



ArcGIS Enterprise: An Introduction to Administration

Thomas Edghill & Jon Quinn

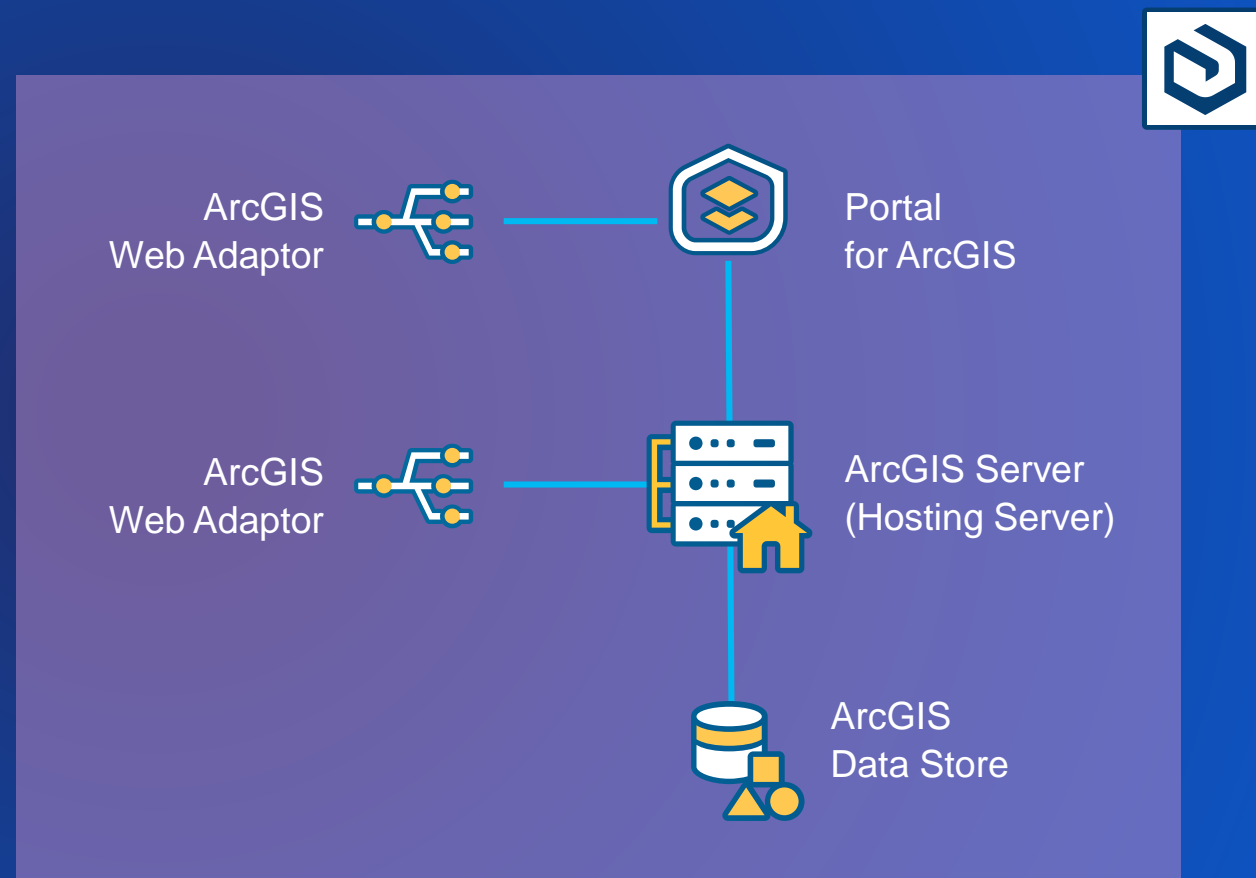
SEE
WHAT
OTHERS
CAN'T

Outline

- Overview of ArcGIS Enterprise
 - What are the administrative endpoints?
- ArcGIS Server Service Instances
 - How do I tune and configure my ArcGIS Server services?
- Administering your ArcGIS Enterprise
 - What do I do after my initial configuration of ArcGIS Enterprise?
 - As an administrator, what are my daily tasks?
- Conclusion & Resources

Overview of ArcGIS Enterprise

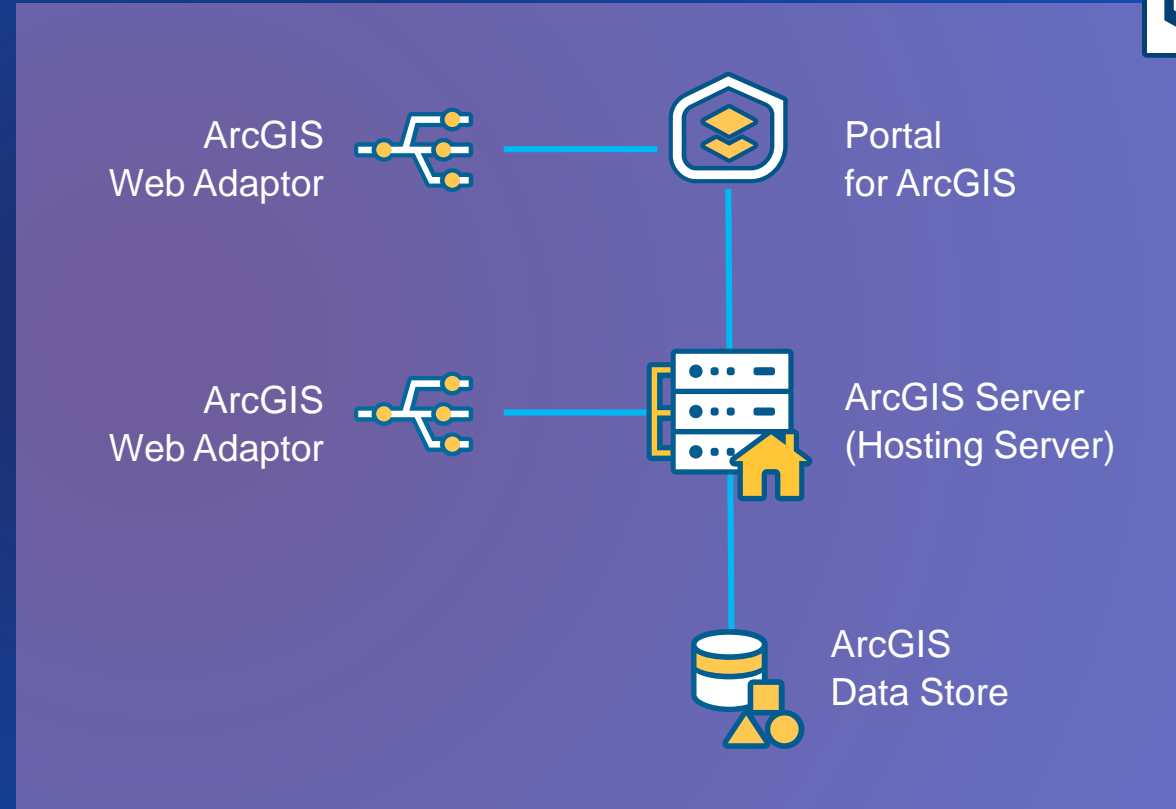
- Four software components, one product.
- Each component has its own administrative endpoints.



ArcGIS Enterprise Base Deployment

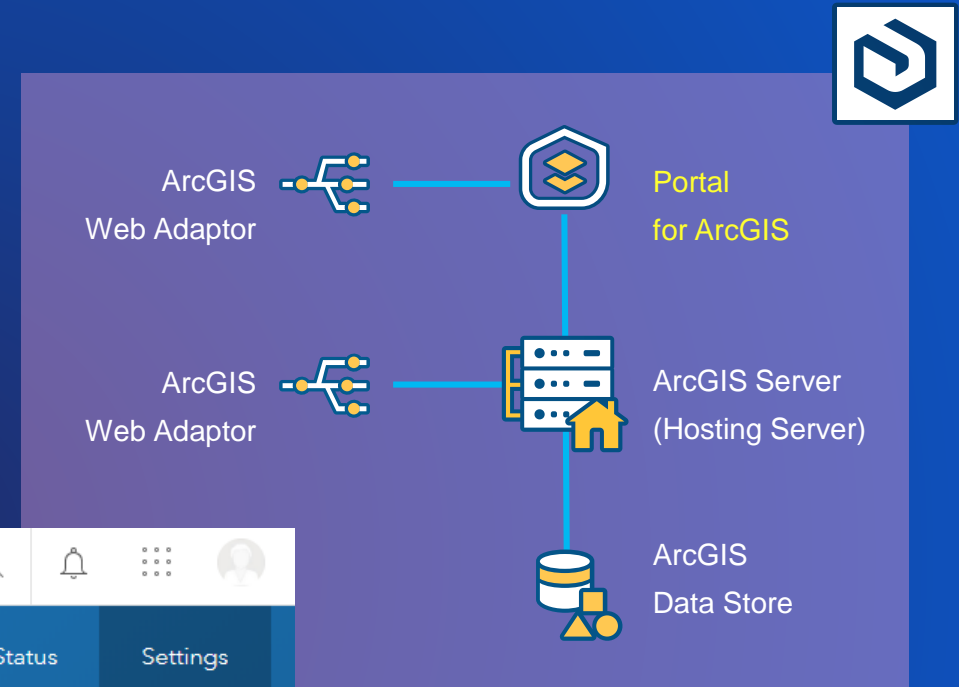
What are the Administrative Endpoints?

- Administrative Endpoints:
 - ArcGIS Enterprise portal
 - ArcGIS Server Manager
 - REST API Directories
 - Command Line Utilities



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Home Gallery Map Scene Groups Content Organization

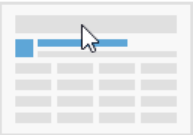

ArcGIS Enterprise 10.7.1 Overview Members Licenses Status Settings

Save Cancel

General

Represent and describe your portal. You can also set the default language for your portal's user interface and the default basemaps and units that users see.

