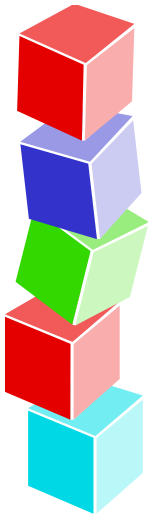
REMOTE SERVICE ERRORS & PERMISSIONS

Ellen Kotrba, ODIN/North Dakota

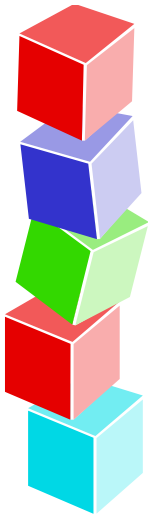
Oct 28, 2013 / 1-2 pm

SESSION DESCRIPTION



This session will identify why remote service errors are encountered and what may be done to prevent and/or make them disappear

In addition, we'll talk about Permissions



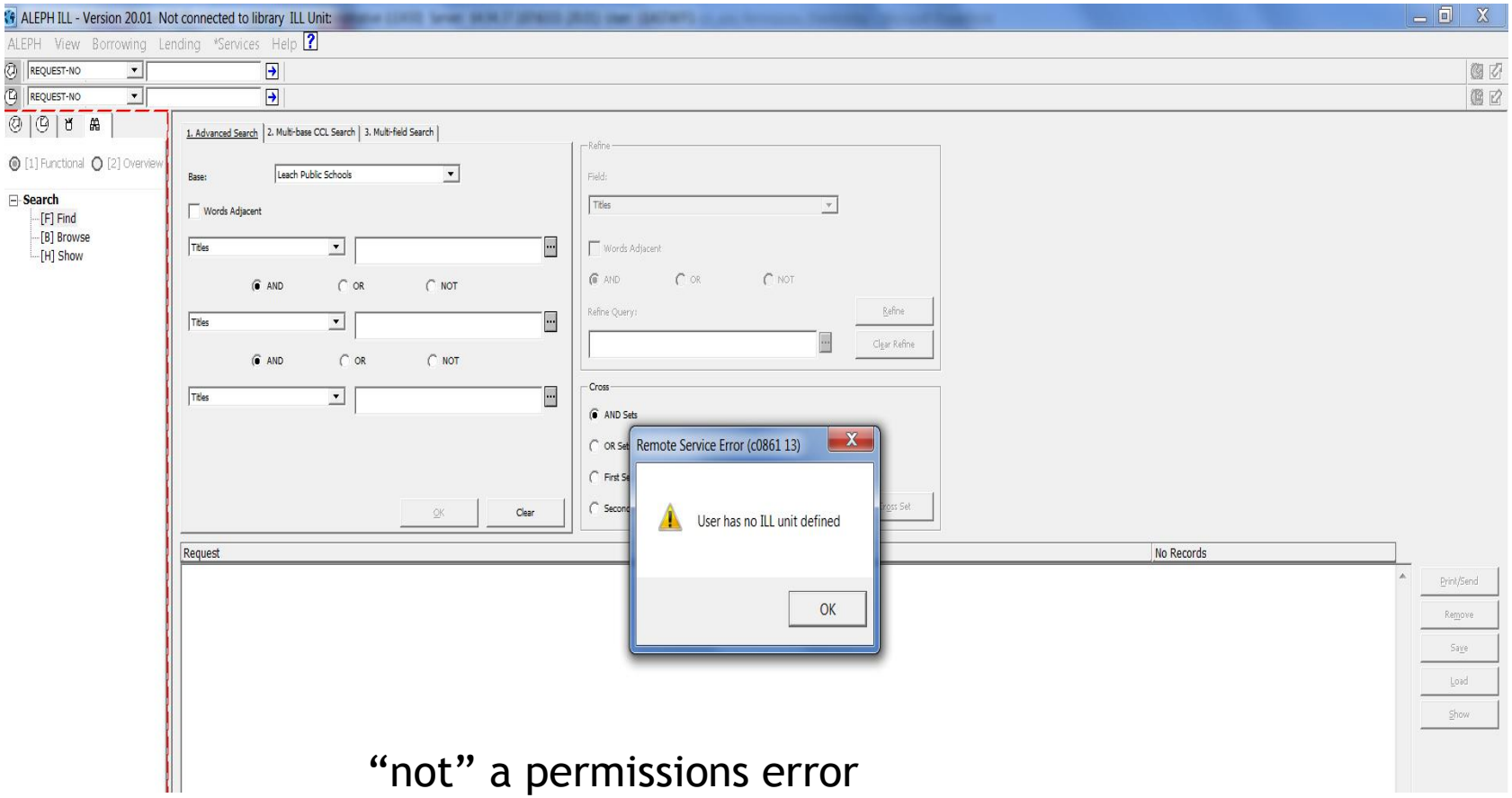
REMOTE SERVICE ERRORS

- Come from the server
- Indicates there is a problem on the server
- The functions you perform on the PC generate service requests for the PC server.
- The pc_com/pc_server program processes all incoming requests.
- It checks the license date, user limit, and so on, and passes control to the program specified in the service request.
- If there is an error, the rhetoric is pulled from the appropriate table in alephe/error_eng using the # shown in the RSE

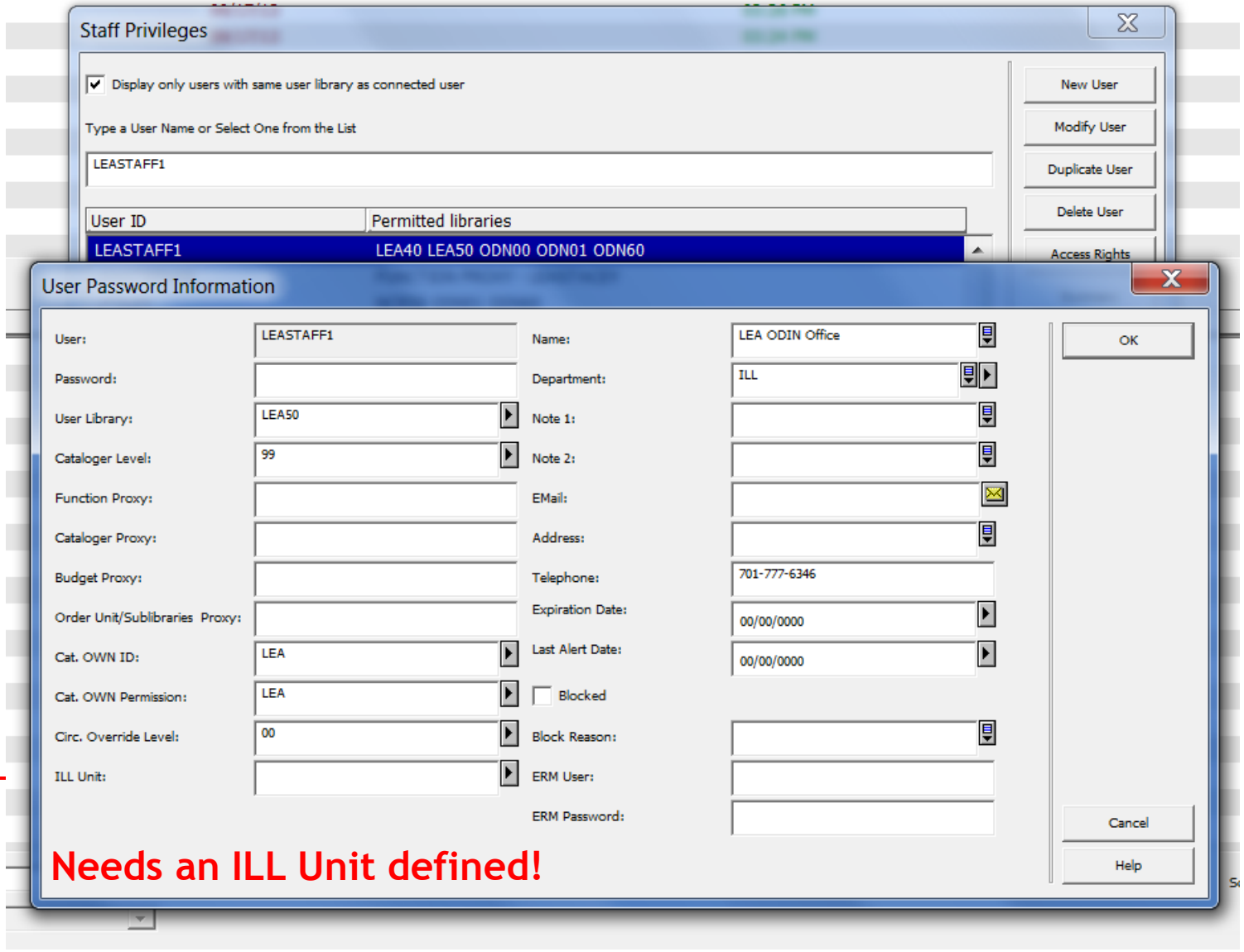
Remote Service Error (c0861 13) – error wording can be found in the file - /aleph/error_eng/pc_ill_c0861 – error 0013

