



ArcGIS Enterprise: An Introduction to Administration

Thomas Edghill & Jon Quinn

A decorative graphic at the bottom of the slide features a blue-toned topographic map with contour lines. Overlaid on the map are several large, semi-transparent cyan and yellow plus signs and L-shaped brackets, suggesting data overlays or administrative boundaries. The overall aesthetic is professional and technology-oriented.

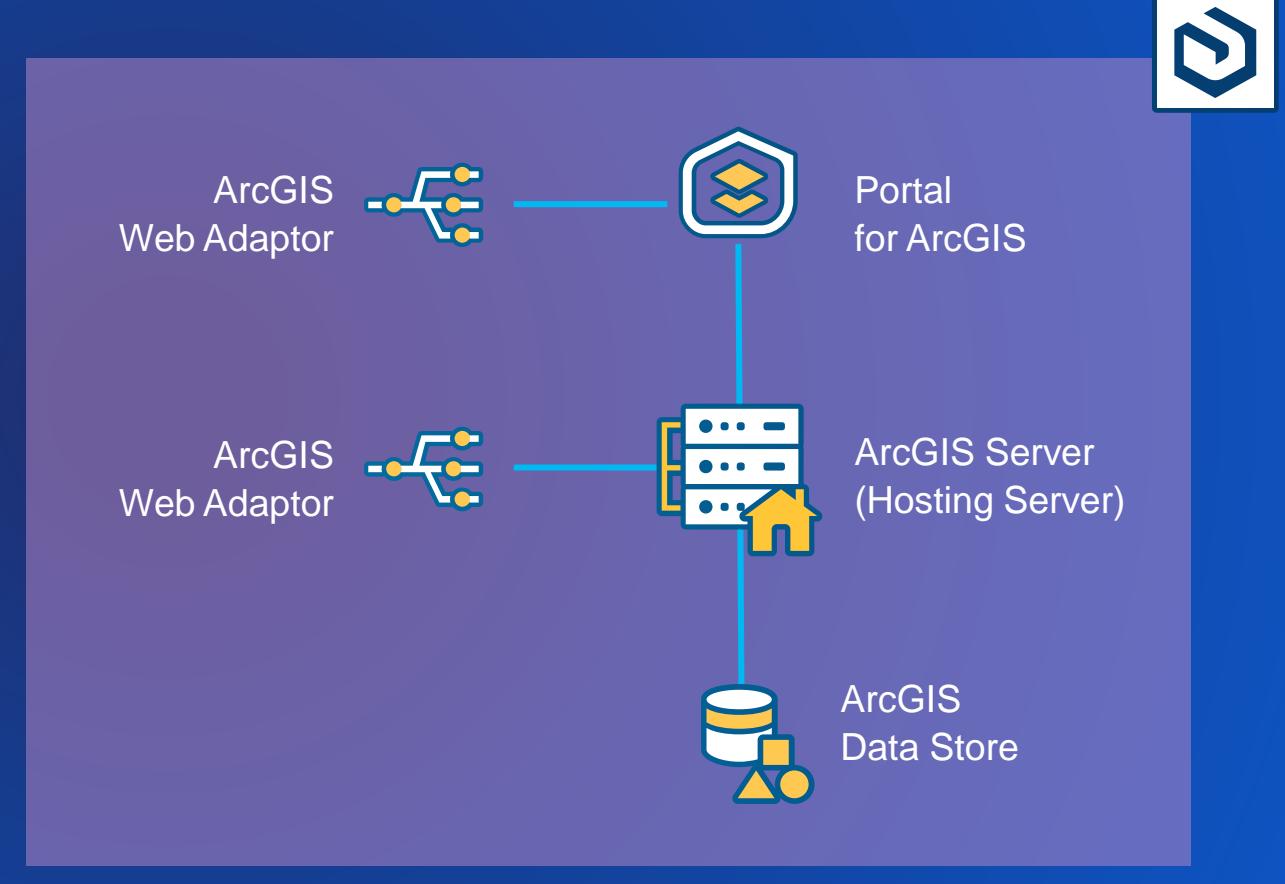
SEE
WHAT
OTHERS
CAN'T

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**

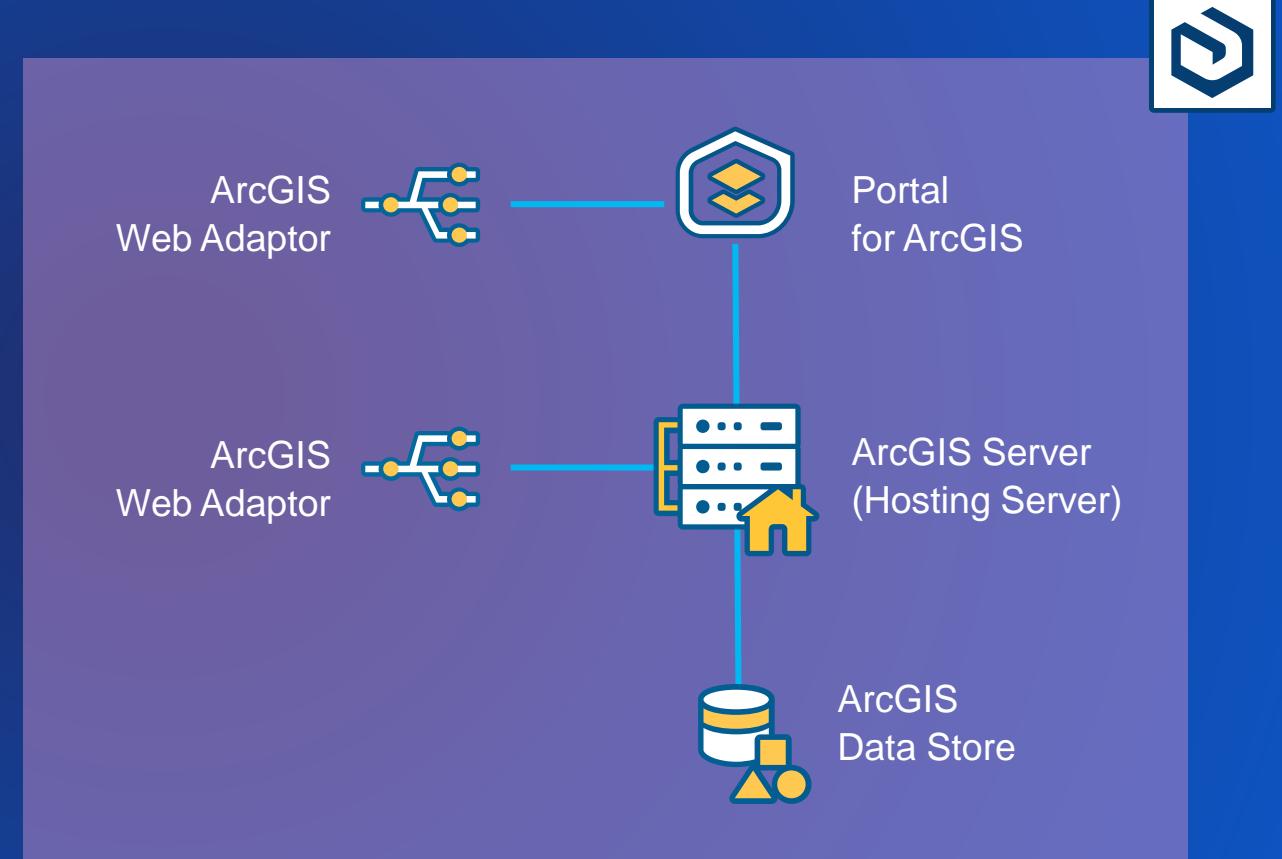
Overview of ArcGIS Enterprise

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



What are the Administrative Endpoints?

