

Before You Install an Enterprise Service Portal

Before you install the enterprise service portal:

- Identify the machine on which you want to install the application.

If you plan to use Enterprise Manager Portal and NAT Address Management Portal, which work together but serve different purposes, you must install both portals. You can install these portals on the same or different machines.

- Install a Web application server on the machine on which you want to install the enterprise service portal.
- If you use JBoss or another Web application server that performs load balancing, you must configure the Web application server to use *sticky sessions* to process requests to the enterprise service portal.

Sticky sessions are sessions between a server and client in which information is preserved between different transactions in an activity. When a server establishes a session for an activity with a particular client, the Web application server preserves session information by sending subsequent requests from the client to the same server. For enterprise service portals, use of sticky sessions ensures that the Web application server always routes requests from IT managers to the same instance of the enterprise service portal that they logged into.

For information about configuring sticky sessions for the Web application server, see the documentation for your Web application server.

- Determine how you will identify the SAE that manages a subscriber who connects to the SRC network through an enterprise service portal. . If you will use a network information collector (NIC) for this purpose, configure a NIC that takes the distinguished name (DN) of an access and returns the corresponding SAE reference (for more information about the NIC, see Locating Subscriber Management Information).
- In the directory, create any new namespaces for the enterprise service portals you will install. . To create a namespace, you can copy one of the enterprise service portal configurations included with the same data to another location in the directory.