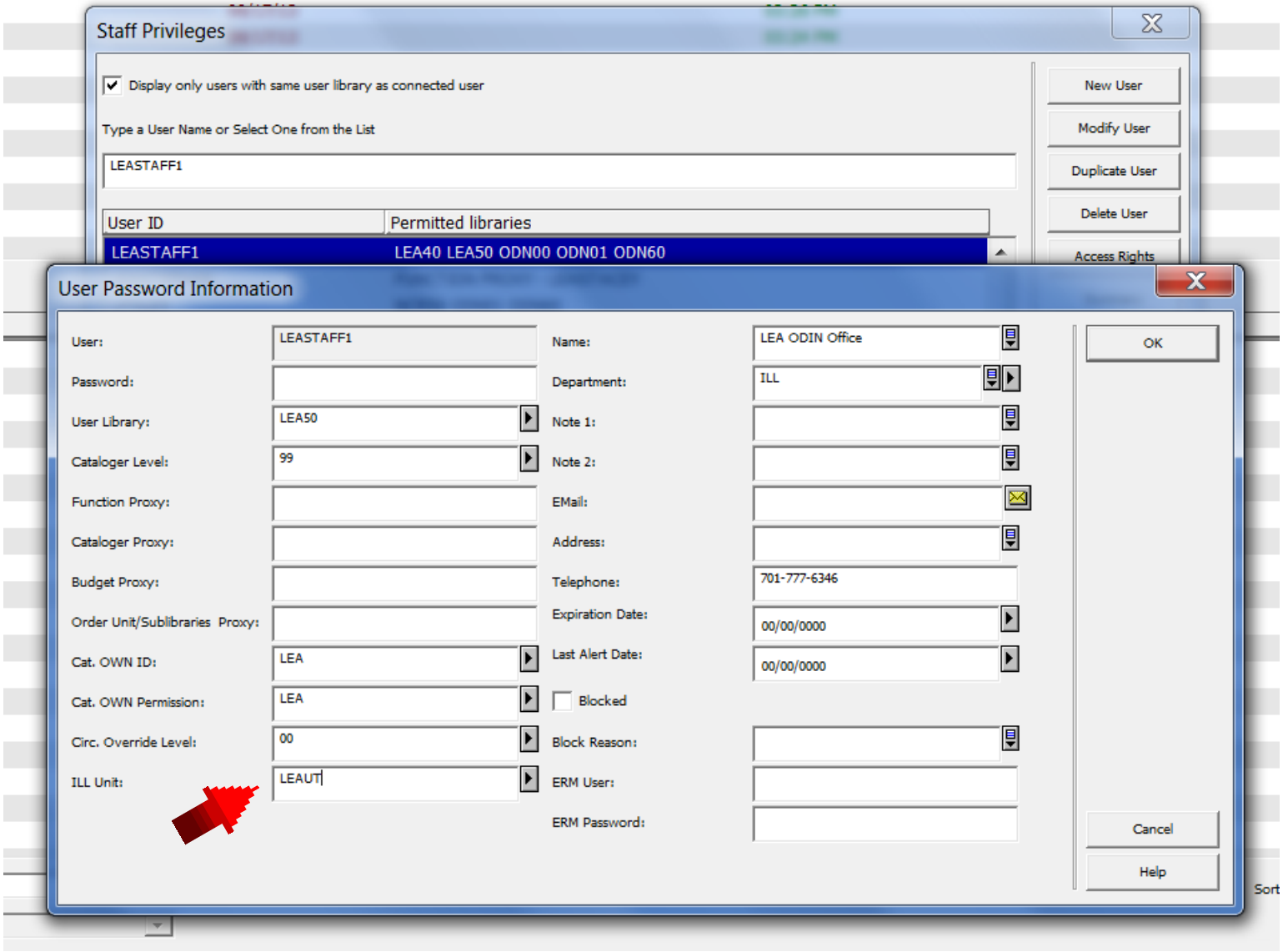
User has no ILL unit defined – username not associated with an ILL unit

Notify your system librarian or consortia office



"not" a permissions error
but is corrected
in Staff Privileges/Modify User section

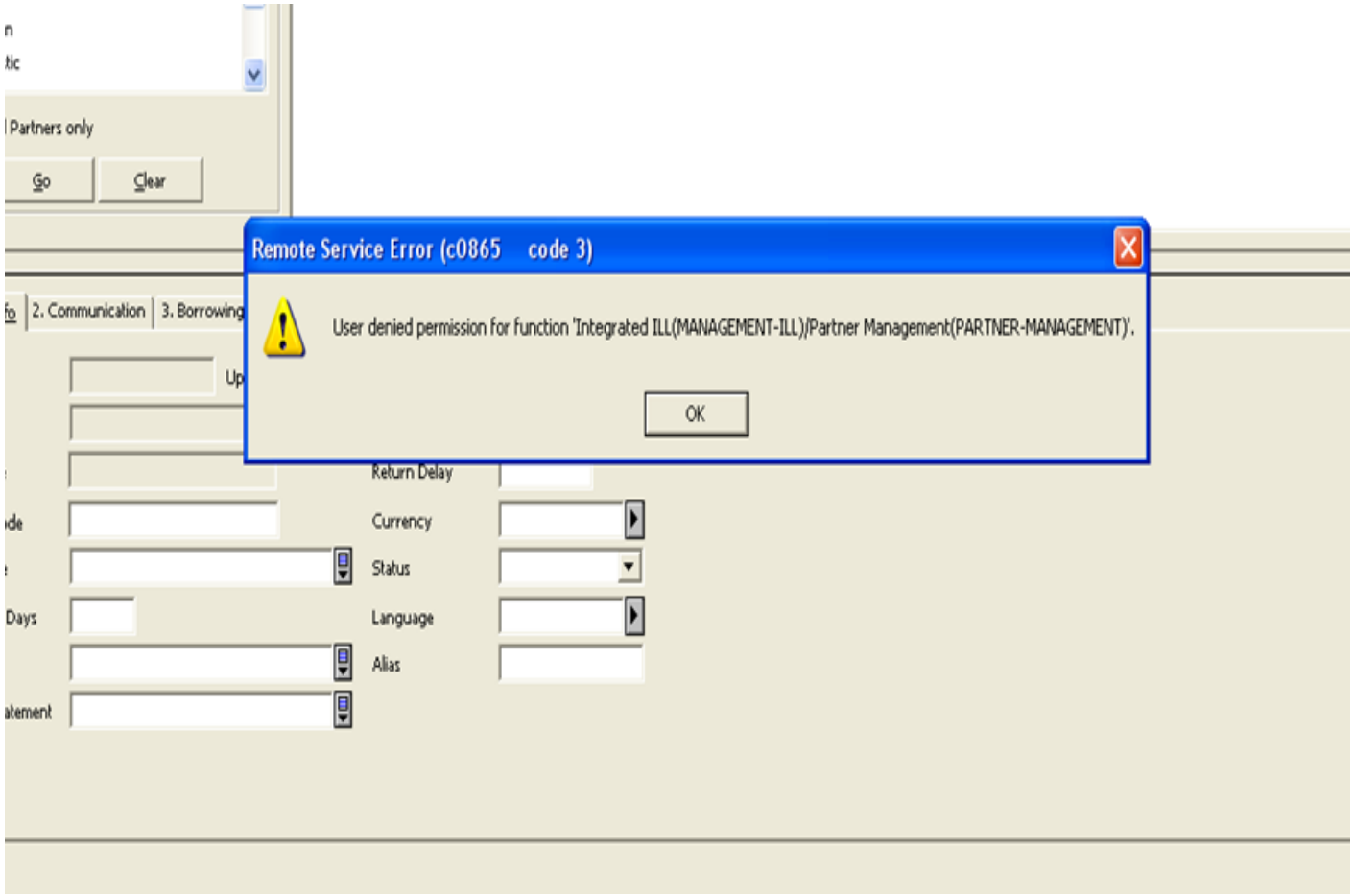

Staff Privileges
Display only users with same user library as connected user
Type a User Name or Select One from the List
LEASTAFF1
User ID
Permitted libraries
LEASTAFF1
LEA40 LEA50 ODN00 ODN01 ODN60
New User
Modify User
Duplicate User
Delete User
Access Rights
User Password Information
User:
LEASTAFF1
Password:
User Library:
LEA50
Cataloger Level:
99
Function Proxy:
Cataloger Proxy:
Budget Proxy:
Order Unit/Sublibraries Proxy:
Cat. OWN ID:
LEA
Cat. OWN Permission:
LEA
Circ. Override Level:
00
ILL Unit:
Name:
LEA ODIN Office
Department:
ILL
Note 1:
Note 2:
EMail:
Address:
Telephone:
701-777-6346
Expiration Date:
00/00/0000
Last Alert Date:
00/00/0000
Blocked
Block Reason:
ERM User:
ERM Password:
OK
Cancel
Help
Needs an ILL Unit defined!



Now the ILL unit is in place & error will go away!