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



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ArcGIS Enterprise 10.7.1

Organization

Overview Members Licenses Status Settings

Save Cancel

General

Home Page

Gallery

Map

Items

Groups

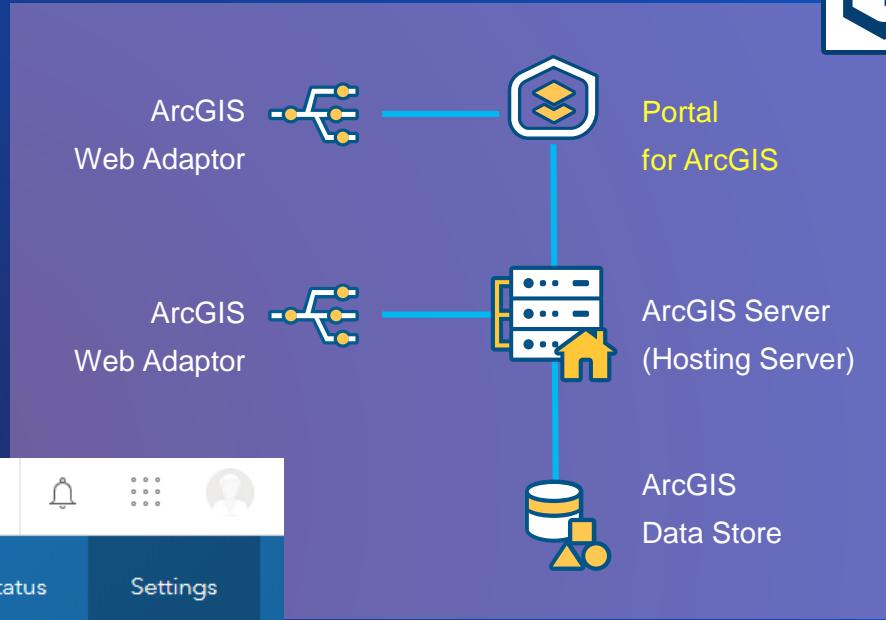
Utility Services

Logo and Name

Click to change thumbnail

Name

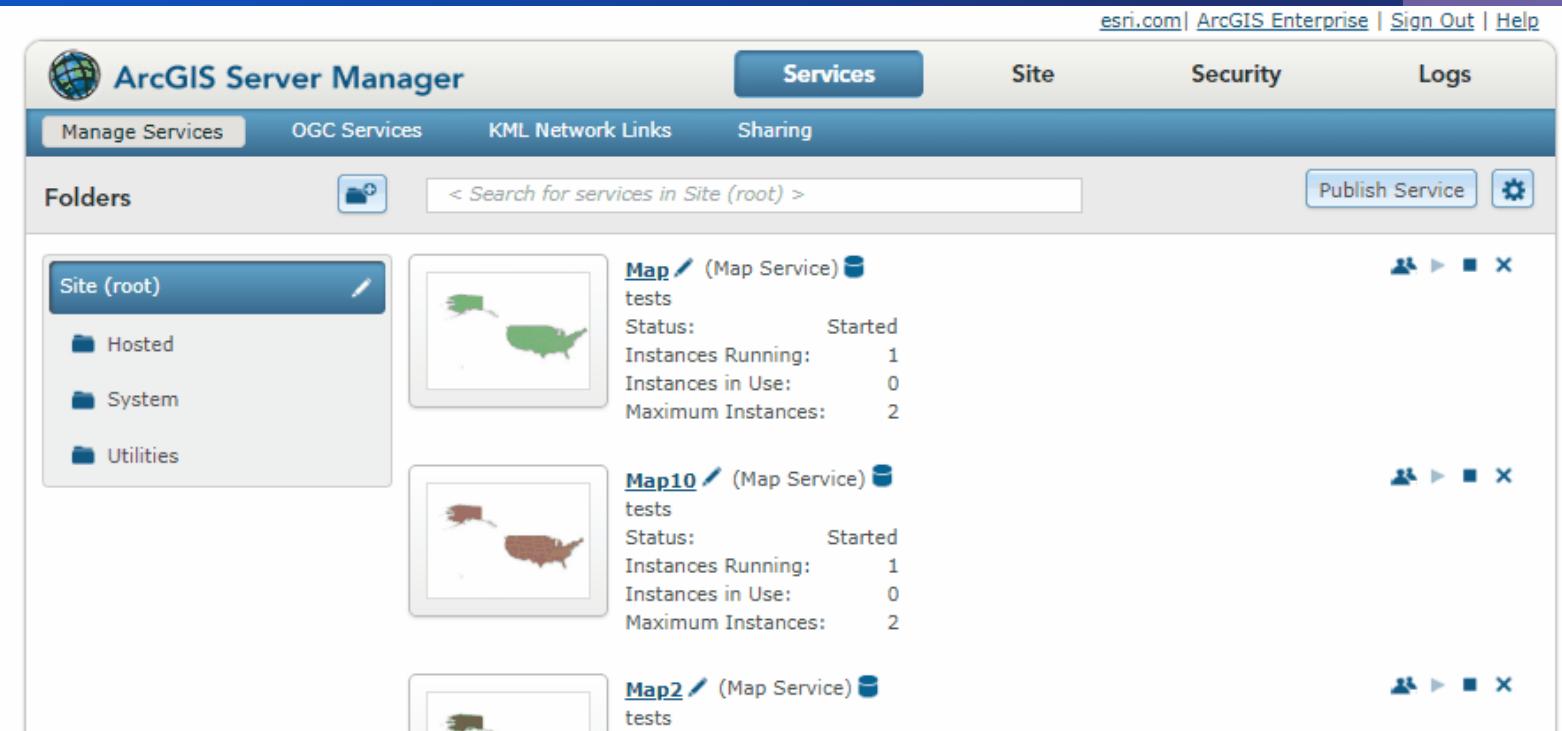
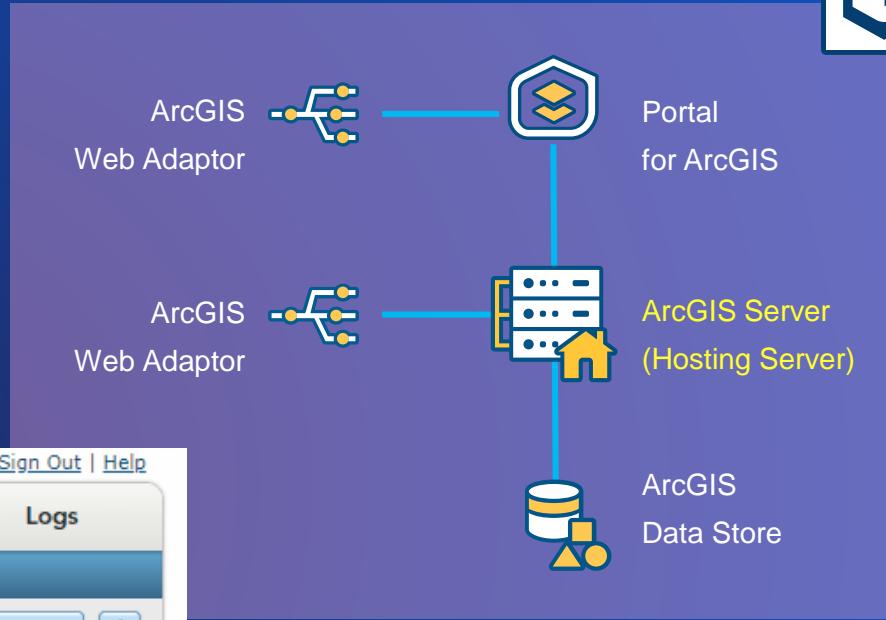
ArcGIS Enterprise 10.7.1



