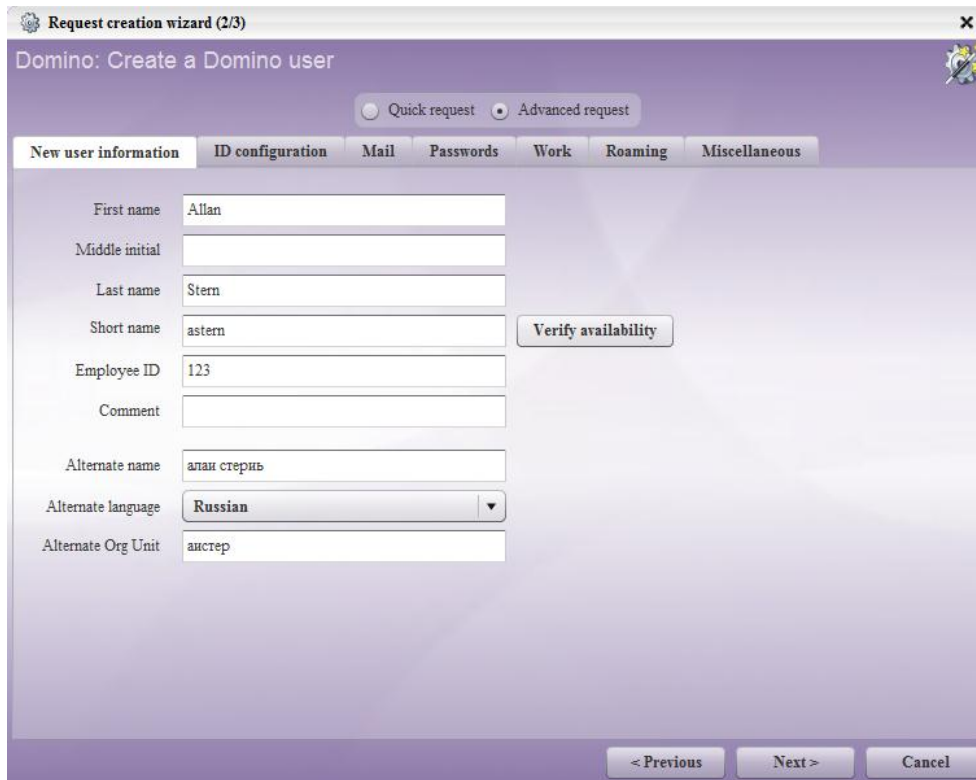
ADVANCED DOMINO USER CREATION

The following option must be selected in the Profiles settings:



Access type
* Allow the user to do an advanced 'create user' Domino request

1. Click on **Advanced request** option and fill in the user information:

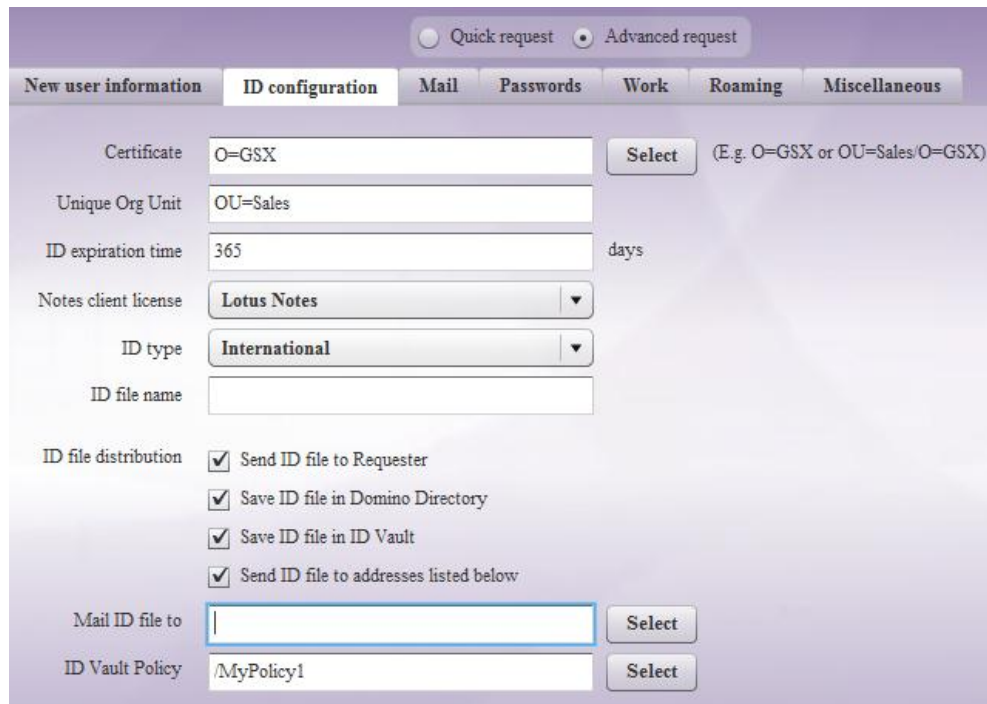


Alternate name is helpful when a user wants to use his native language. For example, users can type a name in a native language when sending mail. A user's primary name is recognizable to an international audience; an alternate name is recognizable to the user's native language.

If selected, select the supported language from the list.

2. Perform the following steps depending on the configuration you want to create for this request:

ID configuration:

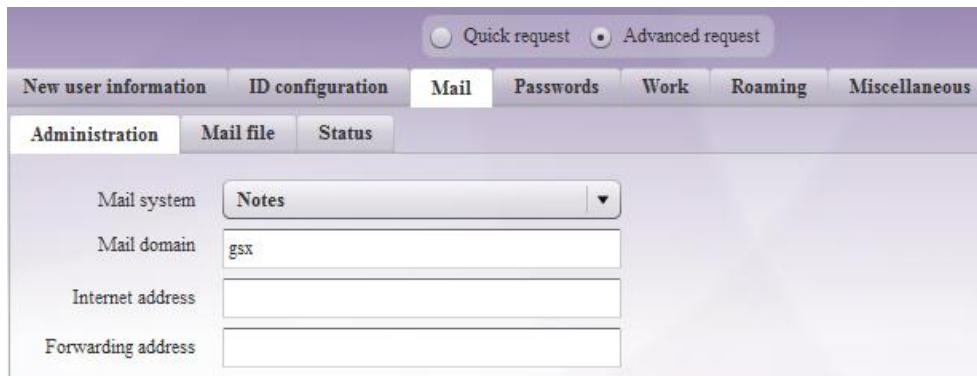


The screenshot shows a web interface for ID configuration. At the top, there are two radio buttons: "Quick request" (unselected) and "Advanced request" (selected). Below this is a navigation bar with tabs: "New user information", "ID configuration" (active), "Mail", "Passwords", "Work", "Roaming", and "Miscellaneous". The main form contains the following fields and options:

- Certificate:** Text input field containing "O=GSX" and a "Select" button. A note to the right says "(E.g. O=GSX or OU=Sales/O=GSX)".
- Unique Org Unit:** Text input field containing "OU=Sales".
- ID expiration time:** Text input field containing "365" and the unit "days".
- Notes client license:** A dropdown menu currently showing "Lotus Notes".
- ID type:** A dropdown menu currently showing "International".
- ID file name:** An empty text input field.
- ID file distribution:** A section with four checked checkboxes:
 - Send ID file to Requester
 - Save ID file in Domino Directory
 - Save ID file in ID Vault
 - Send ID file to addresses listed below
- Mail ID file to:** An empty text input field with a "Select" button.
- ID Vault Policy:** Text input field containing "/MyPolicy1" and a "Select" button.

