



# Portal for ArcGIS Administration

Bill Major & Derek Law

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# Agenda

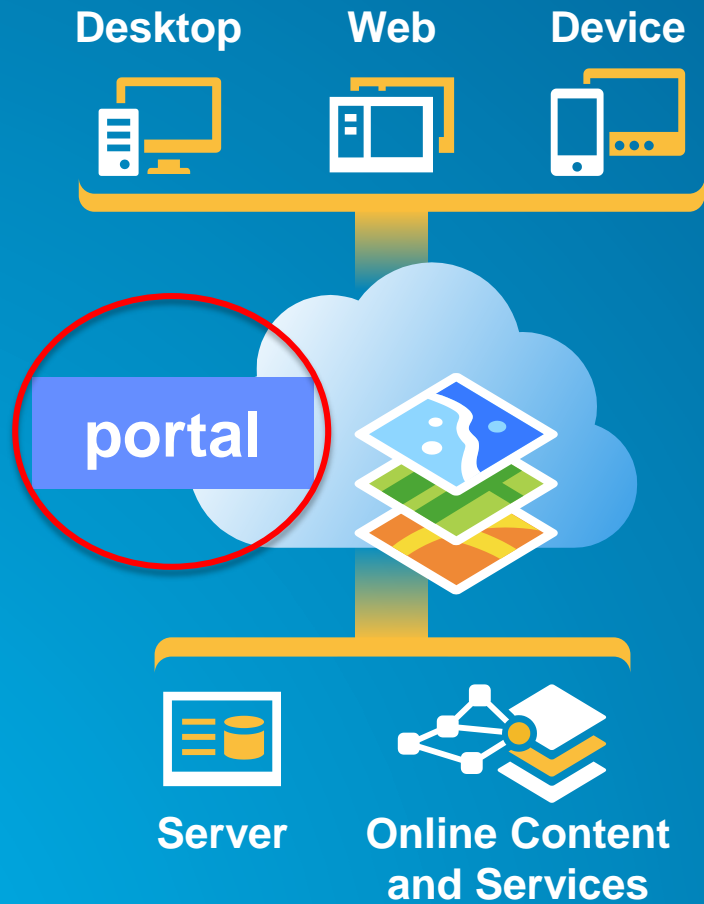
- Installation and configuration – Advanced options
- Upgrading to 10.3.1
- Common Portal administrative tasks
- Customization – Advanced options
- Enabling Operations Dashboard for ArcGIS and Esri Maps for Office
- Troubleshooting
- Disconnected environment and High Availability
- Summary



**Strongly Recommend:**

**Knowledge of Portal for ArcGIS**

# ArcGIS 10.3.x for Server – Web GIS in your Infrastructure





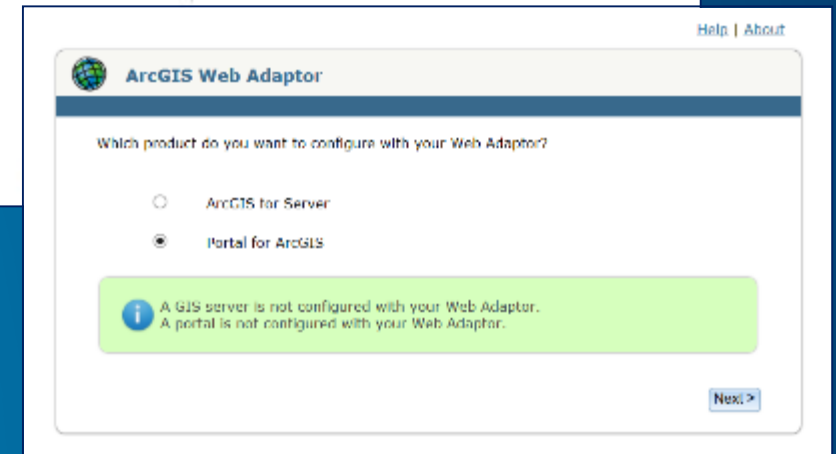
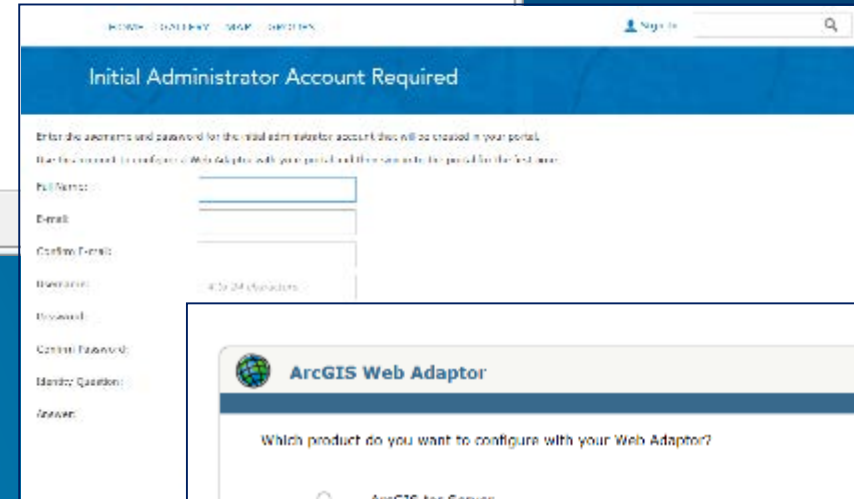
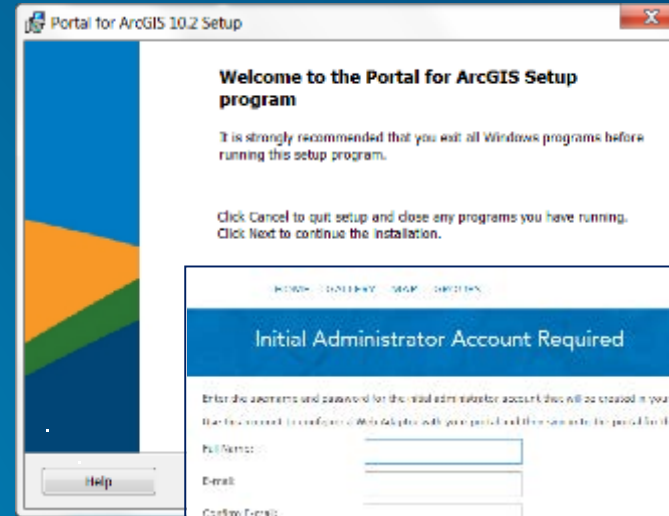
# Installation and Configuration

## Advanced options

# Review: Installing Portal for ArcGIS

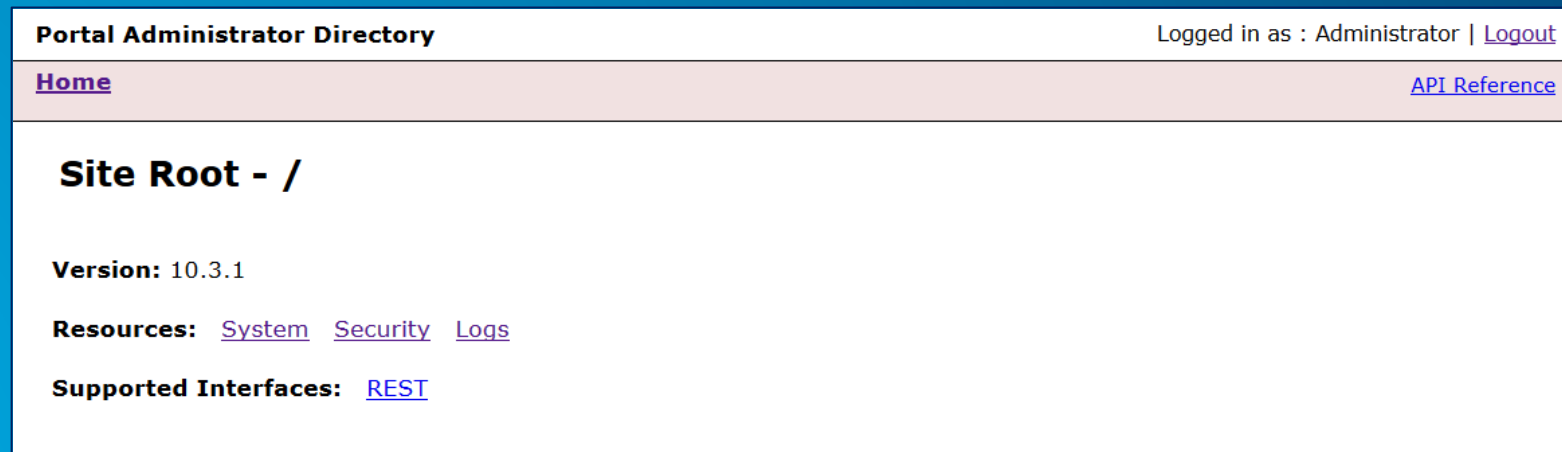
- **Workflow**

1. Run installer
2. Authorize software
3. Create initial admin account
4. Enable SSL on web server
5. Configure ArcGIS Web Adapter



