**CDCR Extranet**

**Introduction**

The CDCR Extranet can be reached inside and outside of the CDCR network. The portal is accessible by using the following link in any browser.

<https://extranet.cdcr.ca.gov>

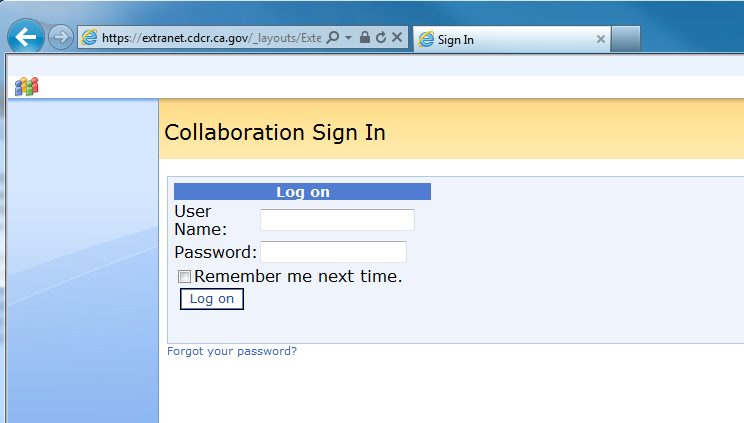
The Extranet Server is located on: dcmossdmz01 Username: mossadmins Password: Password3

The Extranet is used by various units within CDCR to provide documents and a working area for various outside agencies. The largest user of the Extranet is the DMH site or Department of State Hospitals. CDCR uses their site to provide information to the DSH regarding inmates who are being moved to the care of DSH due to medical issues.

EIS-AMS-EWACS unit maintains access to the Extranet through provisioning accounts to users. These accounts are set up by EWACS employees and then maintained by the requesting unit. Each site has a site owner or owners who are responsible for set up, content, and management of access groups to their site. EWACS employees will create the new user, add them to the appropriate Extranet Group for access and then forward the user name and password to the site owner who requested the user.

EIS-AMS-EWACS is also responsible for the initial build out of any new site that is requested as well as maintenance and troubleshooting of the SharePoint environment and server that the Extranet resides on.

**How to add a new user**

Initially the EWACS employee will need to log on to the Extranet. A new EWACS employee will need to be added as the permissions from Active Directory do not carry over to the Extranet. When you initially navigate to the Extranet you will see the following: 

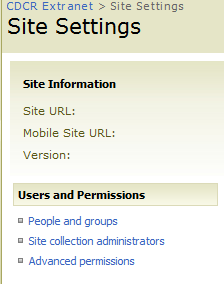
Log in using the user name and password provided by your co-worker, Username should be your email address. Once you have logged in you will see the following screen. EWACS employees are given owner access and are therefore able to see all “tabs” or sites. Normal users would only see the “Home” tab until their site owner added them to the appropriate permissions group.



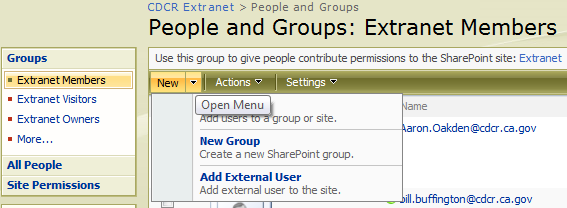
In order to add a new user you will need to go to Site Actions and select Site Settings:



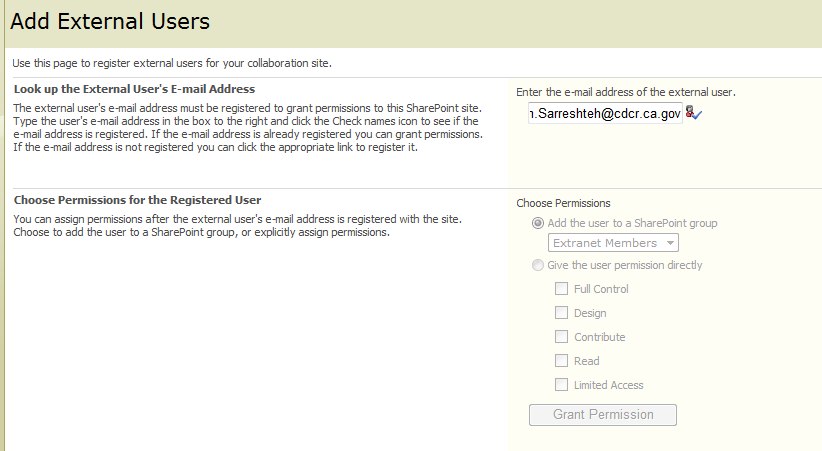
From the Site Settings page we will select People and groups:



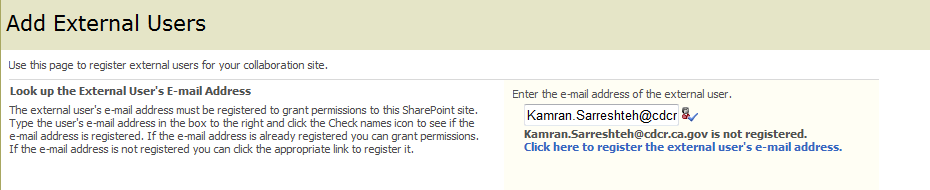
Once we are in the People and Groups page we are able to add users to different groups. A new EWACS employee would be added to the Extranet Owners group. Any other user would be added to the Extranet Visitors group. Use the New drop down arrow and select Add External User.



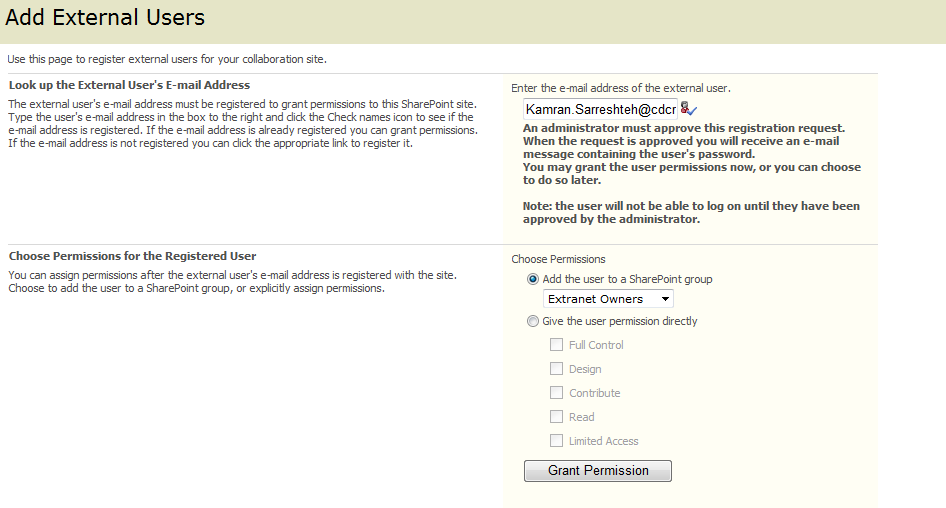
This will take you to the Add External Users page. Here you are able to enter a new user’s email address. Enter the email address for the user and use the check name button to ensure the user has not been previously added.



You should see the following after you have used the check name feature.



Click the blue sentence to register the external user, once this is complete you will be able to choose permissions from the options below. Again EWACS employees are Extranet Owners, Anyone else is an Extranet Visitor. If the user already exists in the system it will let you know. If so you will most likely need to reset the user’s password which is shown how to do later in this process.



Once you are finished selecting the appropriate group you select Grant Permission. You will then be taken back to the People and Groups page. From here we need to move to the Admin Tab.



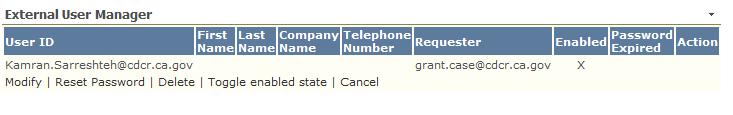
You will notice that the user you just added needs to be provisioned. Select Approve to enable their account.



Once you have approved the user you will get an email with the username and password. You can disregard the email. Unfortunately it has been our experience that the password given rarely works for the user. For that reason you should scroll down the Admin page and find the user you just added. All user ID’s are in alphabetical order.