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esri.com | ArcGIS Enterprise | Sign Out | Help

ArcGIS Server Manager

Services Site Security Logs

Manage Services OGC Services KML Network Links Sharing

< Search for services in Site (root) >

Folders

Site (root)   

Map (Map Service)     

tests
Status: Started
Instances Running: 1
Instances in Use: 0
Maximum Instances: 2

Map10 (Map Service)     

tests
Status: Started
Instances Running: 1
Instances in Use: 0
Maximum Instances: 2

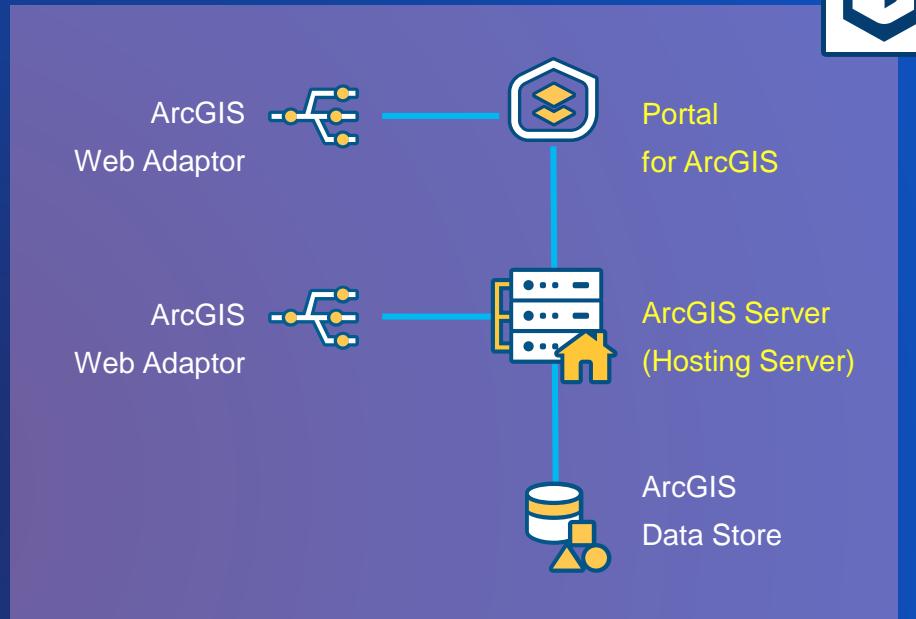
Map2 (Map Service)     

tests

What are the Administrative Endpoints?



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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](#)

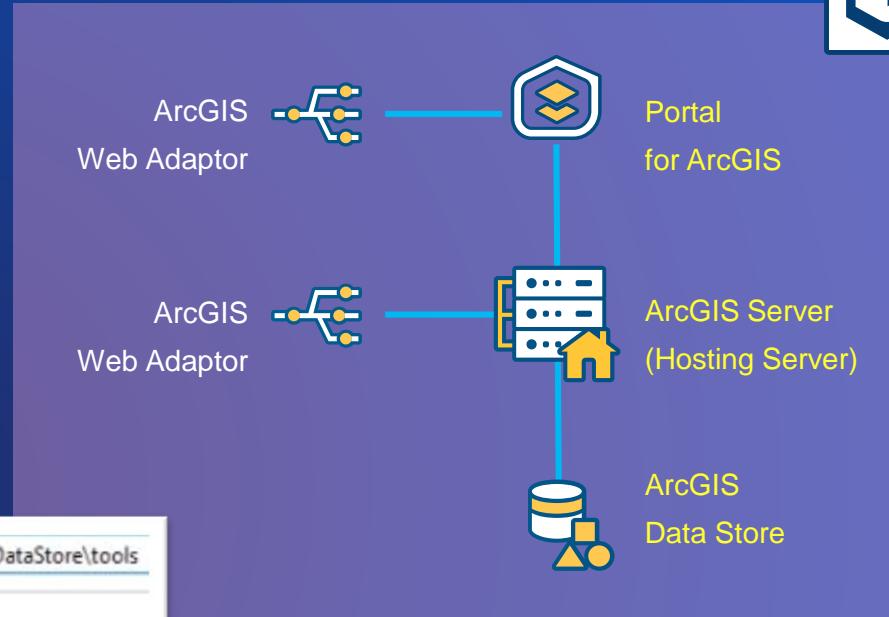
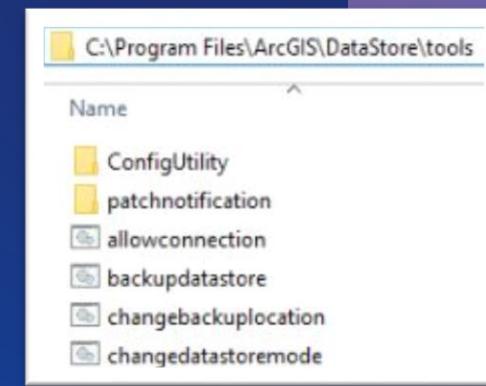
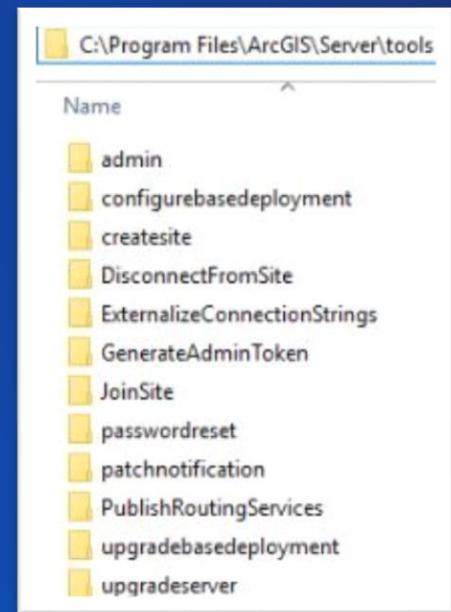
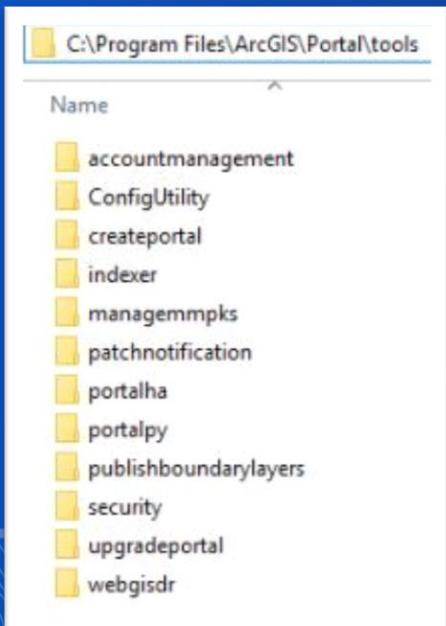
Supported Operations: [Export Site](#) [Import Site](#)

Supported Interfaces: [REST](#)