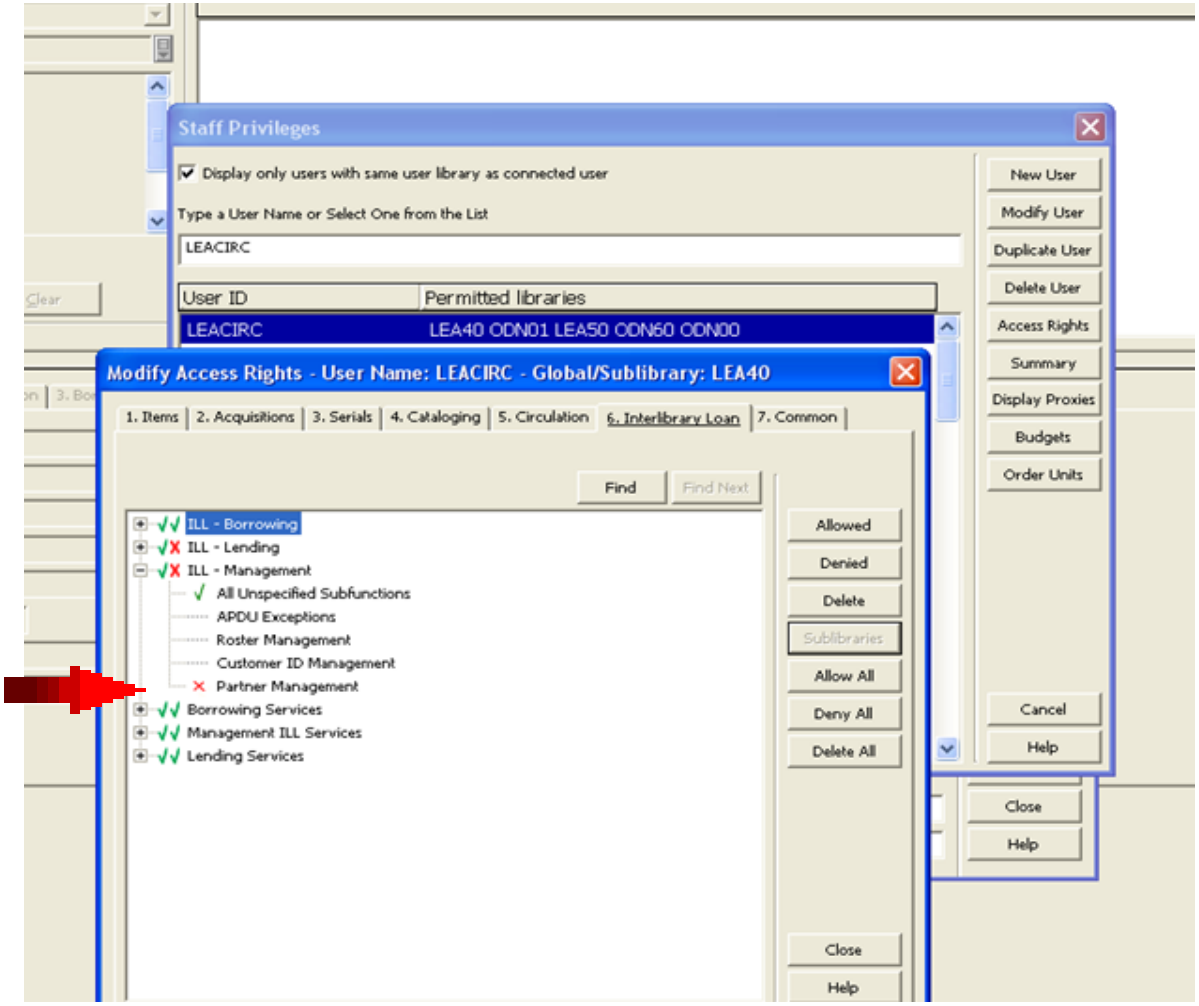
Remote Service Error (c0865 code 3) – indicates it's a permissions thing -

User denied permission for function… – record exact text of the "what" and notify your system librarian or consortia office



‘Integrated ILL(MANAGEMENT-ILL)/Partner Management(PARNTER-MANAGEMENT)’

In this case, the function is denied – maybe no change in necessary – e.g. at ODIN/North Dakota, we do not allow the units to change Partner Management info



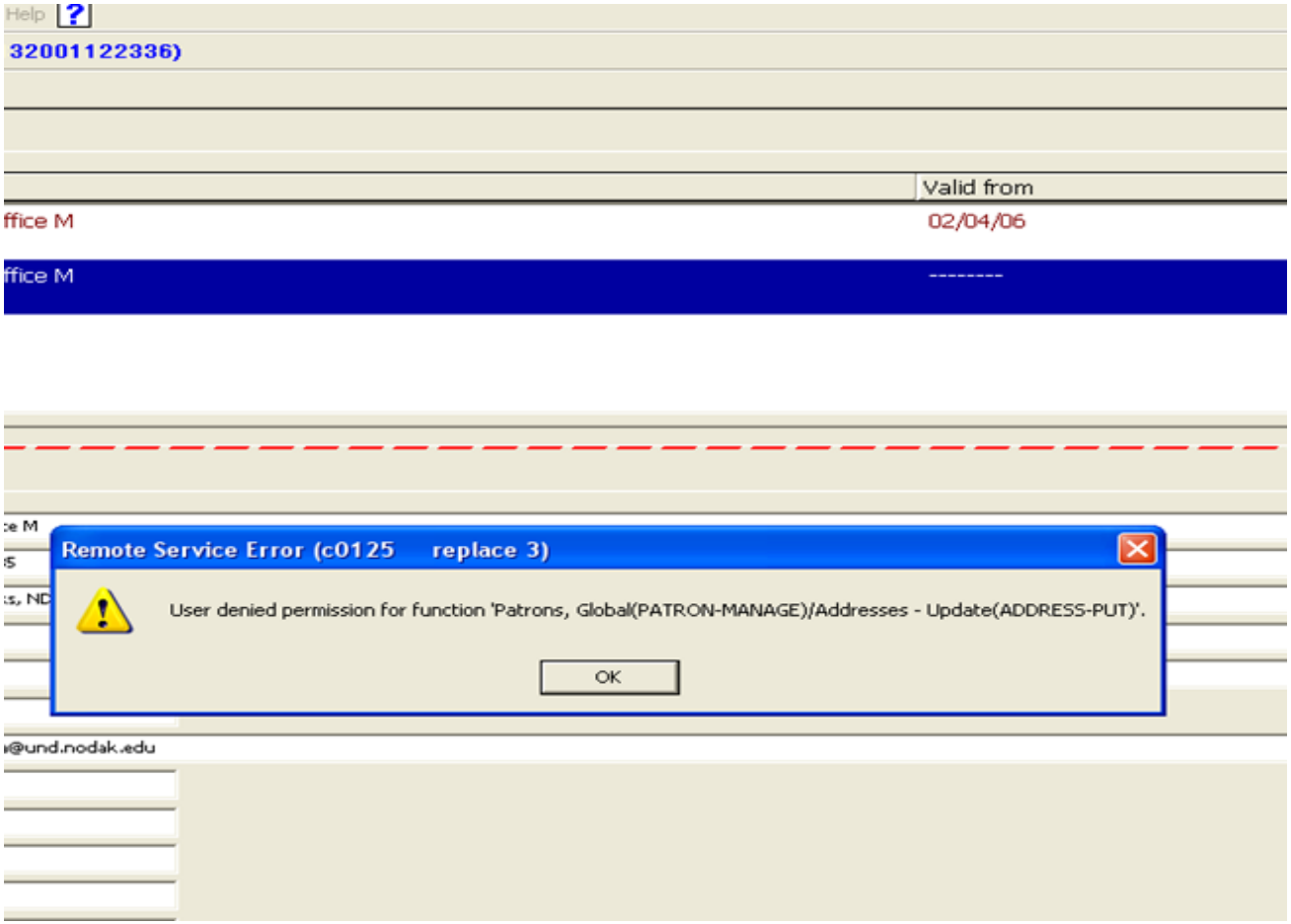
NOTE: most times an ILL user will not encounter this message as their work is mainly in the Borrowing and Lendings tabs

Aleph keeps track of where you were when you exit the client so if you end your session in lending, when you come back into the client, you will come into lending

These values are kept in the GuiSys file within the Aleph GUI client and adjust as you use client!

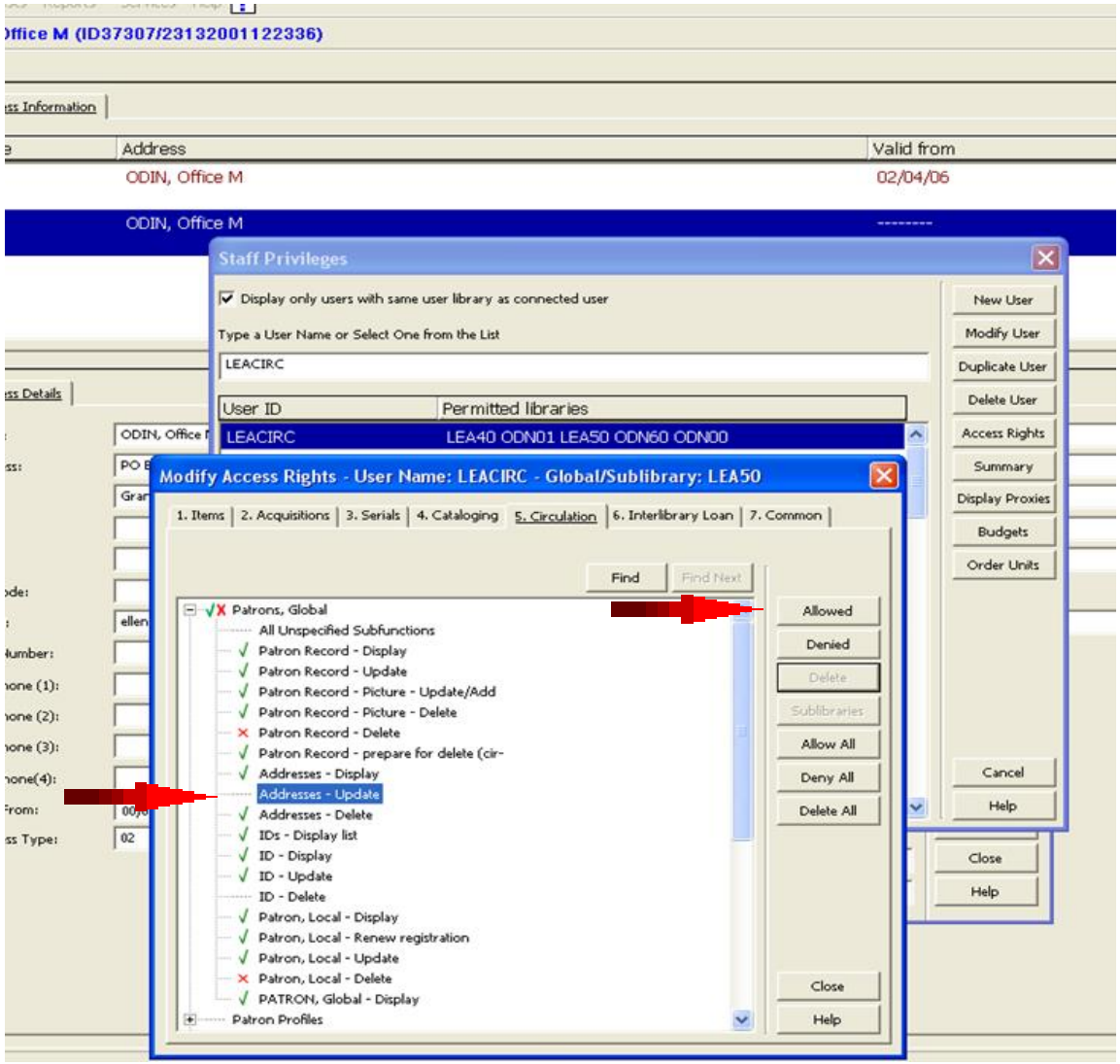
Remote Service Error (c0125 replace 3) – it's a permissions thing -