Logo and Name

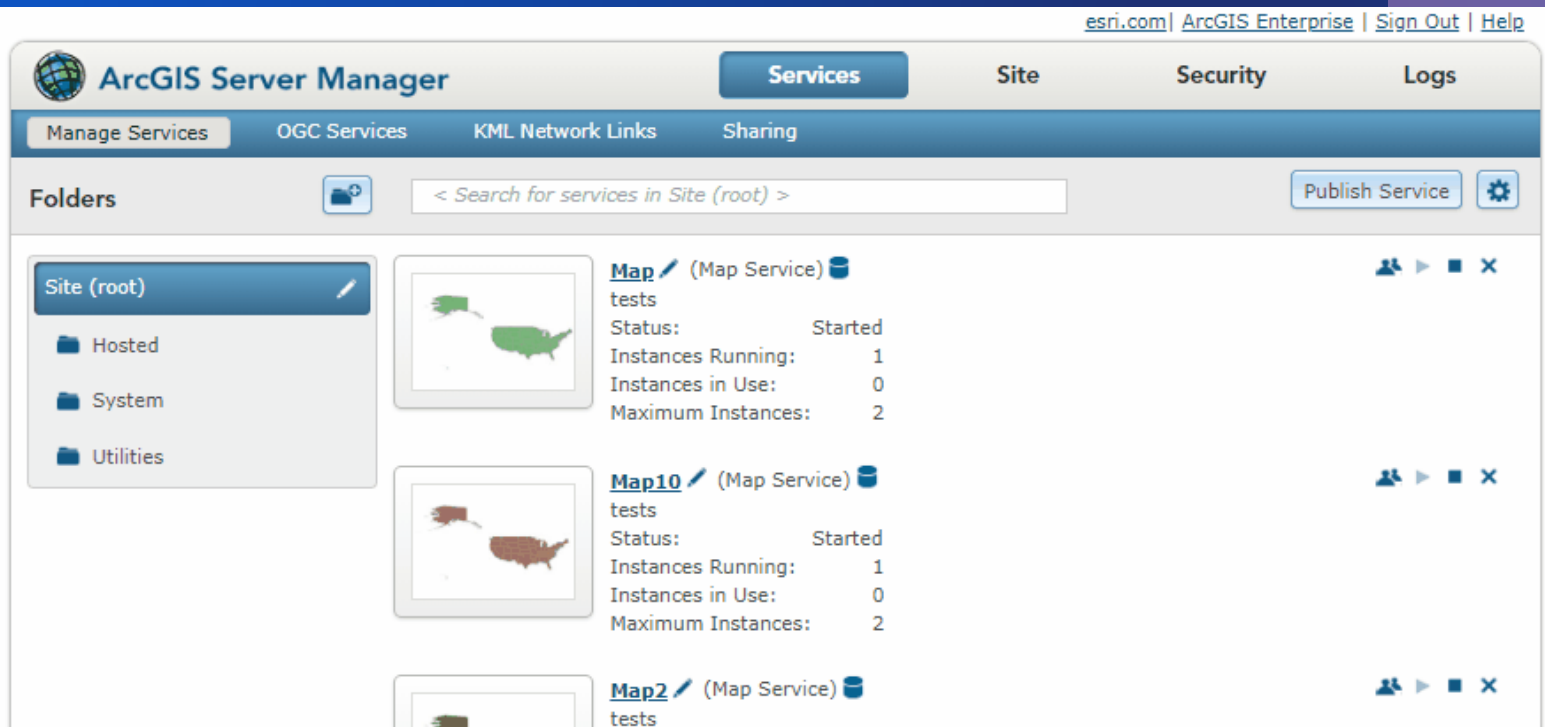
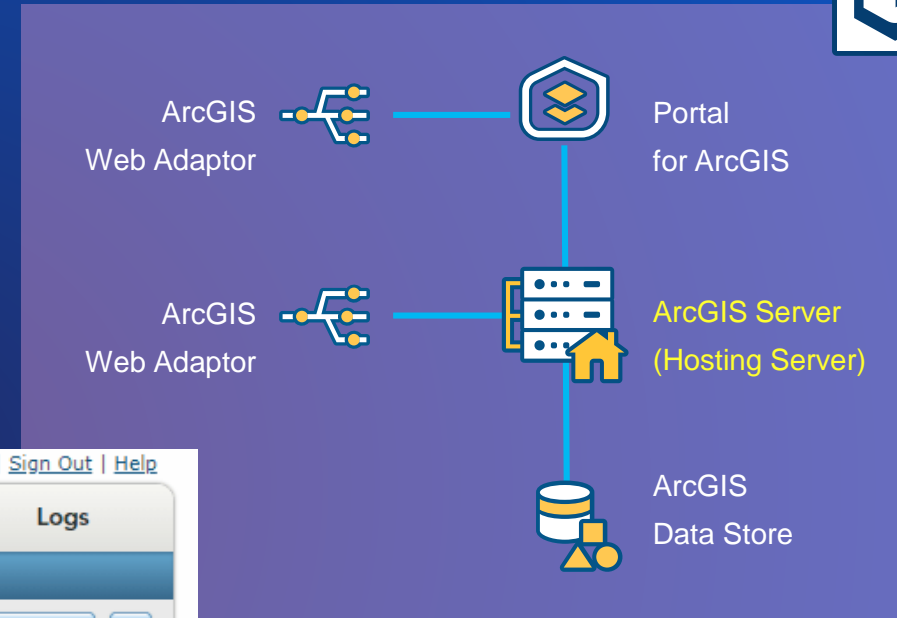
  Click to change thumbnail

Name

ArcGIS Enterprise 10.7.1

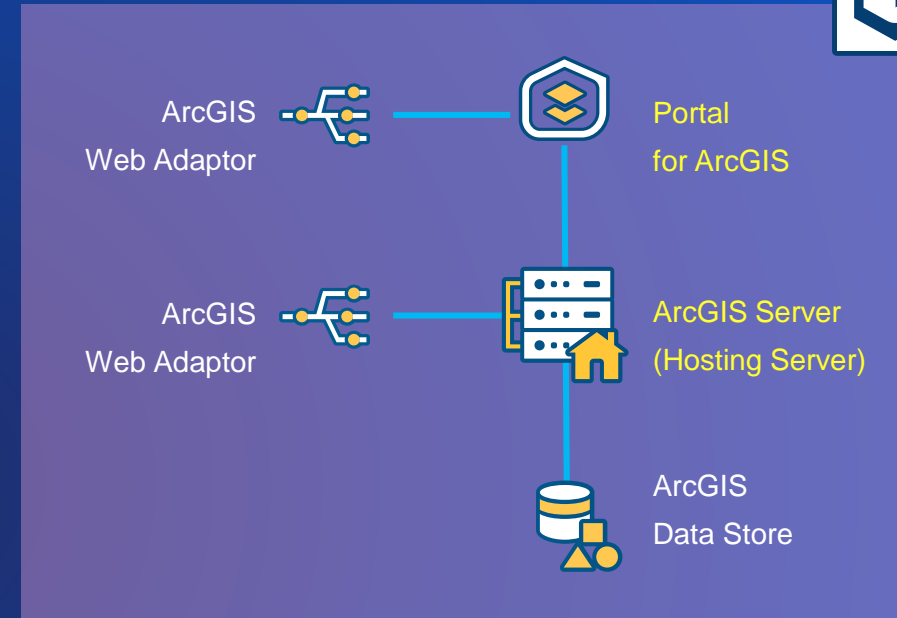
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ArcGIS Server Administrator Directory

[Home](#)

You should use [ArcGIS Server Manager](#) for managing services and GIS servers.
The Administrator Directory is intended for advanced, programmatic access to the server, likely through the use of scripts.

Site Root - /

Current Version: 10.7.1

Resources: [machines](#) [services](#) [security](#) [system](#) [data](#) [uploads](#) [logs](#) [kml](#) [info](#) [mode](#) [usagereports](#) [publicKey](#)

Supported Operations: [generateToken](#) [exportSite](#) [importSite](#) [deleteSite](#)

Supported Interfaces: [REST](#)

Portal Administrator Directory

[Home](#)

Site Root - /

Version: 10.7.1

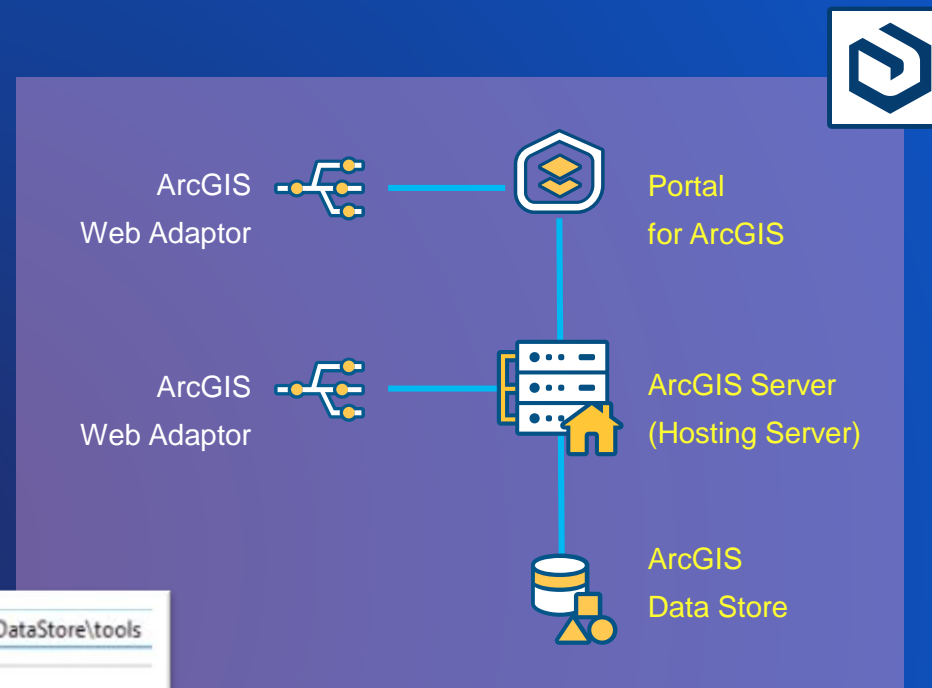
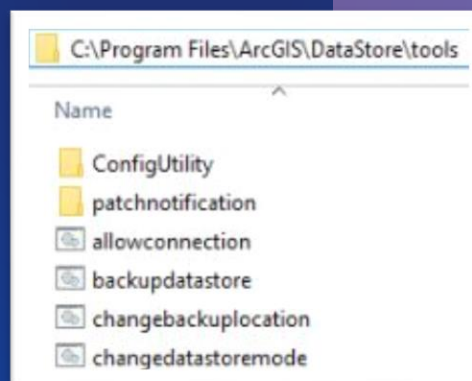
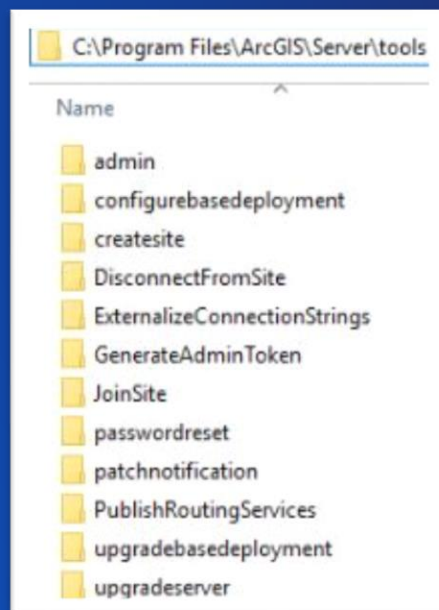
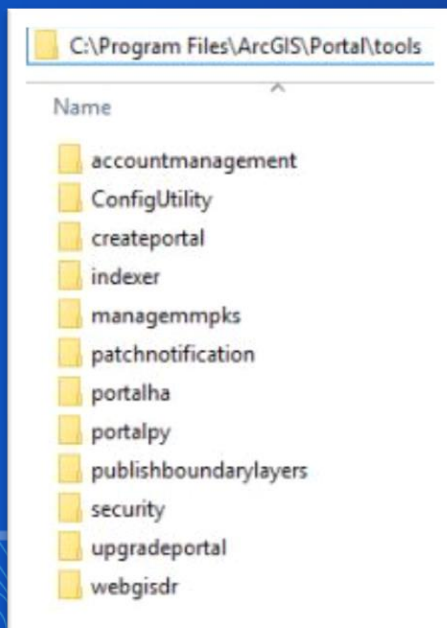
Resources: [System](#) [Security](#) [Federation](#) [Logs](#) [Machines](#) [License](#)

Supported Operations: [Export Site](#) [Import Site](#)

Supported Interfaces: [REST](#)

What are the Administrative Endpoints?

- Administrative Endpoints:
 - ArcGIS Enterprise portal
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 - **Command Line Utilities**



ArcGIS Server Services

How does ArcGIS Server work?
Exploring Service Instances
Introducing Shared Instances

How does ArcGIS Server work?

