



Shell Information Technology International

Process Control Domain Portal - PCDP

PCDP Owner Guide For PCADv2.12.02

Version 2.03
20th December 2010

Restricted



*This document may be accessed via the "PCAD User Guides Documentation" folder at the following URL:
<https://swwww-knowledge-tw2.shell.com/knowtw2/livelink.exe?func=ll&objid=7665548&objAction=browse&sort=name>
Note: A valid Livelink user id and password are required.*

Version Control

Scope and Target Audience

This document provides details on Owner access functions provided by the Process Control Domain Portal (PCDP Version 2.12) Business Application. This document is primarily intended for Owners of the Business PCDP User community.

Document Owner Eric Swaab, PCAD Service Manager

Version History

Version Number	Revision (dd/mm/yyyy)	Date	Contributor's Name	Revision Description
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1.01	16 June 2007		Marcus Mazure	Added ICA file, Groups management, new tools and screen shot s due to final code changes.
1.02	16 July 2007		Marcus Mazure	Added SMTP note and Antivirus differences.
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1.04	18 March 2008		Wipro	Updates with 2.11 new features
2.00	06 October 2009		Wipro	Updated with 2.12 new features
2.01	07 October 2009		Wipro	Updated with Niels Comments
2.02	26 August 2010		Wipro	Updated with 2.12.01 features (BAC Tool details)
2.03	20 th December 2010		Wipro	Updated with 2.12.02 features

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1 Introduction

This PCDP Owner guide describes additional functions a PCDP Owner can do over and above the standard PCAD EndUser, and Application Controller and Application Custodian functions and Asset Controller and Location Controller. It is assumed that the reader is fully conversant with the PCDP EndUser & Controller's Guide V2.12 and understands the PCDP functionality and roles.

The PCDP Owner is the most important role in a PCDP. Owners have full access to all the functions within the PCDP. In computing terminology this is equivalent to being the "System Administrator."

1.1 Re-cap of the PCDP roles

Four different roles exist in the PCDP. Roles are split between PCDP based, which have responsibilities across the entire PCDP and application roles, which are specific only to individual applications. The roles are as follows:

PCDP roles:

- PCDP Owner
- PCDP Controller
- PCDP Reporter
- PCDP EndUser

The PCDP roles are displayed at the top right hand corner of the PCDP screen. E.g:



Application roles

- Application Custodian
- Application Controller
- Asset Controller
- Location Controller

Each of the above roles has different responsibilities and capabilities. For more details of the Enduser, Controller, and Application roles, refer to the EndUser Guide. The additional functionality for the Owner Role is covered in this Document. There is on-line help for the Roles available under PCDP Information / Usage Instructions.

Note that Application roles can be assigned to EndUsers as well as Owners and Controllers. Application roles provide additional administration capabilities for that application only.

2 PCDP Owner Role

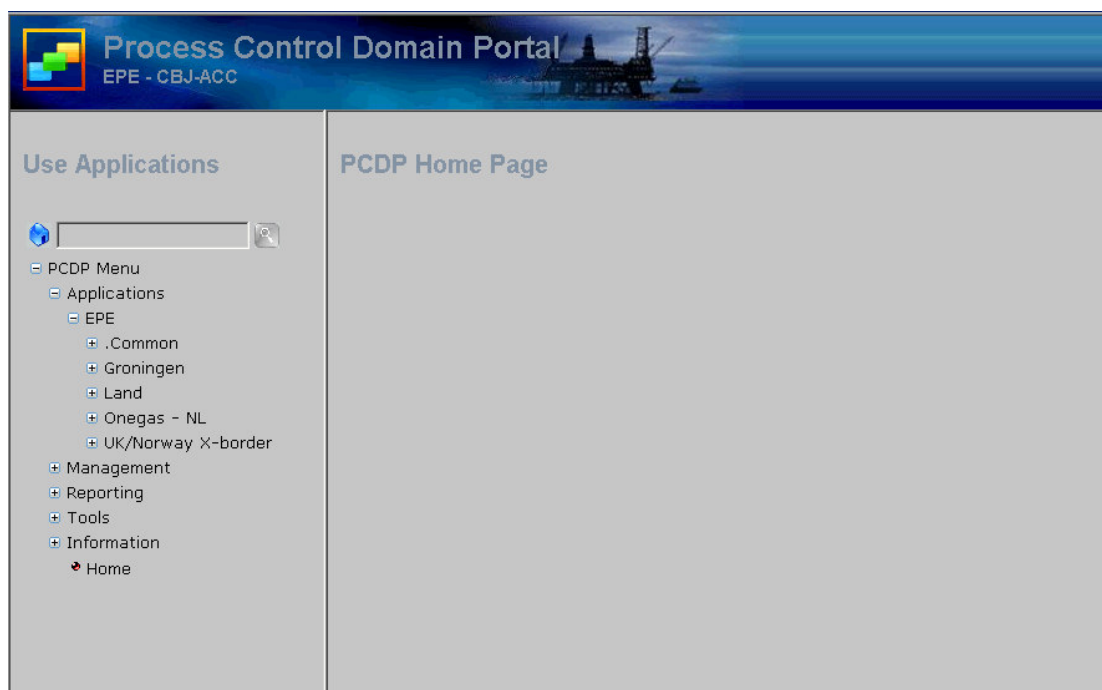
The PCDP Owner is a role aimed at the Business Owner of the Process Control Domain assets. The PCDP Owner has full access to all functions within the PCDP. In computing terminology this is equivalent to being the Administrator.

The tasks that the PCDP Owner can perform are:

- Add/delete/edit users of the PCDP
- Add/delete/edit regional breakdown structure, (Locations, units, Hosts.) Note that the highest level, Assets, will rarely change if ever, the Owner cannot do so any changes as it is considered too dangerous. I.e. accidentally re-naming or deleting an Asset has direct consequences for the operation of a PCDP. Asset changes will be done by SITI via request management process.
- Add/delete/edit an application on any host
- Add/delete/edit stage and function options for applications
- Control user access to applications
- Add/delete Groups and add/delete users from groups
- Enable/disable any location, application, user or application user
- Run all reports and logs for the PCDP
- Manage all changes requests, escalation to and from SITI/GITI

The PCDP Owner has the full **PCDP Management** menu in order to perform the above tasks

The main screen seen by a PCDP Owner is shown:



<ul style="list-style-type: none"> [-] PCDP Menu <ul style="list-style-type: none"> [-] Applications <ul style="list-style-type: none"> [-] EPA <ul style="list-style-type: none"> + .Common + Groningen + Land + Onegas - NL + UK/Norway X-border [-] Management <ul style="list-style-type: none"> [-] Applications <ul style="list-style-type: none"> • Control • Manage • Manage Friendly Application Names [-] Locations <ul style="list-style-type: none"> • Control • Manage [-] Users <ul style="list-style-type: none"> • Application Access • Application Control • Portal User Manage • Portal User Control [-] Groups <ul style="list-style-type: none"> • Access • Manage [-] Tools <ul style="list-style-type: none"> • Access + Reporting + Tools + Information <ul style="list-style-type: none"> • Home 	<p>This is the expanded view of the PCDP Management menu that Owners will see under PCDP Management:</p> <p>There are three basic types of operation for managing Applications, Locations (which are hosts) and users:</p> <p>1) Control – This allows the Owner to change the status, i.e. whether something is Enabled or Disabled in the PCDP.</p> <p>2) Manage – This allows the Owner to create/remove/edit items in the PCDP.</p> <p>3) Access – This allows the owner to manage access to Applications for either users or groups of users.</p> <p>The Tools menu is a special set of applications, which the Owner uses for managing other aspects of the PCDP environment.</p>
--	---

3 Owner's PCDP Menu Summary

3.1 Menu hierarchy

Whenever a user navigates to an application, it is done via a fixed menu hierarchy of 5 levels to a host where an application is defined:

Level	Example
1) Region	Sometime this is the Business Unit, E.g. EPE
2) Asset	These are mostly well defined in EP. E.g. .Common
3) Location	These are mostly well defined in EP and can be an Active Directory Lookup. (But not restricted to Active Directory Locations, can be free-form text.) E.g. CBJ-DEV
4) Unit	This could be a room or a building. E.g. Cyberjaya
5) Host	This is the actual name of the host – i.e. server or workstation in the PCD

See example screen-shot of the 5 levels below:

The screenshot shows the 'Use Applications' menu on the left and the 'Use an Application' details on the right. The menu hierarchy is as follows:

- PCDP Menu
 - Applications
 - EPE (Level 1)
 - .Common (Level 2)
 - CBJ-DEV (Level 3)
 - Cyberjaya (Level 4)
 - Reporting
 - Tools
 - Information
 - Home

The 'Use an Application' details show the following information:

Location and Unit Information:		
Location:	Loc Status:	Unit:
CBJ-DEV	Enabled	Cyberjaya

Host	Application	Status	
cbj-s-6161	File Transfer	Enabled	Info
cbj-s-6161	RDP	Enabled	Info

Red arrows indicate the 5 levels of the hierarchy: 1 points to EPE, 2 points to .Common, 3 points to CBJ-DEV, 4 points to Cyberjaya, and 5 points to the host 'cbj-s-6161' in the application table.

3.2 Expanded PCDP Owner's Function Menu

The following section represents a fully expanded PCDP Menu showing a fictitious hierarchy of Business Unit Called Region, with an Asset called Asset, Location called Location, Unit called Unit and Host called Host.

Note that in actual use, the portal menus would not expand fully into this tree, since all the tree branches are shown in one go for documentation only. This is to make it clear which menu is available for each role. You can see that virtually all the menus are available to the PCDP Owner role.

For the purposes of this PCDP Owner Guide, we will only cover the Owner functions, which are unique to the Owner role and are not already covered in the EndUser Guide. The functions covered in this Owner guide are marked with **This Guide** in the menu summary below:

PCDP Menu

PCDP Applications

(Start Application to a specific Host. Function available to: Enduser, Controller and Owner.) Covered in PCDP EndUser & Controller's Guide.

Region
 Asset
 Location
 Unit
 Host ← Select Application at this level

PCDP Management

Applications -----+
 Control (Enable or Disable an Application for a specific Host Application. Function available to: Application Controller, Application Custodian, and Owner.) Covered in Section 8.2 of PCDP EndUser & Controller's Guide.

Region
 Asset
 Location
 Unit
 Host ← Select Application at this level

+-----+
 Manage (Add/Delete/Edit an Application for a specific Host. Function available to: Owner.) **This Guide**

Region
 Asset
 Location
 Unit
 Host ← Select Application at this level

+-----+
 Application Configuration
 Manage Friendly Application Names-----+
 (Add/Edit/Delete an Application Friendly Name. Function available to: Owner.) **This Guide**

Locations-----+
 Control (Enable or Disable Location. Function available to: Owner.) **This Guide**

Region
 Asset
 Location
 Control Location ← Select Location at this level

+-----+
 Manage (Create/Edit/Delete Location, Unit and Host. Function available to: Owner.) **This Guide**

Region
 Asset
 Location
 Manage Location ← Select Location at this level

Users-----+

Application Access (Add/Remove/Change Application Role of a User for a specific Host Application. Function available to: Application Custodian or Owner) Covered in Section 8.4 of PCDP Enduser & Controller's Guide.

Region

Asset ← Select Asset controller at this level

Location ← Select Location controller at this level

Unit

Host ← Select Application at this level

+-----+

Application Control (Enable or Disable users on for a specific Host Application. Function available to: Application Controller, Application Custodian, Controller and Owner.) Covered in Section 8.5 of PCDP Enduser & Controller's Guide.

Region

Asset

Location

Unit

+-----+

Host ← Select Application at this level

Portal User Control (Enable or Disable portal access to specific users.

Function available to: Application Controller, Application Custodian, Controller and Owner.) Covered in Section 8.6 of PCDP Enduser & Controller's Guide

+-----+

Portal User Manage

PCDP Users Manage

(Delete User or Change Role. Function available to: PCDP Owner) **This Guide**

PCDP Users Create

(Add User. (Searches Active Directory) Function available to: Owner) **This Guide****Groups-----+****Access**

Manage User Group Access (Assign usergroups or remove usergroups from a specific Host Application. Function available to: Owner or Application Custodian) Covered in Section 8.7 of PCDP EndUser & Controller's Guide.

Region

Asset

Location

Unit

Host ← Select Application at this level

+-----+

Manage

Manage user Groups

(Add or Remove Groups. Function available to: PCDP Owner) **This Guide**

Tools Access-----+**Access****Manage User Access**

(Add users/groups or remove users/groups from a specific Tool. Function available to: PCDP Owner.)

PCDP Reporting

See section 4.6, which represents a fully expanded PCDP Reporting Menu showing all the reports available.

PCDP Tools**Tools-----+****Block Manager**

(Block Access to network segments. Function available to Owner) **This Guide**

Citrix Management Console

(Manage/control/shadow Citrix sessions. Function available to: Controller and Owner.)

Client/Software File Management

(Manage Client/Software File Transfer folder from here. Function available to Owner) **This Guide**

McAfee EPO

(McAfee EPo is used to manage antivirus clients. Function available to Owner) **This Guide**

PCDP Info Message

(Set PCDP Information Message here. Function available to Owner) **This Guide**

Ping Tool

(Run Ping application from here. Function available to Owner) **This Guide**

Symantec System Centre

(Function available to Owner) **This Guide**

Users File Management

(Manage individual user files from here. Function available to Owner) **This Guide**

WSUS Console

(Function available to Owner) **This Guide**

Vasco Change Server Side Token Pin

(Protocom utility to change Token PIN: Function Available to Everyone)

Vasco Credentials Management

(Protocom utility to view registered credentials: Function available to everyone)

WinMail Webmail

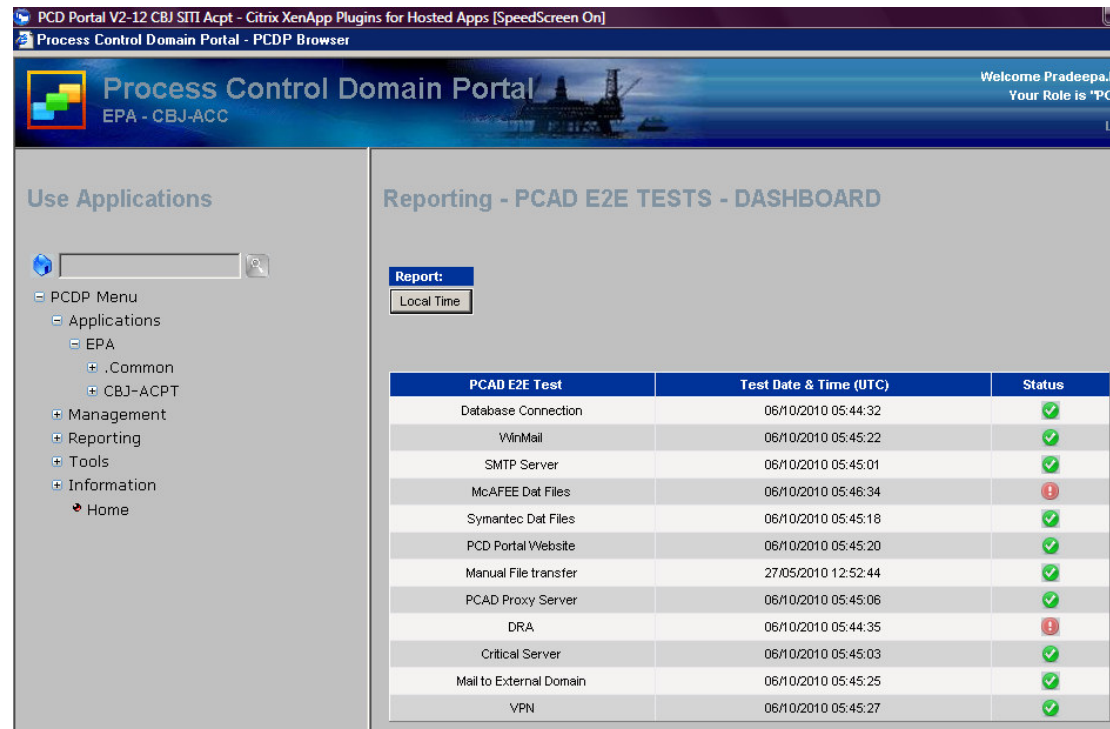
(Function available to Owner) **This Guide**

PCDP Information

- Contacts (Everyone)
- Usage Instructions (Everyone)

3.3 BAC Tool


BAC (Business Availability Center) Tool reports are included in the 2.12.01 version of the PCAD. The BAC Tool dashboard report can be made to display on the main screen of the portal by selecting the “**Check to display Dashboard at Startup**” option in the BAC Dashboard report.