User denied permission for function… – record exact text of the "what" and notify your system librarian or consortia office

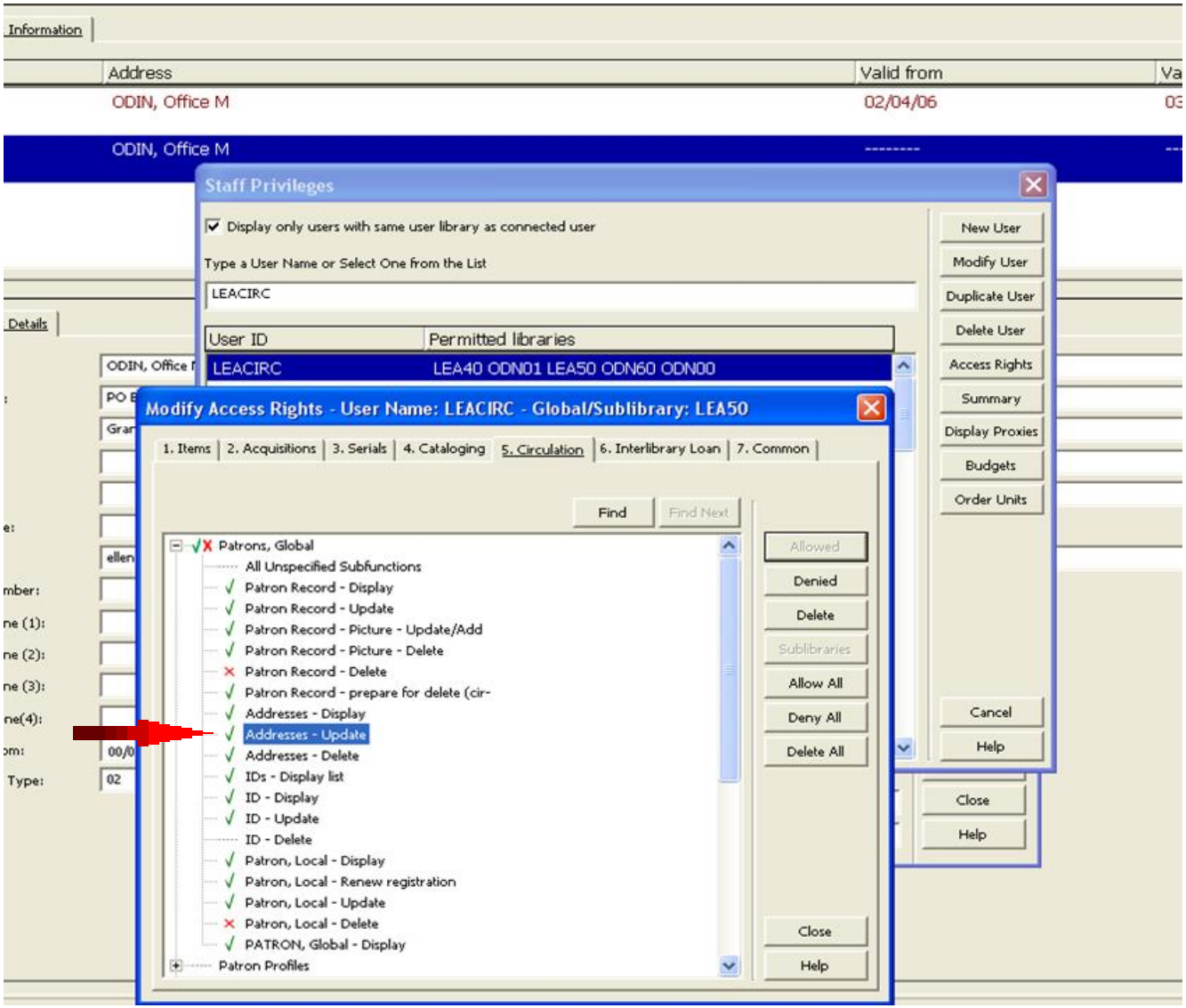


‘Patrons, Global(PATRON-MANAGE)/Addresses-Update(ADDRESS-PUT)’

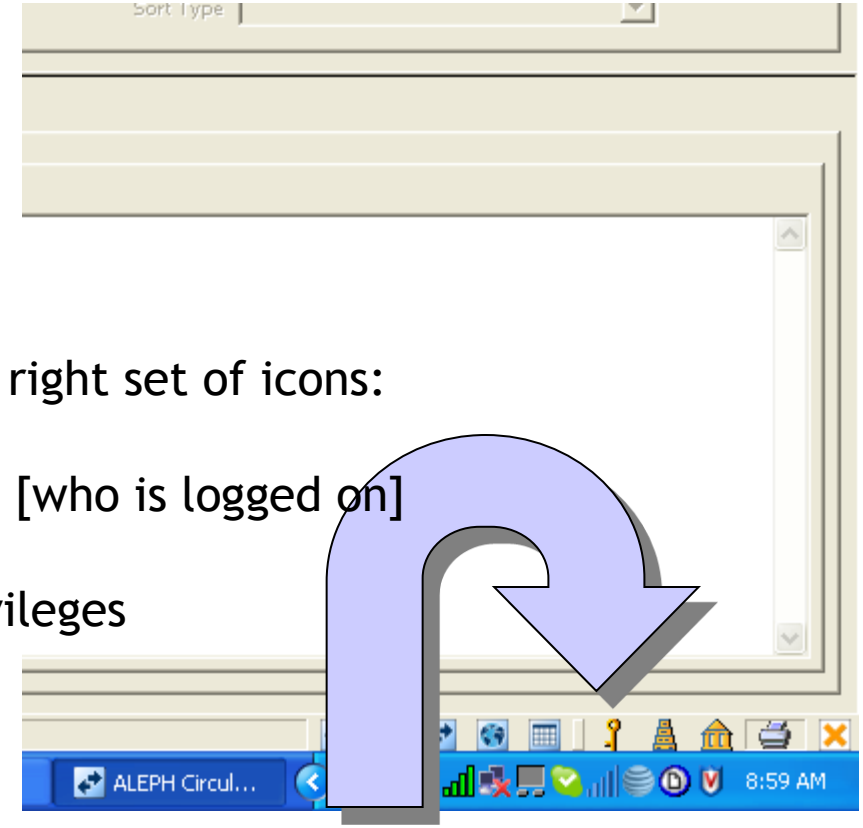
If staff can update addresses, highlight the line and then click Allowed



‘Patrons, Global(PATRON-MANAGE)/Addresses-Update(ADDRESS-PUT)’