- **ArcGIS Server uses GIS Services to power your ArcGIS Enterprise**
- **How do GIS Services work?**
 - Use your on-premises GIS data from a variety of storage locations, or create hosted items in the portal
 - Add data to ArcGIS Enterprise as items, and ArcGIS Server creates a GIS Service in the backend.
 - Consume your items in clients and apps. They will be powered by your GIS Services.



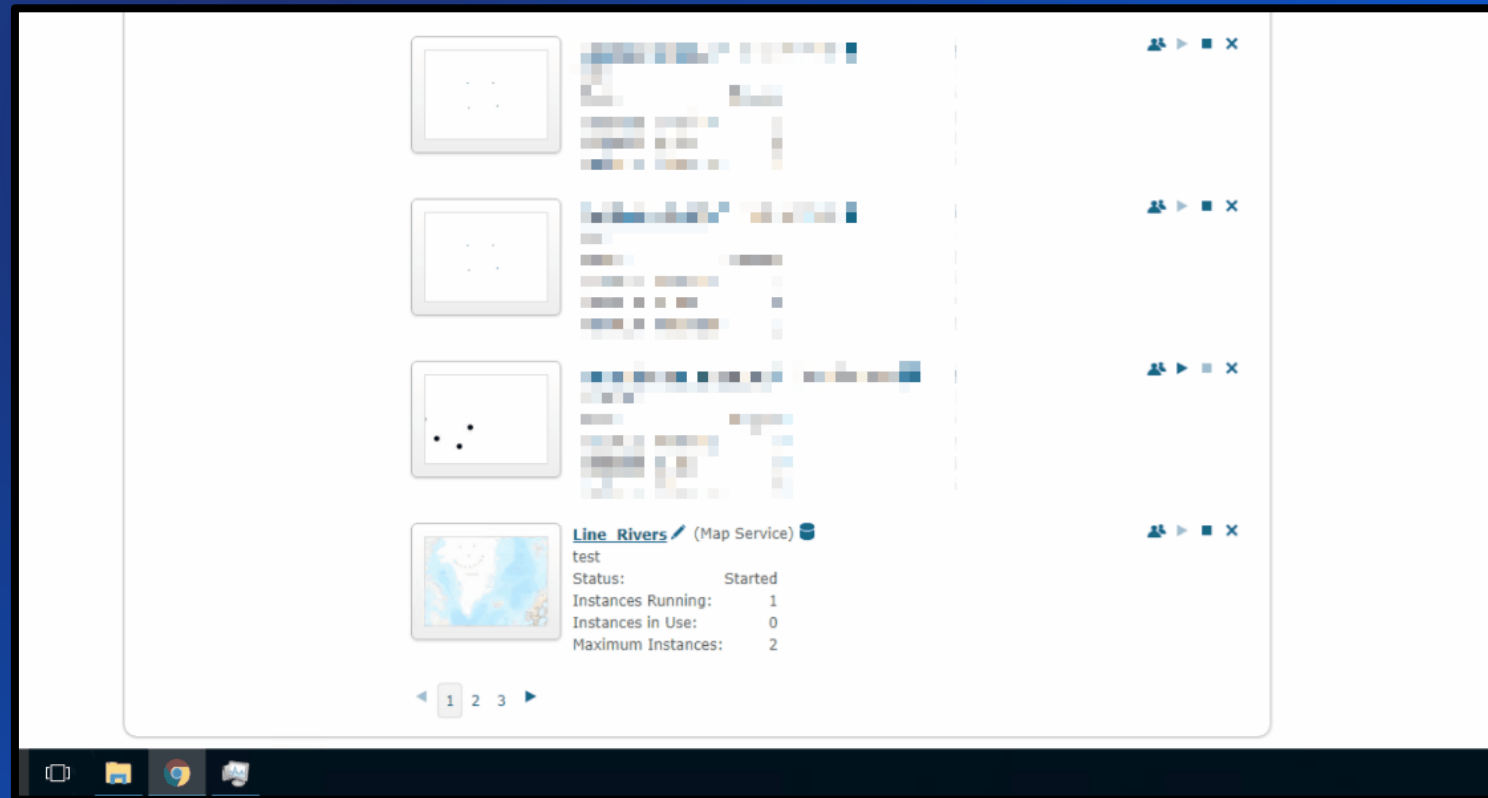
ArcGIS Server Services – Instances and ArcSOCs

Instances and ArcSOC.exe processes

- Instance: Handles requests to a specific service
- ArcSOC Process: An Operating System process, related to instance(s)
 - Default configuration: One instance per ArcSOC process
- Service instances should be tuned depending on service demand

Can't find ArcSOC.exe information in Task Manager?

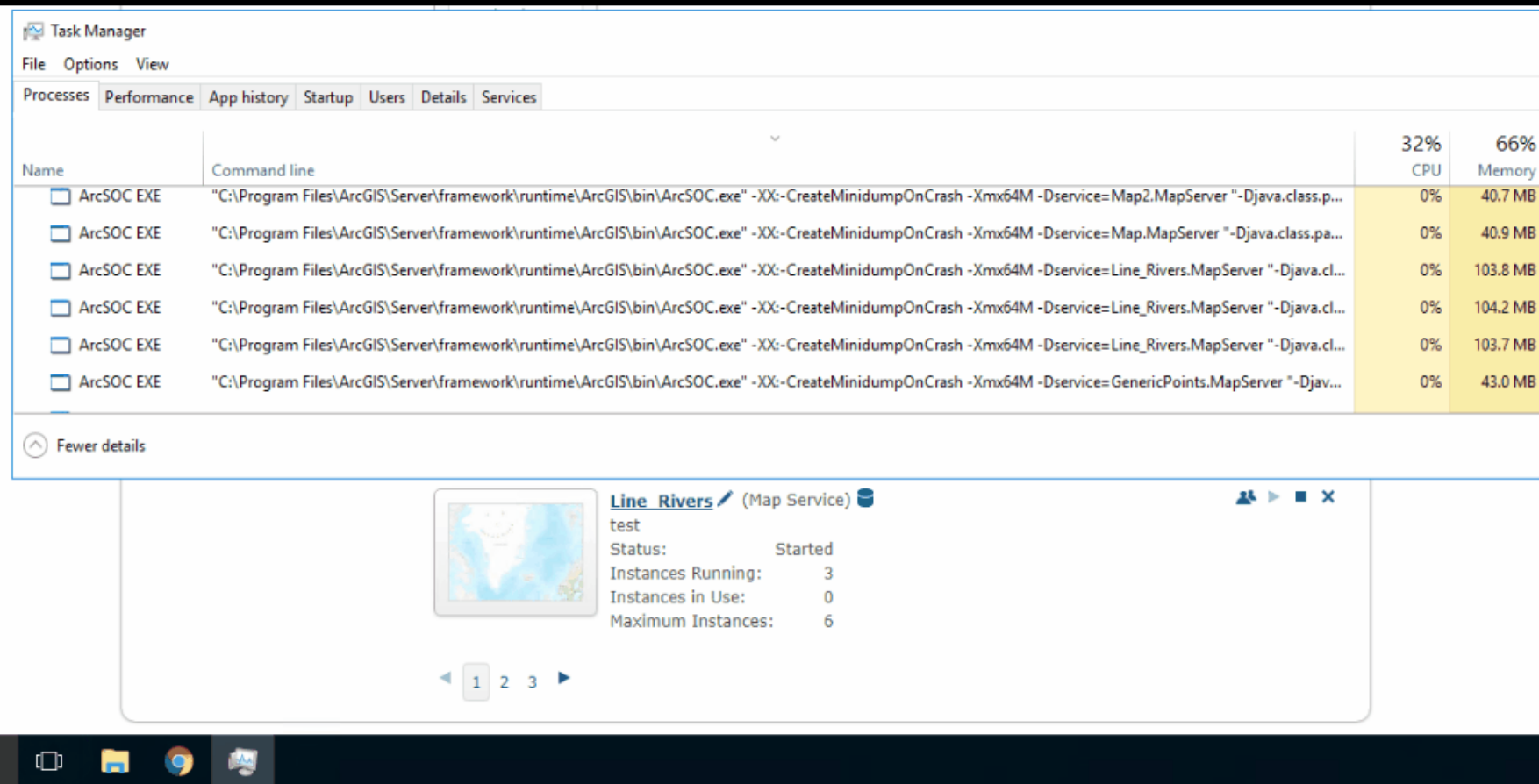
1. Open Task Manager, navigate to "Processes" tab
2. Add the field "Command line" to the processes view
3. The command line contains information about the corresponding service, such as service name



Viewing ArcSOC information from Task Manager for a service with 1 instance running

ArcGIS Server Services – Instances vs. ArcSOCs

- Increasing the minimum instances running results in more ArcSOC.exe processes running
 - Improved response time
 - Increased RAM usage on ArcGIS Server machine



The screenshot displays the Windows Task Manager interface. The 'Processes' tab is active, showing a list of ArcSOC.exe processes. The table below summarizes the data shown in the screenshot:

| Name | Command line | CPU | Memory |
|------------|---|-----|----------|
| ArcSOC EXE | "C:\Program Files\ArcGIS\Server\framework\runtime\ArcGIS\bin\ArcSOC.exe" -XX:-CreateMinidumpOnCrash -Xmx64M -Dservice=Map2.MapServer "-Djava.class.p... | 0% | 40.7 MB |
| ArcSOC EXE | "C:\Program Files\ArcGIS\Server\framework\runtime\ArcGIS\bin\ArcSOC.exe" -XX:-CreateMinidumpOnCrash -Xmx64M -Dservice=Map.MapServer "-Djava.class.pa... | 0% | 40.9 MB |
| ArcSOC EXE | "C:\Program Files\ArcGIS\Server\framework\runtime\ArcGIS\bin\ArcSOC.exe" -XX:-CreateMinidumpOnCrash -Xmx64M -Dservice=Line_Rivers.MapServer "-Djava.cl... | 0% | 103.8 MB |
| ArcSOC EXE | "C:\Program Files\ArcGIS\Server\framework\runtime\ArcGIS\bin\ArcSOC.exe" -XX:-CreateMinidumpOnCrash -Xmx64M -Dservice=Line_Rivers.MapServer "-Djava.cl... | 0% | 104.2 MB |
| ArcSOC EXE | "C:\Program Files\ArcGIS\Server\framework\runtime\ArcGIS\bin\ArcSOC.exe" -XX:-CreateMinidumpOnCrash -Xmx64M -Dservice=Line_Rivers.MapServer "-Djava.cl... | 0% | 103.7 MB |
| ArcSOC EXE | "C:\Program Files\ArcGIS\Server\framework\runtime\ArcGIS\bin\ArcSOC.exe" -XX:-CreateMinidumpOnCrash -Xmx64M -Dservice=GenericPoints.MapServer "-Djav... | 0% | 43.0 MB |

Below the process list, a 'Fewer details' section is expanded, showing the status of the 'Line Rivers' service. The service is running, and the status window displays the following information:

- test
- Status: Started
- Instances Running: 3
- Instances in Use: 0
- Maximum Instances: 6

Viewing ArcSOC information from Task Manager for a service with 3 instances running

ArcSOCs and Shared Instances

NOTE: Animation does not translate well when presentation is saved as .pdf

For more information about ArcSOCs and Shared instances, including the “socks” demo used in this session, please see the following blog:

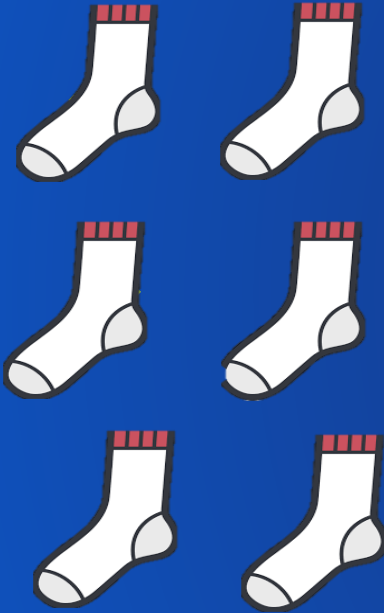
<https://www.esri.com/arcgis-blog/products/arcgis-enterprise/administration/shared-instances-arcgis-server-107/>





Min: 2
Max: 5

GPService



Min: 4
Max: 10

MapService1

Shared instance pool
New at 10.7



6 ArcSOCs

Participants:
MapService2
MapService3
MapService4
FeatService1
FeatService2
FeatService3

ARCGIS SERVER SITE



- Conserve memory and computing power usage from unused instances... **without** performance impact
- Reduce administrative overhead of maintaining separate pools for all services
- Usable with services published from ArcGIS Pro to ArcGIS Enterprise 10.7

Shared instance pool

New at 10.7



6 ArcSOCs

Participants:

MapService2
MapService3
MapService4
FeatService1
FeatService2
FeatService3

ARC GIS SERVER SITE



Administrator role overview

Initial Configuration



Secure your deployment

Extend functionality

Daily Administrative Tasks



User Management

Monitor your deployment

Initial Configuration

Security, adding utility services

Securing your deployment

Why care about security?