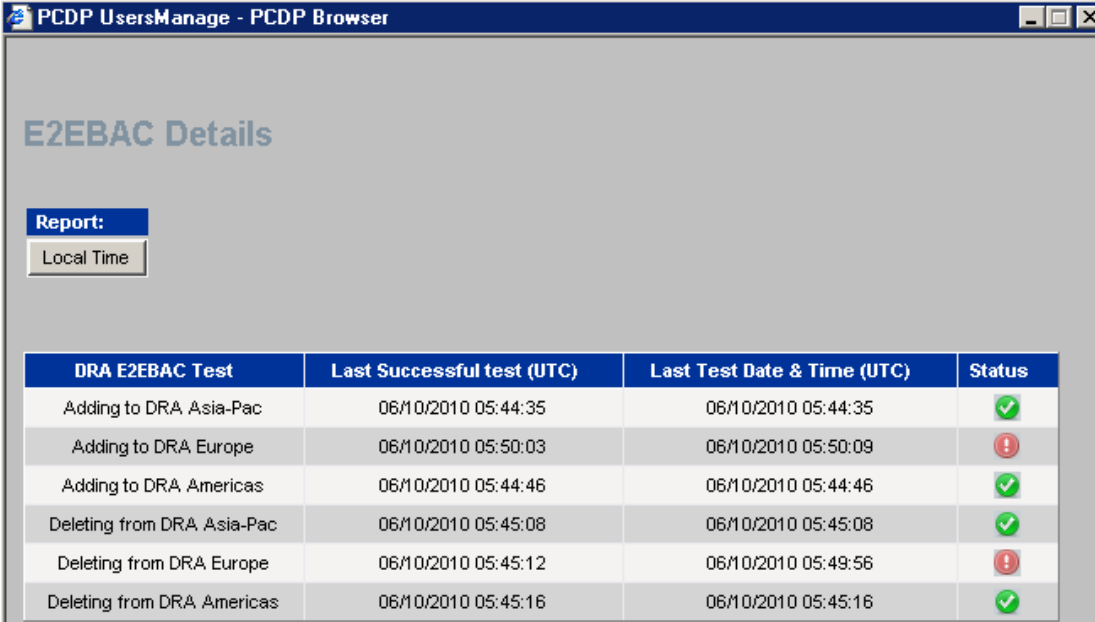
The screenshot shows the PCDP Portal V2-12 CBJ SITI Acpt - Citrix XenApp Plugins for Hosted Apps [SpeedScreen On] interface. The main heading is "Process Control Domain Portal" with "EPA - CBJ-ACC" below it. A welcome message for Pradeepa.D is visible. The left sidebar contains a "Use Applications" menu with options like PCDP Menu, Applications, EPA, Common, CBJ-ACPT, Management, Reporting, Tools, and Information. The main content area is titled "Reporting - PCAD E2E TESTS - DASHBOARD". It includes a "Report:" dropdown set to "Local Time". Below this is a table with three columns: "PCAD E2E Test", "Test Date & Time (UTC)", and "Status".

PCAD E2E Test	Test Date & Time (UTC)	Status
Database Connection	06/10/2010 05:44:32	✓
WinMail	06/10/2010 05:45:22	✓
SMTP Server	06/10/2010 05:45:01	✓
McAfee Dat Files	06/10/2010 05:46:34	!
Symantec Dat Files	06/10/2010 05:45:18	✓
PCD Portal Website	06/10/2010 05:45:20	✓
Manual File transfer	27/05/2010 12:52:44	✓
PCAD Proxy Server	06/10/2010 05:45:06	✓
DRA	06/10/2010 05:44:35	!
Critical Server	06/10/2010 05:45:03	✓
Mail to External Domain	06/10/2010 05:45:25	✓
VPN	06/10/2010 05:45:27	✓

This feature facilitates the Owner to be aware if there are any significant PCAD component (Winmail, Symantec, McAfee...) failures and take appropriate action.

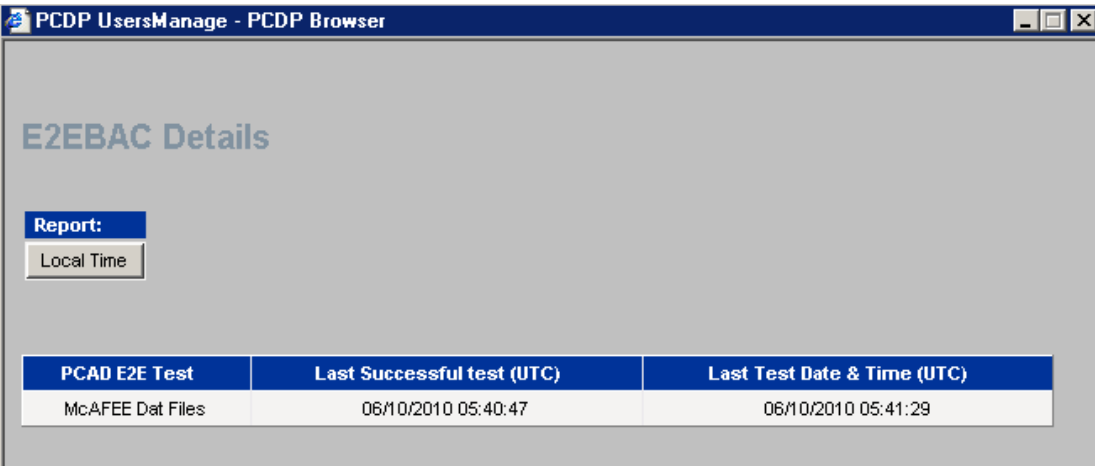
The BAC Tool does a periodic check of the PCAD components and if any of the components fails, the status is shown as . On clicking on this icon, a popup appears with the date and time of the last successful test.

For DRA test failure, the popup appears as shown below:



DRA E2EBAC Test	Last Successful test (UTC)	Last Test Date & Time (UTC)	Status
Adding to DRA Asia-Pac	06/10/2010 05:44:35	06/10/2010 05:44:35	✓
Adding to DRA Europe	06/10/2010 05:50:03	06/10/2010 05:50:09	!
Adding to DRA Americas	06/10/2010 05:44:46	06/10/2010 05:44:46	✓
Deleting from DRA Asia-Pac	06/10/2010 05:45:08	06/10/2010 05:45:08	✓
Deleting from DRA Europe	06/10/2010 05:45:12	06/10/2010 05:49:56	!
Deleting from DRA Americas	06/10/2010 05:45:16	06/10/2010 05:45:16	✓

In case of failure of other components such as Database connection, Winmail, SMTP server, McAfee, Symantec, PCD Portal website, Manual File Transfer, PCAD proxy server and Mail to external domain, the popup shows the date & time of last successful test and the date and time when the last test failed.



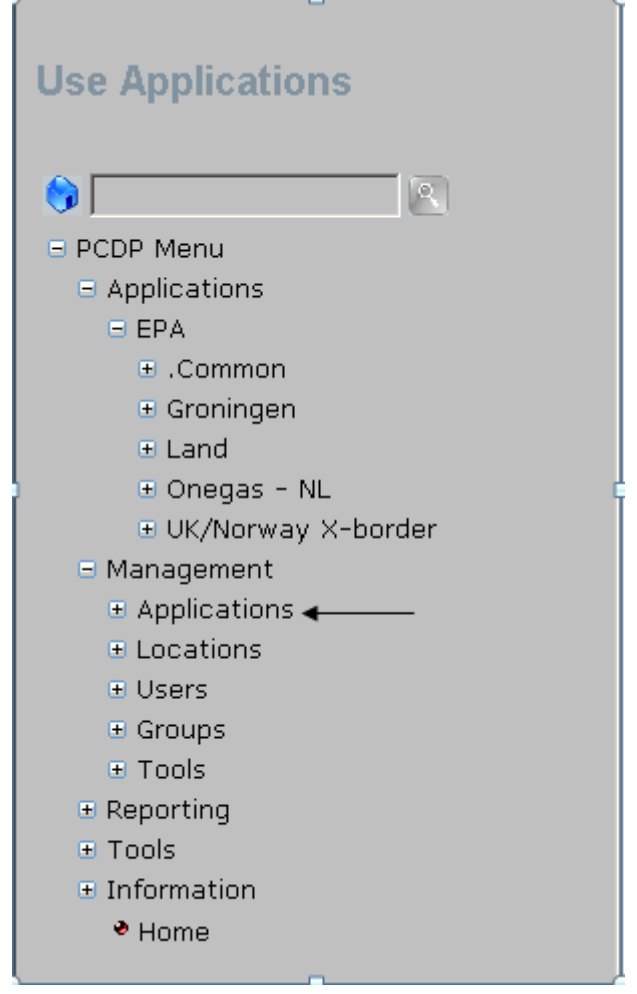
PCAD E2E Test	Last Successful test (UTC)	Last Test Date & Time (UTC)
McAfee Dat Files	06/10/2010 05:40:47	06/10/2010 05:41:29

4 Owner PCDP Management Functions

To document the Owner Menu functions in this section, we will explain the menu items that only a PCDP Owner can access. (The other menu items are covered in the EndUser & Controller's Guide.)

All these functions are found in the PCDP Management Menu:

4.1 Applications

	<p>This Section is about application management tasks available to PCDP Owners, accessed from the PCDP Management Applications menu:</p>
--	--

4.1.1 Friendly Application Names and Real Application Names – Background.

Friendly Application names are the way for PCDP Owners to define the “Function” of the host that will be connected to. I.e. Applications in a PCDP are typically “communication” programs such as Internet Explorer, pcAnywhere, Remote Desktop Protocol client (RDP) etc. It would not be very useful if all applications that connected to hosts in the Process Control Domain were all called by the same name. I.e. you might use Internet Explorer to connect to a Rolls Royce Compressor control PC, and also use Internet Explorer to connect to a Siemens Turbine monitor PC. You can’t just call both these applications “Internet Explorer” because users would not understand the “function” of the host that they were connecting to. Friendly

Application names are in effect aliases, which are calling real applications such as Internet Explorer, which is embedded in the Portal. Note that besides Friendly Names that can be associated with Internet Explorer, there is also an additional optional field that can be configured, called URL Option, which is explained in the *Add New Friendly Application Name using Internet Explorer as "Real Application"* section below.

4.1.1.1 Maintaining Real Application Names

Adding a new "Real" application to the PCDP is not possible by the PCDP owner – this needs to be a DACA project function since the new application needs to be checked for suitability, security, and functionality along with license procurement and export compliance. (Also, it needs scripting and embedding into the portal.) This makes adding applications impossible as a "menu" function for PCDP Owners. See separate document "PCDP_Adding Applications_Guide_V2_1.doc"

Currently, the PCDP has the following "Real Applications"

Real Application Name	Description	Function
RDP	Microsoft Remote Desktop Protocol Client	Windows Desktop Remote Session
VNC Viewer	Well known free remote desktop client	Windows, UNIX, Macintosh, Desktop Remote Session
pcAnywhere	Remote Console	Windows Remote Console – Takes over existing console, not a new session.
TT4000	Remote monitoring	Remote Access / monitoring for Solar Turbine Host Equipment
WinCC	Remote monitoring	Remote Access / monitoring for Siemens process control equipment.

4.1.1.2 Add New Friendly Application Name

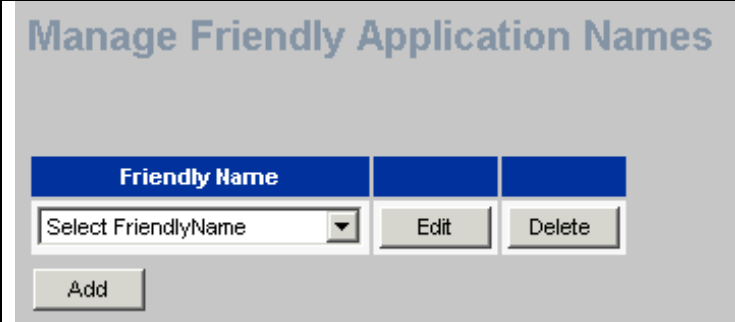
Adding a "Friendly Name" to an existing application is a PCDP Owner function and can be done by navigating to the following PCDP menu:

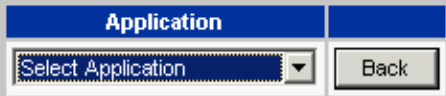
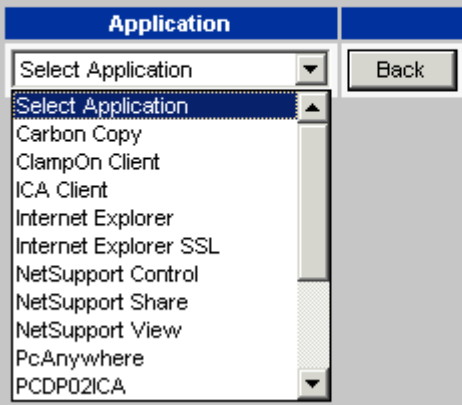

[PCDP Management](#)

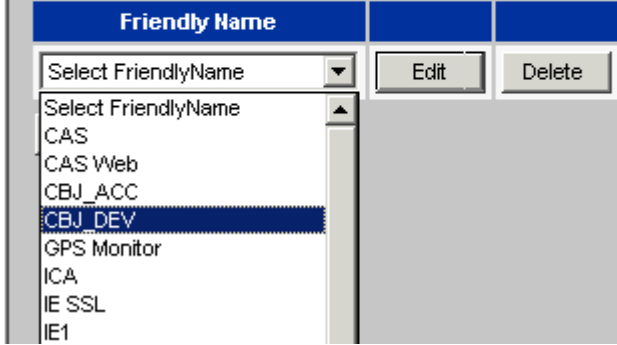
Applications

Application Configuration

Manage Friendly Application Names ← Select this menu

	<p>This will display the "Manage Friendly Applications" page</p> <p>Click on the <Add> button:</p>
---	--

	<p>You will now see the Select Application dialog box. (Use the drop-down menu to see the complete list of “real applications” in the PCDP)</p>
	<p>Select the “real application” that you wish to associate this Friendly Name to. E.g. PcAnywhere (See section below if you associate with Internet Explorer which is a special case.)</p>
 <p>Note: The Multi-Instance option allows you to select the number of instances of that application for that host. E.g. RDP can only be launched twice per host, so you can't have more than 2 PCDP users using it at the same time. So for the case of we set Multi-Instance to 2.. By setting multi Instance to "No" (0), the users can launch the application unlimited times.</p>	<p>You will now be asked to enter the Friendly Name. E.g. “CBJ_DEV” Click on the <Save> button. This will save the new Friendly Application name in the PCDP database and return you to the initial Manage Friendly Applications page.</p>

	<p>You can use the drop-down menu to check that your new application has been recorded.</p>
<p>Note: Friendly Application Names cannot exceed 50 Characters in total.</p>	

4.1.1.3 New Friendly Application Name using Internet Explorer as “Real Application”

Note that if you selected Internet Explorer as the “Real Application” associated with the Friendly name you are creating, you will see an additional URL field that is optional for Internet Explorer applications. The URL for Internet Explorer will be of the form “<http://hostname.domain.shell.com>” Also the URL format for the application Internet Explorer SSL will be of the format “<https://hostname.domain.shell.com>” The Multi-Instance option allows you to select the number of instances of that application for that host. E.g. Internet Explorer can only be launched twice per host, so you can’t have more than 2 PCDP users using it at the same time. So in the case of Internet explorer we set Multi-Instance to 2.