# Portal Administrator Directory

- REST API where you can perform some administrative tasks
  - `https://<machine_name>/<webadaptor>/portaladmin/`
- **Enables additional options for Portal installation and configuration**
- Conceptually similar to the ArcGIS Server Administrator Directory



The screenshot shows the Portal Administrator Directory web interface. At the top left, it says "Portal Administrator Directory". At the top right, it says "Logged in as : Administrator | [Logout](#)". Below this is a navigation bar with "Home" on the left and "[API Reference](#)" on the right. The main content area displays "Site Root - /". Below this, it shows "Version: 10.3.1". Under "Resources:", there are links for "[System](#)", "[Security](#)", and "[Logs](#)". At the bottom, it says "Supported Interfaces: [REST](#)".

# Changing Location of Portal Directories

- Use Case: When you want to locate Content store on a network drive
  1. Copy the /content folder to a new location
  2. Ensure the Portal service has Read/Write control on the new location

Portal Administrator Directory

[Home](#) > [System](#) > [Directories](#)

## Directories

- [content](#)
- [index](#)
- [db](#)
- [temp](#)

Supported Interfaces: [REST](#)



Portal Administrator Directory

[Home](#) > [System](#) > [Directories](#) > [content](#)

## Directory: content

**Path:** D:\arcgisportal\content

**Type:** CONTENT

**Description:** The content directory.

**Supported Operations:** [Edit Directory](#)

**Supported Interfaces:** [REST](#)



Portal Administrator Directory

[Home](#) > [System](#) > [Directories](#) > [content](#) > [Edit Directory](#)

## Edit Directory

**Warning**

Executing this operation will automatically restart the portal.  
This restart will take a couple minutes to complete and cause your portal resources to be temporarily unavailable.  
To verify that the restart has completed, log in to the Portal Administrator Directory again before continuing.

Before changing the physical path of a directory, please copy the content from the current directory to the new directory location.

Path:  \*

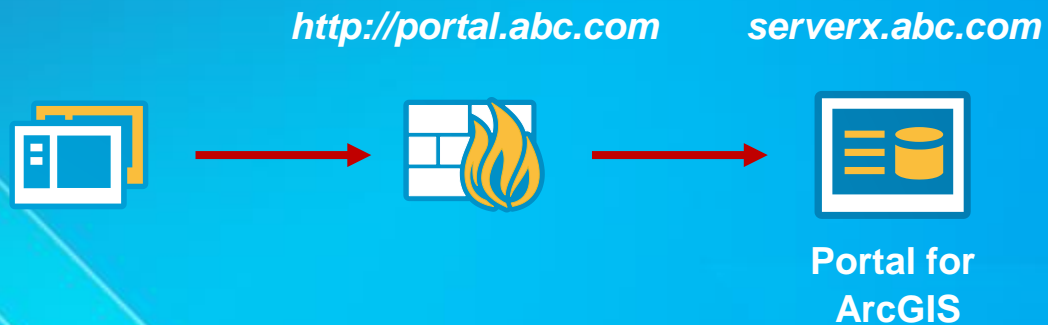
Description:

Format:

# Accessing Portal via a DNS or Reverse Proxy

Update the WebContextURL parameter to match Domain Name System (DNS)

- Use Case: When Portal is accessed via a DNS alias or Reverse Proxy, need to update Portal's WebContextURL parameter to match the DNS
- Ensures Portal creates proper URLs in responses and trusting of referral requests



Portal Administrator Directory

[Home](#) > [System](#) > [Properties](#) > [Update](#)

### Update System Properties

Properties (in JSON format) \*

```
{  
  "WebContextURL": "https://reverseproxy.domain.com/myorg"  
}
```

Format



# Configuring Enterprise Logins

## Enabling Automatic Account Creation (optional)



- You set Portal security such as IWA, LDAP, or PKI authentication with Portal Admin Directory
- Help documentation: [Configuring Enterprise Logins](#)
- Use Case: For a Single Sign-On experience and seamless account creation, set `enableAutomaticAccountCreation` property to “true”
- **WARNING:** This can quickly consume Named User accounts

Portal Administrator Directory Logged in as : portaladmin | [Logout](#)

[Home](#) > [Security](#) > [Config](#) [API Reference](#)

### Security Configuration

Properties: `{"disableServicesDirectory":false,"enableAutomaticAccountCreation":false}`

User store configuration: `{"type": "BUILTIN", "properties": {"isPasswordEncrypted": "true"}}`

Group store configuration: `{"type": "BUILTIN", "properties": {"isPasswordEncrypted": "true"}}`

Supported Operations: [Update Security Configuration](#) [Update Identity Store](#) [Test Identity Store](#)

Supported Interfaces: [REST](#)

Portal Administrator Directory Logged in as : portaladmin | [Logout](#)

[Home](#) > [Security](#) > [Config](#) > [Update Security Configuration](#) [API Reference](#)

### Update Security Configuration

Configuration (in JSON format) \*

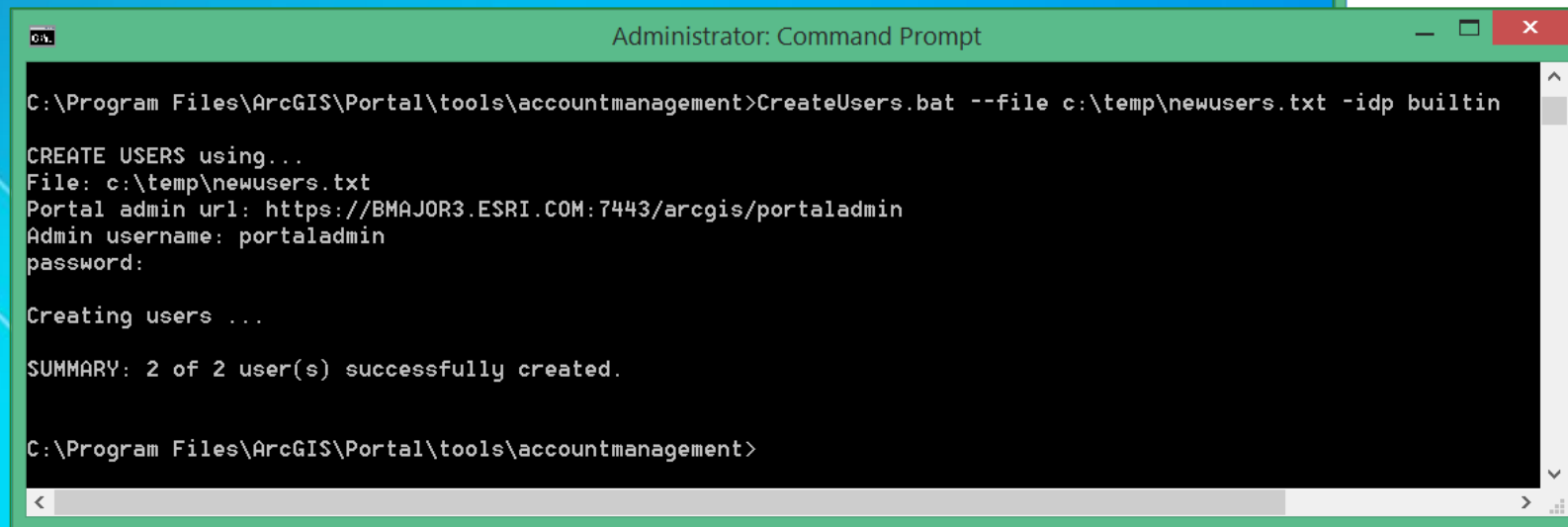
```
{"disableServicesDirectory":false,"enableAutomaticAccountCreation":false}
```