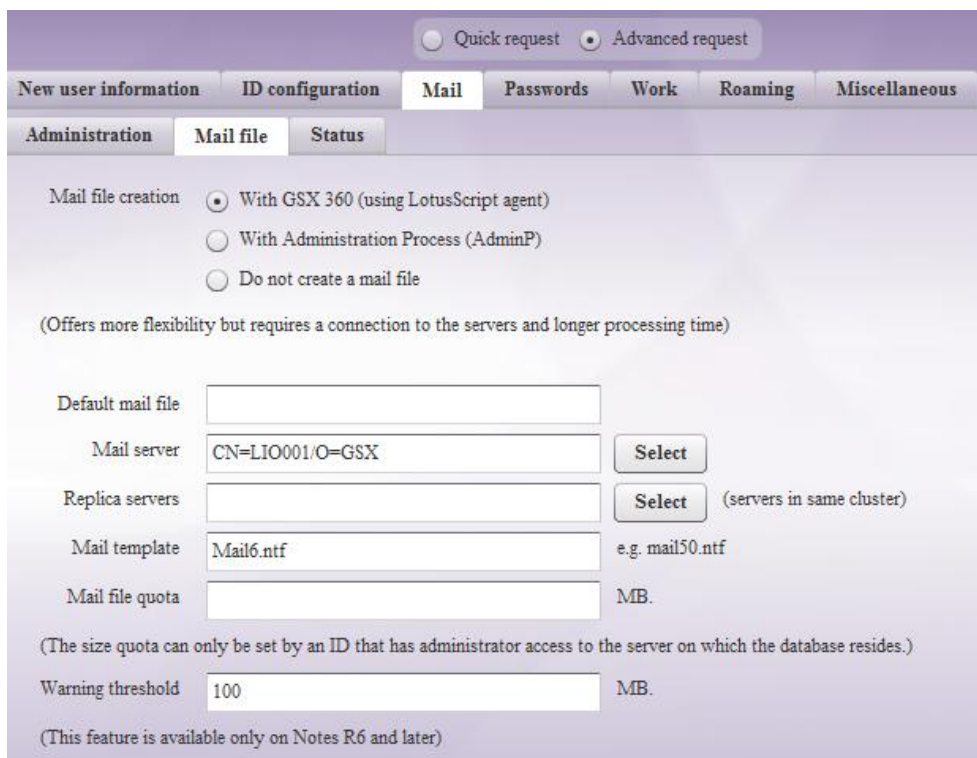
- **Certificate:** A certificate is a unique electronic document which uses a digital signature to bind a public key with an identity (name, address, company, etc.)
- **Unique org unit:** used to distinguish two users having the same name and being certified by the same certifier ID.
- The following types of **Notes licenses** can be assigned:
 - Lotus Notes
 - Lotus Notes Mail
 - Lotus Notes Desktop
 - Lotus Notes Designer
 - Lotus Notes Administration
- **ID file distribution:** configure the ID file distribution options. If you want to save ID file in ID vault, you have to select an ID vault policy. To send the ID file to specific addresses, you have to select Domino users.

Mail configuration > Administration:



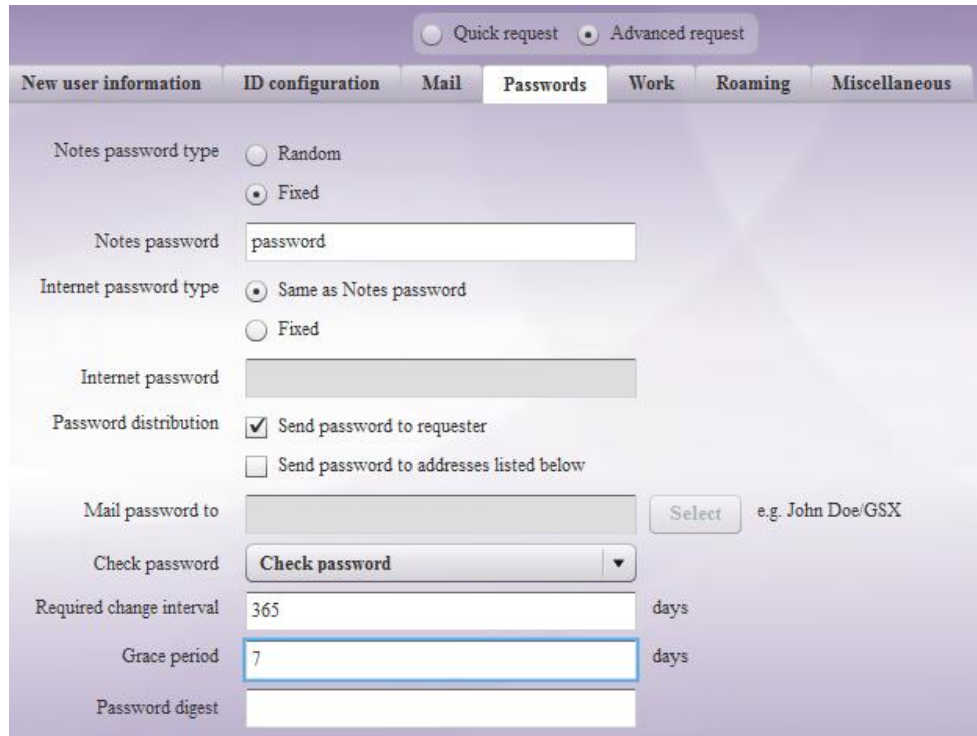
- Mail system: Lotus Notes, cc:mail, Other Internet Mail, POP or IMAP, X.400.
- Forwarding address: the address emails should be forwarded to.