Application Name	Friendly Name	Default URL	URL Option	Multi Instance		
Internet Explorer SSL	RR Turbine Monitor	https://hostname.asia-pac.shell.com		1	Save	Back

The URL Option can be configured to point to the directory on the host where you want Internet Explorer to browse to on start-up.

For example <http://hostname.domain.shell.com/Turbine/Status>

URL option for above URL would be /Turbine/Status

4.1.1.4 Edit Friendly Application Name

To edit a “Friendly Name” navigate to the following PCDP menu:

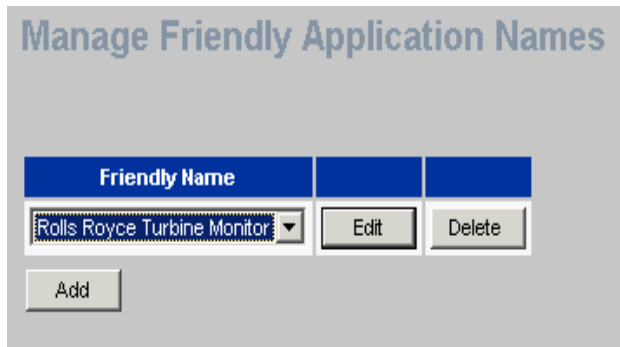
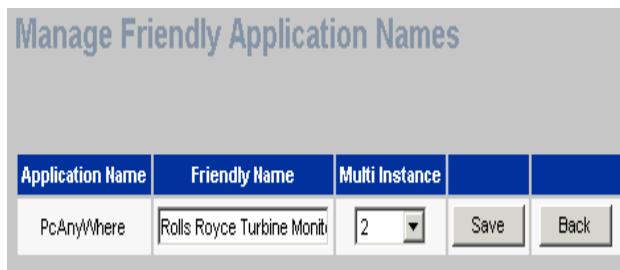
[PCDP Management](#)

Applications


Application Configuration

Manage Friendly Application Names ← Select this menu

This will display the “Manage Friendly Applications” Dialog box.

	<p>Use the drop-down menu to see the complete list of “Friendly Applications” in the PCDP. Select the friendly application you wish to edit, e.g. Rolls-Royce Turbine Monitor and click on the <Edit> Button.</p>
	<p>You can now edit the Friendly name for the application and also the number of instances for that application can be changed. Click on the <Save> button. This will save the new Friendly Application name in the PCDP database and return you to the initial Manage Friendly Applications Dialog box. You can use the drop-down menu again to check that your edited application has been recorded.</p>

Note that if the Friendly Application name is associated to Internet Explorer, then you can edit the current URL and also the number of instance for that application. (Purpose explained in *Add New Friendly Application Name using Internet Explorer as “Real Application”* section above.)



Application Name	Friendly Name	Default URL	URL Option	Multi Instance		
Internet Explorer	RR Turbine Monitor	http://hostname.asia-pac.shell.com	Turbine/Status	2	Save	Back

4.1.1.5 Delete Friendly Application Name

To delete a “Friendly Name” navigate to the following PCDP menu:

[PCDP Management](#)

Applications

Application Configuration

Manage Friendly Application Names ← Select this menu

This will display the “Manage Friendly Applications” Dialog box.

<h3>Manage Friendly Application Names</h3> <table border="1"> <thead> <tr> <th>Friendly Name</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>RTU Manager</td> <td>Edit</td> <td>Delete</td> </tr> </tbody> </table> <p>Add</p>	Friendly Name			RTU Manager	Edit	Delete	<p>To delete an Application Friendly Name, select the friendly name from the drop down that needs to be deleted and Click on <Delete> button.</p>		
Friendly Name									
RTU Manager	Edit	Delete							
<h3>Delete Application:</h3> <p>Information for:</p> <table border="1"> <thead> <tr> <th>Selected Application:</th> </tr> </thead> <tbody> <tr> <td>RTU Manager</td> </tr> </tbody> </table> <p>Delete : Yes No</p> <table border="1"> <thead> <tr> <th>Host</th> <th>Users</th> <th>Group</th> </tr> </thead> <tbody> <tr> <td>Amsdc1-s-01252.europe.shell.com</td> <td>Info</td> <td>Info</td> </tr> </tbody> </table>	Selected Application:	RTU Manager	Host	Users	Group	Amsdc1-s-01252.europe.shell.com	Info	Info	<p>This will display the list of hosts under which that application is added.</p> <p>On Clicking on “Yes” Application Friendly Name will be deleted. Owner can also view the users and groups information those are added to that application.</p>
Selected Application:									
RTU Manager									
Host	Users	Group							
Amsdc1-s-01252.europe.shell.com	Info	Info							

4.1.2 Add/Delete/Edit Applications for a Host

Maintaining Applications for a Host in the PCDP allows the PCDP Owner to decide which applications (using friendly names) are available on specific hosts.

Navigate to the correct host where you wish to Add/Delete/Edit an application via the following PCDP menu tree:

```

PCDP Management
  Applications
    Manage
      Region
        Asset
          Location
            Unit
              Host ← Select Host at this level
  
```

Manage Applications

PCDP Menu

- Application Management
 - EPE
 - .Common
 - ASS-NAM
 - CBJ-ACC
 - CBJ Acceptance
 - cbj-s-6133**
 - HGZ-NAM
 - Sep Patch Test
 - Shell Lab
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
 - Management
 - Reporting
 - Tools
 - Information
 - Home

Manage an Application:

On Selected Host: cbj-s-6133

Application	Function	Stage	Status	Edit	Delete	Users	Group
Carbon Copy	Remote Mon	N/A	Disabled (App)	Edit	Delete	Info	Info
GPS Monitor	Remote Mon	N/A	Enabled	Edit	Delete	Info	Info
Internet Explorer	Remote Mon	N/A	Enabled	Edit	Delete	Info	Info
PcAnywhere	Remote Mon	N/A	Enabled	Edit	Delete	Info	Info
RDP	Remote Mon	N/A	Enabled	Edit	Delete	Info	Info
File Transfer	Remote Mon	N/A	Enabled	Edit	Delete	Info	Info
Anti Virus McAfee	Remote Mon	N/A	Enabled	Edit	Delete	Info	Info
Anti Virus symantec	Remote Mon	N/A	Enabled	Edit	Delete	Info	Info
SMTP Mail	Remote Mon	N/A	Enabled	Edit	Delete	Info	Info
WSUS	Remote Mon	N/A	Enabled	Edit	Delete	Info	Info

Add

At this screen you can add, delete or edit an application for the selected host.

4.1.3 Add Application to Host

Add a new application to the Host by clicking on the <Add> button.

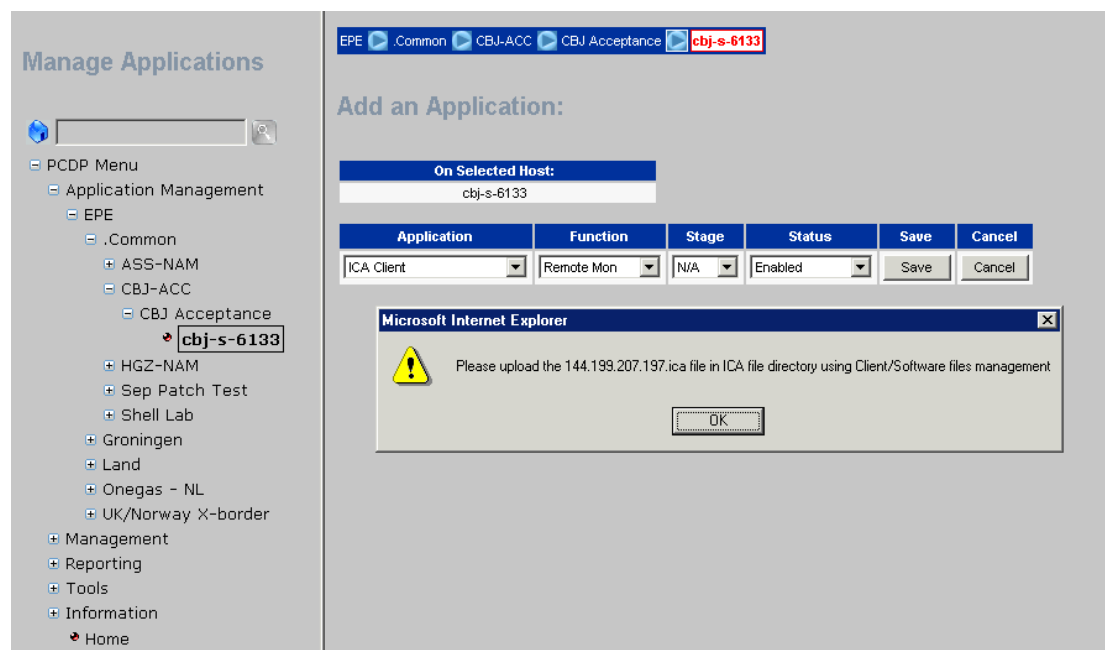
Add an Application:

On Selected Host: cbj-s-6133

Application	Function	Stage	Status	Save	Cancel
Select Application	Remote Mon	N/A	Disabled(App)	Save	Cancel

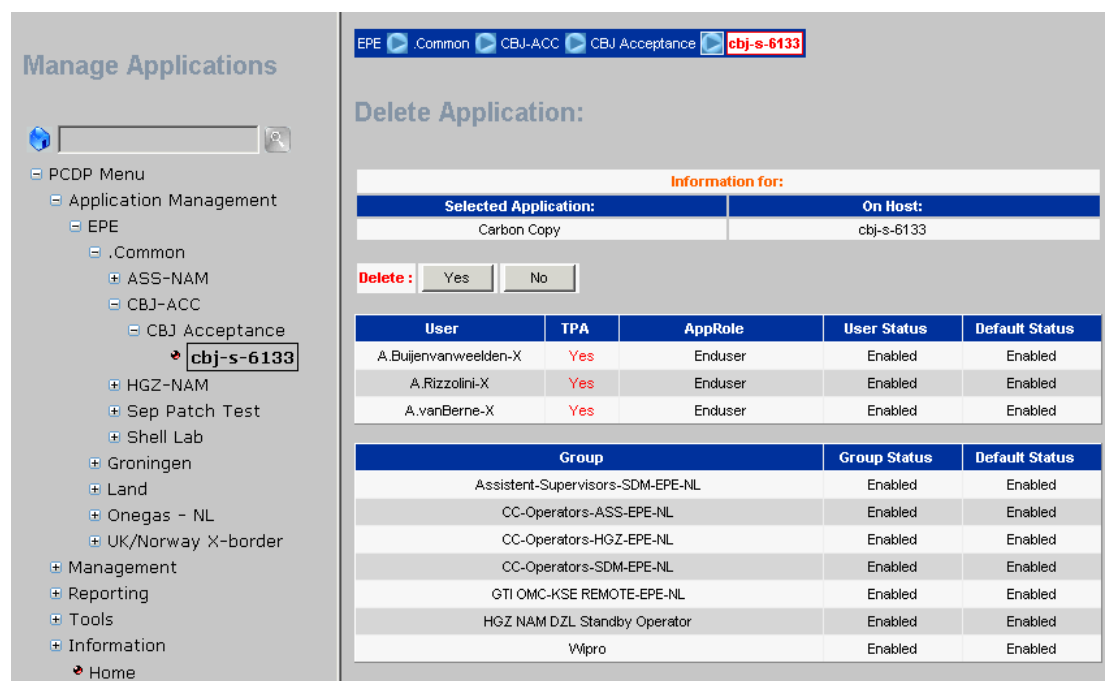
Use the drop-down menus to select the application, Function and stage and status and click on <Save> button to add the application. You will then be shown an updated screen with your host's application added. Note that the default status for a new application is Disabled, but you can enable it at this point before clicking on the <Save> button.

When the Owner tries to add an ICA file that does not exist under the host to which it should be added, then a pop up message is displayed as shown below indicating the Owner to upload the file in ICA file directory.



4.1.4 Delete Application from Host

Delete an existing application on the host by clicking on the <Delete> button. Before deleting the application you will be shown a list of any users and groups assigned to that application:



Click on the <Yes> button to confirm deletion. You will then be shown an updated screen with your host's application deleted.

4.1.5 Edit Application on Host

Edit an existing application on the host by clicking on the <Edit> button for an existing application. This will allow you to change the Function description, Stage description or Status of the Application.

Function Descriptions:	Stage Descriptions:	Status
Alerting	Dev (Development)	Enabled
Condition Mon	Fat (Functional Acceptance Testing)	Disabled (App)
File Transfer	N/A	
Remote Eng	Prod (Production)	
Remote Mgmt	Sat (Site Acceptance Testing)	
Remote Mon	Test	
Remote Ops		
Service		
Virus Protection		

The above table shows the available values for Function description, Stage Description or Status.

4.1.6 Adding ICA Client Applications to hosts

ICA client applications are a special case for the PCDP. This is because to access a Citrix server in a process control domain, the appropriate ICA file needs to be available in the PCDP in order to start a Citrix client to that server. All Citrix clients will be started from the PCDP portal using an ICA file stored in a special directory in the User Transfer area called ICA.

Client/Software Files Management

Folder Size:	Free Disk Space:
3.6 Mb	0.0 Kb

Upload Files

Maximum upload filesize is 950 Mb!

Select File :
Click here to Upload files to the Client/Software folders

	Name	Size	Modified	Created
	ClientFiles	0.0 Kb	8/10/2009 6:31:05 PM	8/10/2009 6:23:25 PM
	Software	2.5 Mb	8/10/2009 6:25:09 PM	2/12/2008 6:00:30 PM

In order to set up an ICA application to a Citrix server in the PCD, the PCDP owner needs to create the relevant ICA file and needs to name it with the IP address of the Citrix server with an extension of .ICA

Next, the PCDP Owner needs to use the PCDP Management / Tools / Client/Software Files Management menu to bring up the File Transfer utility. PCDP Owners can find the ICA file directory inside the ClientFiles folder. Click on the ClientFiles folder.

Client/Software Files Management

Folder Size:	Free Disk Space:
0.0 Kb	0.0 Kb

Upload Files

Maximum upload filesize is 950 Mb!

Select File :
Click here to Upload files to the Client/Software folders

[Back](#)

ClientFiles

	Name	Size	Modified	Created
	ICA	0.0 Kb	9/15/2009 3:57:41 PM	8/10/2009 6:30:40 PM
	Xwin32	0.0 Kb	8/10/2009 6:30:52 PM	8/10/2009 6:30:52 PM

Inside the ClientFiles directory, you will see ICA and Xwin32 folders. The ICA directory will contain any existing ICA files, and you can use file transfer to upload any new ICA files. Remember to rename the ICA file to IP address.ICA before transferring. E.g. If your Citrix server in the PCD has an IP address of 147.45.67.23, then the ICA file should be named: 147.45.67.23.ICA (This is how the PCDP launch mechanism ties the application to the correct ICA file.)