Format HTML ▾

# Portal for ArcGIS Command Line Tools

## Provide Account Management Capabilities

- Account Management Tools included with Portal installation
- Facilitates certain tasks:
  - CreateUsers, TransferOwnership, DeleteUsers, ListUsers, and CreateAdminAccount
- Can only be run on the Portal machine



```
Administrator: Command Prompt

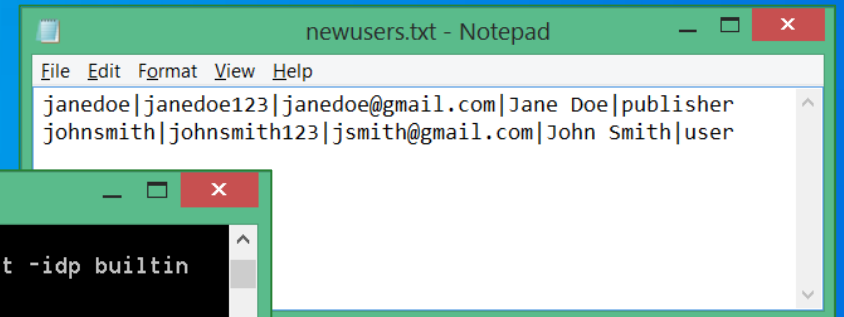
C:\Program Files\ArcGIS\Portal\tools\accountmanagement>CreateUsers.bat --file c:\temp\newusers.txt -idp builtin

CREATE USERS using...
File: c:\temp\newusers.txt
Portal admin url: https://BMAJOR3.ESRI.COM:7443/arcgis/portaladmin
Admin username: portaladmin
password:

Creating users ...

SUMMARY: 2 of 2 user(s) successfully created.

C:\Program Files\ArcGIS\Portal\tools\accountmanagement>
```



```
newusers.txt - Notepad

File Edit Format View Help

janedoe|janedoe123|janedoe@gmail.com|Jane Doe|publisher
johnsmith|johnsmith123|jsmith@gmail.com|John Smith|user
```

Demo

# Portal for ArcGIS

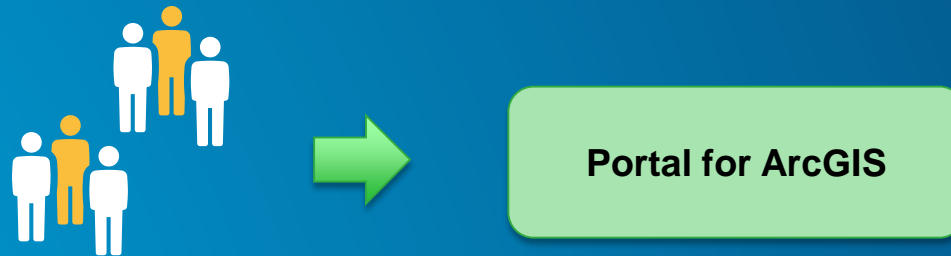
Tour of Portal Administrator Directory

Show Portal Command Line tools

# Creating Portal User Accounts in Advance

## Individual or Bulk Accounts

- **Users can create accounts individually** → default when using **Built-in accounts**
- **Portal Admins can create accounts in advance and in bulk**
  - Either using built-in or from Enterprise identity stores



# Workflow: Creating User Accounts in Bulk

My Organization

EDIT SETTINGS   ADD MEMBERS   VIEW STATUS



**Step 1 of 3**  
What type of member would you like to add to your Portal?

- Add built-in portal members.
- Add members for enterprise logins via SAML.
- Add members based on existing enterprise users.

**NEXT**



**Step 2 of 3**  
Create new ArcGIS for Intelligence logins one at a time or in batch from a file. Select any role for the member to be a part of. You must inform the member of their user name and password. If you do not have an email address for a particular user, use the administrator's email address.

One at a time | From a file

Upload a CSV file that contains a list of members to establish logins for. Note that the CSV file must contain a header (first line) with these field names: Email,First Name,Last Name,Username,Password,Role.

File:  No file chosen

**UPLOAD FILE AND REVIEW**



**Step 3 of 3**  
Verify the following member account information.

First Name	Last Name	Email	Role	Username	Edit
Jane	Doe	janedoe@gmail.com	Publisher	janedoe	<a href="#">Edit</a> <a href="#">Remove</a>
John	Smith	jsmith@gmail.com	User	johnsmith	<a href="#">Edit</a> <a href="#">Remove</a>

**BACK**   **ADD MEMBERS**

**Complete!**

You have successfully added 2 members.

**INVITE ANOTHER MEMBER**   **RETURN TO MY ORGANIZATION**

# Setting up SSL Certificates and Trusts

## Server Certificates and Trust Stores



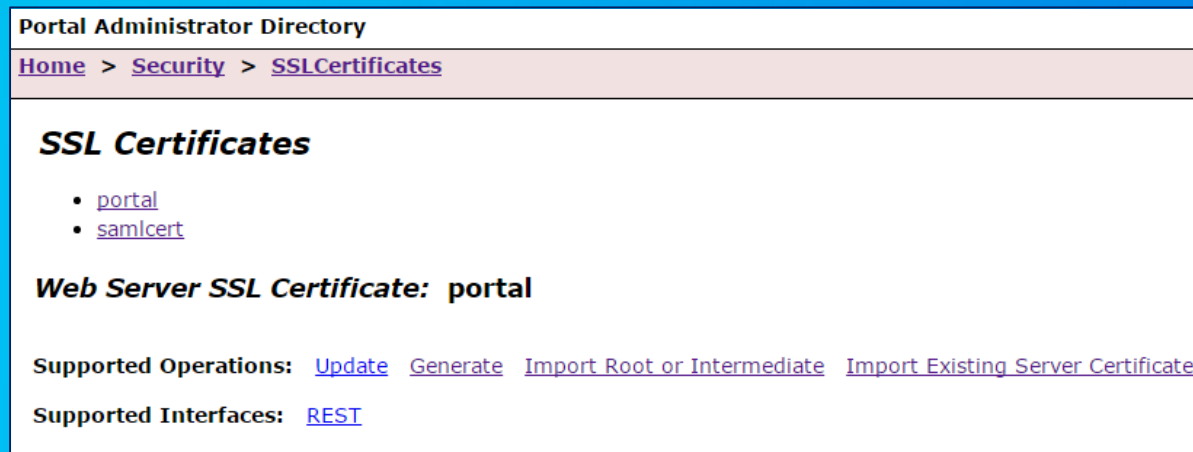
- Most organizations have strict Secure Socket Layer (SSL) requirements
- Portal for ArcGIS installs self-signed certificate for HTTPS port 7443
- Installing Web Adaptor for Portal prevents users from accessing a self-signed certificate → eliminates “untrusted connection”
- Web Server should be configured with a properly signed certificate, e.g. Verisign



# Setting up SSL Certificates and Trusts

## Updating Server Certificates

- Some organizations mandate no HTTP(S) with self signed certificates
- Must update the Portal installation certificate with properly signed certificate
- Portal Administrator Directory provides tools to facilitate this process
- 2 paths:
  - Generate a new Certificate Signing Request, have CA sign, and import response
  - Import an existing server certificate and private key (e.g. PFX file)



The screenshot shows the 'Portal Administrator Directory' interface. At the top, there is a breadcrumb trail: 'Home > Security > SSLCertificates'. Below this, the section is titled 'SSL Certificates' and lists two items: 'portal' and 'samIcert'. Underneath, it states 'Web Server SSL Certificate: portal'. At the bottom, there are two sections: 'Supported Operations' with links for 'Update', 'Generate', 'Import Root or Intermediate', and 'Import Existing Server Certificate'; and 'Supported Interfaces' with a link for 'REST'.