Meet your organization requirements

Maintain integrity

Protect confidentiality

Be proactive



Security best practices for ArcGIS Enterprise

1. **Configure HTTPS only**
2. **Disable anonymous access**
3. **Restrict the portal's proxy capability**
4. **Configure CA-signed server certificates**
5. **Disable the ArcGIS Portal Directory**
6. **Configure your firewall to work with portal**
7. **Set token expiration**
8. **Restrict file permissions**



Security best practices for ArcGIS Enterprise

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Integrating existing identity stores into ArcGIS Enterprise

- Provides single user store
- Supports single sign on
- IWA requires the Web Adaptor



Configuring Enterprise Users and IWA

- Workflow:

- 1) Set Portal to use Windows Active Directory Identity Store
- 2) Determine whether users should be created automatically
- 3) Disable Anonymous Authentication, enable Windows Authentication within IIS
- 4) Enable HTTPS Only

- Examples available within API Reference of the Portal Administrator Directory

- <https://portal.domain.com:7443/arcgis/portaladmin> > API Reference > Security > Update Identity Store

Windows Active Directory example

```
{
  "type": "WINDOWS",
  "properties": {
    "userPassword": "secret",
    "isPasswordEncrypted": "false",
    "user": "mydomain\\winaccount",
    "userFullnameAttribute": "cn",
    "userEmailAttribute": "mail",
    "caseSensitive": "false"
  }
}
```

Demo: Configuring Portal for IWA



ArcGIS Enterprise

Not secure | https://webgis.esri.com:7443/arcgis/home/organization.html?start=1&num=60&view=table&sortOrd...

HomeGalleryMapSceneGroupsContentOrganization

ArcGIS EnterpriseMembers

Add Members

Search members

Filters

User type

Basic

Creator

Editor

Field Worker

GIS Professional Advanced

GIS Professional Basic

GIS Professional Standard

Insights Analyst

Role

Administrator

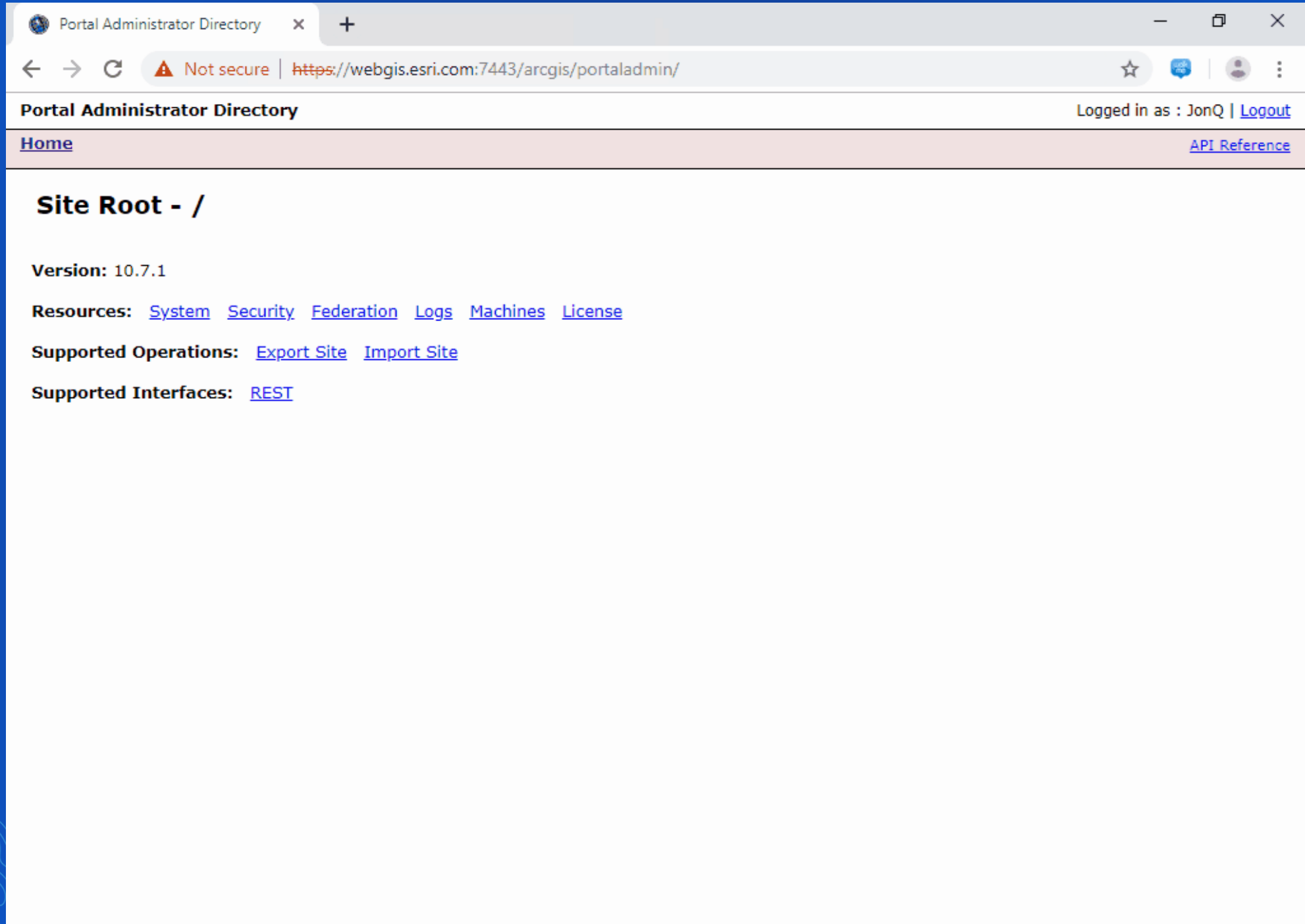
Data Editor

Publisher

User

1 - 1 of 1

| <input type="checkbox"/> | Member | Last login | User type | Role |
|--------------------------|---|-------------|-----------|---|
| <input type="checkbox"/> | <div><div>JQ</div><div>Jon Quinn</div><div>JonQ</div></div> | Jul 2, 2019 | Creator | <div>Administ</div> <div></div> <div></div> |



Portal Administrator Directory

ArcGIS Enterprise

+

←

→

↻

https://webgis.esri.com/portal/home/organization.html?start=1&num=60&view=table&sortOrder=asc&sortField=...

☆

🗨

👤

⋮

Home

Gallery

Map

Scene

Groups

Content

Organization

🔍

🔔

⋮

👤

ArcGIS Enterprise

Members ▾

🔍 Search members

▾

📊

☰

⌵

Filters

▾ Role

Administrator

Data Editor

Publisher

User

Viewer

1 - 2 of 2

| Member | Role |
|---|-------------------|
| <div><div>JQ</div><div>Jon Quinn</div><div>JonQ</div></div> | Administrator ... |
| <div><div>JQ</div><div>Jonathan Quinn</div><div></div></div> | User ... |

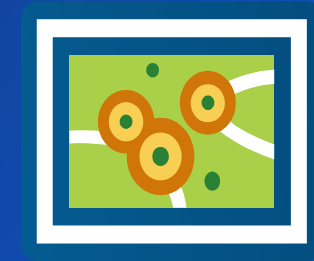
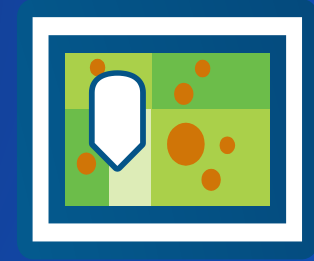
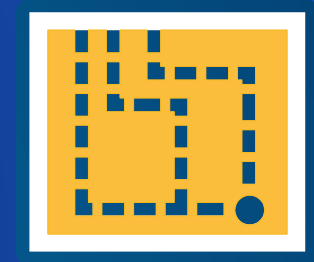
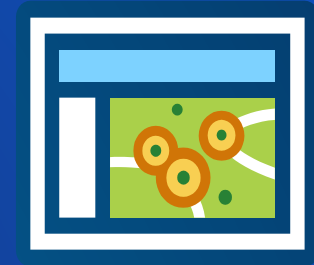
Considerations for automatic account creation

- Be aware of total Named Users in your license
- Define the default role and user type ID with the least amount of privileges

```
{  
  "disableServicesDirectory": false,  
  "enableAutomaticAccountCreation": true,  
  "defaultRoleForUser": "account_user",  
  "webgisServerTrustKey": "IzAFc2Yy0RFX1Ze/3ZgDKgaIlqagMECDLRl0HG4Z0kM=",  
  "defaultUserIdForUser": "creatorUT"  
}
```

Portal Utility Services

- **Extend functionality within the Portal**
 - Custom print templates
 - Routing
 - Geocoding
 - GeoEnrichment



Daily Administrative Tasks

Managing users, monitoring the deployment

Managing your users

Key responsibilities:

Providing access to your organization

Assigning appropriate roles

Manage application licenses

Monitoring member activity



Custom Roles - Fine tune member privileges



Custom Roles - Fine tune member privileges

- **General privileges**
 - Create content
 - Run analysis
 - Share with groups, the organization, or publicly
- **Administrative privileges**
 - Manage members, groups, and content
 - Configure the Enterprise website
 - Modify security settings



Custom Roles - Fine tune member privileges

| Administrative Privileges | | | |
|--|--|---|------------------------------|
| <input type="checkbox"/> Members [-] | <input type="checkbox"/> Groups [-] | <input type="checkbox"/> Content [-] | <input type="checkbox"/> [-] |
| <input type="checkbox"/> View all | <input type="checkbox"/> View all | <input type="checkbox"/> View all | |
| <input type="checkbox"/> Update | <input type="checkbox"/> Update | <input type="checkbox"/> Update | |
| <input type="checkbox"/> Delete | <input type="checkbox"/> Delete | <input type="checkbox"/> Delete | |
| <input type="checkbox"/> Add | <input type="checkbox"/> Reassign ownership | <input type="checkbox"/> Reassign ownership | |
| <input type="checkbox"/> Disable | <input type="checkbox"/> Assign members | <input type="checkbox"/> Manage categories | |
| <input type="checkbox"/> Change roles | <input type="checkbox"/> Link to enterprise group | <input type="checkbox"/> Publish web tools | |
| <input type="checkbox"/> Manage licenses | <input type="checkbox"/> Create with update capabilities | | |
| <input type="checkbox"/> Portal settings [-] | | | |
| <input type="checkbox"/> Security and infrastructure | | | |
| <input type="checkbox"/> Organization website | | | |
| <input type="checkbox"/> Collaborations | | | |
| <input type="checkbox"/> Member roles | | | |
| <input type="checkbox"/> Servers | | | |
| <input type="checkbox"/> Utility services | | | |