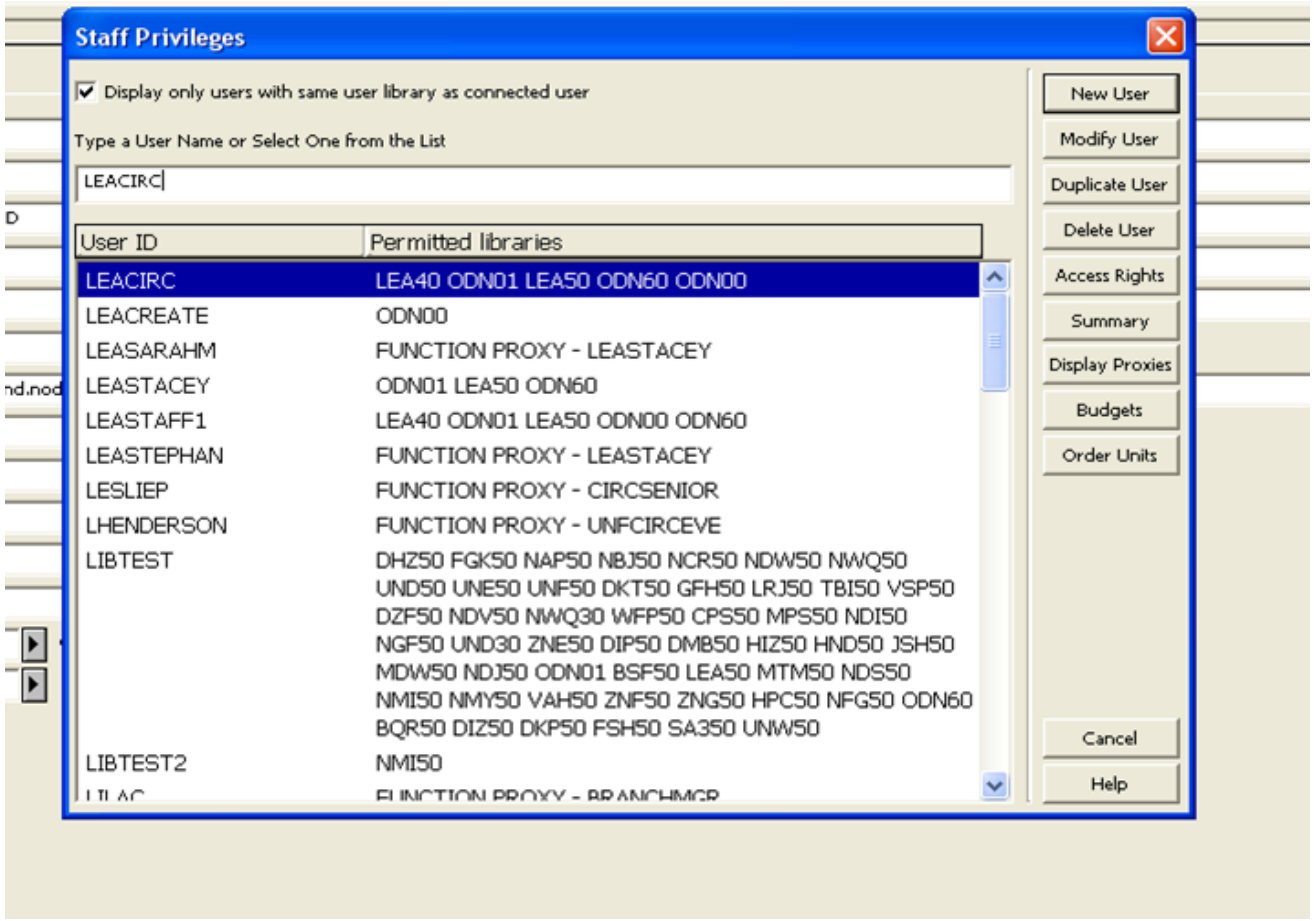
So, how do those System Librarians & Consortia Offices Handle permissions?



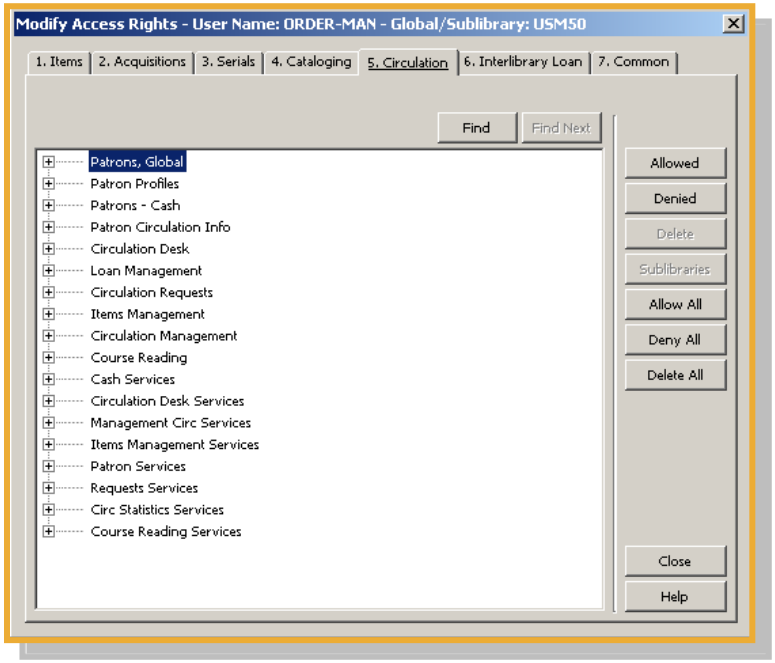
Click on the Key icon in lower right set of icons:
if you hover,
It'll say: Profile: default-user: [who is logged on]

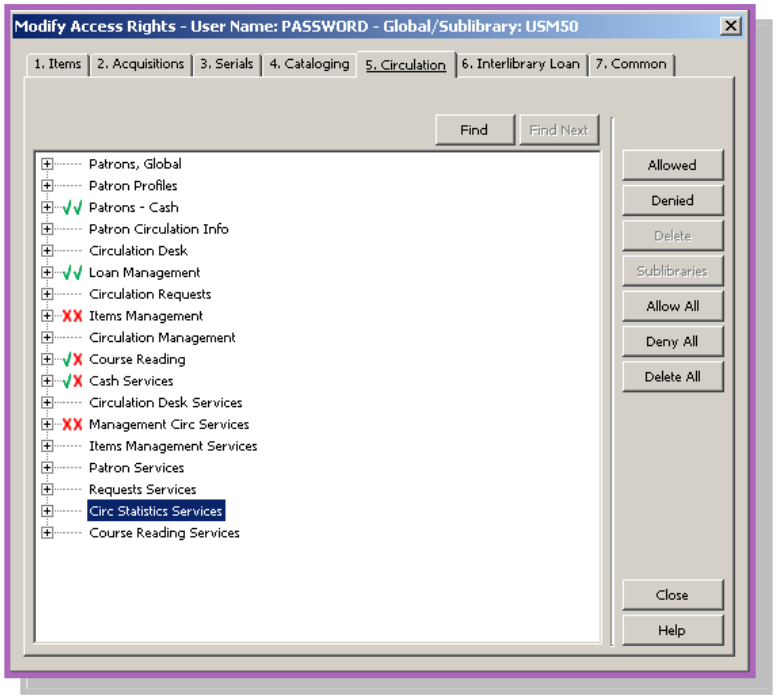
Right-click & choose Staff Privileges

Type a Username or pick one from list
Or
Duplicate User or create a New User:



CLICK ACCESS RIGHTS AND THEN CHOOSE "LIBRARY" TO GET THE TABBED PERMISSIONS SCREEN WHICH ALLOWS YOU TO MODIFY ACCESS RIGHTS.





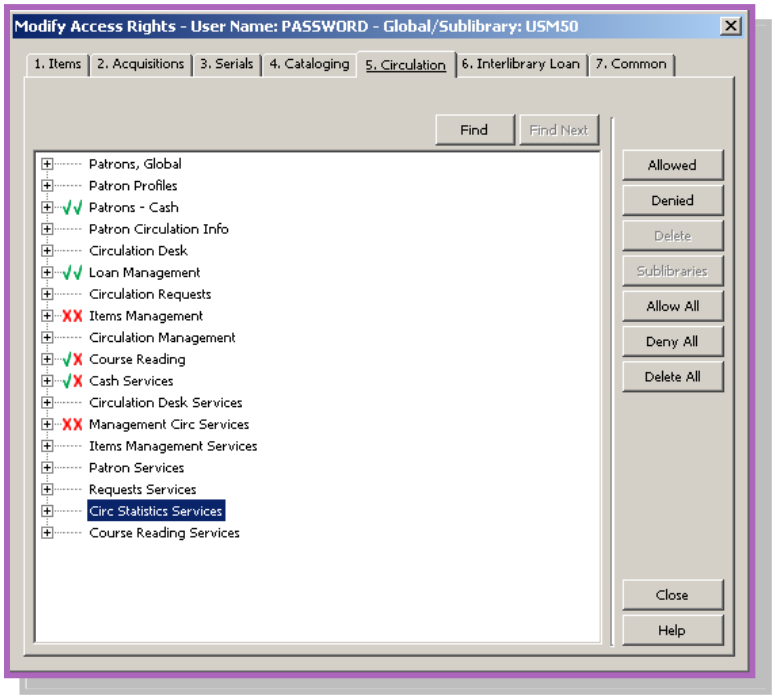
WHERE DO PERMISSION OPTIONS COME FROM?