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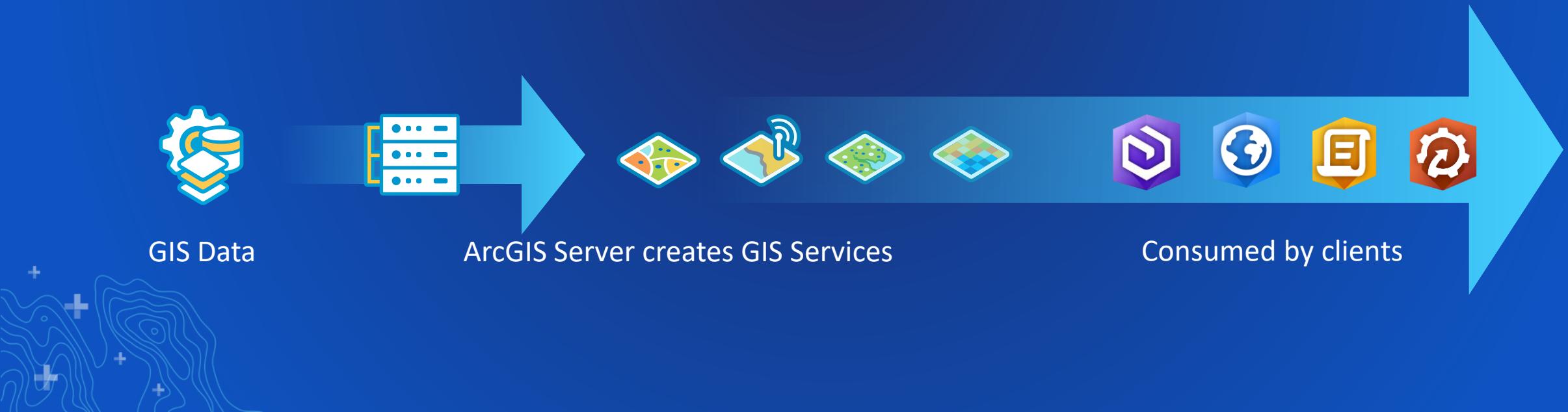


ArcGIS Server Services

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.



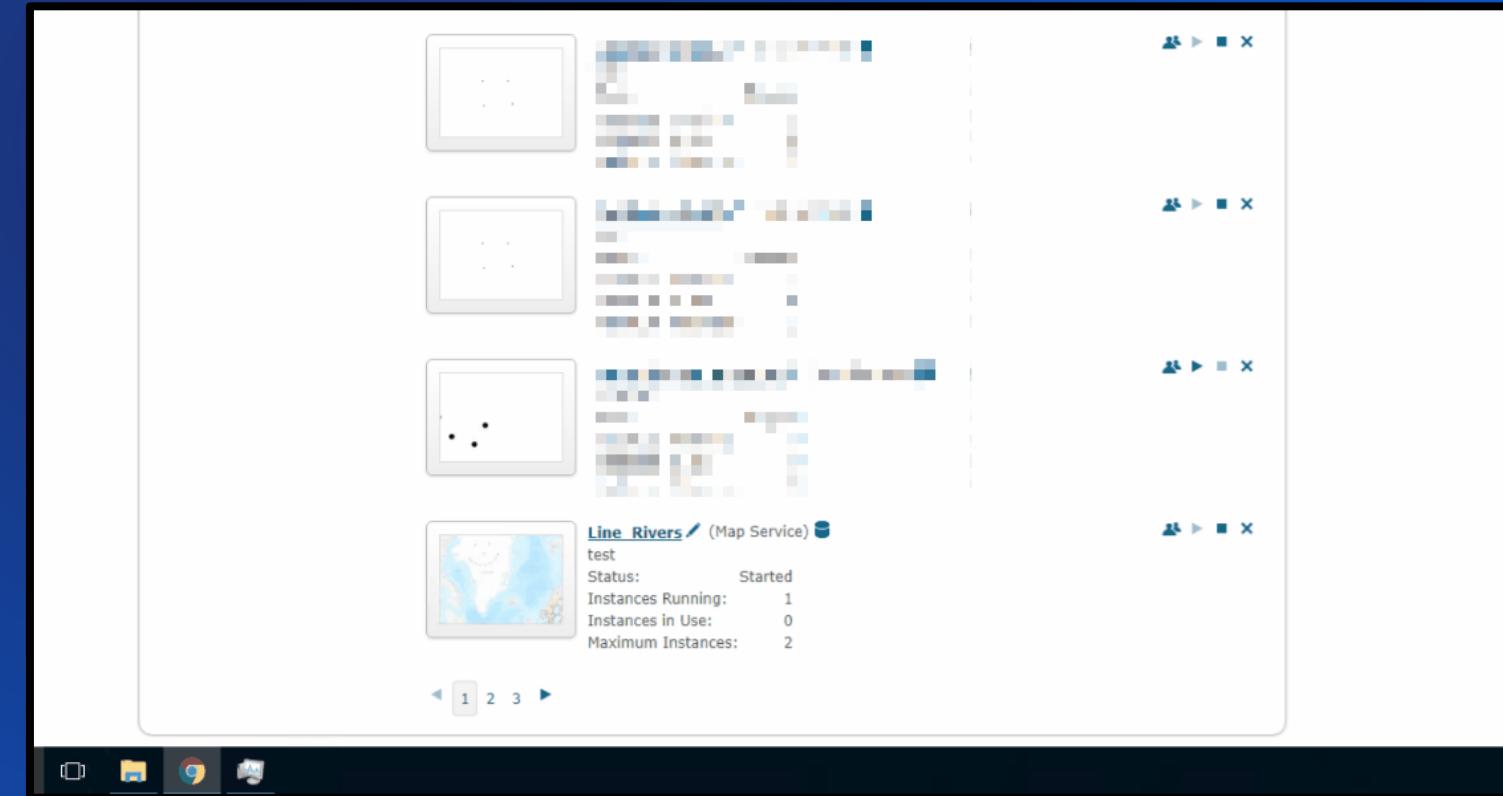
ArcGIS Server Services – Instances and ArcSOCs

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?