Portal Administrator Directory

[Home](#) > [Security](#) > [SSLCertificates](#)

**SSL Certificates**

- [portal](#)
- [samIcert](#)

**Web Server SSL Certificate:** portal

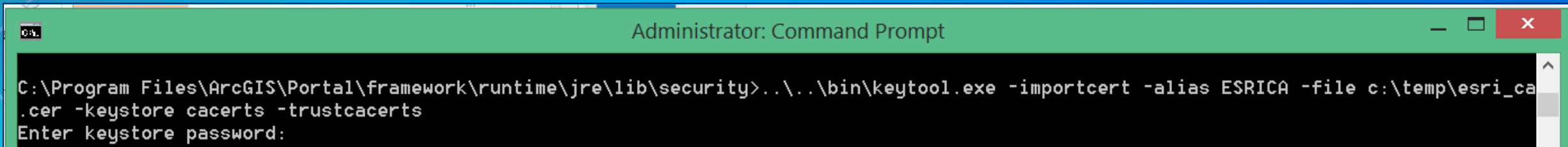
Supported Operations: [Update](#) [Generate](#) [Import Root or Intermediate](#) [Import Existing Server Certificate](#)

Supported Interfaces: [REST](#)

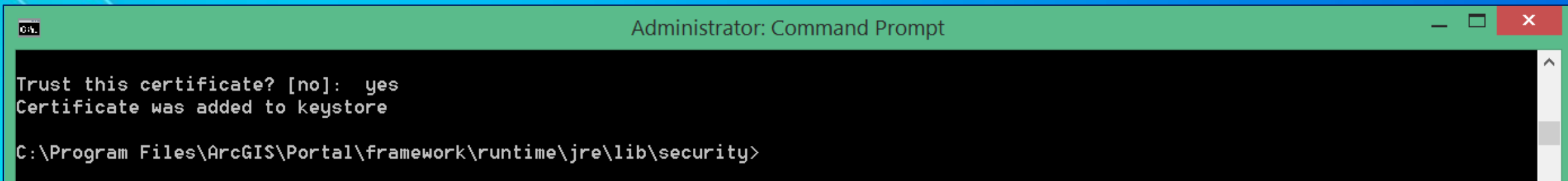
# Setting up SSL Certificates and Trusts

## Establishing Trust with other Servers

- For external trust, import Root and Intermediate certificates into the cacerts keystore
- Always restart Portal after any changes to cacerts file
- Help topic: [Configuring the portal to trust certificates from your certifying authority](#)



```
Administrator: Command Prompt
C:\Program Files\ArcGIS\Portal\framework\runtime\jre\lib\security>..\..\bin\keytool.exe -importcert -alias ESRICA -file c:\temp\esri_ca
.cer -keystore cacerts -trustcacerts
Enter keystore password:
```



```
Administrator: Command Prompt
Trust this certificate? [no]: yes
Certificate was added to keystore
C:\Program Files\ArcGIS\Portal\framework\runtime\jre\lib\security>
```

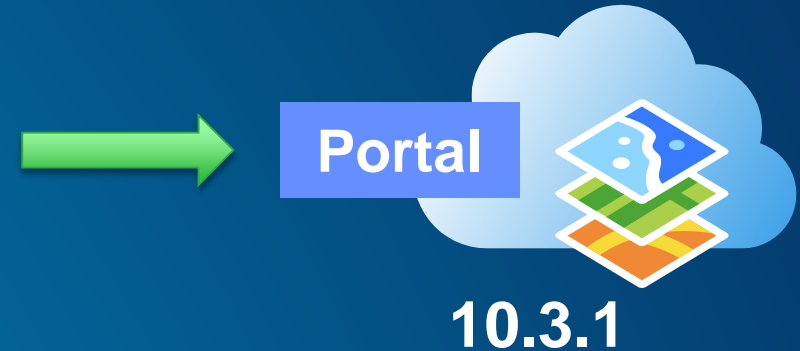




# Upgrading Portal to 10.3.1

# Upgrading Portal for ArcGIS to 10.3.1

- In-place upgrade,
  - 10.2, 10.2.1, 10.2.2, 10.3 → 10.3.1
- 5 key points for upgrading Portal for ArcGIS
  1. **Read documentation** and consider back up Portal directories
  2. You will be prompted to create an Initial Administrator Account; use the same account
  3. Re-index your Portal items
  4. Clear your web browser cache after performing upgrade
  5. For Server sites federated with Portal, do NOT un-federate site
    - Perform upgrade on Portal and Server sites individually
    - Order does NOT matter



# Upgrading Portal for ArcGIS to 10.3.1

- **For ArcGIS Web Adaptor,**
  - Must uninstall previous version, then reinstall 10.3.1 version
  - Use the same name
  
- **For ArcGIS Data Store,**
  - ArcGIS Server must be upgraded first, before the Data Store
  - Reconfigure ArcGIS Data Store with ArcGIS Server
  - If you have standby deployment enable, need to upgrade primary machine first, then secondary machine



# Portal Administrator Directory - Indexing

## Re-Index Portal items

- Use Case: After Portal software upgrade, need to rebuilt indexes
- Portal Administratory Directory provides the ability to check current Index Status and rebuild the indexes

Portal Administrator Directory

[Home](#) > [System](#) > [Indexer](#) > [Status](#)

### Index Status

Type	Count in store	Count in index
users	31	31
groups	226	226
relations	226	226
search	4724	4724

Supported Interfaces: [REST](#)

Portal Administrator Directory

[Home](#) > [System](#) > [Indexer](#) > [Reindex](#)

### Reindex

Mode

Include list (in CSV format)

Format



# Common Administrative Tasks

# Common Portal Administrative Tasks

- Customizing the Portal home page
- Setting custom basemaps and utility services
- Applying custom templates
- Enabling ArcGIS Pro licensing
- Monitor Portal activity with Activity Dashboard



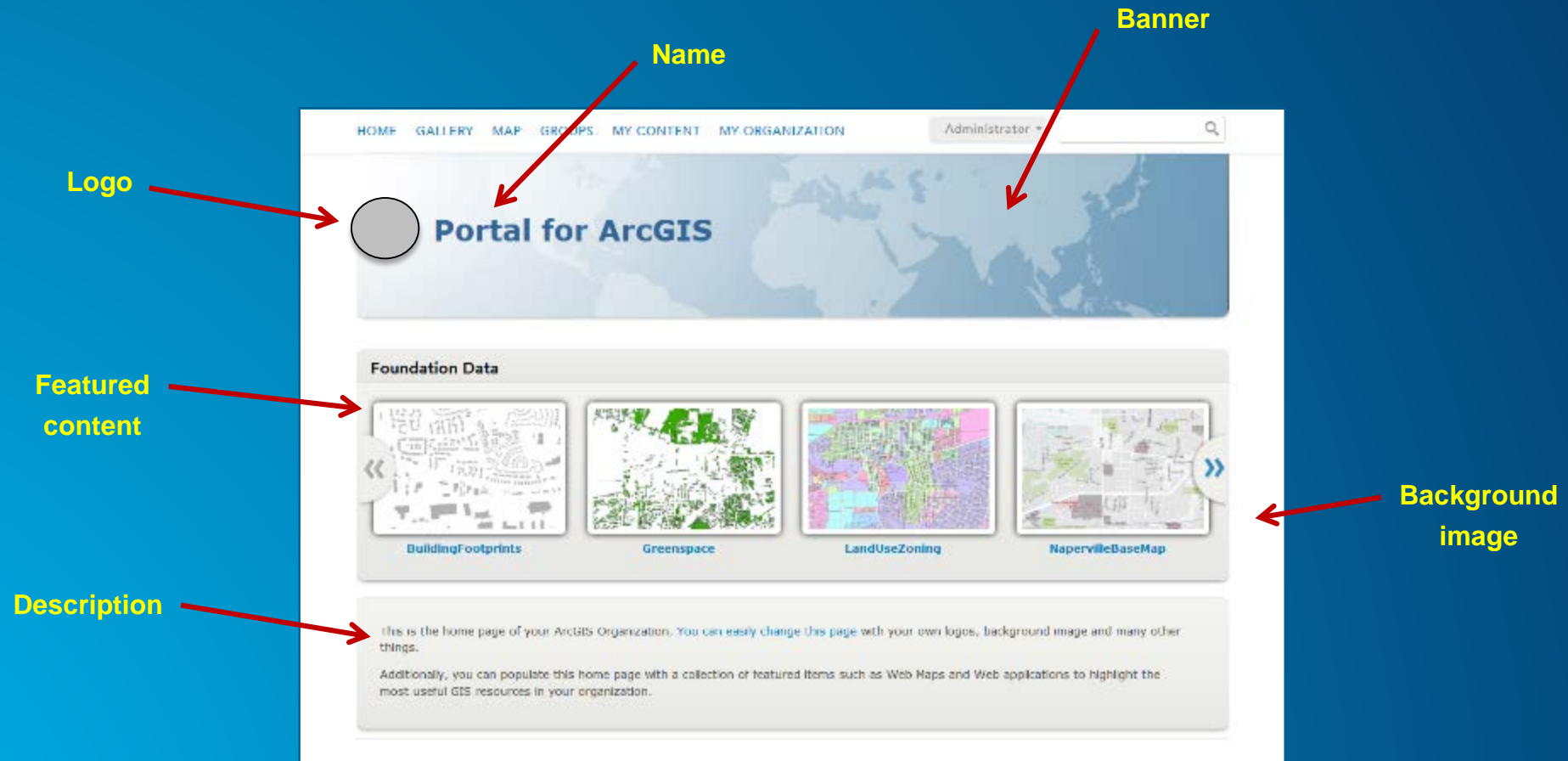
# My Organization Page

- Similar UE to managing ArcGIS Online organization
- Multiple tabs to manage core functionality
  - Additional security setting options
- Accessed by Portal administrators only