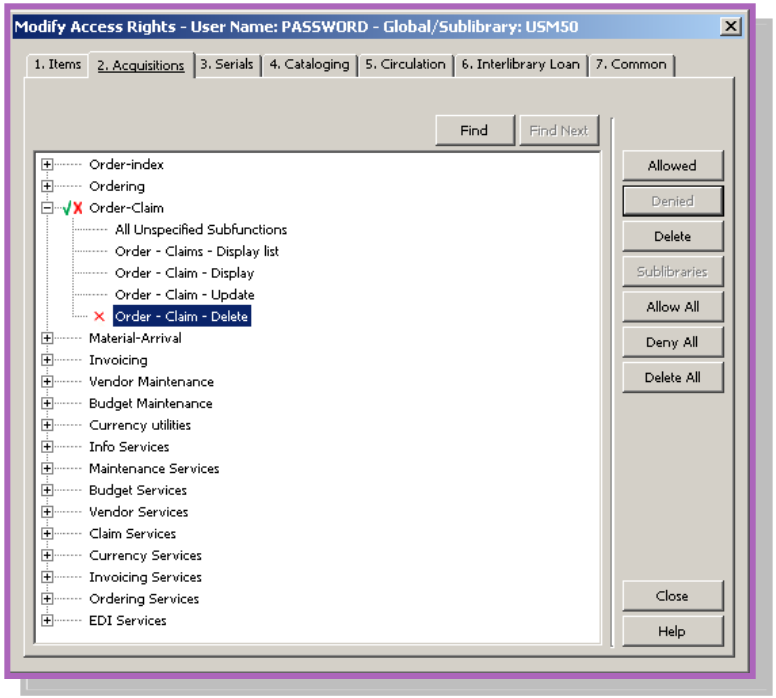
- alephe/tab/user-function.eng
- Functions may be added

dc02vg0305na.hosted.exlibrisgroup.com - PuTTY

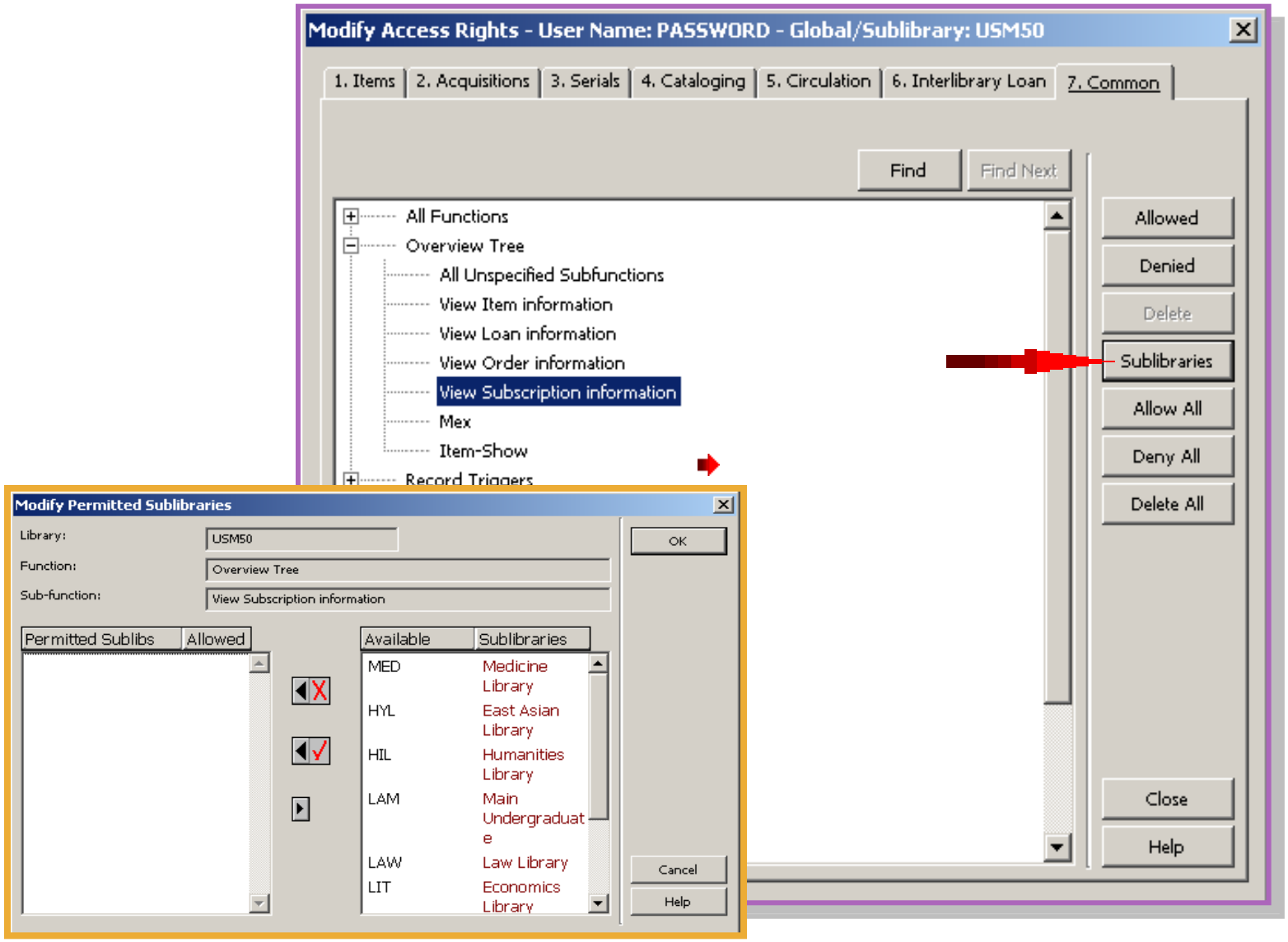
```
!
! COL  1.   20; TEXT, UPPER; ;
!             Code of function;
!             Code of function;
! COL  2.    1; ALPHA{L}, UPPER; ;
!             Alpha;
!             Alpha;
! COL  3.   30; TEXT; ;
!             Function name;
!             Function name;
! COL  4.   20; TEXT, UPPER; ;
!             Code of sub-function;
!             Code of sub-function;
! COL  5.    1; ALPHA{L}, UPPER; ;
!             Alpha;
!             Alpha;
! COL  6.   40; TEXT; ;
!             Sub-function name;
!             Sub-function name;
! 1              2        3                          4              5  6
!!!!!!!!!!!!!!!!!!-!-!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!-!!!!!!!!!!!!!!!!!!-!-!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
GLOBAL             L All Functions               GLOBAL             L All sub-functions
WWW-B-CUSTOM       L Custom Services             GLOBAL             L All Custom Services
WWW-B-CUSTOM       L Custom Services             01                 L 01 -Collection Statistics
WWW-B-CUSTOM       L Custom Services             02                 L 02 -Collection Material Statistics
WWW-B-CUSTOM       L Custom Services             03                 L 03 -Patron Empl-Id-Type1 email
!WWW-B-CUSTOM       L Custom Services            04                 L Custom Service 04 - used for transmitting a dataset for the DIP SIP server
WWW-B-CUSTOM       L Custom Services             05                 L 05 -Circulation Transactions
WWW-B-CUSTOM       L Custom Services             06                 L 06 -Patron Empl-Id-Type 2 email
WWW-B-CUSTOM       L Custom Services             07                 L 07 -Number of Serial Subscriptons
WWW-B-CUSTOM       L Custom Services             08                 L 08 -Bib Records Added by Date Range
```