Mail configuration > Mail file:



- **Mail file creation:** with GSX 360 (refer to [Mailbox creation](#) chapter), with Administration Process, No mail file.
- **Mail server:** select the appropriate server from the list.
- **Replica servers:** select a server located in the same cluster as the main mail server.
- **Mail template:** Enter a mail template (.ntf file) if necessary.
- **Mail file quota:** type in the maximum volume (in MB) of mails that can be stored.
- **Warning threshold:** alert triggered beyond the value (in MB) entered here.

Passwords configuration:

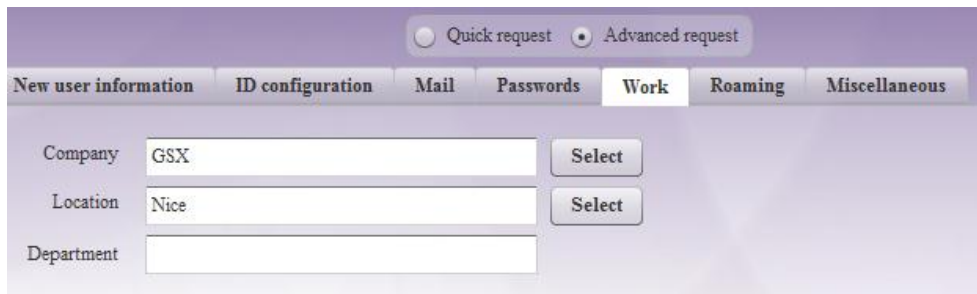


The screenshot shows the 'Passwords' configuration page. At the top, there are two radio buttons: 'Quick request' (unselected) and 'Advanced request' (selected). Below this is a navigation bar with tabs: 'New user information', 'ID configuration', 'Mail', 'Passwords' (active), 'Work', 'Roaming', and 'Miscellaneous'. The main configuration area includes:

- Notes password type:** Radio buttons for 'Random' (unselected) and 'Fixed' (selected).
- Notes password:** A text input field containing the word 'password'.
- Internet password type:** Radio buttons for 'Same as Notes password' (selected) and 'Fixed' (unselected).
- Internet password:** A greyed-out text input field.
- Password distribution:** Two checkboxes: 'Send password to requester' (checked) and 'Send password to addresses listed below' (unchecked).
- Mail password to:** A greyed-out text input field, a 'Select' button, and the text 'e.g. John Doe/GSX'.
- Check password:** A dropdown menu currently showing 'Check password'.
- Required change interval:** A text input field with '365' and the unit 'days'.
- Grace period:** A text input field with '7' and the unit 'days'.
- Password digest:** A text input field.

- Lotus Notes password type: select either random or fixed.
- Lotus Notes password: the password is displayed in the dialog box.
- Internet Password type: select either the same password as the Lotus notes one or a fixed password.
- The Internet password is displayed if the password type is fixed.
- Password distribution: select **Send password to requester** and/or **Send password to addresses listed below** options.
- If you selected Send password to addresses listed below, select the addresses that should receive the password.
- In the Check password option, select the password checking policy.

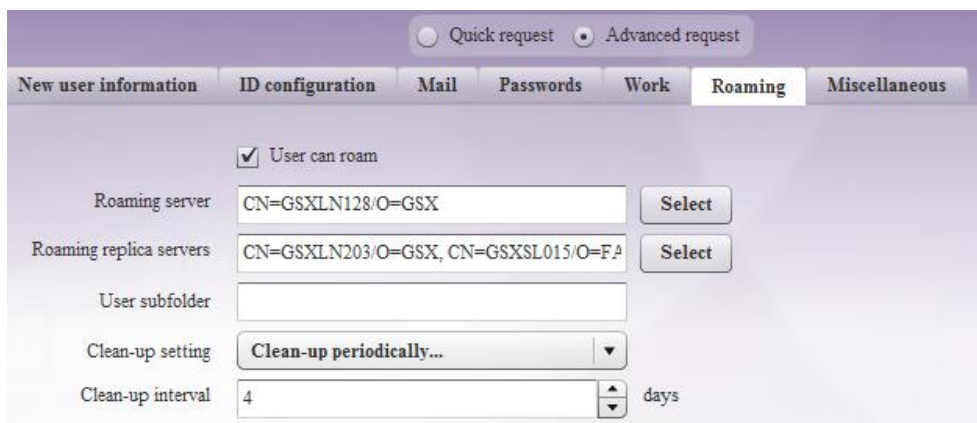
Workplace configuration:



The screenshot shows the 'Work' tab selected in the top navigation bar. At the top, there are radio buttons for 'Quick request' and 'Advanced request', with 'Advanced request' selected. Below the navigation bar, there are three input fields: 'Company' with the value 'GSX', 'Location' with the value 'Nice', and 'Department' which is empty. Each input field has a 'Select' button to its right.

Select a Company, a Location and enter a Department if necessary.

Roaming options:



The screenshot shows the 'Roaming' tab selected in the top navigation bar. At the top, there are radio buttons for 'Quick request' and 'Advanced request', with 'Advanced request' selected. Below the navigation bar, there is a checked checkbox labeled 'User can roam'. Underneath, there are three input fields: 'Roaming server' with the value 'CN=GSXLN128/O=GSX', 'Roaming replica servers' with the value 'CN=GSXLN203/O=GSX, CN=GSXSL015/O=FA', and 'User subfolder' which is empty. Each input field has a 'Select' button to its right. Below these fields, there is a 'Clean-up setting' dropdown menu with the value 'Clean-up periodically...' and a 'Clean-up interval' input field with the value '4' and a 'days' label.

- Roaming users are able to access Notes from multiple clients in the domain and retain their personal information.
- Cleaning-up can be enabled and configured here. If you want to perform the clean-up periodically, define the interval (in days) between two clean-ups.

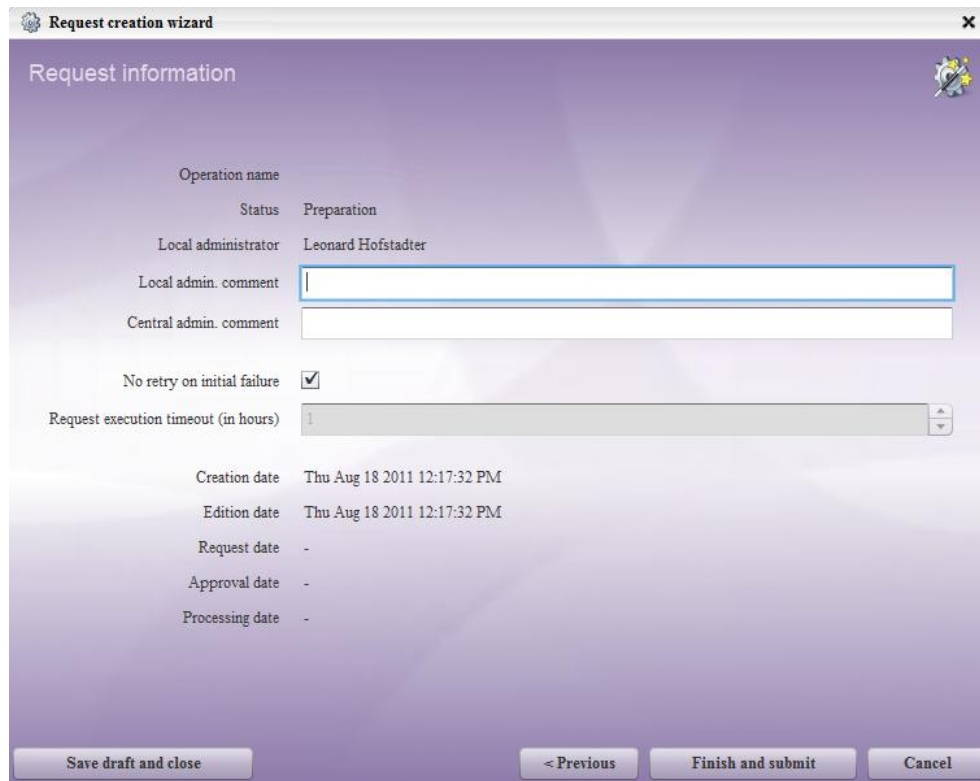
Miscellaneous options:



The screenshot shows the 'Miscellaneous' tab selected in the top navigation bar. At the top, there are radio buttons for 'Quick request' and 'Advanced request', with 'Advanced request' selected. Below the navigation bar, there are two input fields: 'Add user to group(s)' and 'Administrators', both of which are empty. Each input field has a 'Select' button to its right.