The screenshot displays the 'My Organization' configuration page in ArcGIS Online. At the top, a navigation bar includes links for HOME, GALLERY, MAP, SCENE, GROUPS, MY CONTENT, and MY ORGANIZATION. Below this, a blue header reads 'My Organization'. The main content area features a left-hand sidebar with a vertical list of tabs: General, Home Page, Gallery, Map, Item Details, Groups, Utility Services, Servers, Roles, and Security. The 'General' tab is selected and active. At the top of the main content area, there are 'SAVE' and 'CANCEL' buttons. The 'General' section contains the following elements:

- General:** A heading followed by the instruction: 'Represent and describe your portal. You can also set the default language for your portal's'.
- Logo and Name:** A sub-section containing a thumbnail image placeholder, a 'Name' text input field with the value 'Portal for ArcGIS', and a 'Click to change thumbnail' button.
- Description:** A sub-section containing a rich text editor with a toolbar (including Bold, Italic, Underline, and other formatting options) and a text area with the placeholder 'Add description here'.

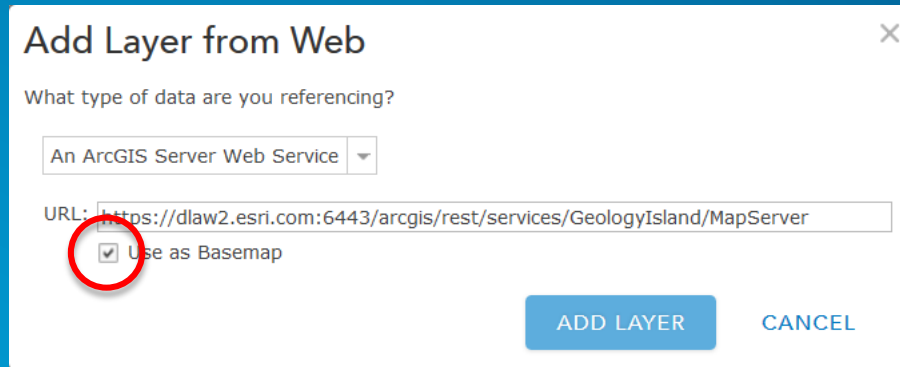
# Configuring Portal for ArcGIS home page





# Enabling Custom Basemaps in Portal

- Add service to Portal map viewer



**Add Layer from Web** ✕

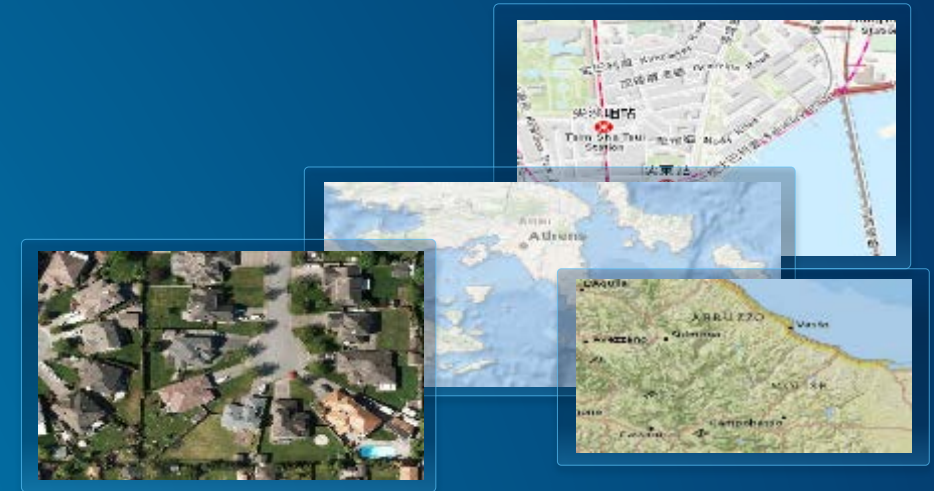
What type of data are you referencing?

An ArcGIS Server Web Service ▾

URL:

Use as Basemap

**ADD LAYER** CANCEL



**Basemaps**

- Save web map as a new item
- Add item to a custom group
- Select the custom group in the Basemap gallery option

# Enabling Custom Utility Services in Portal

- Important resources used by Portal to perform operations
- You can use your own utility services
- Option to leverage ArcGIS Online resources by proxy
  - E.g., Add the World Geocoding and Route Services as Portal items
  - Save ArcGIS Online credentials with the items
  - This process creates a Portal proxy item
  - Share with Organization
- In Utility Services option, use the Portal proxy URL as the URL to the World Geocoding or Route Service



**Utility services**

Demo

# Portal for ArcGIS

Show how to add Esri Geocoding Service with proxy account

# Enabling GeoEnrichment Services in Portal

- Get information about the people, places and businesses in a specific area or within a certain distance or drive time from a location
- No UI method to reference these services in Portal
- Enabled with the Sharing REST API,
  - <https://webadaptor.domain.com/portal/sharing/rest>
- Help topic: [Enabling premium helper services](#)



# Portal for ArcGIS: Custom Roles

- Provide more flexibility to enable fine grained control on what members can do
- My Organization page > Edit Settings > Roles > Create Role

HOME GALLERY MAP SCENE GROUPS MY CONTENT MY ORGANIZATION Administr...

## My Organization

SAVE CANCEL

General  
Home Page  
Gallery  
Map  
Item Details  
Groups  
Utility Services  
Servers  
Roles  
Security

### Roles ?

Role Name:

Description:

Select a role or template on which to base the new role:

TOGGLE ALL ON COLLAPSE ALL SAVE ROLE DISCARD CHANGES

#### General Privileges

[-] Groups	[-] Content	[-] Sharing
<input type="checkbox"/> Create, update, and delete	<input checked="" type="checkbox"/> Create, update, and delete	<input type="checkbox"/> Share with groups
<input checked="" type="checkbox"/> Join organizational groups	<input checked="" type="checkbox"/> Publish hosted feature layers	<input checked="" type="checkbox"/> Share with portal
	<input type="checkbox"/> Publish hosted tile layers	<input checked="" type="checkbox"/> Share with public
	<input type="checkbox"/> Publish hosted scene layers	<input type="checkbox"/> Make groups visible to portal
		<input type="checkbox"/> Make groups visible to public


#### Administrative Privileges

[-] Members	[-] Groups	[-] Content
<input type="checkbox"/> View all	<input checked="" type="checkbox"/> This privilege grants the ability to update member account information within your portal.	<input type="checkbox"/> View all
<input type="checkbox"/> Update		<input type="checkbox"/> Update
<input type="checkbox"/> Delete		<input type="checkbox"/> Delete
<input type="checkbox"/> Disable	<input type="checkbox"/> Reassign ownership	<input type="checkbox"/> Reassign ownership
<input type="checkbox"/> Change roles	<input type="checkbox"/> Assign members	
<input type="checkbox"/> Manage licenses	<input type="checkbox"/> Link to enterprise group	

# Applying Custom Templates to Portal

- Host custom template on your own web server
- Add custom template as a new Portal item
- Add item to a custom group
- Select the custom group in the Web App Templates option
  - Option to also include the default Esri App Templates

**Web App Templates**



Web application templates contain sample layouts you can use to build web mapping applications with little or no development. Choose which group contains the web app templates you want to use.

Custom Templates ▾ Sorted by: Title ▾  Ascending

Share the Esri default web application templates to this group when you click Save.



HOME GALLERY MAP GROUPS MY CONTENT MY ORGANIZATION Administrator

## Managing ArcGIS Pro Licenses for City of Naperville - GIS Portal

MY ORGANIZATION HELP

Licensed Members		Product	ArcGIS Pro Basic	ArcGIS Pro Standard	ArcGIS Pro Advanced	Spatial Analyst	3D Analyst	Network Analyst	Geostatistical Analyst	Data Reviewer	Workflow Manager
Maximum	15	Licenses	5	5	5	5	5	5	5	5	5
Available	11	Available	5	4	2	3	4	3	5	5	5

Members [SELECT ALL](#) Search by Name

Click to select a member.