EXPAND TREE TO ALLOW ALL/SOME OR DENY/SOME

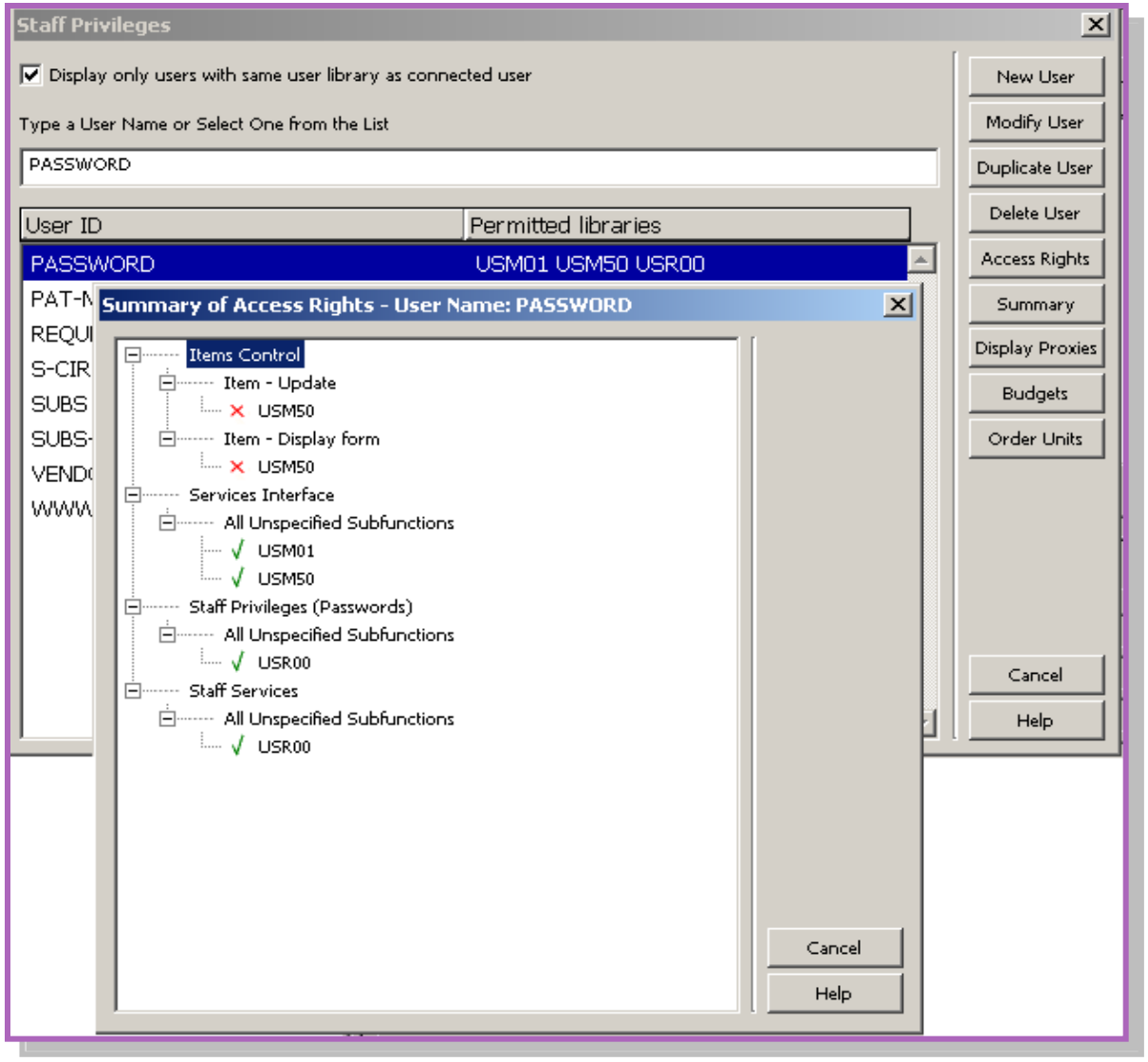




Some privileges can be limited to specific sublibraries



SUMMARY Screen - only shows what the particular username has permissions for →



NEW USERNAME

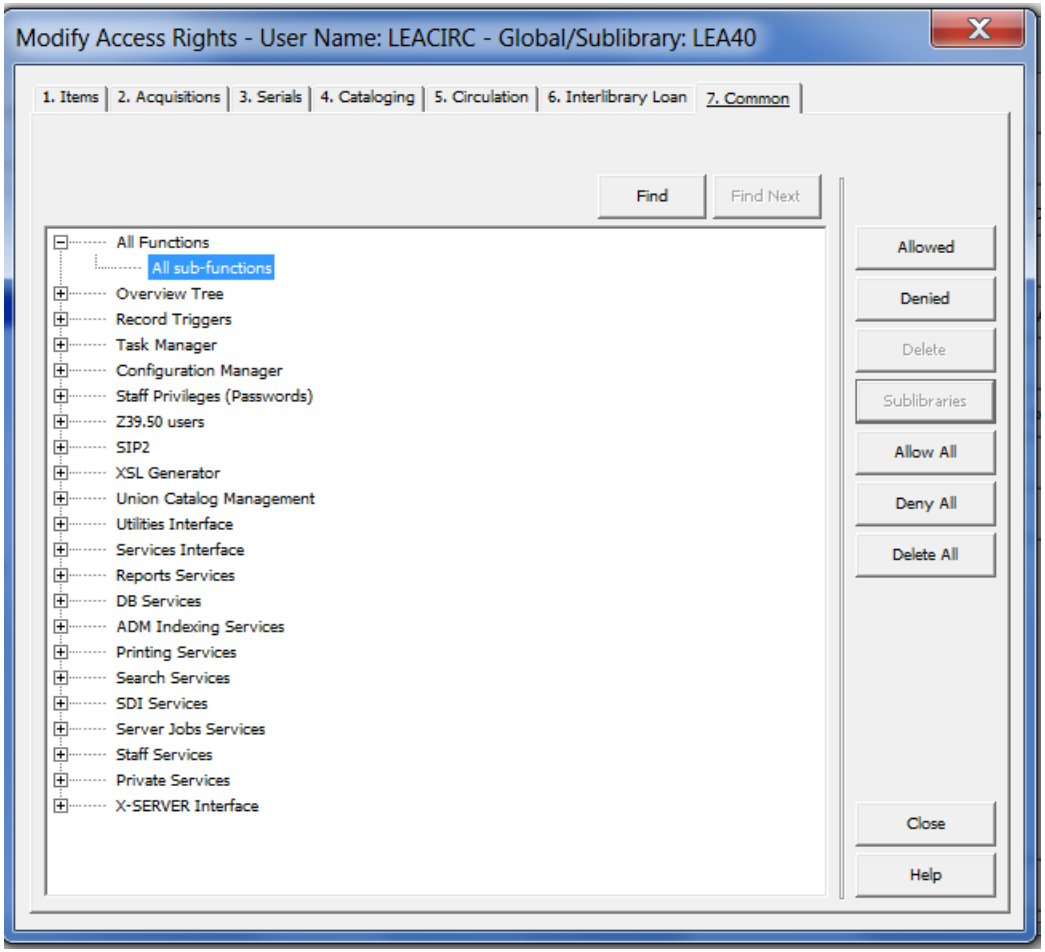
Decide which libraries (xxx50, xxx01, xxx60, xxx40, xxx30, etc) to configure new staff member into!

Decide if staff member is “like” someone or a new user type

Perhaps the new staff member is replacing a staff member, if so, it’s a good practice to “duplicate” the old username thereby creating a new username for new staff but retaining old permission profile, then delete old staff username

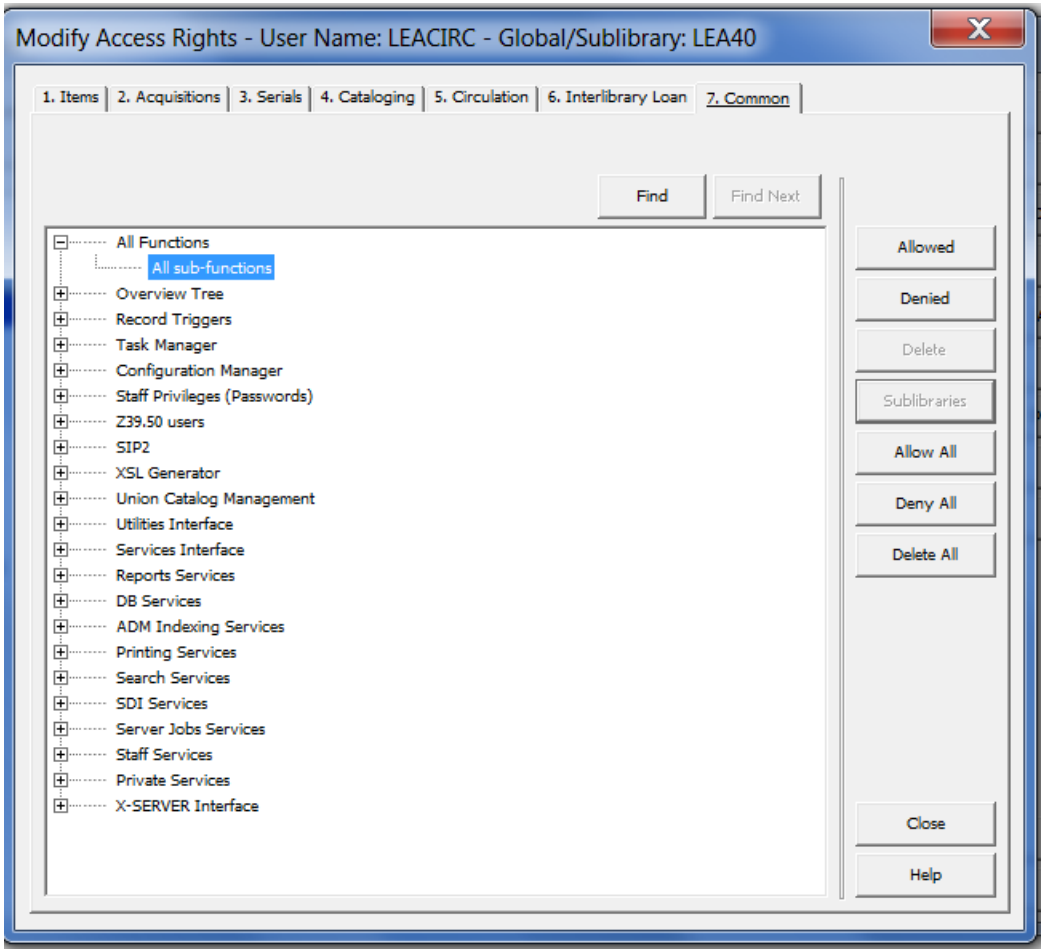
BEST PRACTICES

- If staff has almost “all” permissions, click All Functions, then All sub-functions and click ALLOWED
- Then DENY



BEST PRACTICES

- If staff has “limited” permissions, click All Functions, then All sub-functions and click DENIED
- Then ALLOW



FUNCTION PROXY

- If you want the selected user to have exactly the same access rights as another user, enter the user name of the other user in the Function Proxy
  - referred to as the "proxy" for your selected user
  - if you assign a proxy to the selected user, you will not be able to define access rights for the selected user. Rather, s/he will automatically receive the same access rights as the proxy. In order to change access rights for the selected user, you must change the access rights for the proxy
- Any number of users may be assigned the same proxy
- If you change the access rights for the proxy, the access rights of all users having this proxy will also be changed

- Note: Budgets need to be set up on “each” username regardless of proxy rights if function proxy is used
- **Note:** In a Multi-ADM environment a proxy can be assigned only for a staff user belonging to the same ADM library.

CATALOGER PROXY

- Used to define that the user has exactly the same allowed/denied tag permissions and the same OWN definitions as another user.
- If a cataloger proxy is assigned, there is no need to create entries for the user in the permission.dat table (a table used to define cataloging allowed and denied tags for users)
  - ODIN does not use this table
- There is also no need to fill in the OWN definition fields because the proxy's definitions are used.

- **Note:** In a Multi-ADM environment a proxy can be assigned only for a staff user belonging to the same ADM library.

BUDGET PROXY

- Used to specify that the user has exactly the same allowed/denied budget permissions as another user.
- There is no need to create budget permissions for the user. Instead, the
- proxy's definitions are used.

- **Note:** In a Multi-ADM environment a proxy can be assigned only for a staff user belonging to the same ADM library.