Custom Roles - Fine tune member privileges

General Privileges

| | | |
|--|---|--|
| <input type="checkbox"/> Members [-] | <input type="checkbox"/> Groups [-] | <input type="checkbox"/> Content [-] |
| <input type="checkbox"/> View | <input type="checkbox"/> Create, update, and delete | <input type="checkbox"/> Create, update, and delete |
| | <input type="checkbox"/> Join organizational groups | <input type="checkbox"/> Publish hosted feature layers |
| | <input type="checkbox"/> View groups shared with organization | <input type="checkbox"/> Publish hosted tile layers |
| | | <input type="checkbox"/> Publish hosted scene layers |
| | | <input type="checkbox"/> Publish server-based layers |
| | | <input type="checkbox"/> View content shared with organization |
| | | <input type="checkbox"/> Create feature layers in bulk from a data store |
| | | <input type="checkbox"/> Register data stores |
| | | <input type="checkbox"/> View location tracks |
| <input type="checkbox"/> Sharing [-] | <input type="checkbox"/> Content and Analysis [-] | <input type="checkbox"/> Features [-] |
| <input type="checkbox"/> Share with groups | <input type="checkbox"/> Geocoding | <input type="checkbox"/> Edit |
| <input type="checkbox"/> Share with portal | <input type="checkbox"/> Network Analysis | <input type="checkbox"/> Edit with full control |
| <input type="checkbox"/> Share with public | <input type="checkbox"/> Standard Feature Analysis | |
| <input type="checkbox"/> Make groups visible to portal | <input type="checkbox"/> GeoEnrichment | |
| <input type="checkbox"/> Make groups visible to public | <input type="checkbox"/> Elevation Analysis | |
| | <input type="checkbox"/> GeoAnalytics Feature Analysis | |
| | <input type="checkbox"/> Raster Analysis | |



Custom Roles - Fine tune member privileges

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| | <input type="checkbox"/> GeoAnalytics Feature Analysis | |
| | <input type="checkbox"/> Raster Analysis | |



Monitoring your organization

Methods for monitoring:

Logs - Portal, Server, Data Store

Server Usage Statistics

Activity Dashboard

ArcGIS Monitor

WebHooks (New at 10.7!)



Monitoring your organization

Methods for monitoring:

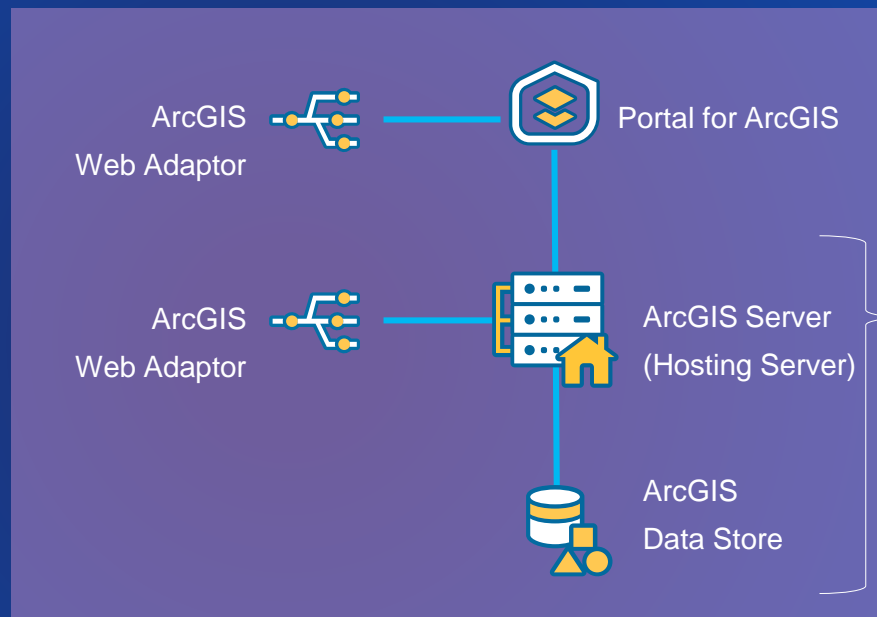
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Access logs in:

Portal Administrator Directory

ArcGIS Server Manager

ArcGIS Server Administrator Directory

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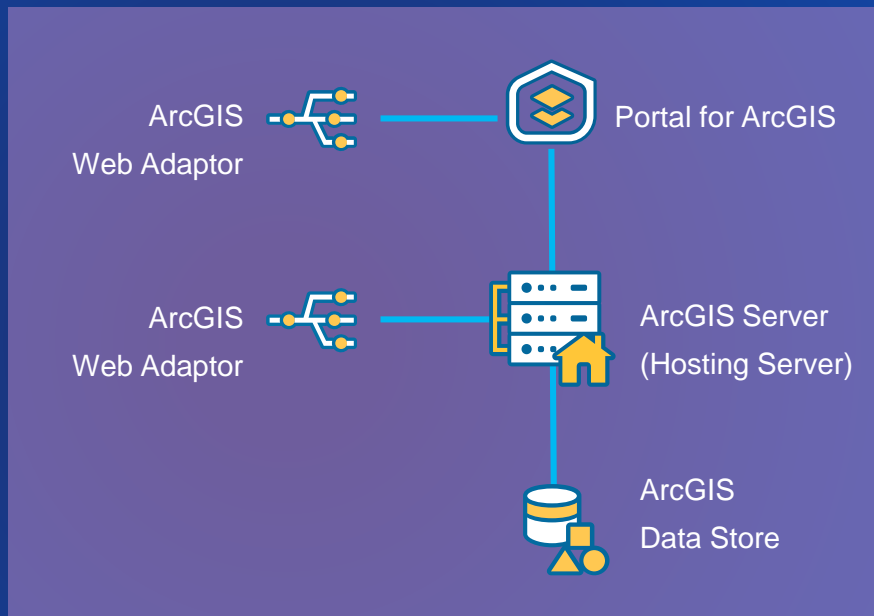
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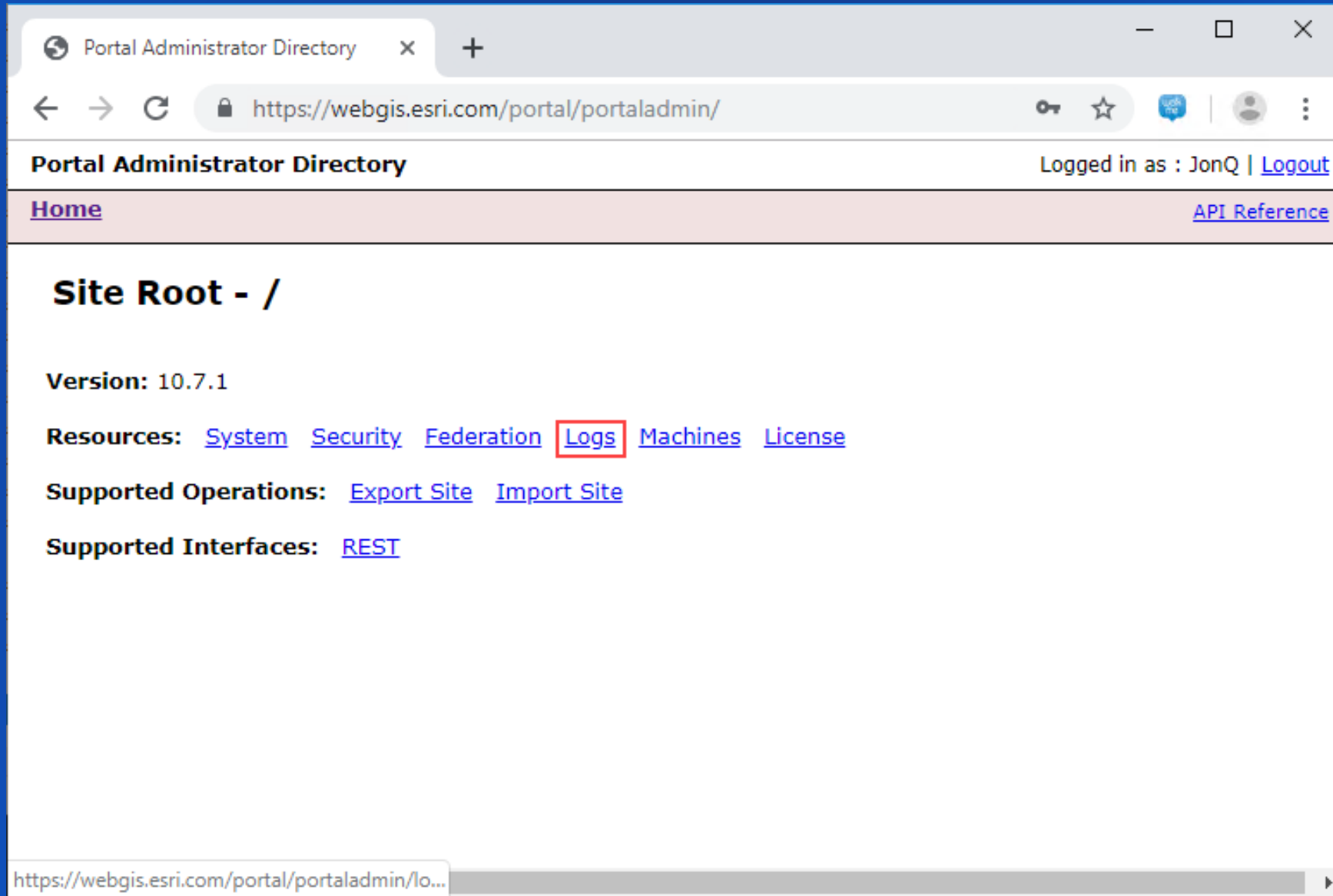
WebHooks (New at 10.7!)