Name	Username	Licensed for	Last Used ArcGIS Pro
Krista Page	User1	Pro Advanced	Dec 7, 2014, 10:20:26 AM
John Lynch	User2	Pro Standard + 2 Extensions	Dec 7, 2014, 10:21:32 AM
Derek Law	Derek	Pro Advanced + 2 Extensions	Dec 3, 2014
William Dell	User3	Pro Advanced + 1 Extensions	
Administrator Person	administrator	Configure licenses	
System Publisher	system_publisher	Configure licenses	

Selected Members

Click to remove a selected member.

Name	Username
------	----------

# Licensing ArcGIS Pro with Portal for ArcGIS

10.3.x: Manage ArcGIS Pro licenses for your organization

Demo

# Portal for ArcGIS

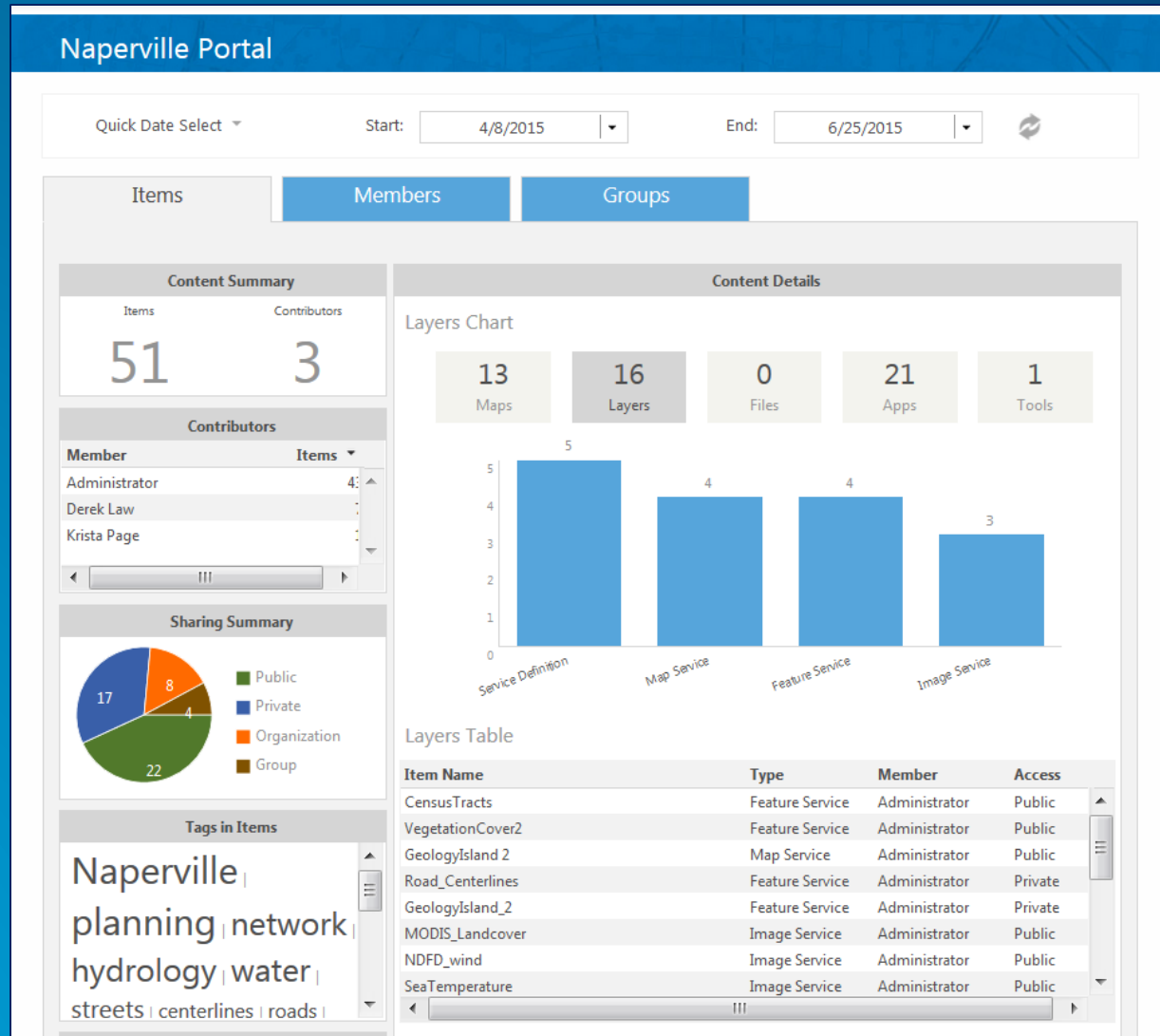
Show enabling ArcGIS Pro licensing in Portal



# Licensing ArcGIS Pro with Portal for ArcGIS

- ArcGIS Pro is licensed with Portal for ArcGIS + ArcGIS License Manager
- Setup:
  1. In ArcGIS License Manager,
    - Configure with license file (.lic) → obtained from `My.Esri.com`
    - Generate a Portal configuration file (.json) from license file
  2. In Portal Administrator Directory,
    - Import Portal configuration file
    - <https://portal.domain.com:7443/arcgis/portaladmin>
  3. Use Portal to manage ArcGIS Pro licenses to Named Users
    - New controls available on *My Organization* page





## 10.3.x Activity Dashboard

Activity-based metrics and real-time reports about your Portal

Demo

# Monitoring Portal Activity

Show Activity Dashboard

# Scripting Portal for ArcGIS administration

- Portal administration functionality is exposed via REST API
- Execute admin commands with scripts
  - Automate and schedule tasks
- *PortalPy* module available on GitHub and installed with Portal
  - Looking for Contributors!
- Scripting languages
  - Python, Java, JavaScript, PowerShell, C#, Ruby, Scala, Perl, etc





# Customizing Advanced Options

Customizing with the config.js file

# Advanced Portal Customization Options (with `config.js` file)



- Edit `config.js` file to further customize your Portal UI
  - Location: `<PortalInstallDirectory>\customizations\10.3.1\webapps\arcgis#home\js\arcgisonline`
- Help topic: [Setting Advanced Portal Options](#)
- Use Case: When configuring a disconnected deployment or modifying the Portal to meet your organization's requirements
- **File is persisted during upgrades, but NOT applied**
  - **Need to migrate changes to upgraded file; changes are not maintained**
- Use caution when editing; always make a backup!

## Config.js file – Customization Options

- **Add Security Classification Banners**
- **Add Footer links**
- **Restrict My Organization page to Portal Admins only**
- **Enable/Disable show social media links**
- **Enable/Disable web search**
- **Enable/Disable the ability for new users to “Create Account”**

Demo

# Portal Advanced Customization

Show how to edit `config.js` file properties





# **Enabling Operations Dashboard for ArcGIS and Esri Maps for Office**

# Client applications with Portal

- **Operations Dashboard for ArcGIS**

- App for monitoring, tracking, and reporting real-time data feeds and assets
- 2 platforms to work with the app:
  1. Windows Desktop app
  2. Web-browser based app (built on JavaScript)
    - Included with Portal for ArcGIS



- **Esri Maps for Office**

- Add-in that enables interactive mapping in MS Excel and MS PowerPoint
  - MS Excel: Spatially enable your spreadsheet data
  - MS PowerPoint: Add interactive maps to your presentations



# Operations Dashboard in Portal for ArcGIS

- Portal can have Operation View items – need Operations Dashboard to open
- When accessed,
  - Option to open in
    - Desktop App or
    - Web browser
- **For disconnected deployments, need to deploy and enable Operations Dashboard Desktop App in Portal for ArcGIS**
- Otherwise get 404 error



# Operations Dashboard Deployment Utility (10.3.x)

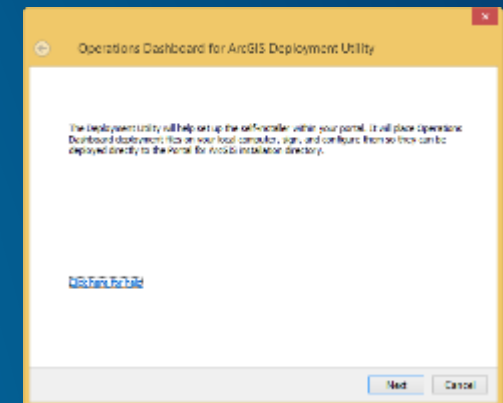
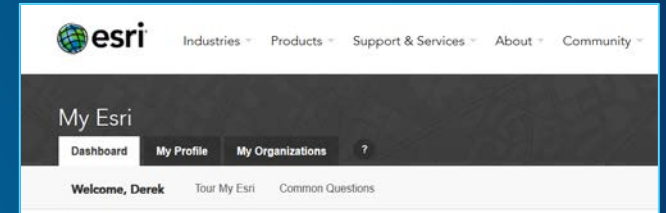
- **Step 1 - Preparations**