Click on the Take Action button for your user. This will take you to the External User Manager page. From here you can use the Reset Password button to have the system provide you a useable password.

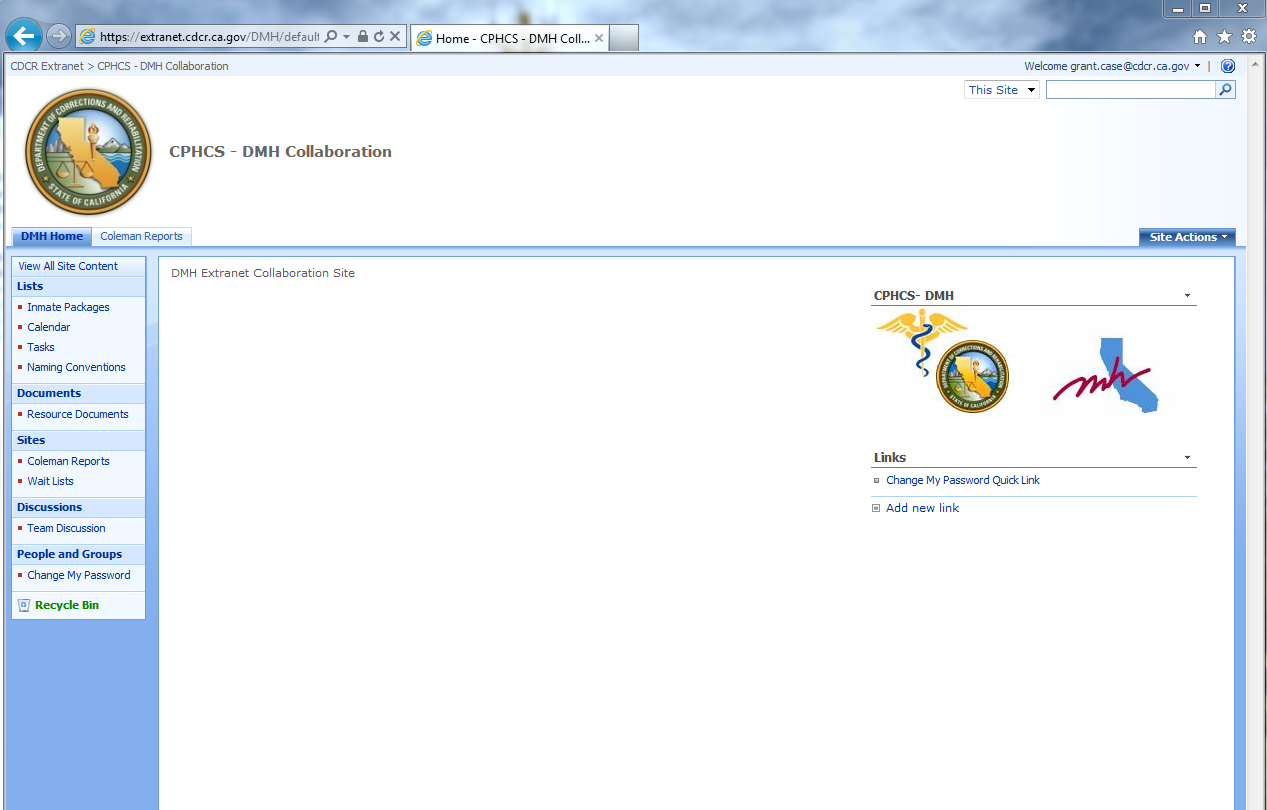


Once the password has been reset you will need to copy it, it will be complicated. Due to some formatting issues that we have seen it is suggested that you copy the password to a text file. From there you can recopy it and send to the site owner who requested the new user.

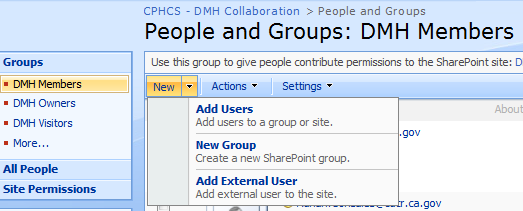
**Site Owner Responsibilities**

Once you have added the new user and sent the username and password back to the site owner it is then their responsibility to add the user to the appropriate groups needed for access to their site. This process is exactly as it would be in SharePoint 2007.