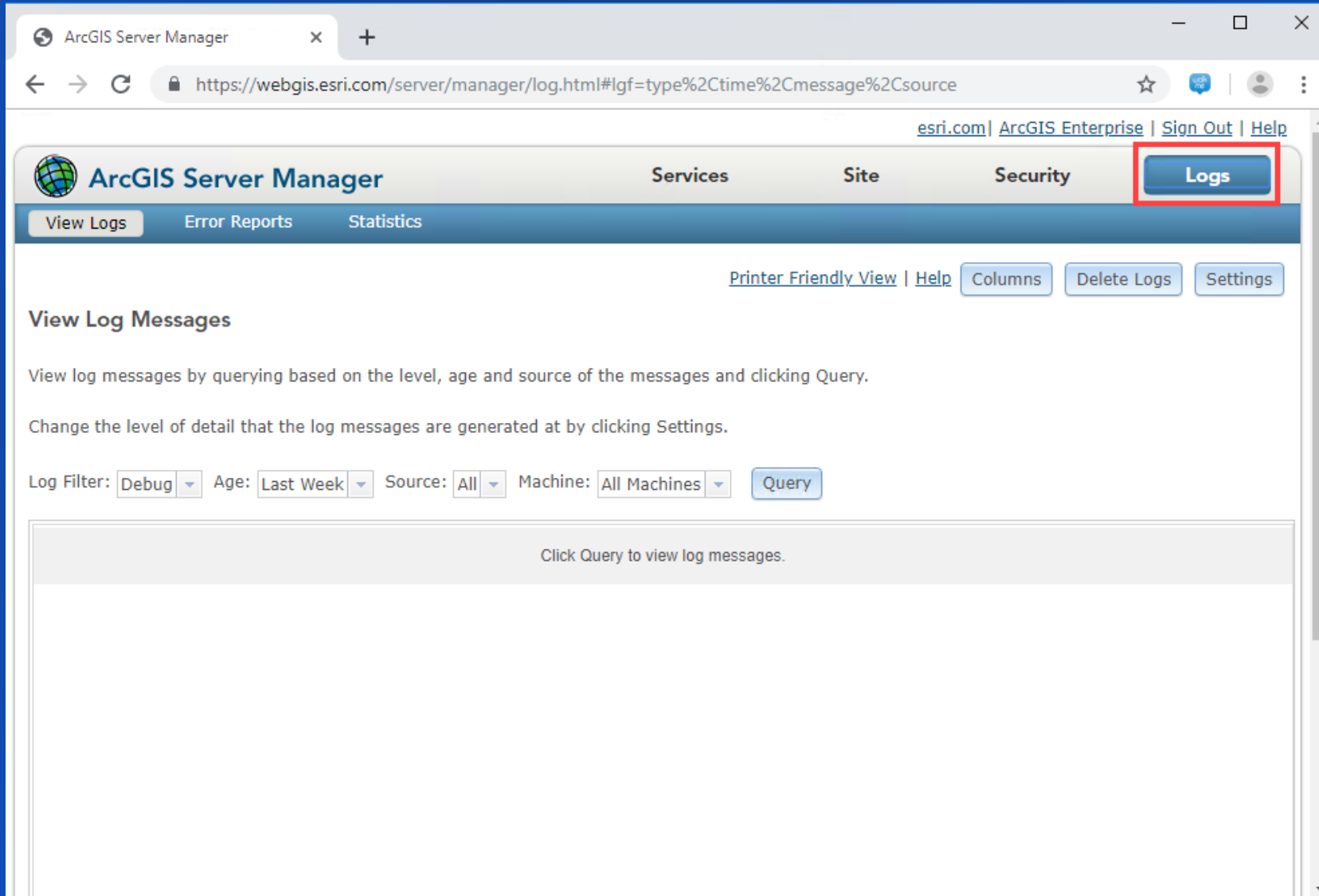
Log Levels:

- Severe
- Warning (Default)
- Info
- Fine
- Verbose
- Debug

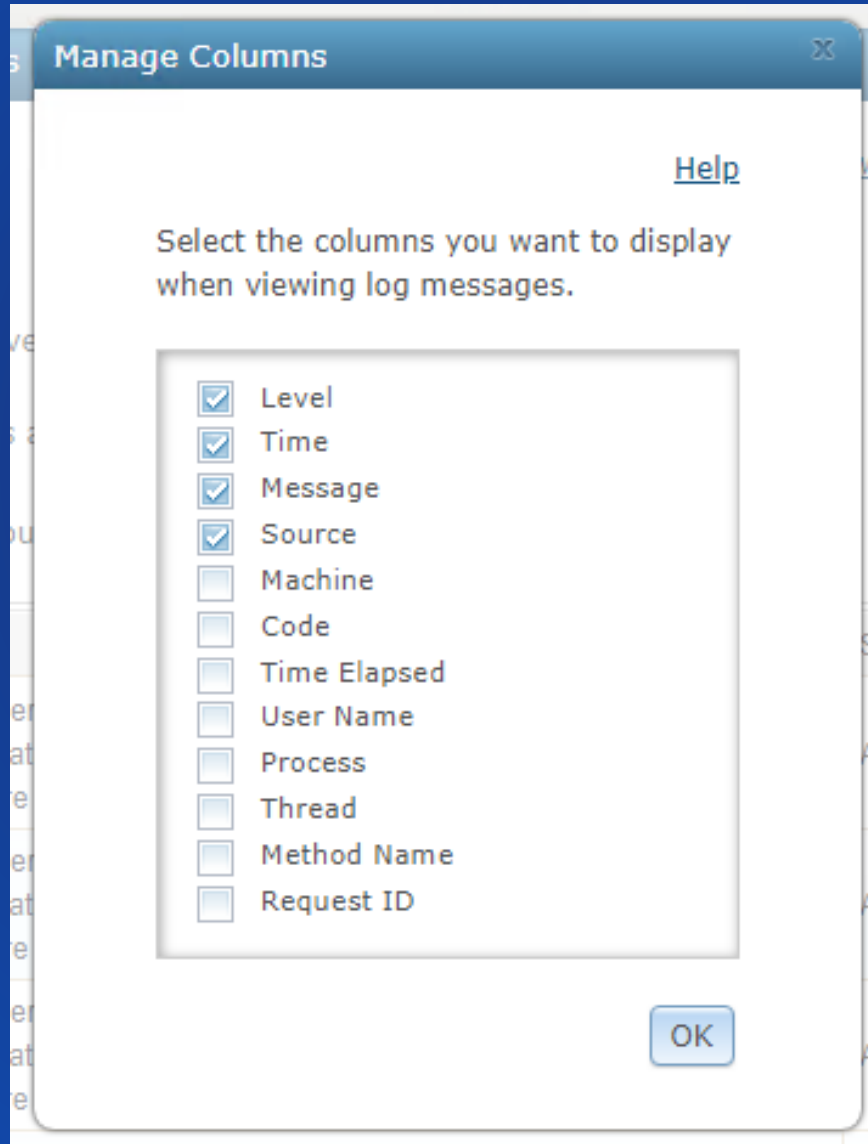
Portal for ArcGIS Logging



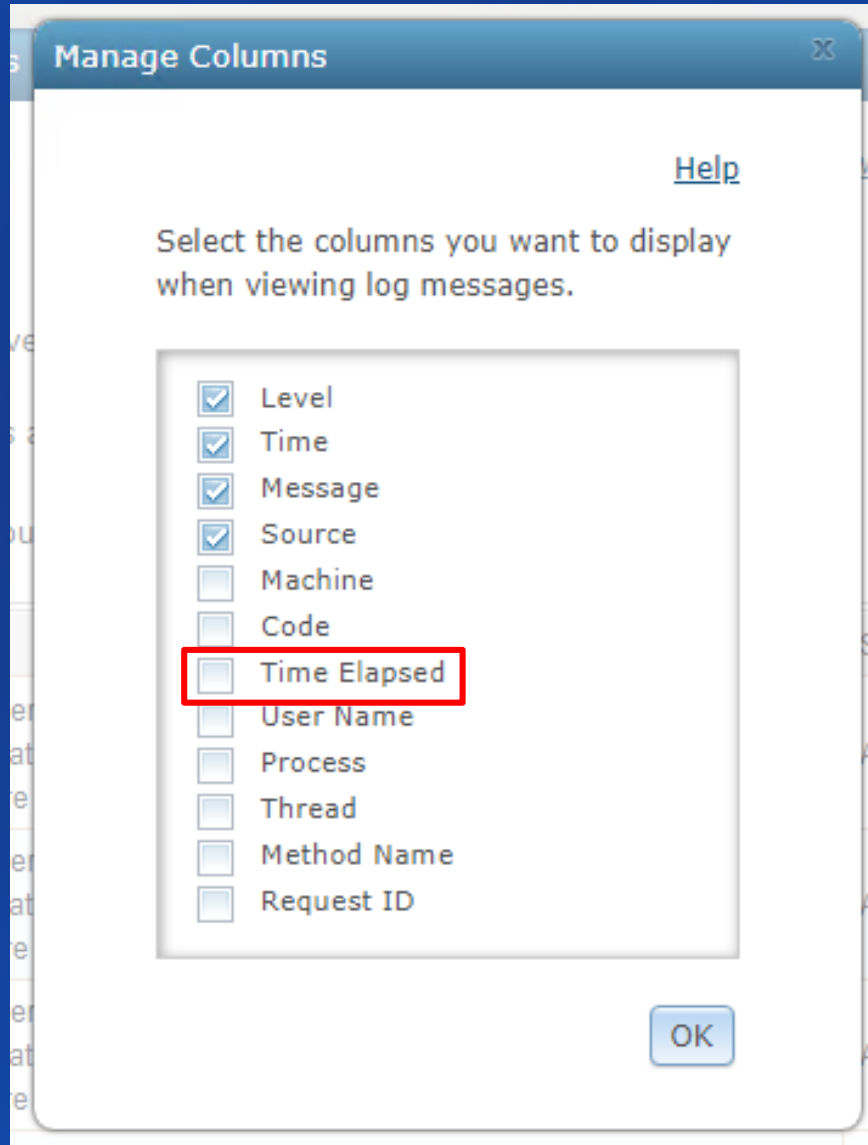
ArcGIS Server Logging



ArcGIS Server Logging – managing display columns



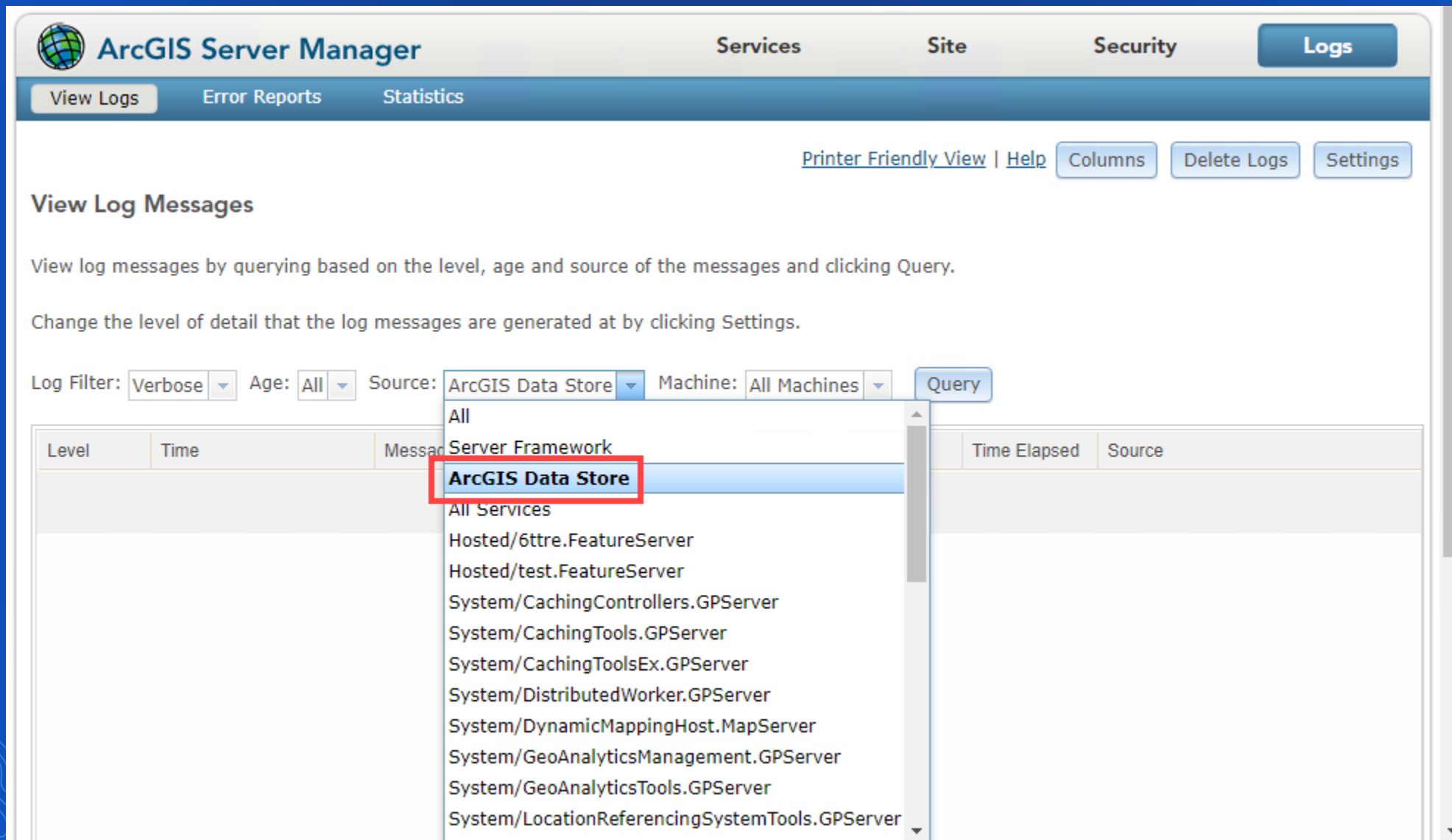
ArcGIS Server Logging – managing display columns