- Download and extract deployment utility from “My Esri”
- Have security certificate ready
- Know your Portal URL
- Have write access to Portal’s \apps\dashboard-win folder

- **Step 2 – Run deployment utility**

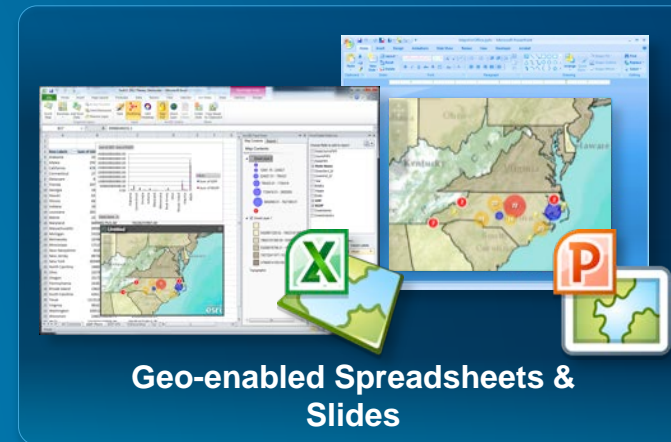
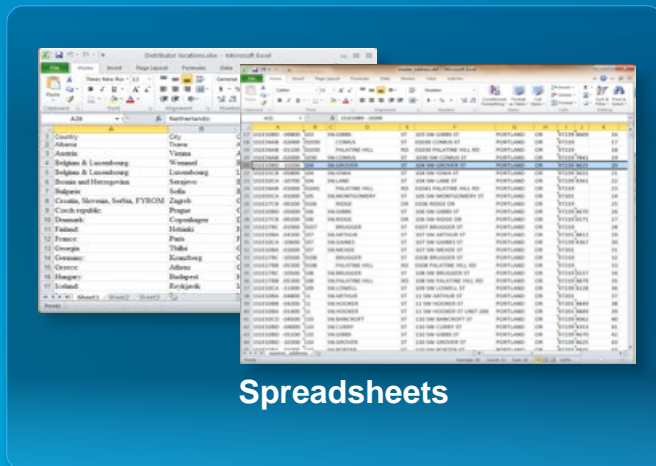
- **Step 3 – Deploy to Portal**

- Copy output folder from step 2 to Portal’s \apps\dashboard-win folder
- Create an application item of Operations Dashboard



# Esri Maps for Office with Portal

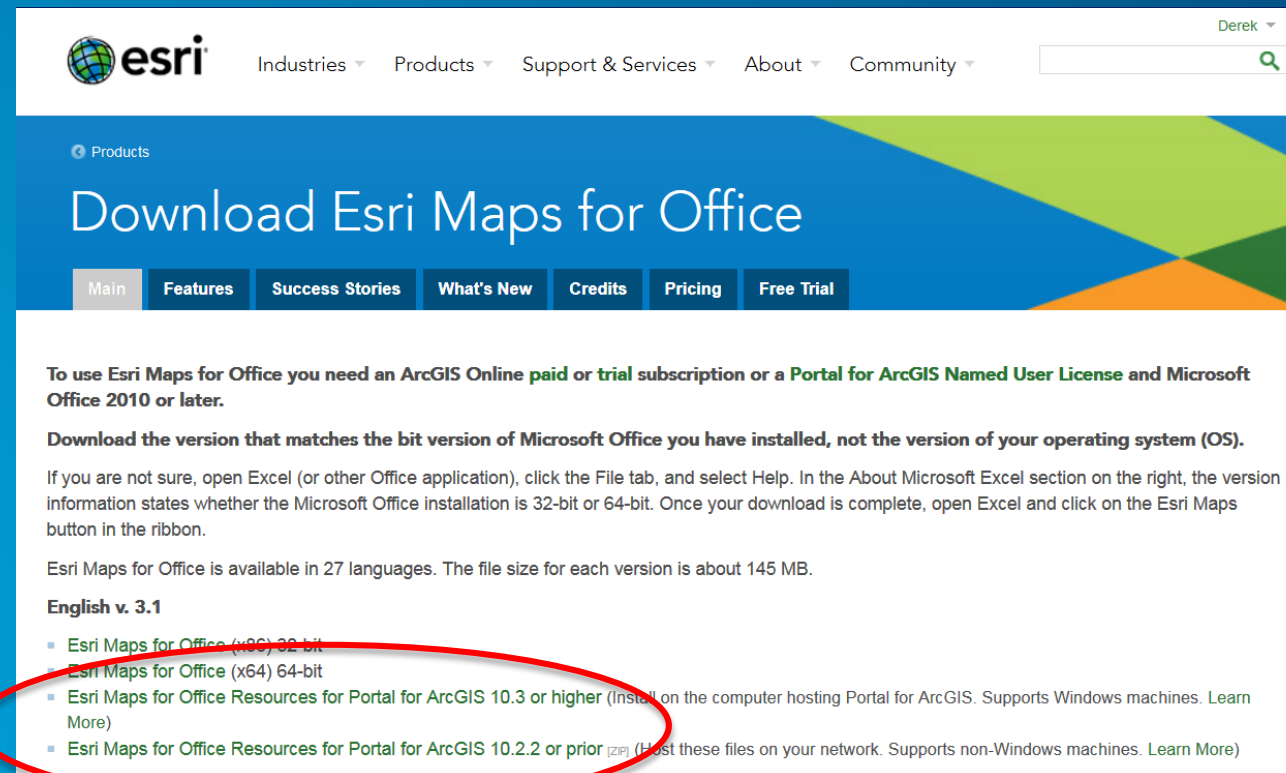
- Bring the power of your maps to Microsoft Excel and PowerPoint
  - Make dynamic maps of your spreadsheet data; enrich your data
  - Add interactive maps to your powerpoint presentations
- Share spreadsheet data with Portal as hosted feature services



# Esri Maps for Office with a Disconnected Portal

<http://www.esri.com/software/arcgis/arcgisonline/apps/download>

- For disconnected Portal deployments, requires resource files
  - Separate download, need to install on Portal machine



The screenshot shows the Esri website's download page for Esri Maps for Office. The page features the Esri logo and navigation links for Industries, Products, Support & Services, About, and Community. A search bar is located in the top right corner. The main heading is "Download Esri Maps for Office". Below the heading is a navigation bar with tabs for Main, Features, Success Stories, What's New, Credits, Pricing, and Free Trial. The main content area contains the following text:

**To use Esri Maps for Office you need an ArcGIS Online paid or trial subscription or a Portal for ArcGIS Named User License and Microsoft Office 2010 or later.**

**Download the version that matches the bit version of Microsoft Office you have installed, not the version of your operating system (OS).**

If you are not sure, open Excel (or other Office application), click the File tab, and select Help. In the About Microsoft Excel section on the right, the version information states whether the Microsoft Office installation is 32-bit or 64-bit. Once your download is complete, open Excel and click on the Esri Maps button in the ribbon.

Esri Maps for Office is available in 27 languages. The file size for each version is about 145 MB.

**English v. 3.1**

- [Esri Maps for Office \(x86\) 32-bit](#)
- [Esri Maps for Office \(x64\) 64-bit](#)
- [Esri Maps for Office Resources for Portal for ArcGIS 10.3 or higher](#) (Install on the computer hosting Portal for ArcGIS. Supports Windows machines. [Learn More](#))
- [Esri Maps for Office Resources for Portal for ArcGIS 10.2.2 or prior](#) [\(ZIP\)](#) (Host these files on your network. Supports non-Windows machines. [Learn More](#))

The background features a vibrant blue gradient. On the left side, there are several overlapping geometric shapes in shades of purple and yellow. A prominent yellow shape with a cracked texture is positioned diagonally, intersecting with a solid purple shape. The overall aesthetic is modern and technical.