- Add the user to one or several group.
- Define the users that are administrators.

3. Click **Next**.
4. If necessary:
 - a. Add comments to the request.
 - b. Select the **No retry on initial failure** option if you do not want the request to be processed again after a failure.
 - c. If you do not select the **No retry on failure** option, define the interval of the request execution timeout.




5. Click **Save draft and close** to save the request and process it later, or click **Finish and submit** to save it and send it to the Central Administrator.

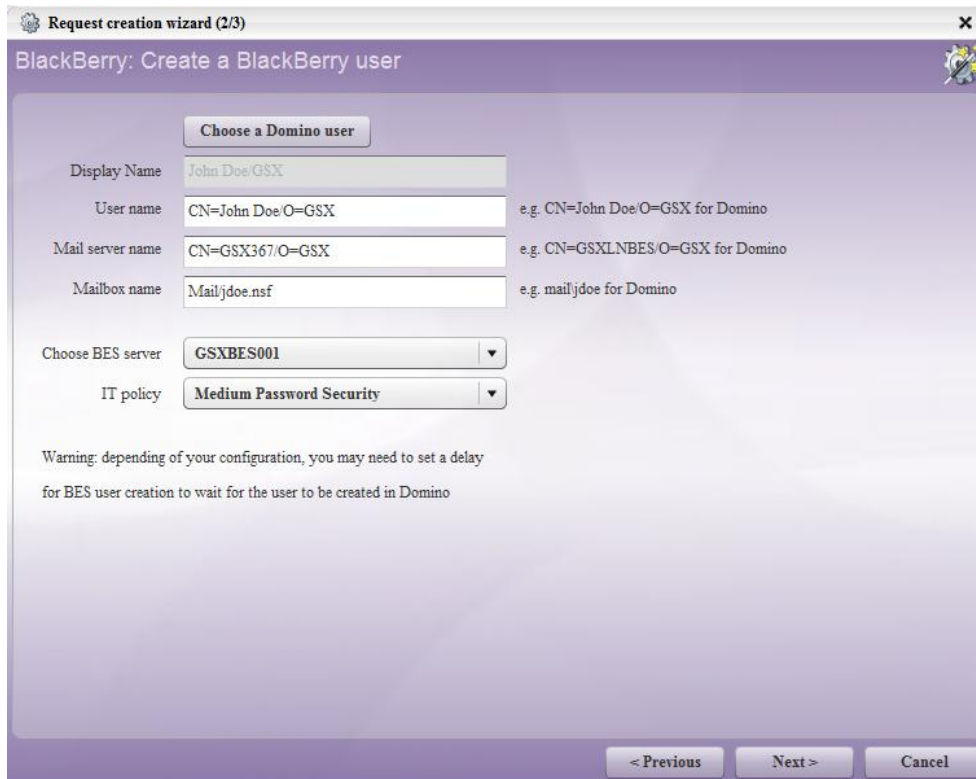
Creating a BlackBerry User

You have to be logged as a Local Administrator.

At least one template (for this type of request) and one profile (associated to that template and to a Local Administrator) must have been created by a Central Administrator. Refer to Templates creation and Profiles creation sections.

Creating a BlackBerry user is only possible if the BES category is enabled and if at least one BES server is configured and then added to a profile. Refer to the Managing Categories chapter.

1. Click **Add a request**  from the **Preparation** panel.
2. Select the **Create a user** option from the Request creation wizard.
3. Select a (BES) template in the dropdown list and click **Next**.
4. Fill in the form with necessary information:



The screenshot shows a window titled "Request creation wizard (2/3)" with a sub-header "BlackBerry: Create a BlackBerry user". The window contains a form with the following fields and options:

- Choose a Domino user** (button)
- Display Name**: John Doe/GSX
- User name**: CN=John Doe/O=GSX (e.g. CN=John Doe/O=GSX for Domino)
- Mail server name**: CN=GSX367/O=GSX (e.g. CN=GSXLNBES/O=GSX for Domino)
- Mailbox name**: Mailjdoe.nsf (e.g. mailjdoe for Domino)
- Choose BES server**: GSXBES001 (dropdown)
- IT policy**: Medium Password Security (dropdown)