ORDER UNIT/SUBLIBRARIES PROXY

- **Usually l**abeled Order Unit Proxy or Sublibraries Proxy, depending on system setup
  - If your Acquisitions system is set to work with order units, this field should be named Order Unit Proxy.
  - If your Acquisitions system is set to work with sublibraries, then this field should be named Sublibraries
- Unit Proxy.
  - contains the user name of the order unit proxy
    - used to define that the user has exactly the same order units/sublibraries privileges as another user.
    - There is no need to create order unit/sublibraries permissions for the user. Instead, the proxy's definitions are used.

- **Note:** In a Multi-ADM environment a proxy can be assigned only for a staff user belonging to the same ADM library.

INDIVIDUAL SUBLIBRARY

- **S**electing an individual sublibrary, one may modify access rights for that one sublibrary only.

- **Sublibrary Sensitivity**
  - Create permissions for creation, deletion or update on the sublibrary level (and not only on the ADM level) for the following:
    - In both Cataloging and Circulation, records that have sublibrary identification - Local Patron Records, items and all item-related actions
    - In Circulation, some of the actions on a patrons list of loans (sublibrary is checked for Delete, Declare lost, Claim returned, and Renew but not for Change date)
    - In Circulation and Acquisitions, some of the batch services receive sub-library as a parameter. This is in order to display only permitted sub-libraries in the list in the service's form dialog box.

- **Note**: The **Sublibrary** button is accessible only if the highlighted permission is sublibrary sensitive.

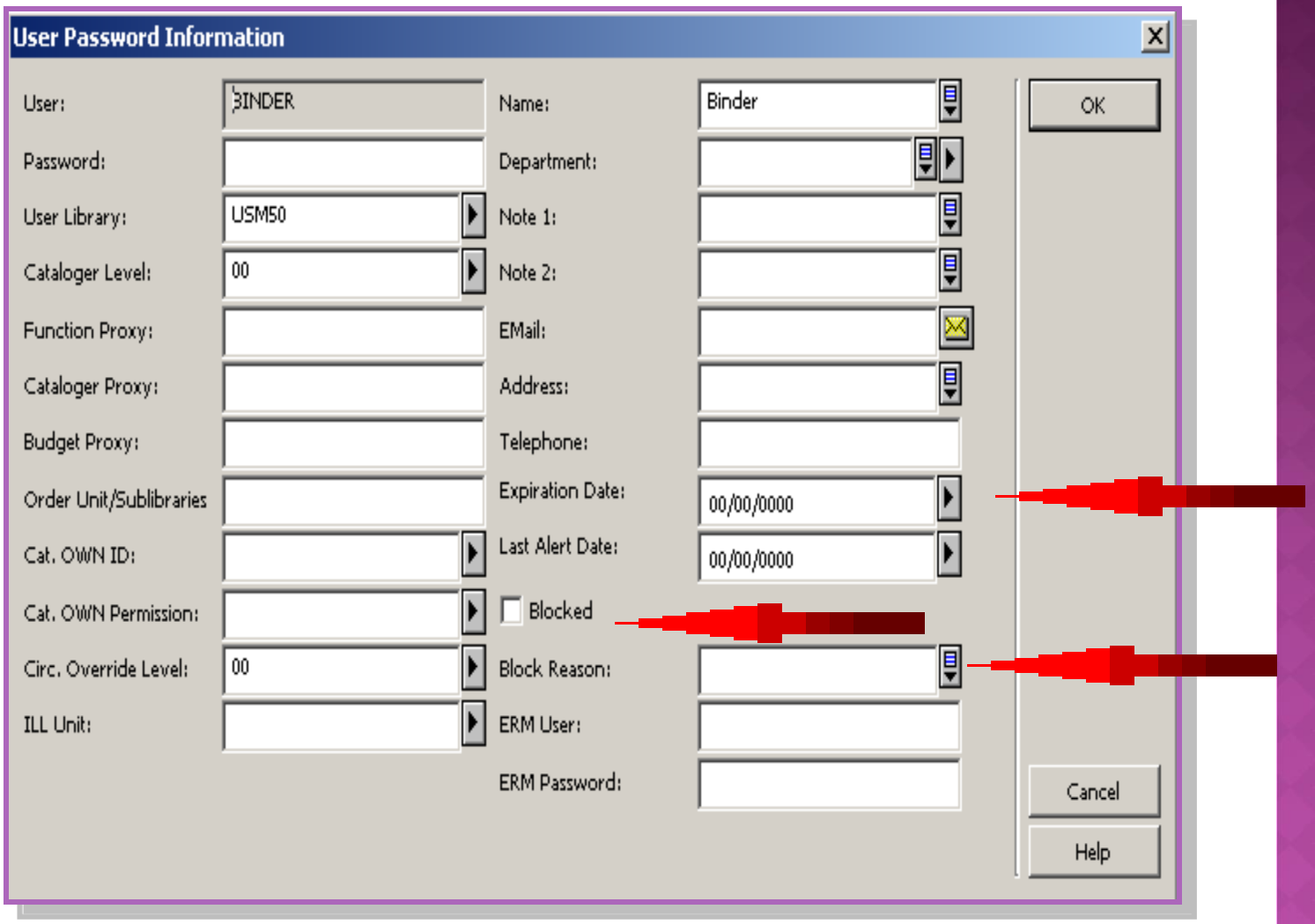
REMINDERS

- tab100 provides options for username
- **Note:** Denying the **All Unspecified Subfunctions** action forces a denial on all of the group's actions, even if they have been explicitly allowed
- **All Functions** refers to every function EXCEPT User Passwords and User Profiles
- In ALEPH, the loan and return of items from a specific sublibrary is not controlled via the staff user names and passwords but rather via the IP identification of the PC. This is done in the $xxx50/tab/tab_attr_sub_library table

REMINDERS

- In the Budget column, an asterisk (*) can be displayed to represent a group of budgets
  - For example:
    - If *-2002 is displayed in the budget column, this refers to all budgets that end with -2002.
    - If HISTORY-*, is displayed in the budget column, this refers to all budgets that start with HISTORY.
    - If * is displayed in the budget column, this refers to all budgets.
- **Staff Privileges Report (staff-01) –** This service produces a report of staff users and their privileges according to various filters that may be placed on both which staff users will be retrieved and on what staff privileges will be reported.
- • **Staff Users Report (staff-02) –** This service produces a report of staff users according to various filters. The filters may be placed on staff user information or on the privileges that the user has.

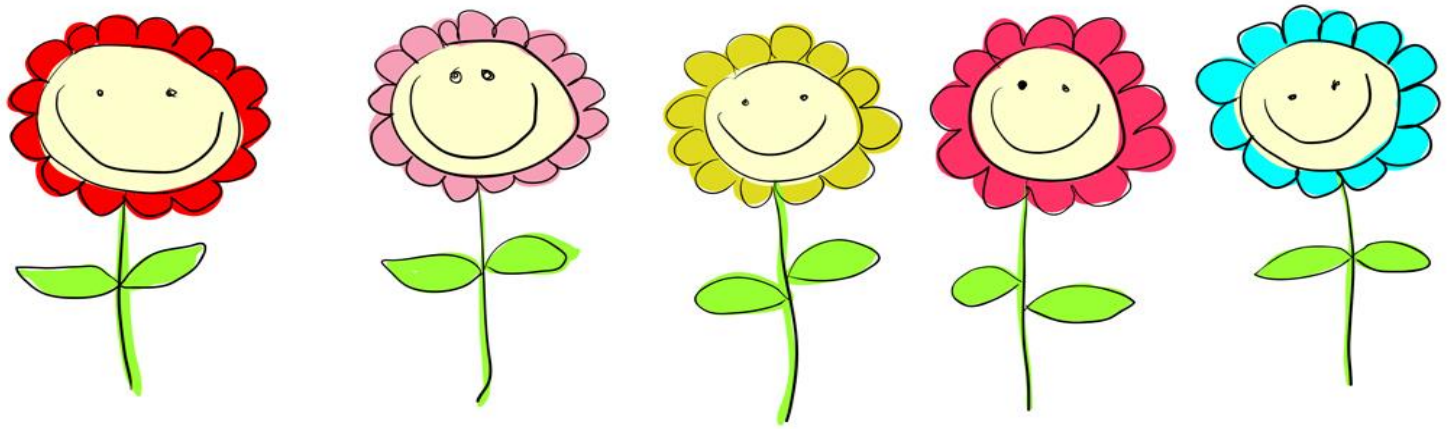
*Can set an expiration date for user account
*To immediately block a user's account, click the "Blocked" field
* You can also add a Block Reason



/TAB/TAB100 - CHOICES

- *tab100 / PASSWORD-NO-USE-PERIOD=nnn – block staff if password has not been used in nnn of days
- *tab100 / PW-EXPIRY-WARNING=nn – defines # of days (before password expiration) that you will get a notification
- *tab100 / PASSWORD-CHANGE-PERIOD=nnn – defines # of days before password must be changed (note: 15 days before you have to change you will receive notification)
- *tab100 / MINIMUM-PASSWORD-LENGTH=nn - set a minimum password length (max is 10 characters)
- *tab100 / ALPHA-NUMERIC-PASSWORD=Y/N - combination of alpha & numeric characters required or not
- *tab100 / FIRST-LOGIN-PASS-CHANGE =Y/N – change password on first log in or not
- *tab100 / PASSWORD-FAIL-BLOCK =Y/N – block user after 3 failed login attempts or not

Thank you for your attention!



Ellen Kotrba – ellen.kotrba@ndus.edu