Use the file transfer technique as described in the PCDP EndUser & Controller's Guide.

4.1.7 Adding Xwin32 configuration files to hosts

Xwin32 client applications are a special case for the PCDP. This is because to access a X-Window/Terminal in a process control domain, the appropriate Xwin32 file needs to be available in the PCDP in order to start a session. All Xwin32 clients will be started from the PCDP portal using a XW32 file stored in a special directory in the User Transfer area called XWin32.

Client/Software Files Management

Folder Size:	Free Disk Space:
3.6 Mb	0.0 Kb

Upload Files

Maximum upload filesize is 950 Mb!

Select File :
Click here to Upload files to the Client/Software folders

	Name	Size	Modified	Created
	ClientFiles	0.0 Kb	8/10/2009 6:31:05 PM	8/10/2009 6:23:25 PM
	Software	2.5 Mb	8/10/2009 6:25:09 PM	2/12/2008 6:00:30 PM

In order to set up a Xwin32 session to a server in the PCD, the PCDP owner needs to create the relevant ICA file and needs to name it with the IP address of the Citrix server with an extension of .xw32

Next, the PCDP Owner needs to use the PCDP Management / Tools / Client/Software Files Management menu to bring up the File Transfer utility. PCDP Owners can find the Xwin32 file directory inside the ClientFiles folder. Click on the ClientFiles folder.

Client/Software Files Management

Folder Size:	Free Disk Space:
0.0 Kb	0.0 Kb

Upload Files

Maximum upload filesize is 950 Mb!

Select File :

[Click here to Upload files to the Client/Software folders](#)

[Back](#)

ClientFiles

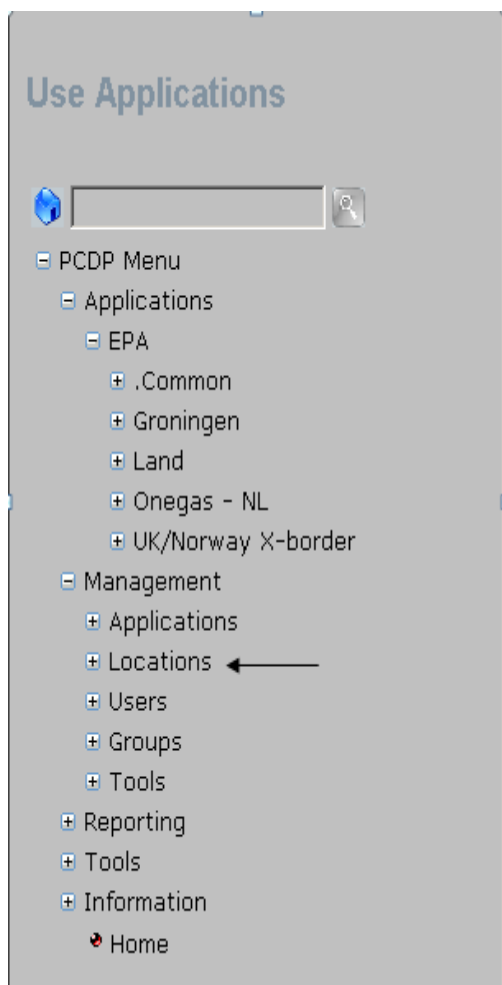
	Name	Size	Modified	Created
	ICA	0.0 Kb	9/15/2009 3:57:41 PM	8/10/2009 6:30:40 PM
	Xwin32	0.0 Kb	8/10/2009 6:30:52 PM	8/10/2009 6:30:52 PM

Inside the ClientFiles directory, you will see ICA and Xwin32 folders. The Xwin32 directory will contain any existing xw32 files, and you can use file transfer to upload any new xw32 files. Remember to rename the xw32 file to IP address.xw32 before transferring. E.g. If your X-Window server in the PCD has an IP address of 147.45.67.23, then the Xwin32 file should be named: 147.45.67.23.xw32 (This is how the PCDP launch mechanism ties the application to the correct xw32 file.)

Use the file transfer technique as described in the PCDP EndUser & Controller's Guide.

4.2 Locations

The following Section is all location, unit and host management related for PCDP Owners, accessed from the PCDP Management Locations menu:



4.2.1 Enable or Disable Location (Control)

Navigate to the correct Location where you wish to Enable or Disable.

[PCDP Management](#)

Locations

Control

Region

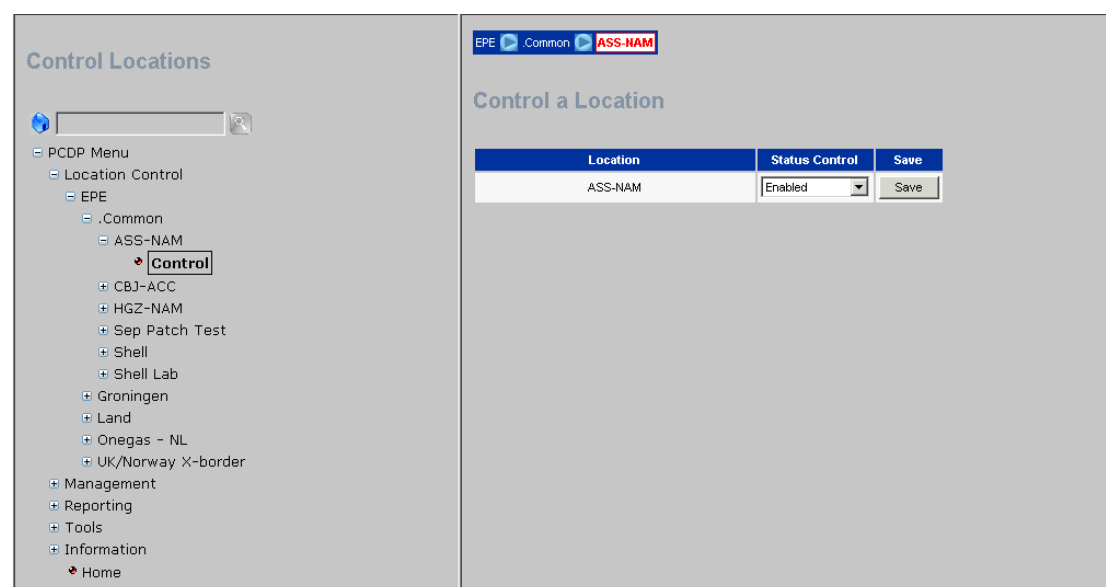
Asset

Location

Control Location



← **Select Location at this level**



You will see a drop down menu where you can select Enable or Disable Location. Click on the <Save> button to make the change active. Note, once a Location is disabled, no new sessions will be allowed to that location. Existing sessions are not affected. (To disconnect existing sessions use the Citrix Management Console.)

4.2.2 Manage Location Create, Edit & Delete Locations, Units and Hosts.

Managing Locations involves more than it sounds. It covers the Creating/Deleting/Editing of Locations, Units and Hosts.

As already stated, whenever an application is navigated to; it is via a fixed menu hierarchy of 5 levels to an actual host. The Owners can manage only levels 3 to 5, i.e. Create/Delete/Edit only Locations, Units and Hosts. See following table:

Level	Name	Example Name	Owner Control?
1	Region	Sometime this is the Business Unit, E.g. EPE	No
2	Asset	These are mostly well defined. E.g. .Common	No
3	Location	These are mostly well defined. E.g. ASS-NAM	Yes
4	Unit	This could be a room or a building	Yes
5	Host	This is the actual name of the host – i.e. server or workstation in the PCD	Yes

The top level, Region, is determined at project setup and will never change. Assets are well defined and it is unlikely that a new asset is required. (If it is, this can be requested through the SITI PCAD Service Manager. Control of Assets is not given to PCDP Owners due to the damage that an accidental Asset deletion would cause – i.e. the access of all locations, Units and Hosts for that Asset would be lost, causing potential major operational disruption.)

4.2.3 Create Location

To create a new location, you will also be prompted for the Unit and the first Host that you wish to create at that location. It is not possible to create a Location on it's own. Navigate the PCDP Management menu to the Asset as shown below:

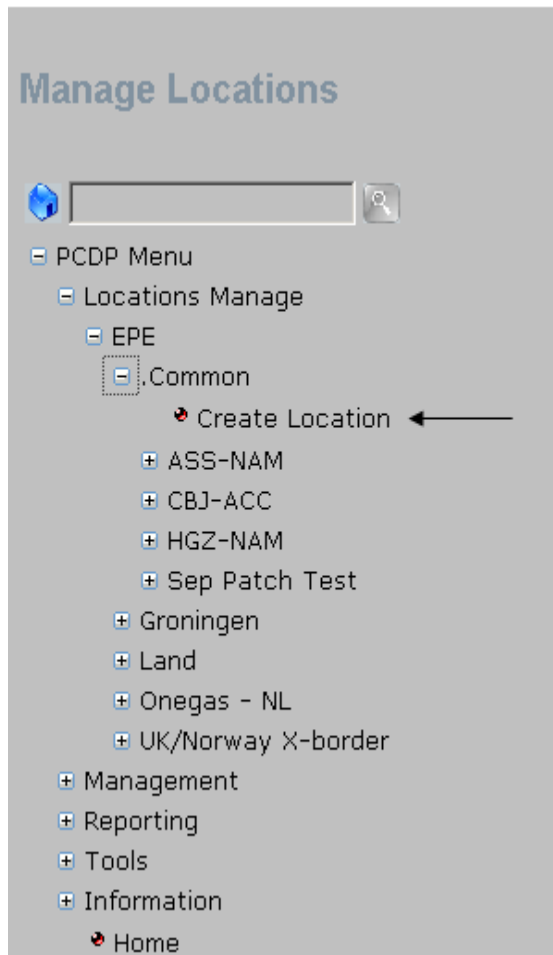
Management

Locations

Manage

Region

Asset ← Select Create Location at this level



You will be shown the Location Manage dialog box:

Manage Locations

- PCDP Menu
 - Locations Manage
 - EPE
 - .Common
 - Create Location**
 - ASS-NAM
 - CBJ-ACC
 - HGZ-NAM
 - Sep Patch Test
 - Shell Lab
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
 - Management
 - Reporting
 - Tools
 - Information
 - Home

EPE

.Common

Location Manage

Asset

.Common

Location

At this point you can put in a partial location name or use the <Search> button to do an active directory lookup for that location.

Manage Locations

- PCDP Menu
 - Locations Manage
 - EPE
 - .Common
 - Create Location**
 - ASS-NAM
 - CBJ-ACC
 - HGZ-NAM
 - Sep Patch Test
 - Shell Lab
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
 - Management
 - Reporting
 - Tools
 - Information
 - Home

Search Locations from Active Directory:

Search on

Location

Location name

Shell

Location	Location Code	Country
Shell - Bitumen UK	DELETED:SLW-EMP:	United Kingdom
Shell - Specialities	SPL-LSS	Brazil
Shell Club	DELETED:SHC:SENV	Egypt
Shell Club Warri	WRI-SCW	Nigeria
Shell Club Warri	28112008 Perez, Arlen P SITH-TSS-EUC -SAI-SCW-NLNG	Nigeria
Shell Direct - Crewe	DELETED:CRW:SUKOP	United Kingdom
Shell Direct - Derby	DELETED:DOH:SUKOP	United Kingdom
Shell Direct - Dyfed	DELETED:ABS:SUKOP	United Kingdom
Shell Direct - Horsham	DELETED:HRS:SUKOP	United Kingdom
Shell Direct - Ipswich	DELETED:IPS:SUKOP	United Kingdom

1 2 3 4 5 6

E.g. putting the location as “Shell” and clicking on <Search> will give us many pages of Active Directory Shell locations. You page through these to find the Location you want. In some circumstances you will not find the location you need, in which case it is possible to just type the name into the Location Box and just press the <Next> button.

Manage Locations

PCDP Menu

- Locations Manage
 - EPE
 - .Common
 - Create Location**
 - ASS-NAM
 - CBJ-ACC
 - HGZ-NAM
 - Sep Patch Test
 - Shell Lab
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
 - Management
 - Reporting
 - Tools
 - Information
 - Home

Location Manage

Asset	.Common
Location	Shell
Unit	
Unit Comments	

Next Back

Whichever you choose, you will now see a dialog box where you must enter a unit with optional unit comments. Note – the PCDP database will not allow duplicate unit names. Select <Next>

Manage Locations

PCDP Menu

- Locations Manage
 - EPE
 - .Common
 - Create Location**
 - ASS-NAM
 - CBJ-ACC
 - HGZ-NAM
 - Sep Patch Test
 - Shell Lab
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
 - Management
 - Reporting
 - Tools
 - Information
 - Home

Location Manage

Asset	.Common
Location	Shell
Unit	Test Unit - DOC
Unit Comments	Unit for documentation purpose

Next Back

You now have the dialog box for entering the host name and IP address. Note there is a <Get Host IP> button that will try to resolve the host name from Shell DNS. (If your PCD host was registered in Shell DNS. If not, you will get a “Host IP address not found” message and you can type your own IP address in.)

Manage Locations

- PCDP Menu
 - Locations Manage
 - EPE
 - .Common
 - Create Location**
 - ASS-NAM
 - CBJ-ACC
 - HGZ-NAM
 - Sep Patch Test
 - Shell Lab
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
 - Management
 - Reporting
 - Tools
 - Information
 - Home

EPE
Common

Location Manage

Asset	.Common
Location	Shell
Unit	Test Unit - DOC
Unit Comments	Unit for documentation purpose
Host	Test Host -DOC
Host IP Address	123.45.67.89
Host Comments	Test unit for documentation purpose

Once you have entered all the information, you must click the <Create> button to enter this new Location, Unit & host into the PCDP Portal.

Manage Locations

- PCDP Menu
 - Locations Manage
 - EPE
 - .Common
 - Create Location
 - ASS-NAM
 - CBJ-ACC
 - HGZ-NAM
 - Sep Patch Test
 - Shell
 - Create Unit
 - Test Unit - DOC
 - Shell Lab
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
 - Management
 - Reporting
 - Tools
 - Information
 - Home

EPE
Common
Shell
Test Unit - DOC

Manage Unit & Hosts

Unit	Unit Comment	Edit	Create
Test Unit - DOC	Unit for documentation purpose	<input type="button" value="Edit"/>	<input type="button" value="Host"/>

Hosts on this Unit

Host	Host Ip Address	Host Comment	Edit	Delete
Test Host -DOC	123.45.67.89	Test unit for documentation purpose	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

You will then see the Unit / Host details screen and you also get <Edit> buttons in case you wish to change anything.

Manage Locations

PCDP Menu

- Locations Manage
 - EPE
 - .Common
 - Create Location
 - ASS-NAM
 - CBJ-ACC
 - HGZ-NAM
 - Sep Patch Test
 - Shell
 - Create Unit
 - Test Unit - DOC
 - Shell Lab
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
- Management
- Reporting
- Tools
- Information
- Home

Location Manage

Create Host

Asset	.Common
Location	Shell
Unit	Test Unit - DOC
Unit Comments	Unit for documentation purpose
Host	Test Host 2
Host IP Address	12367.89.67
Host Comments	Test host for documentation purpose

Get Host IP

Create Cancel

Note:

The IP addresses in the PCDP database must be unique. If you attempt to create a host with an IP address that is already in use, you will get an error message like "HostIP address already exists in the following Host" and also displays that host details.

This restriction exists because ultimately a host is accessed only by its IP address, and control of access by applications to that IP address need to be easily understood and unambiguous. If it were allowed for more than one host to point to the same IP address, then it would be possible to have say, VNC, configured on each of the host names. Hence disabling a user on one of the VNC application may not guarantee that the user is disabled because they may be configure directly (or indirectly via group membership) for VNC on any of the other host names.