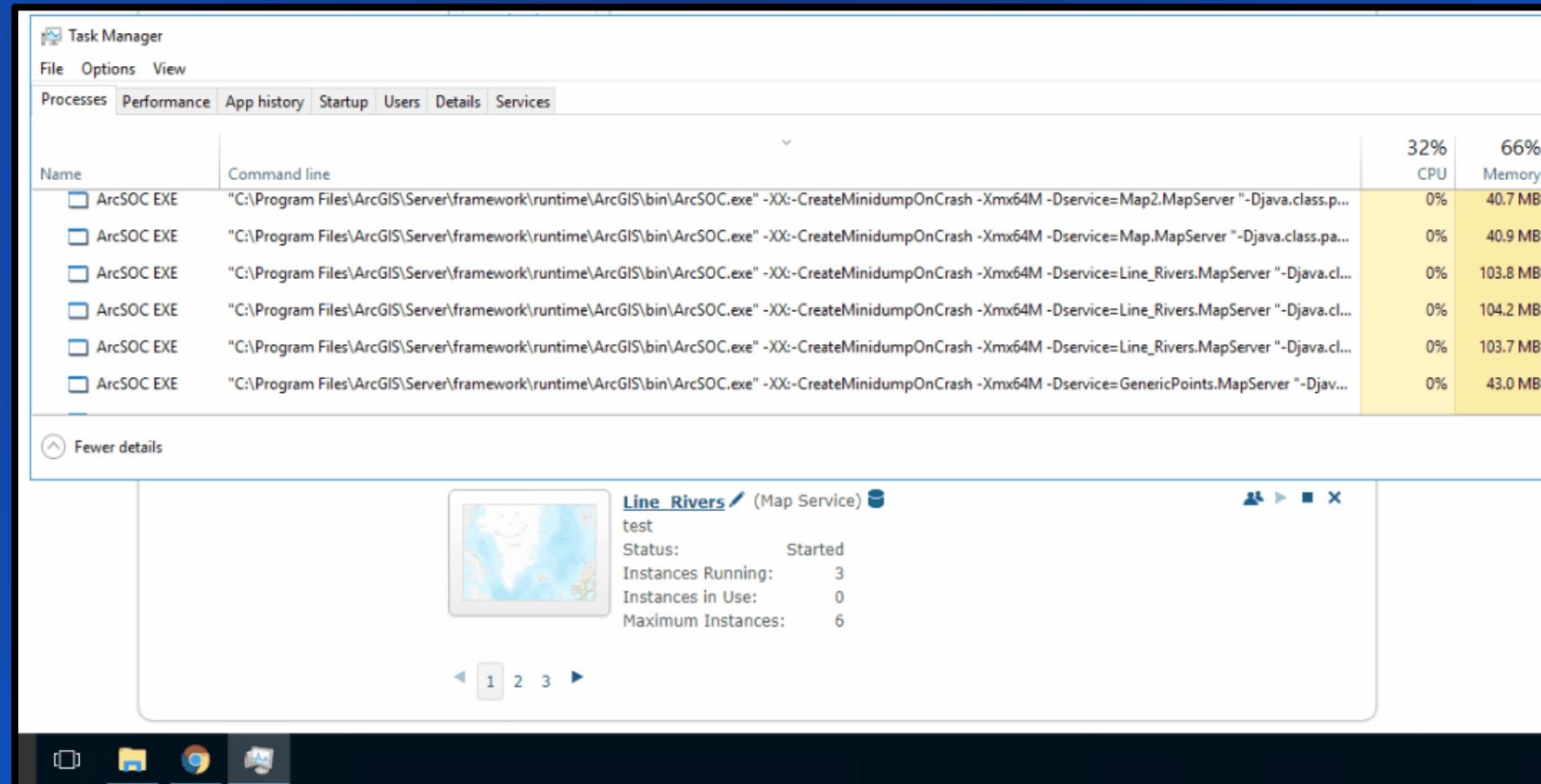
1. Open Task Manager, navigate to "Processes" tab
2. Add the field "Command line" to the processes view
3. The command line contains information about the corresponding service, such as service name



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



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

ARC GIS SERVER SITE

A topographic map icon and a server rack icon are positioned at the bottom left and bottom right respectively, connected by a green line to the word 'SERVER'.

- 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

Administrator role overview

Initial Configuration



Daily Administrative Tasks



Secure your deployment

Extend functionality

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



Home

Gallery

Map

Scene

Groups

Content

Organization

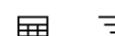


ArcGIS Enterprise

Members ▾

Add Members

Search members



Filters

User type

- Basic
- Creator
- Editor
- Field Worker
- GIS Professional Advanced
- GIS Professional Basic
- GIS Professional Standard
- Insights Analyst

1 - 1 of 1

<input type="checkbox"/> Member	Last login	User type	Role
<input type="checkbox"/>  Jon Quinn JonQ	Jul 2, 2019	Creator	<input data-bbox="1881 770 2112 813" type="button" value="Administ"/> 

Role

- Administrator
- Data Editor
- Publisher
- User





Site Root - /

Version: 10.7.1

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

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

Supported Interfaces: [REST](#)

[Home](#)[Gallery](#)[Map](#)[Scene](#)[Groups](#)[Content](#)[Organization](#)

ArcGIS Enterprise

[Members](#) ▾ 

Filters

Role

- Administrator
- Data Editor
- Publisher
- User
- Viewer

1 - 2 of 2

Member	Role	...
 Jon Quinn JonQ	Administrator	...
 Jonathan Quinn 	User	...

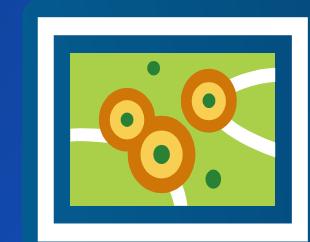
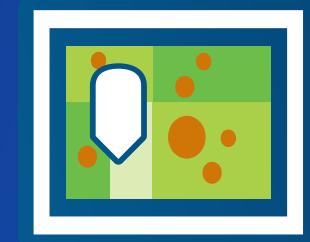
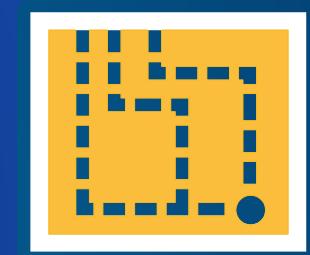
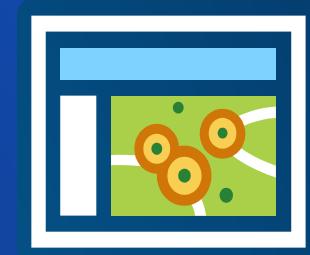
Considerations for automatic account creation

- 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/3ZgDKgailqagMECDLR10HG4Z0kM=",  
  "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"/> 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	



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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!)