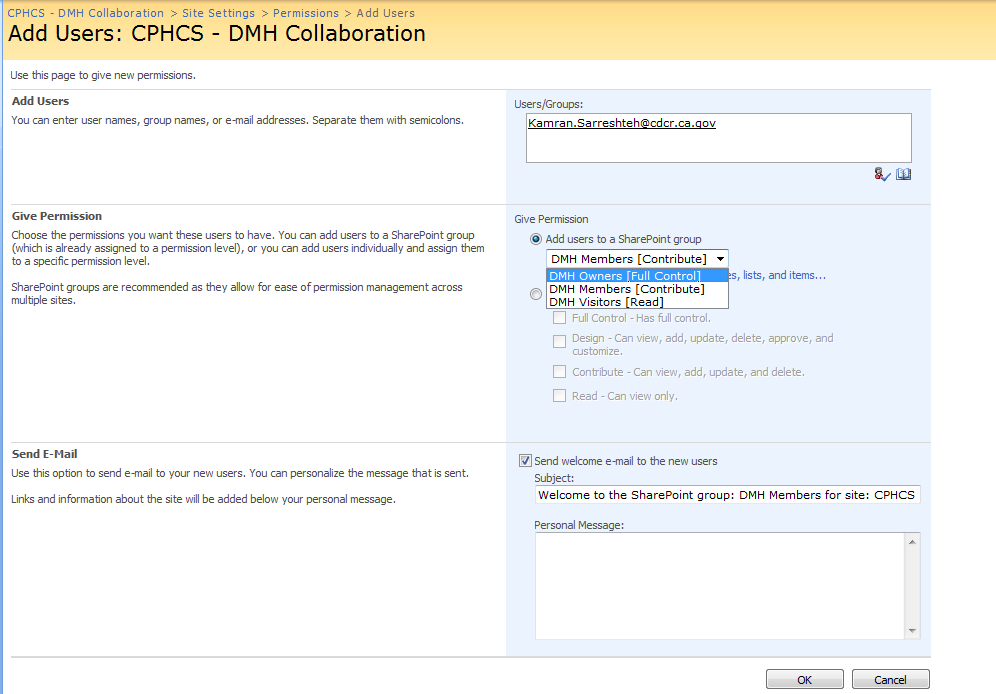
Navigate to the site and then select People and Groups:



Use the New drop down and select Add Users:



Since the EWACS admins have already added the new user to the site you will just need to add the user’s name then check name. Once the name has been accepted (underlined) select the appropriate group for the new user, either uncheck or add a personal message and then select OK.



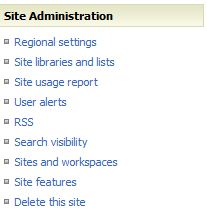
**Adding a new Site/Tab**

Adding a new site to the Extranet is identical to how you would create a new site in any SharePoint 2007 environment.

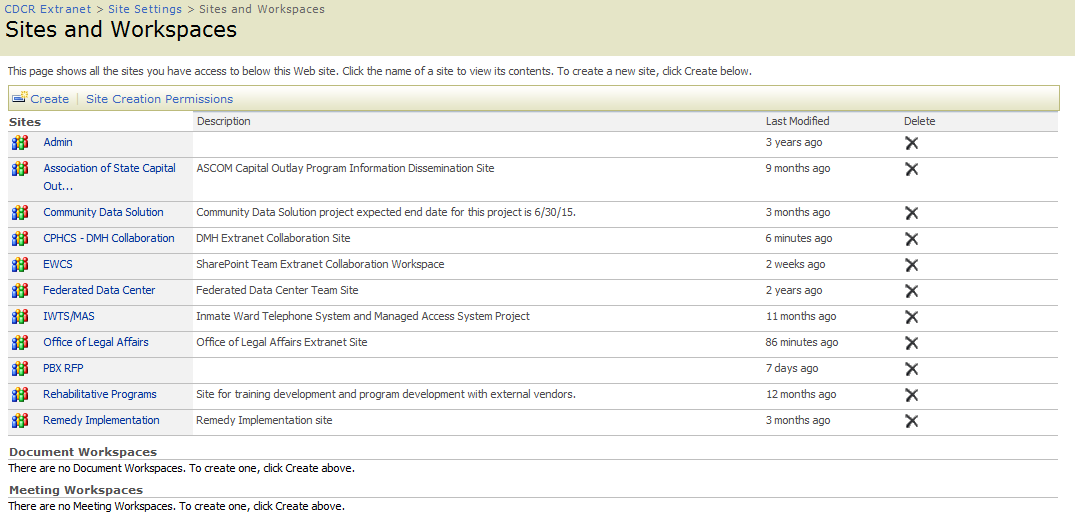
From the Home tab select Site Actions, Site Settings:



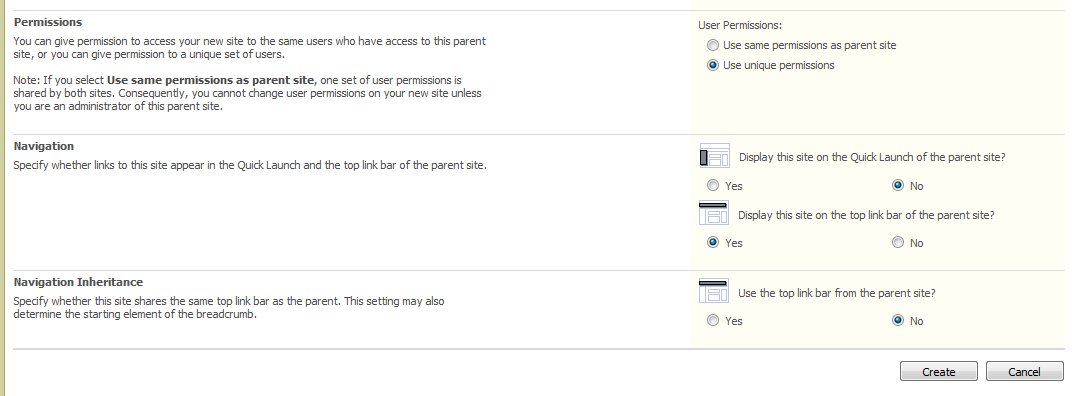
Select Sites and Workspaces under the Site Administration column:



Once you are on the Sites and Workspaces page you will be able to see the different sites that are currently a part of the Extranet. You will also be able to select Create to make a new site:



This will bring you to New SharePoint Site page where you can name the site, select a template and change permissions, etc. The following settings should be applied to any site:



Once you hit create you will be able to add the 3 groups that are standard for any site which are Owner, Member, and Visitor. Add the requested site owners to the Owners group and provide them with a quick walk through of how to modify content on a SharePoint 2007 site. From there they will build out the site and provide EWACS with a list of users to be added to the Extranet.

**Troubleshooting**

The majority of work done by EWACS on the Extranet will be to add new users or reset user passwords. Sometimes however there can be some other issues that you may see that you should be able to assist with.

**The Extranet is giving me an error when I try to upload a document?**

This has been a common issue but should be resolved as of January 9, 2014. The cause of this issue was a lack of disc space specifically on the data drive of the server. When the Extranet was set up the database and the backups of the database were directed to the same drive. This caused them to fill up rather quickly. With the creation of a new drive and directing backups to the new drive we are able to ensure there is enough disc space for the foreseeable future.

**When using the Extranet it is forcing me to log in at every page?**

This issue is computer specific and not related to accounts, servers, or the site. The user’s browser is incompatible with the Extranet. There are a few fixes for this. The user can have their browser upgraded. They can also run the browser in compatibility mode. For some switching to a 64 bit browser as opposed to the default 32 bit has resolved the issue. It has been different fixes for each case we have seen but one of the four above has consistently worked to resolve the issue.

**The Extranet is not up and gives a server / application error?**

Depending on the error this can be a few things. The SSL certificate must remain current. If it is not current it will either shut the site down or the user’s browser will force the user to acknowledge that the Extranet is not recognized as secure and they must click accept to move forward.

Another error that we have seen relates to the permissions of the site. The log in and password given to access the server must remain the same at all times. The ADAM/ECTS portion of the SharePoint site uses this account to speak to the network. If the password is changed while the site is up and running it will go down after the next interruption of service. More documentation on how to resolve this issue if it comes up will be provided in a different document.