4.2.4 Create Unit

A Unit can only be created if the location for this Unit already exists. To create a new unit, browse to the following menu: (Note you can not create a new Unit without also creating a host)

PCDP Management**Locations****Manage****Region****Asset****Location ← Select Create Unit at this level**

Click on <Create Unit>. The New Unit dialog screen is displayed:

Manage Locations

Search: []

- PCDP Menu
- Locations Manage
- EPE
 - .Common
 - Create Location
 - ASS-NAM
 - CBJ-ACC
 - HGZ-NAM
 - Sep Patch Test
 - Shell
 - Create Unit**
 - Test Unit - DOC
 - Shell Lab
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
 - Management
 - Reporting
 - Tools
 - Information
 - Home

Location Manage

New Unit

Asset	.Common
Location	Shell
Unit	Test unit 2- DOC
Unit Comments	Test unit for documentation

Next

Enter the Unit name and optional comments and click <Next>.

You will now see the dialog box for entering the host name and IP address. Note as in Location create, there is a <Get Host IP> button, which will try to resolve the host name from Shell DNS. (If your PCD host was registered in Shell DNS. If not, you will get a "Host IP address not found" message and you can type your own IP address in.)

Enter the Unit Comment and click <Next>. You will now be asked to enter the Host Name. (Note, you can't create a Unit without entering at least one Host.)

Once you have entered all the information, you must click the <Create> button to enter this new Unit & host into the PCDP Portal.

Finally you will then see the Unit / Host details screen and you also get <Edit> buttons in case you wish to change anything.

There is an option for the Owners to perform common tasks at the time of creation of a new Location rather than having to perform separate management tasks. Shown below is how applications, user and groups can be easily added to a newly created Location.

Manage Unit & Hosts

Unit	Unit Comment	Edit	Create
Cyberjaya		Edit	Host

Hosts on this Unit

Host	Host Ip Address	Host Comment		
cbj-s-6122	156.31.40.176		Edit	Delete
cbj-s-6161			Edit	Delete

Please Confirm

Do you want to add application on the host :cbj-s-6122?

Yes No

Manage an Application:

On Selected Host:

cbj-s-6122

Application	Function	Stage	Status	Edit	Delete	Users	Group
GPS Monitor	Remote Mon	N/A	Enabled	Edit	Delete	Info	Info

Add

Please Confirm

Do you want to add users to the application: GPS Monitor on the host: cbj-s-6122?

Yes No

This feature can be enabled/disabled by the PCAD support team when request by the PCAD owner.

4.2.5 Edit Location

To edit any existing Location, browse to the following menu:

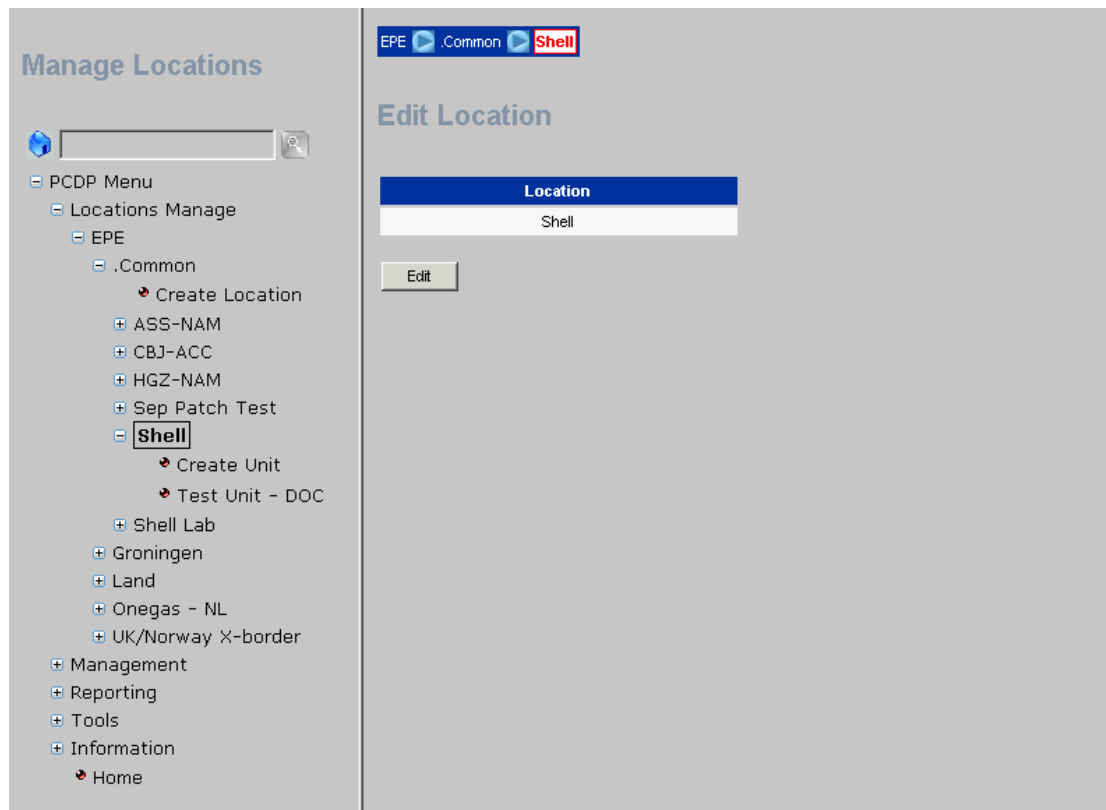
[Management](#)

Locations

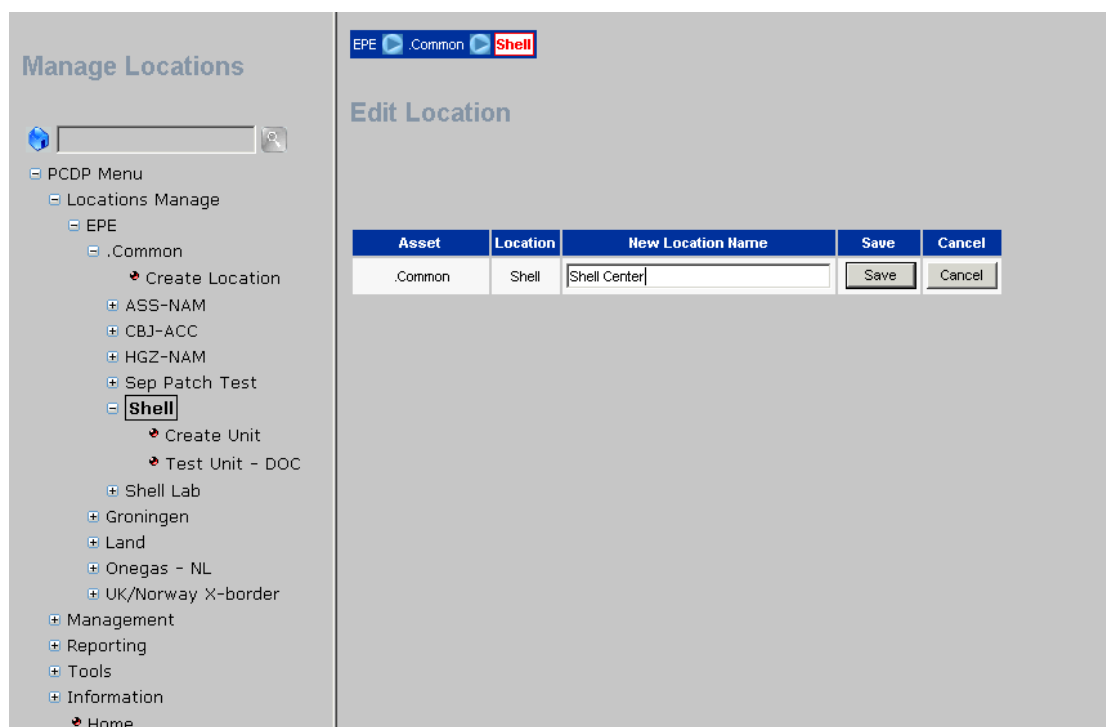
Manage

Region

Asset ← Select Edit Locations at this level



Select the <Edit> button corresponding to the location that needs to be edited with the new Location name



On clicking on <Save> button, the new location name will be saved and returns to the Locations Manage page.

4.2.6 Edit Unit or Host

To edit any existing Unit or Host, navigate to it via the following path:

PCDP Management

Locations

Manage

Region

Asset

Location

Unit ← Select Existing Unit at this level

The Manage Unit & Host page will allow you to edit the Unit Name, Unit Comment, Host Name and Host Comments and Host IP address.

Manage Locations

PCDP Menu

- Locations Manage
 - EPE
 - .Common
 - Create Location
 - ASS-NAM
 - CBJ-ACC
 - HGZ-NAM
 - Sep Patch Test
 - Shell
 - Create Unit
 - Test Unit - DOC
 - Shell Lab
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
 - Management
 - Reporting
 - Tools
 - Information
 - Home

Manage Unit & Hosts

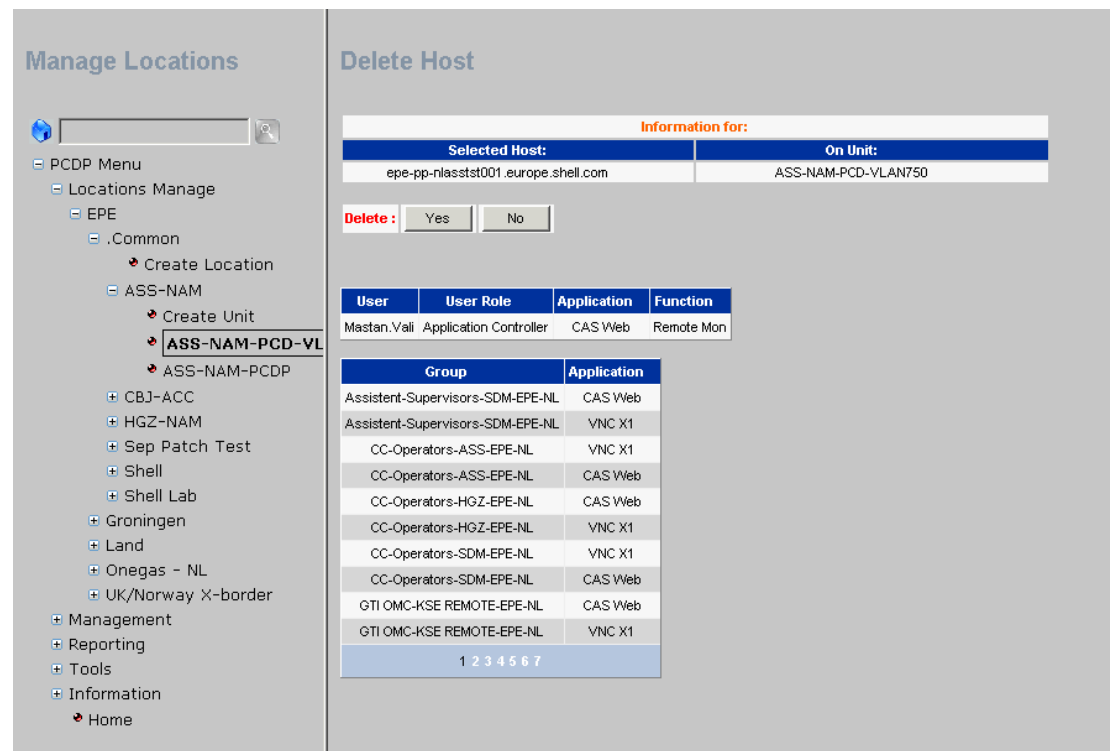
Unit	Unit Comment	Edit	Create
Test Unit - DOC	Unit for documentation purpose	Edit	Host

Hosts on this Unit

Host	Host Ip Address	Host Comment	Edit	Delete
Test Host -DOC	123.45.67.89	Test unit for documentation purpose	Edit	Delete

4.2.7 Delete Host

To Delete a Host, navigate to the menu above, (Manage Unit & Host) and use the <Delete> button for the particular Host.



You will be shown a Delete Host screen along with any Users, Groups and applications assigned to that host. Click on the <Yes> button to confirm the delete.

4.2.8 Delete Unit

In order to delete a Unit, you must delete any Hosts that exist in that Unit first. Once all the associated hosts are deleted for a Unit, then that Unit will automatically disappear from the database.

4.2.9 Delete Location

Similarly, to delete a location you must delete any Units that occur in that Location. Once all the associated Units are deleted for a Location, then that Location will automatically disappear from the database. Note that deleting the last Host from the last Unit at a Location will automatically delete the Unit and the Location itself.

4.2.10 Special Asset: .Common

Each PCDP has an asset called “.Common” which can be used by owners if they want to advertise “services” or hosts, which they want to be available without going through the standard asset tree. For instance, it may be that one of the Process Control Domain locations host a terminal server which is to be used by users who normally use other assets.

Use Applications

PCDP Menu

- Applications
 - EPE
 - .Common
 - ASS-NAM
 - CBJ-ACC
 - CBJ Acceptance**
 - HGZ-NAM
 - Sep Patch Test
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
 - Management
 - Reporting
 - Tools
 - Information
 - Home

Use an Application

Location and Unit Information:

Location:	Loc Status:	Unit:
CBJ-ACC	Enabled	CBJ Acceptance

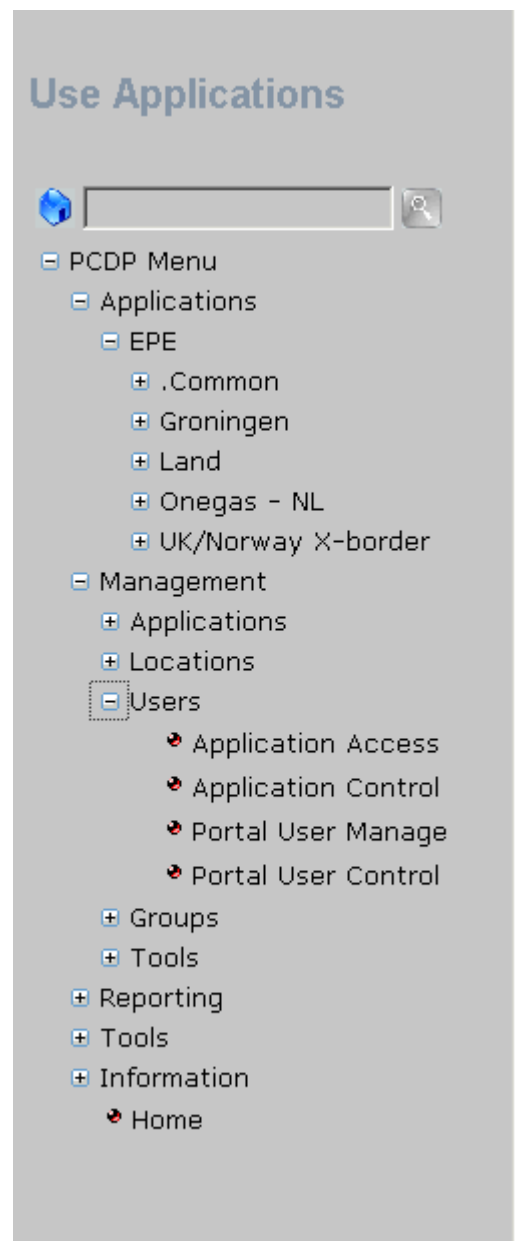
Host	Application	Status	
cbj-s-6133	Carbon Copy	Disabled (App)	Info
cbj-s-6133	File Transfer	Enabled	Info
cbj-s-6133	GPS Monitor	Enabled	Info
cbj-s-6133	ICA Client	Enabled	Info
cbj-s-6133	Internet Explorer	Enabled	Info
cbj-s-6133	PcAnywhere	Enabled	Info
cbj-s-6133	RDP	Enabled	Info

E.g. Above is an example of a server set up for “.Common” use, where the asset name is “.Common”, the location is “CBJ_ACC” and the unit is “CBJ Acceptance”

It is entirely down to the Owner whether this “.Common” asset is used. If no hosts are configured for it then no users will see it.