Monitoring your organization

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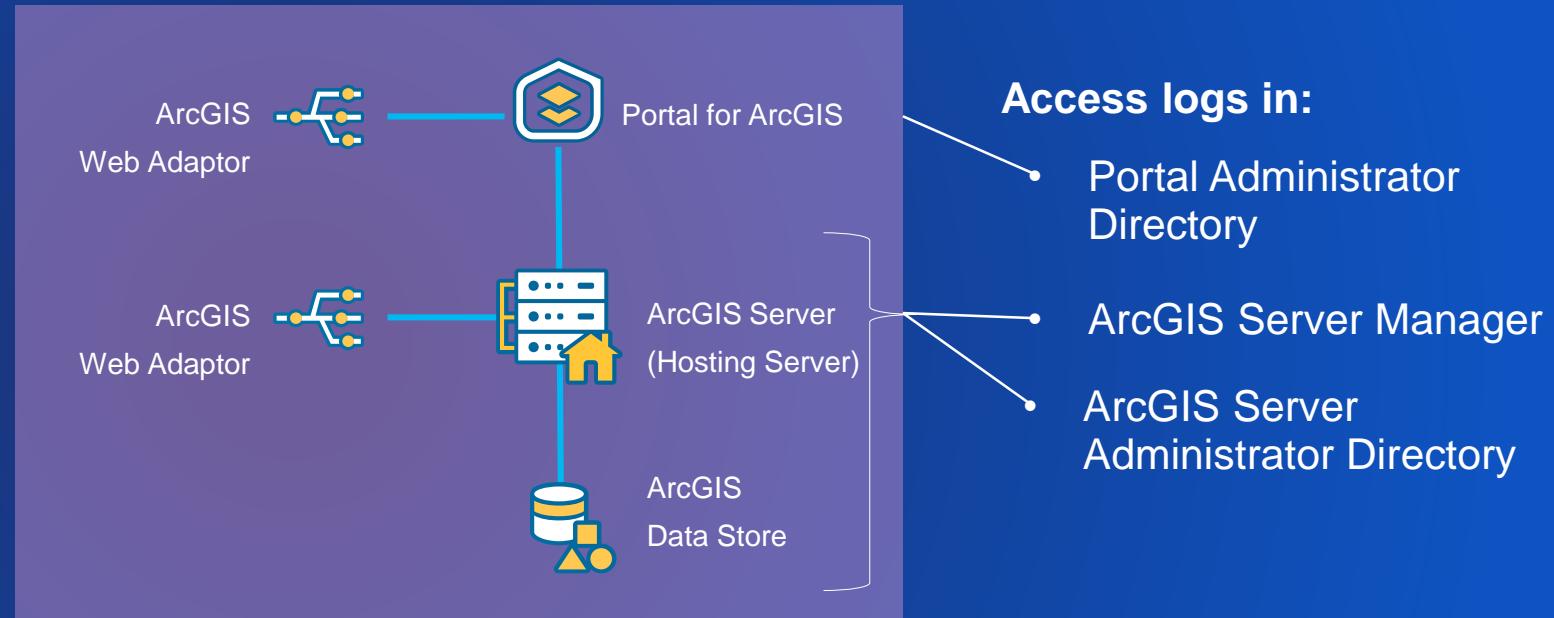
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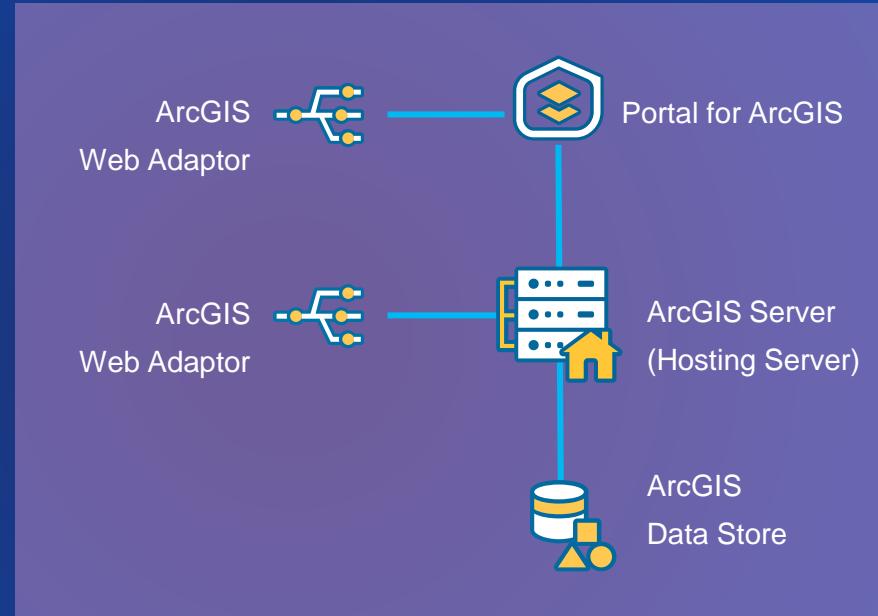
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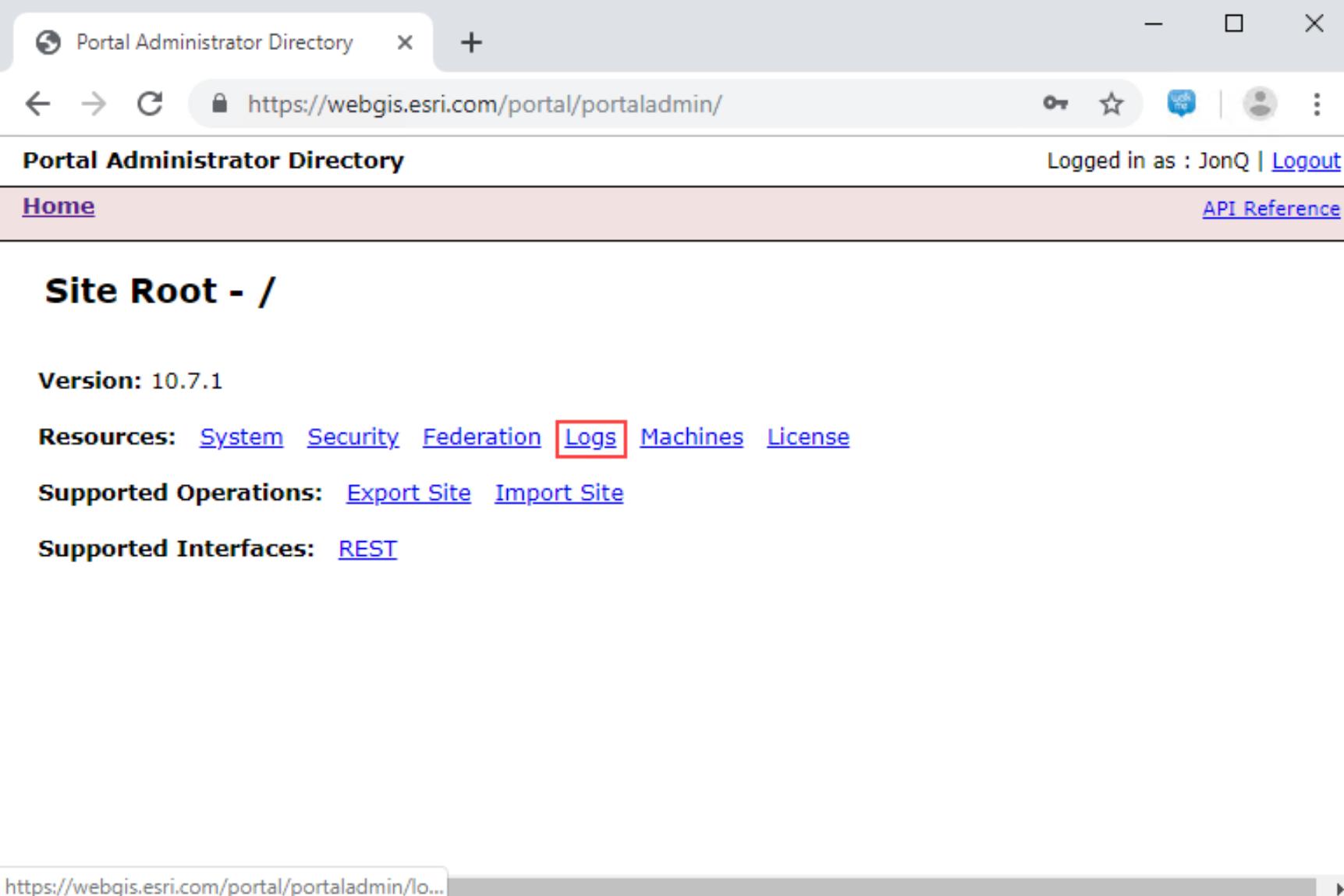
WebHooks (New at 10.7!)