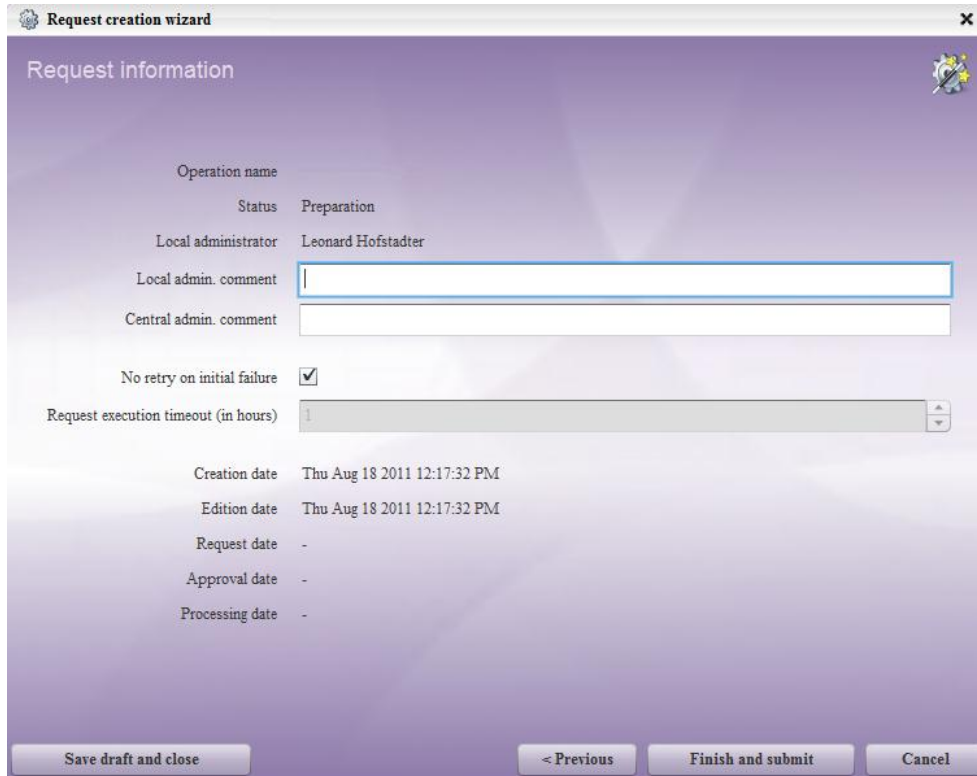
Warning: depending of your configuration, you may need to set a delay for BES user creation to wait for the user to be created in Domino

Navigation buttons: < Previous, Next >, Cancel



Click **Choose a Domino user** if you want the BlackBerry user you want to create is also a Domino user. In that case, the user information are pre-filled.

5. Choose a BES server and an IT Policy in the dropdown lists.
6. Click **Next**.
7. If necessary:
 - a. Add comments to the request.
 - b. Select the **No retry on initial failure** option if you do not want the request to be processed again after a failure.
 - c. If you do not select the **No retry on failure** option, define the interval of the request execution timeout.



The image shows a 'Request creation wizard' dialog box with a purple header and a light purple background. The title bar reads 'Request creation wizard' and has a close button (X) on the right. The main content area is titled 'Request information' and contains the following fields and controls:

- Operation name: (empty text box)
- Status: Preparation
- Local administrator: Leonard Hofstadter
- Local admin. comment: (empty text box)
- Central admin. comment: (empty text box)
- No retry on initial failure:
- Request execution timeout (in hours): 1 (with up/down arrow buttons)
- Creation date: Thu Aug 18 2011 12:17:32 PM
- Edition date: Thu Aug 18 2011 12:17:32 PM
- Request date: -
- Approval date: -
- Processing date: -

At the bottom of the dialog, there are four buttons: 'Save draft and close', '< Previous', 'Finish and submit', and 'Cancel'.

8. Click **Save draft and close** to save the request and process it later, or click **Finish and submit** to save it and send it to the Central Administrator.

More details about GSX 360

at <http://www.gsx.com/360-landing-page>

For more technical information,

refer to the GSX 360 Documentation at <http://support.gsx.com/>



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