4.3 Users

The following Section is all user management related for PCDP Owners, accessed from the PCDP Management Users menu:



4.3.1 Add User

To add a new user to the PCDP database, navigate to the menu shown below:

Management

Users

Portal User Manage

Manage Users in the PCDP Environment

You will be shown the '**Manage Users in the PCDP Environment**' dialog screen:

The owners are allowed to set the status of the users as Enabled/Disabled in the Portal. This is performed using the 'Edit' button and setting status to Enabled/disabled. Please refer the Screen: 1 below.

Use Applications

- [-] PCDP Menu
 - [+] Applications
 - [-] Management
 - [+] Applications
 - [+] Locations
 - [-] Users
 - Application Access
 - Application Control
 - Portal User Manage**
 - Portal User Control
 - [+] Groups
 - [+] Tools
- [+] Reporting
- [+] Tools
- [+] Information
 - Home

Manage Users

User:

User	PCDP Role	TPA	Status	Edit	Delete
A.Buijenvanweelden-X	PCDP EndUser	Yes	Disabled	Edit	Delete
A.Rizzolini-X	PCDP EndUser	Yes	Enabled	Edit	Delete
A.vanBerne-X	PCDP EndUser	Yes	Enabled	Edit	Delete
Aart.Kamphuis	PCDP Owner	No	Disabled	Edit	Delete
Aart.Reneman	PCDP EndUser	No	Enabled	Edit	Delete
Aat.Groeneweg-X	PCDP EndUser	Yes	Enabled	Edit	Delete
Ab.Dejonge	PCDP EndUser	No	Disabled	Edit	Delete
Abs.DudokvanHeel	PCDP EndUser	No	Enabled	Edit	Delete
Ad.Vankuik-X	PCDP EndUser	Yes	Enabled	Edit	Delete
Ad.VanUnen	PCDP EndUser	No	Enabled	Edit	Delete
Adrie.Deklein	PCDP EndUser	No	Enabled	Edit	Delete
Akkie.Stroeve	PCDP EndUser	No	Enabled	Edit	Delete
Albert.dePrië-X	PCDP EndUser	Yes	Enabled	Edit	Delete
Albert.Gerlofsma	PCDP EndUser	No	Enabled	Edit	Delete
Albert.Kaag	PCDP EndUser	No	Enabled	Edit	Delete

Screen: 1

When the user is disabled, the user cannot use the Portal and instead receive the screen shown below.

Use Applications

- [-] PCDP
 - [-] Information
 - Contacts
 - Usage Instructions
 - Home

Your PCD Portal access has been disabled!

For information or support please click on one of the PCDP Owners listed below:

PCDP Owners
Casper.Blom
Niels.Spieard
R.Wilpstra
Marc.Schaeffer
Bram.Keyzer
INF367-f
Mastan.Vali-B
Mastan.Vali
P.Dhandapani-B
Pradeepa.Dhandapani
1 2

Screen: 2

When the user is disabled and the logon access and timed access is set, the user receives the screen as shown below.

Your PCD Portal access has been disabled!

For information or support please click on one of the PCDP Owners listed below:

PCDP Owners
Casper.Blom
Niels.Spieard
R.Wilpstra
Marc.Schaeffer
Bram.Keyzer
INF367-f
Mastan.Vali-B
Mastan.Vali
P.Dhandapani-B
Pradeepa.Dhandapani
1 2

Timed Access Hours	
(GMT+05:30) Chennai, Kolkata, Mumbai, New Delhi	
Start Time	End Time
15/09/2009 15:30:00	15/09/2009 17:30:00

Logon Access Hours						
(GMT+05:30) Chennai, Kolkata, Mumbai, New Delhi						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
No Access	No Access	No Access	3:00-4:00	No Access	No Access	No Access

The Screen: 1 shows existing users, but there is also an <Add> button at the bottom of the screen, which allows you to add new users.

Create new PCDP User from Active Directory:

Domain	Search on	User	
asia-pac	Lastname		Search
<input type="button" value="Back"/>			

As you can only add existing users from the Shell Active Directory, first select the domain that your user account belongs to. The choices are:

Asia-pac	Asia Pacific
Africa-me	Africa and Middle East
Americas	North & South America
Europe	Europe
Shellexternal, Vsat	Domain for Third Party Access

You can then search on last name, or else if you know the user's user i.d. you can select to enter that. If the user is found in Active Directory, one (or more) user records are displayed. See example for a search for the name Green in the Europe domain below:

Create new PCDP User from Active Directory:

Domain	Search on	User	
asia-pac	Lastname	gibson	Search

Name	UserID	AccountName	Dept	Office
Gibson, Alan SDA-DLP9	AUAGI5	Alan.J.Gibson	---	PTH <Room number>
Gibson, Danny SDAU-NCL-SES2	AUDGI0	Danny.Gibson	---	NCL REMOTE
Gibson, Nicole K STOS-EPA-T-WE-TA	NZNU00	Nicole.Gibson	Well Engineering	NPL TB2
Gibson, Peter J SDA-EPX-A-AUB	AUPGI0	Peter.Gibson	Browse Basin Team (Operated Ventres, NOV, NBD)	PTH QV1 Upper Plaza East

Back

Select the user you wish to add and you will then see the dialog box for selecting the PCDP Role, option for selecting the status for the role and the tick-box for indicating that the user is a "Third Party Access" user (TPA).

Select PCDP Role:

User	Domain	TPA	PCDP Role	Status	
Ann.E.Gibson	europa	<input type="checkbox"/>	PCDP EndUser	Enabled	Create

Back

PCDP EndUser
PCDP Controller
PCDP Owner
PCDP Reporter

The PCDP Roles can be one of the following:

- PCDP EndUser
- PCDP Controller
- PCDP Owner
- PCDP Reporter

You will see a "Please wait while adding...." Message, followed by a "User Ann.E.Gibson successfully added to the PCDP" message.

You will now be returned to the main **"Manage Users in the PCDP Environment"** dialog screen,

As a prerequisite for any user who wishes to access a PCAD they must first have been issued with an OTP VASCO token and also have requested a non-expiring password from GI-D Access Management.

In addition a PCDP Owner should request access for Third Parties using the EP Request Management tool. Also the TPA User can be added only as an End User. Further details on Third Party request can be found in Section9 of this document.

4.3.2 Delete User

To delete a user, navigate to the following PCAD menu:

[Management](#)

Users

Portal User Manage

Manage Users in the PCDP Environment

You will be shown the Manage Users dialog screen, where you can page through to the correct user you wish to delete. Use the <Delete> button next to the relevant user. You will then be shown a confirmation screen showing all the applications that that user has for any hosts in the PCDP. You will then be able to click on the <Delete> button to delete that user:

Manage Users

User	Role	Delete	Cancel
A.vanBerne-X	PCDP EndUser	Delete	Back

Asset	Location	Unit	Host	Application	Group
.Common	ASS-NAM	ASS-NAM-PCD-VLAN750	epe-pp-nlasstst001.europe.shell.com	Carbon Copy	No
.Common	CBJ-ACC	CBJ Acceptance	cbj-s-6133	Carbon Copy	No

You will see a “Please wait while deleting” Message, followed by a “User xxxx has been deleted from the database” message. Click <OK> to continue. You will now be returned to the main “Manage Users” dialog screen.

4.3.3 Edit User Role

To edit a user, (i.e. change the role that is assigned to a user), navigate to the following PCAD menu:

[Management](#)

Users

Portal User Manage

Manage Users in the PCDP Environment

You will be shown the Manage Users dialog screen, where you can page through to the correct user you wish to edit. Use the <Edit> button next to the relevant user. You will then be shown the “Select PCDP Role” Screen:

Select PCDP Role:

User	Domain	TPA	PCDP Role	
Aart.Reneman	Europe	<input type="checkbox"/>	PCDP EndUser	Save

Back

PCDP EndUser
PCDP Controller

You can change PCDP EndUsers into PCDP Controllers, or the other way around. You cannot change a user's role to an Owner using this menu.

Here you can set the TPA status of the user, select the new PCDP role as seen above. To save the changes made you can click on the <Save> button. You will see a "please wait while updating user xxxx", followed by a "User xxxx successfully updated" Message

You will now see the Manage Users dialog screen again, and you can verify the role has been changed paging through the screen the user information you just changed. The new PCDP role should be displayed next to the user name.

4.3.4 User Access

Use the Manage Application Access menu to add or remove users to a particular application on a particular host:

Management

Users

Application Access

Region

Asset

Location

Unit

Host

Application ← Select Application at this level

Select PCDP Management/Users/Access, and then navigate through the tree to the host/Application that you wish to add or remove users from. On selecting the required Application/Host, you will be shown the Manage User access dialog screen, where you can add users or remove users:

EPE .Common ASS-NAM ASS-NAM-PCDP **ass-s-053.europe.shell.com**

Manage user access – Application

On Host:
ass-s-053.europe.shell.com

Application	App Status	Function	Stage				User	Group
RDP	Enabled	Remote Mgmt	Dev	Add	Edit	Remove	Info	Info

If Applications are assigned to that host, you will see them in a list (as per above screen-shot). You can then click on the Users or Group <Info> buttons to see which groups or users are already assigned to that application.

Use the <Add> button to add users to this application.

Use the <Remove> button to remove users from this application.

Use the <Edit> button to edit the users for this application. (I.e. you can edit the user to make them an application Controller or Custodian

Host	Application
ass-s-053.europe.shell.com	RDP

User: Search

User	TPA	AppRole	Status	Default Status	
A.Buijenvanweelden-X	Yes	End User	Enabled	Enabled	Add
A.Rizzolini-X	Yes	End User	Enabled	Enabled	Add
A.vanBerne-X	Yes	End User	Enabled	Enabled	Add
Aart.Reneman	No	End User	Enabled	Enabled	Add
Aat.Groeneweg-X	Yes	End User	Enabled	Enabled	Add
Ab.Dejonge	No	End User	Enabled	Enabled	Add
Abs.DudokvanHeel	No	End User	Enabled	Enabled	Add
Ad.VanKuik-X	Yes	End User	Enabled	Enabled	Add
Ad.VanUnen	No	End User	Enabled	Enabled	Add
Adrie.Deklein	No	End User	Enabled	Enabled	Add
Akkie.Stroeve	No	End User	Enabled	Enabled	Add
Albert.dePrie-X	Yes	End User	Enabled	Enabled	Add
Albert.Gerlofsma	No	End User	Enabled	Enabled	Add

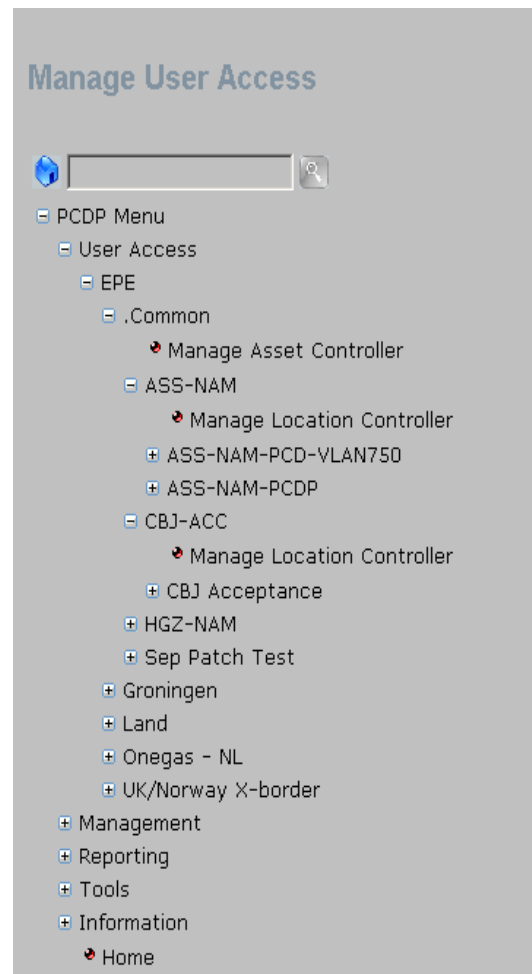
If you select the <Edit> button for a user, you can then change the Application Role as shown in the above screen-shot. You can also change the user status for that user in case you wish to disable then for that application. Click the <Save> button to effect the change.

Manage User access (New Role Asset & Location Controller): - Need to change screen shots

You can add/remove users as an Asset or Location Controller.

This allows you to manage and grant access to users and further users can manage their own asset /location

For instance you can add any asset /location to Users from the user access screen shown below.



You can add/remove users to manage any asset /location by clicking on 'Add' or 'Remove'. This action will provide you with a list of endusers available for a particular asset /location. You can choose the required enduser and add/remove the enduser to provide access to a particular asset /location.

EPE
Common
ASS-NAM

Manage user access - Location Controller

On Asset:	On Location:
.Common	ASS-NAM

User:

User	Asset controller	
Aart.Reneman	Yes	<input type="button" value="Remove"/>
Ab.Dejonge	Yes	<input type="button" value="Remove"/>
Abs.DudokvanHeel	Yes	<input type="button" value="Remove"/>
Ad.VanUnen	Yes	<input type="button" value="Remove"/>
Adrie.DeKlein	Yes	<input type="button" value="Remove"/>
Akkie.Stroeve	Yes	<input type="button" value="Remove"/>
Albert.Gerlofsma	Yes	<input type="button" value="Remove"/>
Albert.Kaag	Yes	<input type="button" value="Remove"/>
Albert.Lubbers	Yes	<input type="button" value="Remove"/>

- Asset controller can control (enable/disable) user application access for all PCD Hosts/Applications of the asset to which the enduser is assigned as Asset Controller
- Asset controller can control (enable/disable) all locations of the asset to which the enduser is assigned as Asset Controller
- Location Controller can control (enable/disable) user application access for all PCD Hosts/Applications of the location to which the enduser is assigned as Location Controller
- Location Controller can control (enable/disable) the location to which the enduser is assigned as Location Controller

User And Group Access Notes:

- 1) When you click on the Group <Info> button, you can see the groups assigned, but you can then click on the group name to see which users are assigned to that group.
- 2) When you click on Users <Info> button, the list of users you see does not include users who are only assigned to that application via group membership. To see those users you would need to inspect the group membership as described in note 1.

4.3.5 Application User Control

Use the Control (Enable/Disable) Access menu to control users for a particular application:

Management Users

Application User Control

Region

Asset

Location

Unit

Host

Application ← Select Application at this level

Select PCDP Management/Users/Access, and then navigate through the tree to the host/Application that you want to control user access to.