ArcGIS Server Logging – time elapsed

| Level | Time | Message | Time Elapsed | Source |
|---------|--------------------------|---|--------------|-----------------------------|
| FINE | Jun 25, 2019, 3:32:33 PM | REST request successfully processed. Response size is 362 characters. | 0.86348 | SampleWorldCities.MapServer |
| FINE | Jun 25, 2019, 3:32:33 PM | End ExportMapImage | 0.85539 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:33 PM | End of labeling phase (labeling and label draw) | 0.39266 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:33 PM | Number of features drawn: 6 | 0.00000 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:33 PM | Symbol Drawing | 0.03477 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | Beginning of labeling phase (labeling and label draw) | | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | End of layer draw: Cities | 0.15686 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | Number of features drawn: 1818 | 0.00000 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | Symbol Drawing | 0.02686 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | Data Access | 0.04723 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | Symbolizing | 0.00521 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | Execute Query | 0.06883 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | Beginning of layer draw: Cities | | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | End of layer draw: Continent | 0.15566 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | Number of features drawn: 8 | 0.00000 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | Symbol Drawing | 0.00951 | SampleWorldCities.MapServer |
| VERBOSE | Jun 25, 2019, 3:32:32 PM | Data Access | 0.03726 | SampleWorldCities.MapServer |

ArcGIS Data Store Logging



The screenshot displays the ArcGIS Server Manager web interface. At the top, there are tabs for Services, Site, Security, and Logs. The Logs tab is active, showing a sub-navigation bar with View Logs, Error Reports, and Statistics. Below this, there are links for Printer Friendly View, Help, Columns, Delete Logs, and Settings. The main section is titled "View Log Messages" and contains instructions on how to query log messages. A "Log Filter" section includes dropdowns for Log Filter (set to Verbose), Age (set to All), Source (set to ArcGIS Data Store), and Machine (set to All Machines), followed by a Query button. A dropdown menu is open for the Source filter, showing a list of sources. The "ArcGIS Data Store" option is highlighted with a red rectangle. Below the dropdown, there are two tables: one with columns Level, Time, and Message, and another with columns Time Elapsed and Source.

ArcGIS Server Manager

Services Site Security **Logs**

View Logs Error Reports Statistics

[Printer Friendly View](#) | [Help](#) [Columns](#) [Delete Logs](#) [Settings](#)

View Log Messages

View log messages by querying based on the level, age and source of the messages and clicking Query.

Change the level of detail that the log messages are generated at by clicking Settings.

Log Filter: Verbose Age: All Source: ArcGIS Data Store Machine: All Machines [Query](#)

Source Dropdown Menu:

- All
- Server Framework
- ArcGIS Data Store**
- All Services
- Hosted/6ttre.FeatureServer
- Hosted/test.FeatureServer
- System/CachingControllers.GPServer
- System/CachingTools.GPServer
- System/CachingToolsEx.GPServer
- System/DistributedWorker.GPServer
- System/DynamicMappingHost.MapServer
- System/GeoAnalyticsManagement.GPServer
- System/GeoAnalyticsTools.GPServer
- System/LocationReferencingSystemTools.GPServer

| Level | Time | Message |
|-------|------|---------|
|-------|------|---------|

| Time Elapsed | Source |
|--------------|--------|
|--------------|--------|

ArcGIS Data Store Logging – querying ArcGIS Data Store logs

Log Filter: Age: Source: Machine:

| Level | Time | Message | Source |
|-------|--------------------------|---|------------|
| INFO | Jun 25, 2019, 3:42:42 PM | Completed database backup. | Data Store |
| INFO | Jun 25, 2019, 3:42:23 PM | Point-in-time recovery is turned on. A full backup will be created. | Data Store |
| INFO | Jun 25, 2019, 3:42:23 PM | Started database backup. | Data Store |
| INFO | Jun 25, 2019, 3:41:45 PM | Started database backup. | Data Store |

Monitoring your organization

Methods for monitoring:

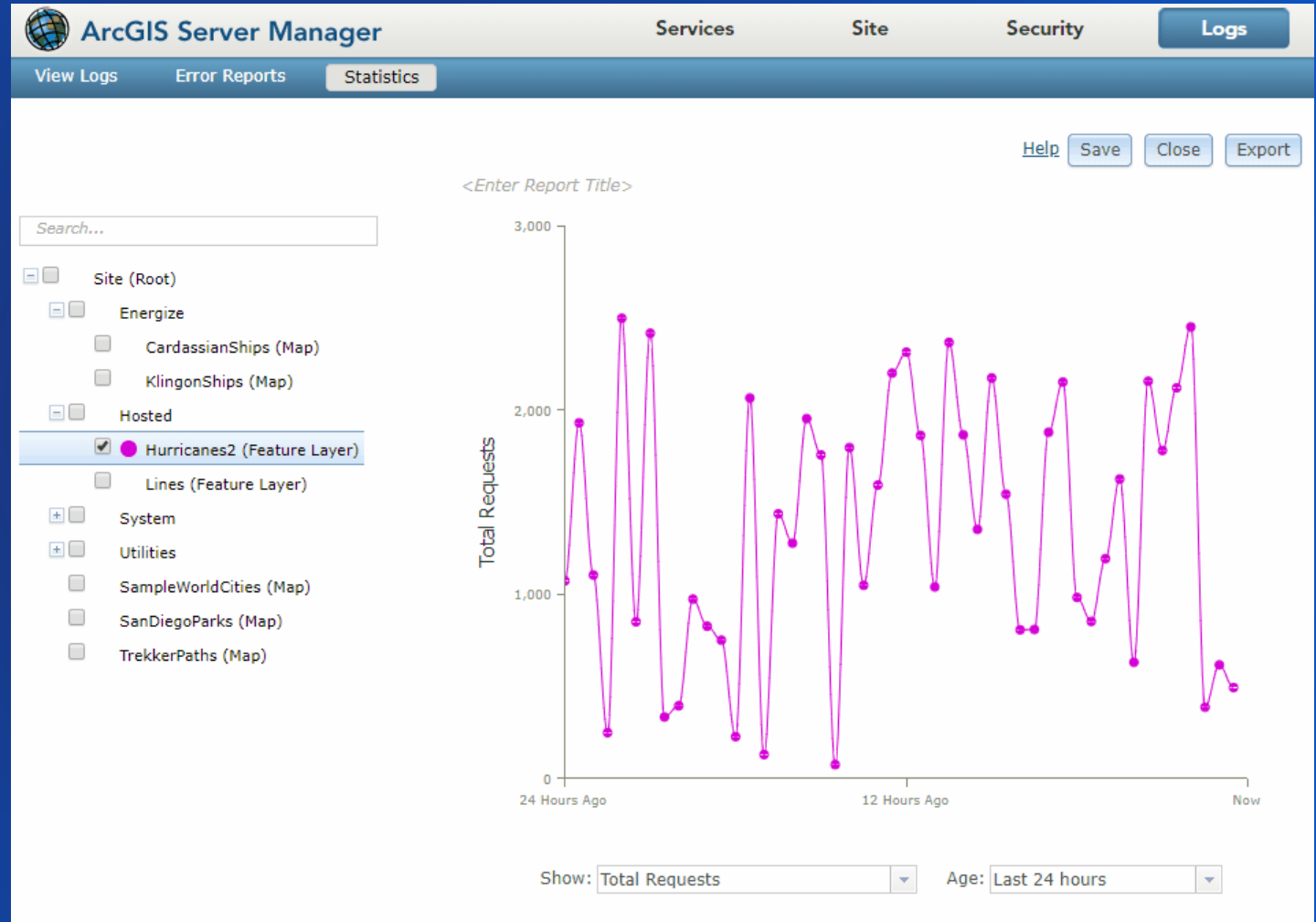
Logs - Portal, Server, Data Store

Server Usage Statistics

Activity Dashboard

ArcGIS Monitor

WebHooks (New at 10.7!)



Statistics in ArcGIS Server Manager: Service, Folder, and Site-level statistics shown

Monitoring your organization

Methods for monitoring:

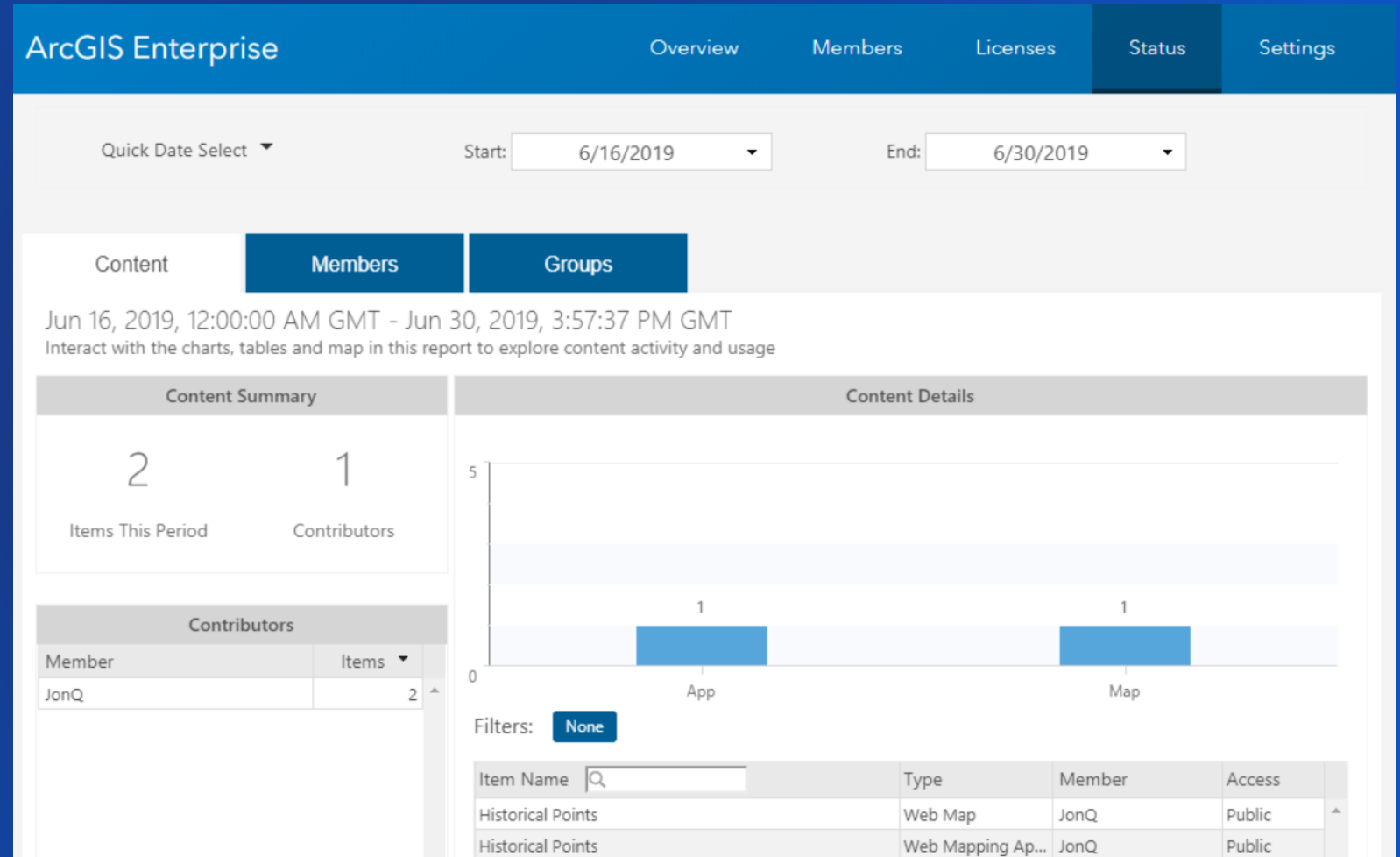
Logs - Portal, Server, Data Store

Server Usage Statistics

Activity Dashboard

ArcGIS Monitor

WebHooks (New at 10.7!)



Monitoring your organization

Methods for monitoring:

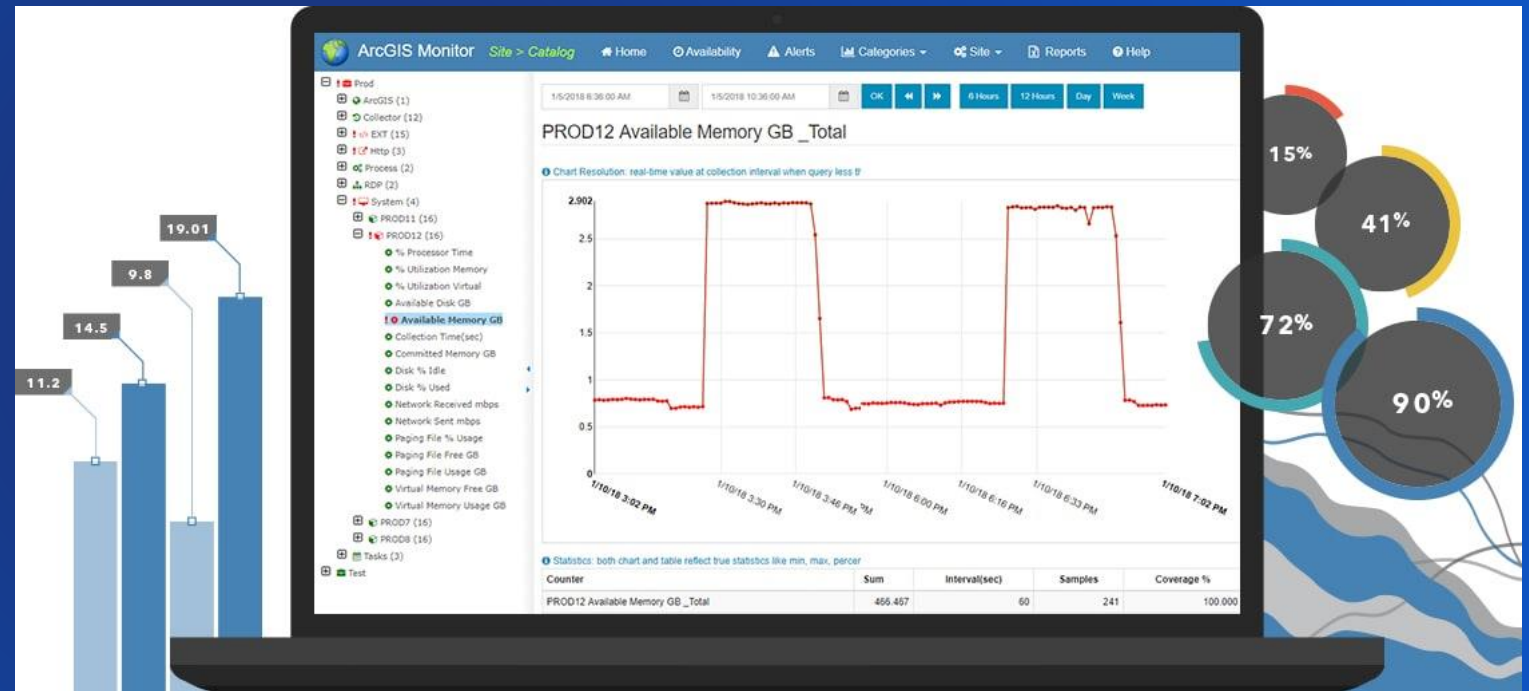
Logs - Portal, Server, Data Store

Server Usage Statistics

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Monitoring your organization

Methods for monitoring:

Logs - Portal, Server, Data Store

Server Usage Statistics

Activity Dashboard

ArcGIS Monitor

WebHooks (New at 10.7!)

Webhooks



Quick Tips

- **Always have a back up!**
 - ArcGIS Data Store, ArcGIS Server, Portal for ArcGIS all have backup & restore workflows
- **Do not unfederate ArcGIS Server from your Enterprise portal**
- **Have more than one Administrator in your organization**
- **Take advantage of Enterprise capabilities:**
 - Python API
 - Distributed Collaboration
 - Enterprise Sites
 - Living Atlas of the World



Resources

- Official Documentation: <https://enterprise.arcgis.com>
 - Helpful Sections:
 - [About configuring the portal website](#)
 - [Managing access to your portal](#)
 - [About securing your portal](#)
 - [Administer a Federated Server](#)
 - “Common administrative tasks” section links
- ArcGIS Online Assistant: <https://ago-assistant.esri.com/>
 - Also on Git: <https://github.com/Esri/ago-assistant>
- Technical Support: <https://support.esri.com>
- **Esri Showcase – ArcGIS Enterprise Area**

See Us Here

WORKSHOP

- WebGIS: An Introduction
- Building a Base ArcGIS Enterprise Deployment
- ArcGIS Enterprise: Advanced Topics in Administration
- Troubleshoot like an Esri Support Pro: ArcGIS Enterprise
- ArcGIS Monitor: An Introduction
- ArcGIS Monitor: An Introduction
- ArcGIS Enterprise: Using Webhooks for Automation
- ArcGIS Enterprise: Using Webhooks for Automation
- ArcGIS Enterprise: SSL Considerations
- Designing an Enterprise GIS Security Strategy
- ArcGIS Enterprise Security: Security Integration

LOCATION

- Room 14A
- Demo Theatre 5
- Demo Theatre 12
- Demo Theatre 6
- Room 02
- Ballroom 06 E
- Demo Theatre 05
- Demo Theatre 05
- Room 32A/B
- Room 30A
- Room 32A/B

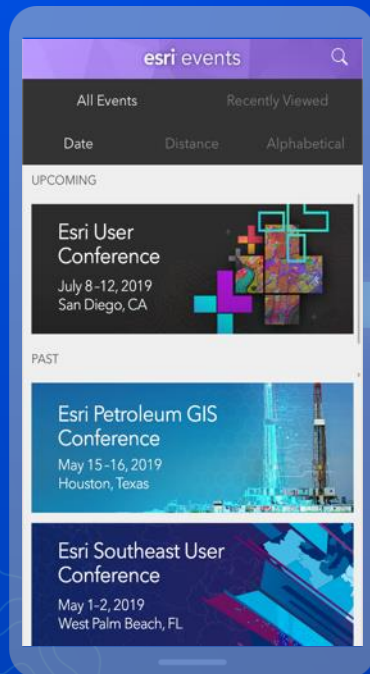
TIME FRAME

- 2:30 – 3:30 (Tuesday)
- 10:00 – 10:40 (Wednesday)
- 11:15 – 12:00 (Wednesday)
- 1:15 – 2:00 (Tuesday)
- 2:30 – 3:30 (Tuesday)
- 1:00 – 2:00 (Tuesday)
- 1:15 – 2:00 (Wednesday)
- 12:15 – 1:00 (Wednesday)
- 1:00 – 2:00 (Tuesday)
- 8:30 – 9:30 (Tuesday)
- 10:00 – 11:00 (Wednesday)

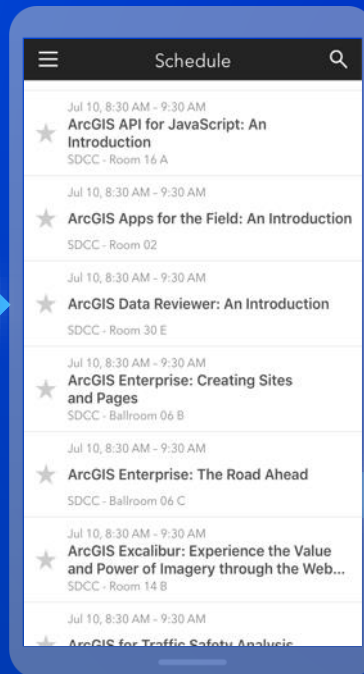


Please Share Your Feedback in the App

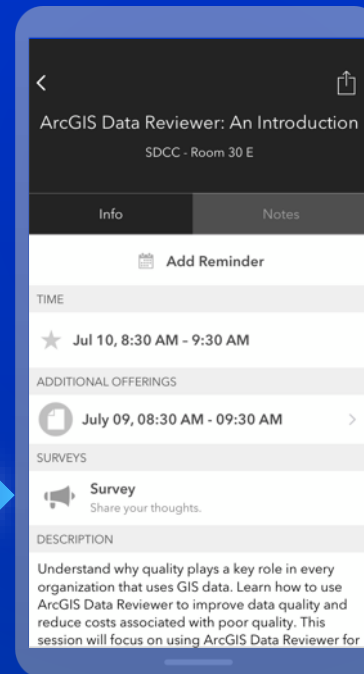
Download the Esri Events app and find your event



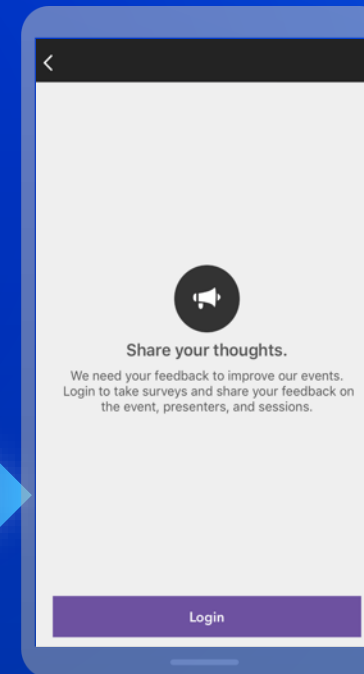
Select the session you attended



Scroll down to "Survey"



Log in to access the survey



Complete the survey and select "Submit"