# Portal Troubleshooting

## Portal Logging (available in 10.3.1)

- Provides auditing and troubleshooting tools designed for Portal administrators
- Provides the ability to monitor and query detailed events that occur within Portal
- Filter by:
  - Log level, source, start and end time, log code range, and by users
- `http://<machine_name>/<webadaptor>/portaladmin/logs`





# Querying Portal Logs

## Access in Portal Administrator Directory

Portal Administrator Directory

[Home](#)

---

**Site Root - /**

Version: 10.3.1

Resources: [System](#) [Security](#) [Logs](#)

Supported Interfaces: [REST](#)



Portal Administrator Directory

[Home](#) > [Logs](#)

---

**Log**

Resources: [Settings](#)

Supported Operations: [Query](#) [Clean](#)

Supported Interfaces: [REST](#)

Portal Administrator Directory

[Home](#) > [Logs](#) > [Settings](#) > [Edit](#)

---

**Edit Log Settings**

**Warning**  
Executing this operation will automatically restart the portal only when log location is modified. This restart will take a couple minutes to complete and cause your portal resources to be temporarily unavailable. To verify that the restart has completed, log in to the Portal Administrator Directory again before continuing.

Log Location:   
Log level:   
Maximum log file age in days:   
Format:

Portal Administrator Directory

[Home](#) > [Logs](#) > [Query](#)

---

**Log Settings**

The portal is currently logging events at the **WARNING** level.  
To change the level of detail at which portal logs events, click [Settings](#).

**Query Log Messages**

Query log messages by selecting from the following options, and clicking Query.

Log Level:   
Source:   
Start Time:   
End Time:   
Log Codes:   
Users:   
Message Count:   
\*Optional

Format:

Demo

# Portal Logging

Show querying Portal logs

## Common issues

- **Why aren't thumbnails being generated for my items?**
  - SSL Trust isn't properly established to services trying to be accessed by ArcGIS Server Print Service to generate a thumbnail (`exportMap` request)
- **I made an edit to my `config.js`. Now, the Portal website won't load. #?\*@!**
  - `Config.js` is a properly formatted JS file; Check syntax!
- **I am trying to install Portal in AWS. Is there a Help document on specific configurations?**
  - Yes! Help topic: [Portal in AWS](#)
- **Trying to configure Enterprise Logins in `/portaladmin` but isn't working. How can I troubleshoot?**
  - Turn on Portal Logging in 10.3.1 and query messages



# Disconnected Environment and high availability

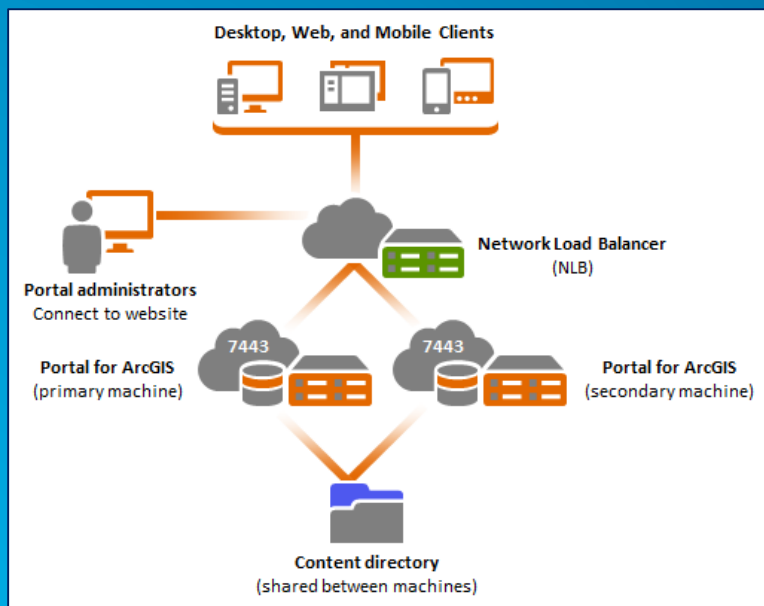
# Deploying Portal in a Disconnected Environment

- Many of the topics discussed today need to be considered
  - Basemaps?
  - Utility Services?
  - Setting up SSL Certificates and Trusts
  - `config.js` file
  - Deploying Operations Dashboard for ArcGIS and Esri Maps for Office
  - Deploying an On-premises Esri JavaScript API – 3.14 just released!
  - Licensing ArcGIS Pro with Portal for ArcGIS
  - Making sure ports are open
  - URLs (DNS or Proxy settings)



# Portal for ArcGIS High Availability

- **Configuring high availability is an advanced task**
  - Requires an extensive understanding of portal administration, scripting, and networking
- **Professional Services engagement is strongly encouraged**



## Configuring a highly available portal

To configure your portal to be highly available, follow these steps.

**Note:** To upgrade your highly available to 10.3.1, follow the steps in the [upgrade](#) section below.

### Steps:

1. Configure a network load balancer
2. Set up the portal content directory on a file server
3. Install and configure the first portal machine
4. If using web-tier authentication, install and configure ArcGIS Web Adaptor
5. Run the high availability utility on the first portal machine
6. Install and configure the second portal machine
7. Run the high availability utility on the second portal machine
8. Federate an ArcGIS Server site with your portal (optional)
9. Configure web-tier authentication in IIS

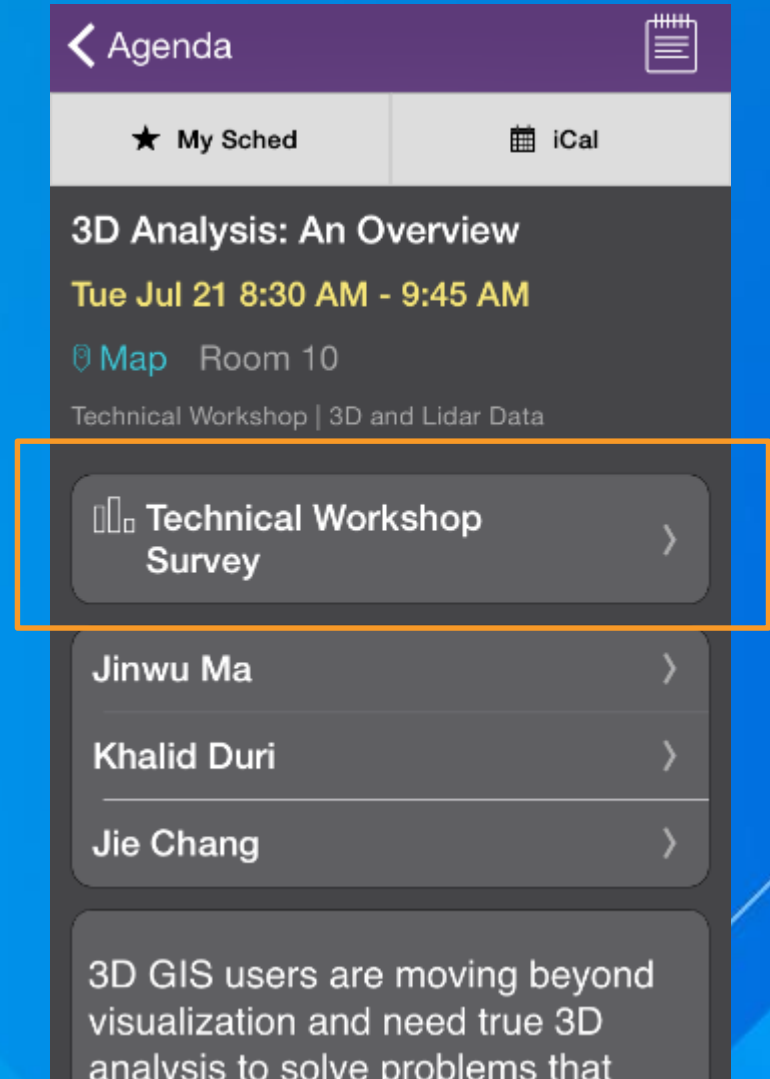
# Summary



- **Installation and configuration – Advanced options**
- **Upgrading to 10.3.1**
- **Common Portal administrative tasks**
- **Customization – Advanced options**
- **Enabling Operations Dashboard for ArcGIS and Esri Maps for Office**
- **Troubleshooting**
- **Disconnected environment and High Availability**
- **Summary**

# Thank you...

- Please fill out the session survey in your mobile app
- Select **Portal for ArcGIS Administration** in the Mobile App
  - Use the Search Feature to quickly find this title
- Click “Technical Workshop Survey”
- Answer a few short questions and enter any comments





## Other Portal for ArcGIS Tech Workshops



- **ArcGIS for Server: Reference Implementations**

- Wed 10:15 am Ballroom 6E
- Thurs 1:30 pm Room 1 A/B

- **Building your Server for High Availability and Disaster Recovery**

- Wed 3:15 pm Room 14A
- Thurs 3:15 pm Room 5B

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Understanding our world.