On selecting the required Application/Host, you will be shown the “Control (Enable/Disable) Access for a particular user” dialog screen, where you can control user access. E.g. Enable or disable access & also set timed access if required. For more complete information on this functionality please refer to the PCDP EndUser & Controller's Guide Documentation

The screenshot shows the PCDP Control Users interface. On the left is a navigation tree with the following structure:

- PCDP Menu
 - User Control
 - EPE
 - .Common
 - ASS-NAM
 - ASS-NAM-PCD-VLAN750
 - ASS-NAM-PCDP
 - ass-s-053.europe.shell.com
 - RDP** (selected)
 - PCDPDEV01
 - pcdpsspecials01
 - CBJ-ACC
 - Groningen
 - Land
 - Onegas - NL
 - UK/Norway X-border
 - Management
 - Reporting
 - Tools
 - Information
 - Home

On the right, the 'Control User Access' dialog is displayed for the selected application 'RDP'. It includes a table for application details and a table for user access control.

| For selected Application: | | | | |
|---------------------------|-------------|----------------------------|--------------|-------------|
| Application: | App Status: | On Host: | On Location: | Loc Status: |
| RDP | Enabled | ass-s-053.europe.shell.com | ASS-NAM | Enabled |

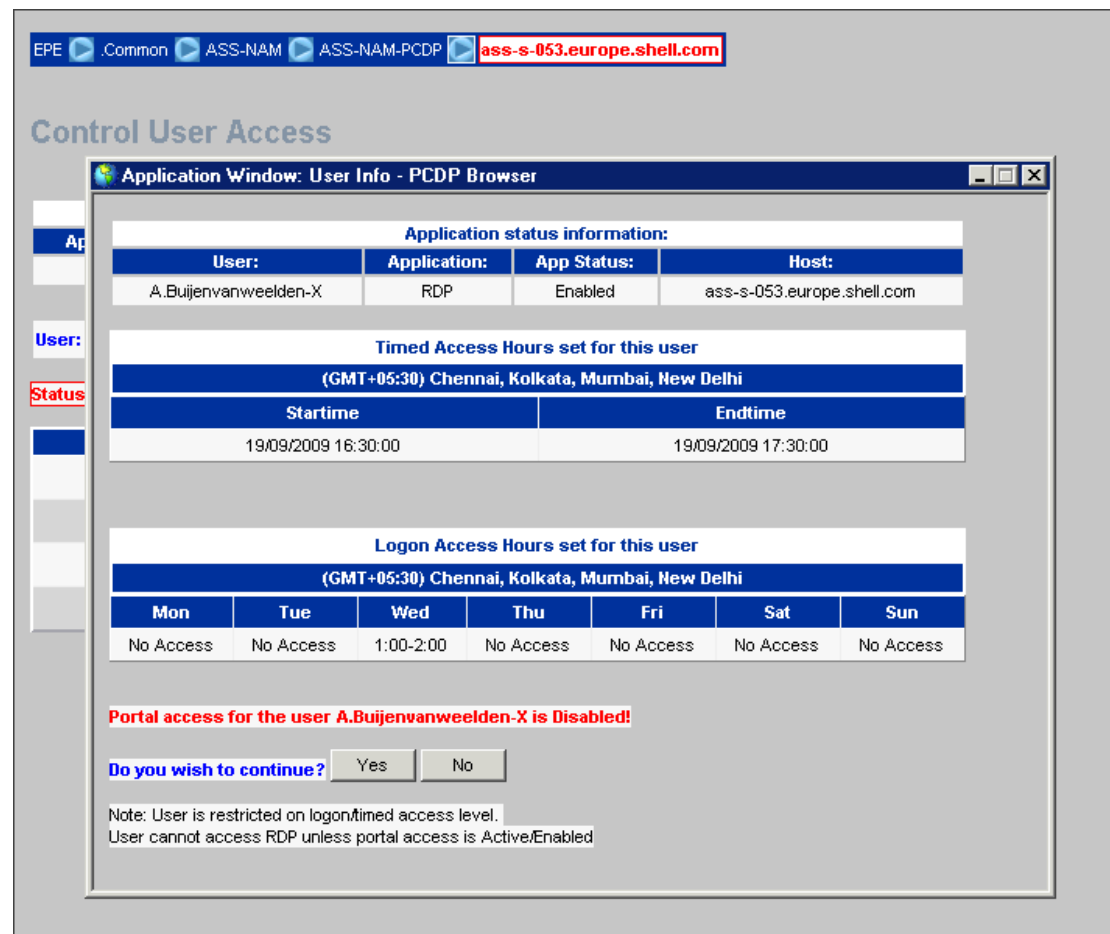
Below the application details table is a search bar for users:

User: Search

| User | TPA | Enabled | Disabled | Default Status | TimedAccess |
|---------------|-----|----------------------------------|----------------------------------|----------------|-------------|
| Casper Blom-X | Yes | <input type="radio"/> | <input checked="" type="radio"/> | Disabled | Not Set |
| Jan Butler-X | Yes | <input checked="" type="radio"/> | <input type="radio"/> | Enabled | No |
| Jetze Holma-X | Yes | <input type="radio"/> | <input checked="" type="radio"/> | Disabled | Not Set |

Select the <Enable> and <Disable> buttons to control access for a particular user for the application, and if you wish to set “Timed Access” refer to the PCDP Enduser & Controller's Guide Documentation.

When the owner/controller tries to enable the user access for an Application for a user who is disabled at portal level, then a window is shown with the portal logon and timed access details set for the user.



4.3.6 Portal User Control

Management Users

Portal User Control

On selecting 'Portal user control', you will be shown the "Control (Enable/Disable) a particular user" dialog screen, where you can control user access. E.g. enable or disable access & also set timed access if required. For more complete information on this functionality please refer to the PCDP Enduser & Controller's Guide Documentation.

| Control Portal User | | | | | | |
|--------------------------|----------------------|---------------------------------------|----------------------------------|----------------------------------|--------------|-------------|
| User: | <input type="text"/> | <input type="button" value="Search"/> | | | | |
| User | PCDP Role | TPA | Enabled | Disabled | Timed Access | Logon Hours |
| A.Buijenvanweelden-X | PCDP EndUser | Yes | <input checked="" type="radio"/> | <input type="radio"/> | Enabled | Enabled |
| A.Rizzolini-X | PCDP EndUser | Yes | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| A.vanBerne-X | PCDP EndUser | Yes | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| Aart.Kamphuis | PCDP Owner | No | <input type="radio"/> | <input checked="" type="radio"/> | Not Set | Not Set |
| Aart.Reneman | PCDP EndUser | No | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| Aat.Groeneweg-X | PCDP EndUser | Yes | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| Ab.Dejonge | PCDP EndUser | No | <input type="radio"/> | <input checked="" type="radio"/> | Not Set | Not Set |
| Abs.DudokvanHeel | PCDP EndUser | No | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| Ad.VanKuik-X | PCDP EndUser | Yes | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| Ad.VanUnen | PCDP EndUser | No | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| Adrie.DeKlein | PCDP EndUser | No | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| Akkie.Stroeve | PCDP EndUser | No | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| Albert.dePrie-X | PCDP EndUser | Yes | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| Albert.Gerlofsma | PCDP EndUser | No | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| Albert.Kaag | PCDP EndUser | No | <input checked="" type="radio"/> | <input type="radio"/> | No | No |
| 1 2 3 4 5 6 7 8 9 10 ... | | | | | | |

4.4 Groups

4.4.1 Groups Manage

Groups in the PCDP are for grouping users so that a group can be used to give access to an application instead of having to enter individual user names.

Groups cannot be used for Timed Access – this can only be set individually per user.

Use the PCDP Management / Users / Groups / Mange menu to create, delete and edit groups.

[Management](#)

Groups

Manage

Manage Group Access

Group: Search

| Group | Users | | Groups | | Member | Application |
|-----------------------------------|-------|--------|--------|--------|----------------------|----------------------|
| Assistant-Supervisors-SDM-EPE-NL | Add | Remove | Edit | Delete | Info | Info |
| CC-Operators-ASS-EPE-NL | Add | Remove | Edit | Delete | Info | Info |
| CC-Operators-HGZ-EPE-NL | Add | Remove | Edit | Delete | Info | Info |
| CC-Operators-SDM-EPE-NL | Add | Remove | Edit | Delete | Info | Info |
| GTI OMC-KSE REMOTE-EPE-NL | Add | Remove | Edit | Delete | Info | Info |
| HGZ NAM DZL Standby Operator | Add | Remove | Edit | Delete | Info | Info |
| HGZ NAM Process control | Add | Remove | Edit | Delete | Info | Info |
| HGZ NAM Standby Operator | Add | Remove | Edit | Delete | Info | Info |
| Maintenace-Engineering-ASS-EPE-NL | Add | Remove | Edit | Delete | Info | Info |
| MetNet users - EPE - UK NL | Add | Remove | Edit | Delete | Info | Info |
| MetNet-Users-AVWG-EPE-NL | Add | Remove | Edit | Delete | Info | Info |
| Operations-Support-ASS-EPE-NL | Add | Remove | Edit | Delete | Info | Info |
| RMT-Users-EPE-NL | Add | Remove | Edit | Delete | Info | Info |
| RTIME-Support-ABE-EPE-UK | Add | Remove | Edit | Delete | Info | Info |
| SCADA-System-Administrators | Add | Remove | Edit | Delete | Info | Info |

1 2 3 4

Add

You will be shown the groups for the PCDP. (See above example)

Use the <Add> button at the bottom of the screen to add a new group.

Use the Users <Add> button next to a group to add users to that group.

Use the Users <Remove> button next to a group to remove users from that group.

Use the Group <Edit> button to edit the Group Name or the Group Comments.

Use the Group <Delete> button to delete the Group.

4.4.2 Groups Access

Use the PCDP Management / Users / Groups / Access menu to add or remove group access to individual applications. From there, navigate through the tree to your desired application

Management

Groups

Access

Region

Asset

Location

Unit

Host

Application ← Select Application at this level

You will see the Manage User Group Access Screen.

Manage Group Access

On Selected Host:
ass-s-053.europe.shell.com

| Application | App Status | Function | Stage | | | | User | Group |
|-------------|------------|-------------|-------|-----|------|--------|----------------------|----------------------|
| RDP | Enabled | Remote Mgmt | Dev | Add | Edit | Remove | Info | Info |

Use the <Add> button to add any existing group to this application and set the status and default status for the group.

On clicking <Add> button for a particular application of a particular host the list of groups will be provided as shown below.

In the below example required groups can be added to the application 'Carbon Copy' for the Host 'cbj-s-6122'.

Manage Group access

Host: ass-s-053.europe.shell.com **Application:** RDP

Group:

| Group | Status | Default Status | |
|-----------------------------------|---------|----------------|-----|
| Assistant-Supervisors-SDM-EPE-NL | Enabled | Enabled | Add |
| CC-Operators-ASS-EPE-NL | Enabled | Enabled | Add |
| CC-Operators-HGZ-EPE-NL | Enabled | Enabled | Add |
| CC-Operators-SDM-EPE-NL | Enabled | Enabled | Add |
| GTI OMC-KSE REMOTE-EPE-NL | Enabled | Enabled | Add |
| HGZ NAM DZL Standby Operator | Enabled | Enabled | Add |
| HGZ NAM Process control | Enabled | Enabled | Add |
| HGZ NAM Standby Operator | Enabled | Enabled | Add |
| Maintenace-Engineering-ASS-EPE-NL | Enabled | Enabled | Add |
| MetNet users - EPE - UK NL | Enabled | Enabled | Add |
| MetNet-Users-AWVG-EPE-NL | Enabled | Enabled | Add |
| Operations-Support-ASS-EPE-NL | Enabled | Enabled | Add |
| RMT-Users-EPE-NL | Enabled | Enabled | Add |

Use the <Edit> button to edit the status and default status for an existing group of an application.

The screenshot shows the 'Manage Group access' interface. At the top, there is a navigation bar with links: EPE, .Common, ASS-NAM, ASS-NAM-PCDP, and **ass-s-053.europe.shell.com**. Below the navigation bar, the title 'Manage Group access' is displayed. The main content area contains two tables. The first table has two columns: 'Host' and 'Application'. The 'Host' column contains the value 'ass-s-053.europe.shell.com' and the 'Application' column contains the value 'RDP'. The second table has five columns: 'Group', 'Status', 'Default Status', and two empty columns. The 'Group' column contains the value 'TPA-EPMNL-RIJ-PWG'. The 'Status' column contains a dropdown menu with the value 'Enabled'. The 'Default Status' column contains a dropdown menu with the value 'Enabled'. To the right of the second table, there are two buttons: 'Save' and 'Back'.

| Host | Application |
|----------------------------|-------------|
| ass-s-053.europe.shell.com | RDP |

| Group | Status | Default Status | | |
|-------------------|---------|----------------|------|------|
| TPA-EPMNL-RIJ-PWG | Enabled | Enabled | Save | Back |

Use the <Remove> button to remove a group from this application.

The screenshot shows the 'Manage Group access' interface. At the top, there is a navigation bar with links: EPE, .Common, ASS-NAM, ASS-NAM-PCDP, and **ass-s-053.europe.shell.com**. Below the navigation bar, the title 'Manage Group access' is displayed. The main content area contains two tables. The first table has two columns: 'Host' and 'Application'. The 'Host' column contains the value 'ass-s-053.europe.shell.com' and the 'Application' column contains the value 'RDP'. Below the first table, there is a search bar with the label 'Group:' and a 'Search' button. The second table has two columns: 'Group' and an empty column. The 'Group' column contains the value 'TPA-EPMNL-RIJ-PWG'. To the right of the second table, there is a 'Remove' button. At the bottom left, there is a 'Back' button.

| Host | Application |
|----------------------------|-------------|
| ass-s-053.europe.shell.com | RDP |

Group: Search

| Group | |
|-------------------|--------|
| TPA-EPMNL-RIJ-PWG | Remove |

Back

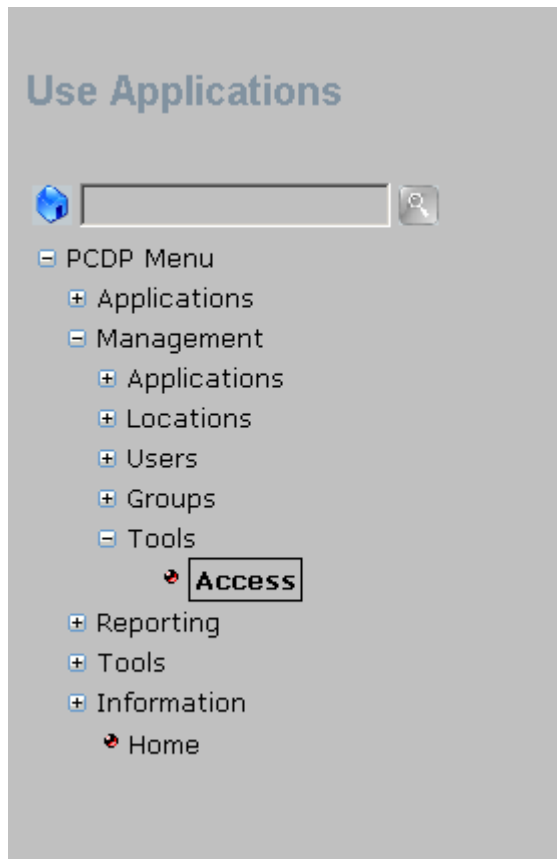
4.5 Tools Access

PCAD owners have tool access capability. This allows owners to manage access to some of the PCAD Management tools, granting access to End Users and User groups.

For instance Owner can add any PCDP tool (Ex: Ping tool) to Users or to a user group from the Manage Users Application screen shown below.

Adding users and groups to the PCDP Tool:

The owner can add users/groups to PCDP Tool by clicking on 'Add'. This action will provide the owner with a list of users/groups available for a particular PCDP Tool. The owner can choose the required user/group and add to provide access to a particular PCDP Tool.



Note: Due to technical restriction WSUS tool is added at user level only.