Log Levels:

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

Portal for ArcGIS Logging



Portal Administrator Directory + - □ ×

← → ⌂ 🔒 https://webgis.esri.com/portal/portaladmin/ ⚙️ ⭐ 💬 | 🚙 ⋮

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

[Home](#) [API Reference](#)

Site Root - /

Version: 10.7.1

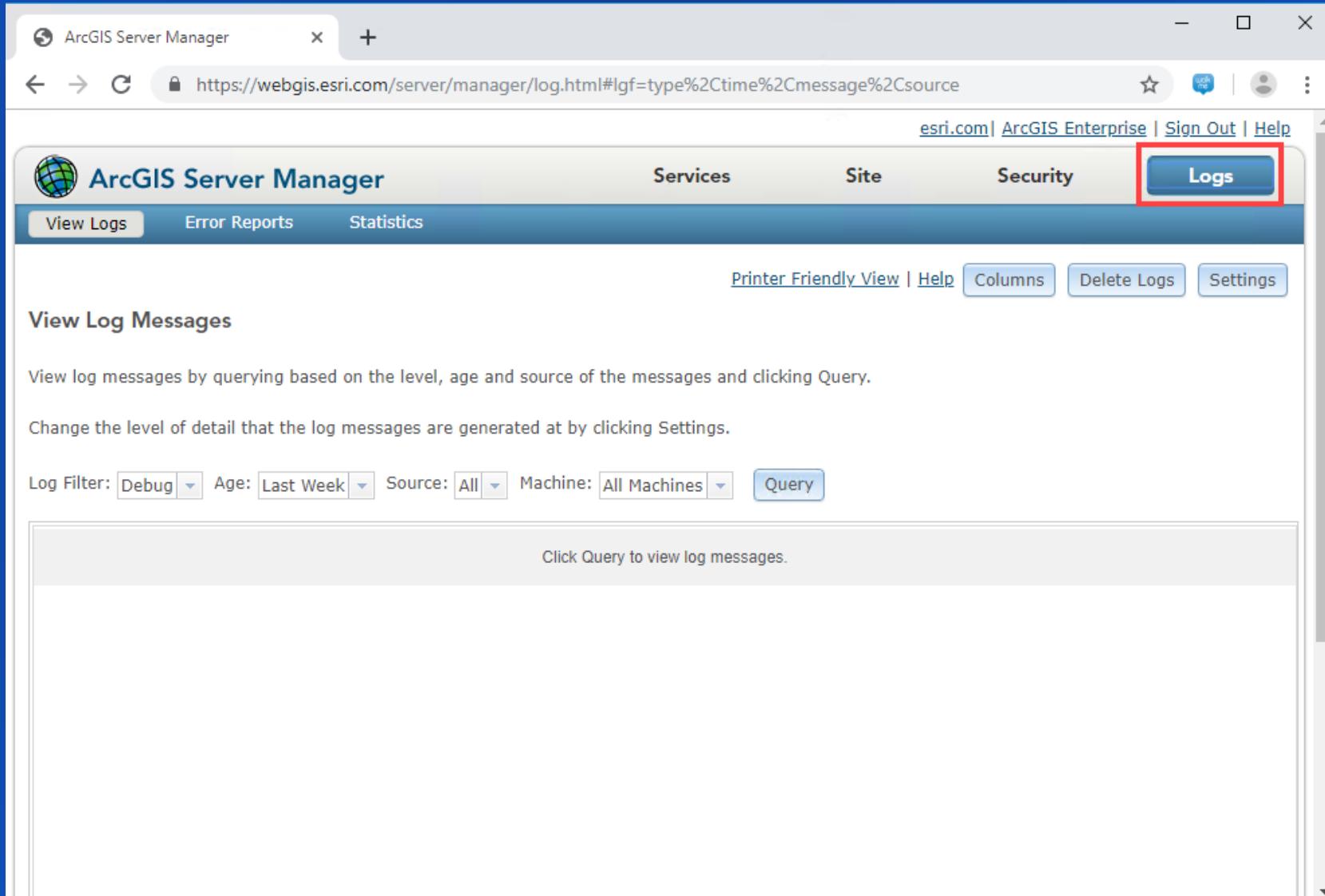
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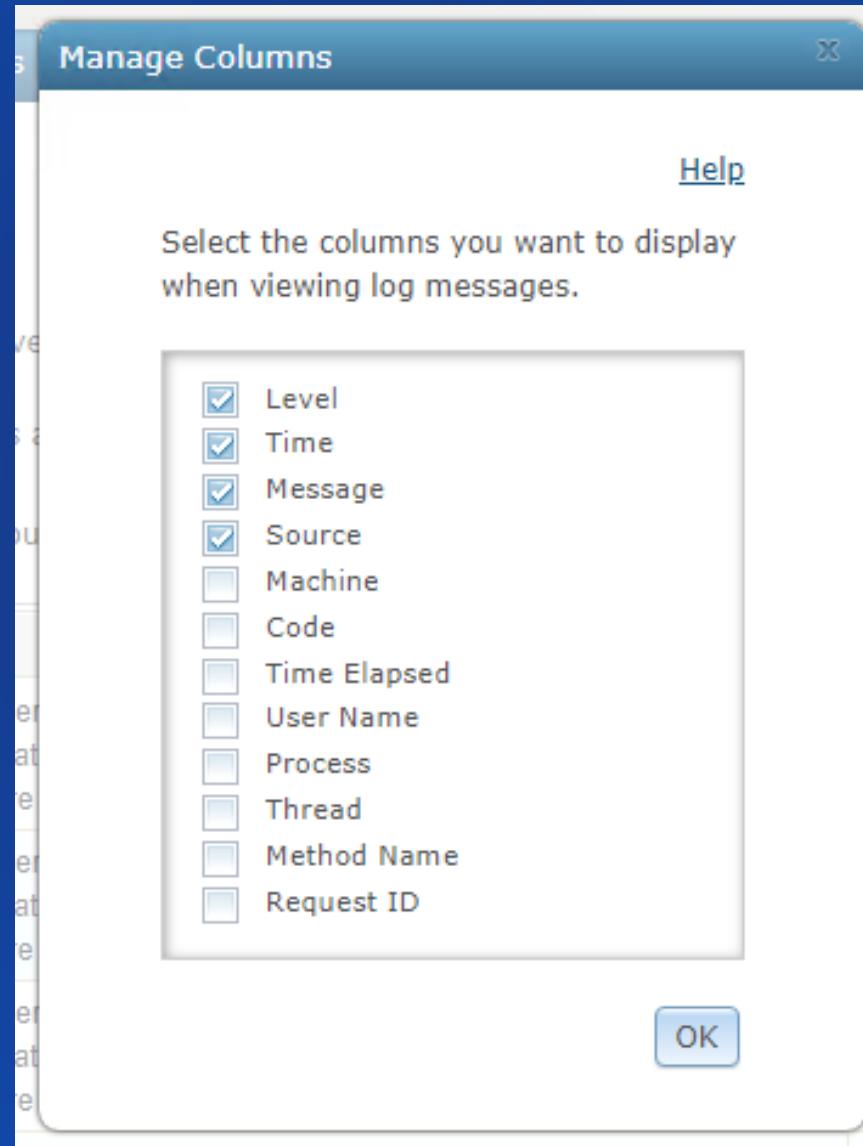
https://webgis.esri.com/portal/portaladmin/lo...