Manage user access - Tools

| PCDP Tool | Users | | Groups | | Users | Groups |
|------------------------|-------|--------|--------|--------|----------------------|----------------------|
| McAfee EPO | Add | Remove | Add | Remove | Info | Info |
| Ping Tool | Add | Remove | Add | Remove | Info | Info |
| Symantec System Centre | Add | Remove | Add | Remove | Info | Info |
| WSUS Console | Add | Remove | Add | Remove | Info | Info |

4.6 PCDP Owner Reports

| | |
|--|--|
| <ul style="list-style-type: none"> Reporting <ul style="list-style-type: none"> End to End functionality <ul style="list-style-type: none"> Registered <ul style="list-style-type: none"> Location Location without Applications Apps Per Location Asset Controller Asset and Location Controllers per Location Apps Per Location without Users Apps Per Location per User Apps Per Location per Group Apps Per Location per User and Group PCDP Users Users Per Group Actual <ul style="list-style-type: none"> Users Per Application PCDP Users Expired User Sessions Historical <ul style="list-style-type: none"> Per Location Apps Per Location Apps Per Location per User My Apps Per Location - Detail My Apps Per Location - Summary Tools Usage Per User BAC <ul style="list-style-type: none"> BAC Dashboard report BAC Historical PCDP Management functionality <ul style="list-style-type: none"> Application mgmt Group mgmt Group Application mgmt Location mgmt User Application mgmt User Portal mgmt | <p>PCDP owners get more reports than other roles in the PCDP. Besides getting all the Registered, Actual and Historical reports, PCDP Owners get PCDP Management Functionality reports, which cover “when things are changed”. (I.e. Applications, Groups, Locations & Users) and also the BAC reports</p> <p>PCDP Management Reports:</p> <p>Applications mgmt: Date selectable: - Host/Application, when created/deleted/updated and by whom.</p> <p>Groups mgmt: Date selectable - Group name, when created/deleted/updated and by whom.</p> <p>Groups application mgmt: Date selectable - Group name, application name, when created/deleted/updated and the action user.</p> <p>Locations mgmt: Date Selectable. Can also select Unit, Host and Action user.</p> <p>Users Application mgmt: Date selectable - User name, TPA, Host/Application/Application role, status, default status, Timed start date, Timed enddate, Action date and Action user.</p> <p>Users Portal mgmt: Date selectable - User name, TPA, Role, Action type, user status, Timed enddate, Action date and Action user.</p> |
|--|--|

PCDP Reporting**End to End functionality****Registered**

- Location (Reporter and Owner)
- Location without Applications (Reporter and Owner)
- Apps Per Location (Reporter and Owner)
- Asset Controller
- Asset and Location Controllers per Location
- Apps Per Location without Users (Reporter and Owner)
- Apps Per Location per User (Reporter and Owner)
- Apps Per User per Group (Reporter and Owner)
- Apps Per Location per User and Group (Reporter and Owner)
- Registered PCDP users (Reporter and Owner)
- Registered users per group (Reporter and Owner)
- Apps Per Location per Custodian (Application Custodian)
- My Apps Per Location (EndUser and Controller)
- My Apps Per Group (EndUser and Controller)
- My Controlled Asset and Location End User

Actual

- Users Per Application (Controller and Owner)
- PCDP Users (Controller and Owner)
- Expired User Sessions (Controller and Owner)

Historical

- Per Location (Reporter and Owner)
- Apps Per Location (Reporter and Owner)
- Apps Per Location per User (Reporter and Owner)
- Apps Per Location per Custodian (Application Custodian)
- My Apps Per Location – Detail (Everyone except Reporter)
- My Apps Per Location – Summary (Everyone except Reporter)
- Tools usage per user (Only Owner)

BAC

- BAC Dashboard report (Only Owner)
- BAC Historical (Only Owner)

Converting Time Zone

There is an option to convert UTC Time into Client Machines Local Time in all the reports that displays time in any of its column by clicking on “Local Time” button.

Reporting - Current PCDP Users

Report:

Run Reset Export **Local Time**

Environment EPE-CBJ-ACC Process Control Domain Portal - PROD

Run Date 19/09/2009

By Mastan.Vali-B

Report Input

Region EPE

| User | StartDate & Time (UTC) | SessionTime (min) | PCDP Host |
|---------------|------------------------|-------------------|--------------------------------|
| Mastan.Vali-B | 19/09/2009 07:05:49 | 215 | cbj-s-03208.asia-pac.shell.com |

On clicking Local Time, the UTC time will be converted to Clients Local Time.

Similarly on clicking UTC Time button, the Clients Local time in the report will be converted to UTC Time.

Reporting - Current PCDP Users

Report:

Run Reset Export **UTC Time**

Environment EPE-CBJ-ACC Process Control Domain Portal - PROD

Run Date 19/09/2009

By Mastan.Vali-B

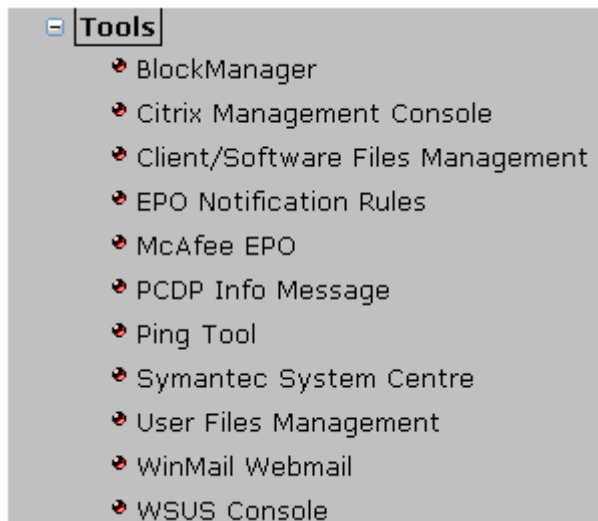
Report Input

Region EPE

| User | StartDate & Time (Local) | SessionTime (min) | PCDP Host |
|---------------|--------------------------|-------------------|--------------------------------|
| Mastan.Vali-B | 19/09/2009 12:35:49 | 217 | cbj-s-03208.asia-pac.shell.com |

4.7 Tools

The following Section covers miscellaneous management tools related for PCDP Owners, Accessed from the Tools menu:



Owners can manage access to some of the PCAD Management tools, granting access to End Users.

Refer PCDP Tools 2.12.02 document for detailed description on PCDP Tools.

5 SMTP Application

Owners can enable a PCD host to allow SMTP traffic through the PCAD to the office domain. This can only be done on a per host basis and is done by “adding” the SMTP application to the host concerned in the normal way other applications are added:

From the PCDP Management menu, navigate to the correct host where you wish to add the SMTP Mail to via the following PCDP menu tree:

Management
Applications
Manage
Region
Asset
Location
Unit
Host ← Select Host at this level

The screenshot shows the PCDP Management interface. At the top, there is a breadcrumb trail: EPE > .Common > ASS-NAM > ASS-NAM-PCDP > **pcdpspecials01**. Below this, the title 'Manage an Application:' is displayed. Underneath the title, a box labeled 'On Selected Host:' contains the text 'pcdpspecials01'. The main part of the screen is a table with the following columns: Application, Function, Stage, Status, Edit, Delete, Users, and Group. The table lists several applications: Internet Explorer, PcAnywhere, RDP, RDP Console, File Transfer, Accurate Time, and Anti Virus McAfee. Each application row has corresponding buttons for Edit and Delete, and links for Users and Group information. At the bottom left of the table area, there is an 'Add' button.

| Application | Function | Stage | Status | Edit | Delete | Users | Group |
|-------------------|------------|-------|---------|------|--------|-------|-------|
| Internet Explorer | Remote Mon | N/A | Enabled | Edit | Delete | Info | Info |
| PcAnywhere | Remote Eng | Prod | Enabled | Edit | Delete | Info | Info |
| RDP | Remote Eng | Prod | Enabled | Edit | Delete | Info | Info |
| RDP Console | Remote Eng | Prod | Enabled | Edit | Delete | Info | Info |
| File Transfer | Service | Test | Enabled | Edit | Delete | Info | Info |
| Accurate Time | Service | Test | Enabled | Edit | Delete | Info | Info |
| Anti Virus McAfee | Service | N/A | Enabled | Edit | Delete | Info | Info |

Add

At this screen you can add the SMTP application to the host – Click on the <Add> button.

EPE .Common ASS-NAM ASS-NAM-PCDP **pcdpspecials01**

Add an Application:

On Selected Host:
pcdpspecials01

| Application | Function | Stage | Status | Save | Cancel |
|-------------------------|------------|-------|---------------|------|--------|
| Select Application | Remote Mon | N/A | Disabled(App) | Save | Cancel |
| VNC X1 | | | | | |
| VNC X1 (single session) | | | | | |
| VNC X2 | | | | | |
| WhatsUp | | | | | |
| WinCC | | | | | |
| WinCC 6.2 | | | | | |
| WinCC Monitor | | | | | |
| WTSDESKTOP | | | | | |
| Anti Virus symantec | | | | | |
| SMTP Mail | | | | | |
| WSUS | | | | | |

Add the SMTP Mail application by scrolling down on the Application drop-down menu. Click on function drop down menu and select a suitable description for the function – We suggest “Service”. Remember to set the “Status” to enabled if you want that host to start using SMTP straight away. Now click on the <Save> button. You will now be shown the host with the SMTP Mail application added.

EPE .Common ASS-NAM ASS-NAM-PCDP **pcdpspecials01**

Manage an Application:

On Selected Host:
pcdpspecials01

| Application | Function | Stage | Status | Edit | Delete | Users | Group |
|-------------------|-------------------|------------|-----------------------|------|--------|-------|-------|
| Internet Explorer | Remote Mon | N/A | Enabled | Edit | Delete | Info | Info |
| PcAnywhere | Remote Eng | Prod | Enabled | Edit | Delete | Info | Info |
| RDP | Remote Eng | Prod | Enabled | Edit | Delete | Info | Info |
| RDP Console | Remote Eng | Prod | Enabled | Edit | Delete | Info | Info |
| File Transfer | Service | Test | Enabled | Edit | Delete | Info | Info |
| Accurate Time | Service | Test | Enabled | Edit | Delete | Info | Info |
| Anti Virus McAfee | Service | N/A | Enabled | Edit | Delete | Info | Info |
| SMTP Mail | Remote Mon | N/A | Disabled (App) | Edit | Delete | Info | Info |

Add

The host cbj-d-9692 in the above example now has SMTP mail activated for any user using that PCD host. (I.e. all SMTP traffic from that host will now be forwarded by the PCAD to the Shell Office Domain.)

Note:

Please note that adding the SMTP Mail application to a host will not result in immediate activation. It can take up to one hour before that host will be able to successfully send SMTP mail. This is due to the fact that the scheduled job that updates the PostCast database runs on an hourly basis.

6 Anti Virus Applications

Owners can enable a PCD host for Anti Virus support. This can only be done on a per host basis and is done by “adding” the Anti Virus application to the host concerned in the normal way other applications are added:

From the PCDP Management menu, navigate to the correct host where you wish to add the SMTP Mail to via the following PCDP menu tree:

PCDP Management

Applications

Manage

Region

Asset

Location

Unit

Host ← Select Host at this level

Manage an Application:

On Selected Host:
PCDPDEV01

| Application | Function | Stage | Status | Edit | Delete | Users | Group |
|---------------|-------------|-------|---------|----------------------|------------------------|----------------------|----------------------|
| Carbon Copy | Remote Mgmt | Test | Enabled | Edit | Delete | Info | Info |
| RDP | Remote Eng | Prod | Enabled | Edit | Delete | Info | Info |
| RDP Console | Remote Eng | Prod | Enabled | Edit | Delete | Info | Info |
| RMT_TEST | Remote Eng | N/A | Enabled | Edit | Delete | Info | Info |
| File Transfer | Service | Prod | Enabled | Edit | Delete | Info | Info |
| Accurate Time | Service | Prod | Enabled | Edit | Delete | Info | Info |
| SMTP Mail | Alerting | Prod | Enabled | Edit | Delete | Info | Info |
| WSUS | Service | Prod | Enabled | Edit | Delete | Info | Info |

[Add](#)

At this screen you can add the Anti Virus application to the host – Click on the <Add> button.

Add an Application:

On Selected Host:
PCDPDEV01

| Application | Function | Stage | Status | Save | Cancel |
|-------------------------|------------|-------|---------------|------|--------|
| Select Application | Remote Mon | N/A | Disabled(App) | Save | Cancel |
| TT4000 | | | | | |
| VNC X1 | | | | | |
| VNC X1 (single session) | | | | | |
| VNC X2 | | | | | |
| WhatsUp | | | | | |
| WinCC | | | | | |
| WinCC 6.2 | | | | | |
| WinCC Monitor | | | | | |
| WTSDESKTOP | | | | | |
| Anti Virus McAfee | | | | | |
| Anti Virus symantec | | | | | |

Add either the McAfee or the Symantec Anti Virus application by scrolling down on the Application drop-down menu. Click on function drop down menu and select "Virus Protection". Remember to set the "Status" to enabled if you want that host to start using the Anti Virus capability straight away. Now click on the <Save> button. You will now be shown the host with the Anti Virus application added.

Notes:

- 1) Hosts should only be enabled for one of the two Antivirus solutions. I.e. either McAfee or Symantec. This will depend on the local site policy.
- 2) ePO to manage McAfee Clients! .
- 3) Symantec anti-virus solution is a managed solution only. I.e. it is not possible for PCD host users to individually update virus signatures from a Symantec live update server under "user control". This needs to be managed by the PCDP owner using the Symantec Console available from the management tools menu.

7 Allowed keyboard entry

The PCDP only allows the following characters to be entered:

0-9 A-Z a-z . _ - / \ () and the Space character. (No leading space allowed)
No other characters are allowed, and if tried will show an error

8 New Shell user Pre-Requisites

As a prerequisite for any user who wishes to access a PCAD they must first have been issued with an OTP VASCO token and also have requested a non-expiring password from GI-D Access Management. The VASCO token will be used every time you log onto the PCAD. A GI password is required for the first logon to the PCAD where the account is synchronised with a VASCO token.

First, you will require either a Shell domain account, or a Shell Third Party Access account. You should then contact a PCAD Administrator to add this account to the PCAD portal.

Second, you require a VASCO token. These will probably be available from the PCAD Owner who will have ordered them in bulk. If not, then they can be ordered from myrequest

- Open http://swm-myrequest.shell.com/pages/NewEPRM_Home.aspx
- Search for the request – “MOP Service - User - OTP Vasco Token – Add”

Third, you require a MOP user account, which can requested from my request

- Open http://swm-myrequest.shell.com/pages/NewEPRM_Home.aspx
- Search for the request – “MOP Service - User - Account – Add”

Note: If you already have MOP access, please contact PCAD owner to requesting access to PCAD Portal.

9 Third Party/VSAT Users

Before Third parties can be configured on the portal they must have a valid Third Party (-X) account and have the PCAD application published to them.

This is not something that the PCDP Owner can complete himself as he can with Shell users so a request must be completed on my request. PCAD requests can be found by navigating to "Miscellaneous: PCAD"

9.1.1 New TP Users

For TP users who do not have a -X account the request "New TPA user for PCAD" should be completed. This will be directed to your EP Regional Third Party Focal point who may contact you for additional approvals if required.

The request will then be handed off to a team who creates the account, and passes the details onto the PCDP Owner who can then configure the user in the PCDP marking them with the checkbox as a TPA.

TPA users will also be required to use a VASCO token to access the PCAD, which should be provided from the stock maintained by the PCDP Owner.

9.1.2 Existing TP Users

Where a third Party user already has access to shell applications via third party access or maybe already has access to another PCAD a request is still required to gain access to your PCAD.

The request "Existing PCAD user for PCAD" should instead be completed so that the application associated with the particular PCAD can be published to the PCAD Administrator. Again this request will be passed to a Third Party Focal point who may require additional approvals prior to the request being fulfilled.

Once the application has been published the user will still require configuration on the PCDP and (if he does not already have one) a VASCO token to allow access.

10 More Information

Please go through the below link for PCAD FAQ

http://www.wiki.shell.com/wiki/index.php/PCAD_FAQ