ArcGIS Server Logging

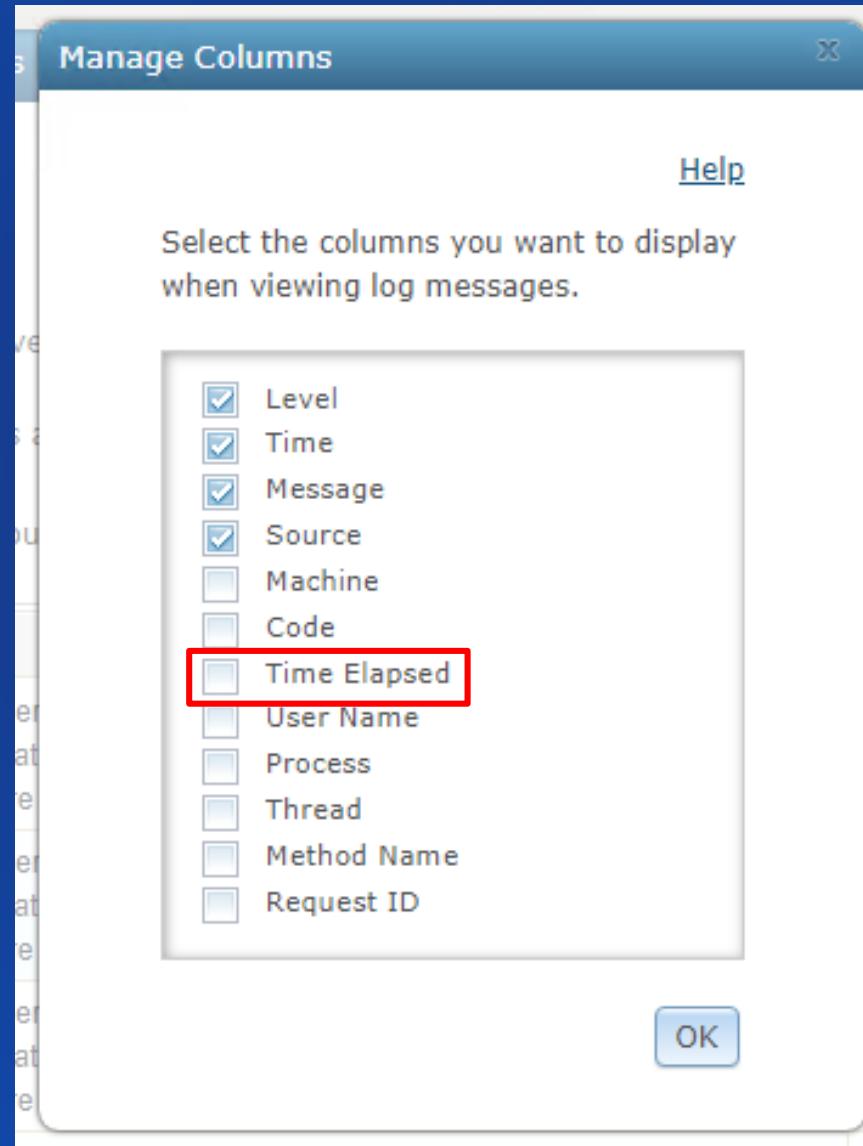


The screenshot shows the ArcGIS Server Manager interface. At the top, there is a browser header with the URL <https://webgis.esri.com/server/manager/log.html#lgf=type%2Ctime%2Cmessage%2Csource>. Below the header, the ArcGIS Server Manager logo and the title "ArcGIS Server Manager" are displayed. The top navigation bar includes tabs for "Services", "Site", "Security", and "Logs". The "Logs" tab is highlighted with a red box. The main content area is titled "View Log Messages" and contains instructions: "View log messages by querying based on the level, age and source of the messages and clicking Query." and "Change the level of detail that the log messages are generated at by clicking Settings." Below these instructions is a "Log Filter" section with dropdown menus for "Log Filter: Debug", "Age: Last Week", "Source: All", "Machine: All Machines", and a "Query" button. A large text box below the filter section contains the placeholder text "Click Query to view log messages.".

ArcGIS Server Logging – managing display columns



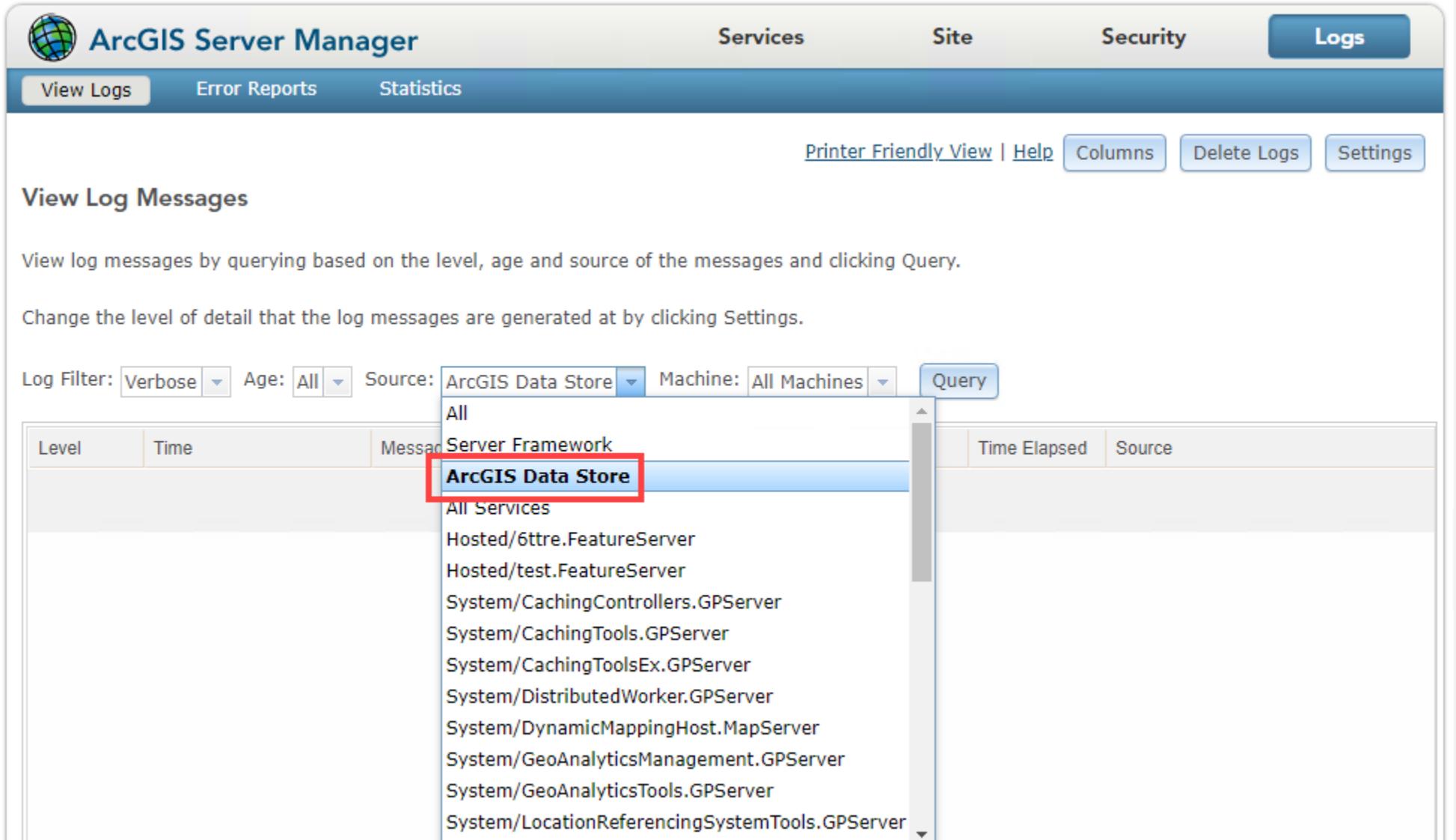
ArcGIS Server Logging – managing display columns



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 shows the ArcGIS Server Manager interface with the 'Logs' tab selected. The 'View Log Messages' section contains instructions for viewing log messages and changing log levels. A dropdown menu for 'Source' is open, showing various service names. The option 'ArcGIS Data Store' is highlighted with a red box.

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: Age: Source: Machine:

Source:

ArcGIS Data Store Logging – querying ArcGIS Data Store logs

Log Filter: **Verbose** ▾ Age: **All** ▾ Source: **ArcGIS Data Store** ▾ Machine: **All Machines** ▾ **Query**

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:

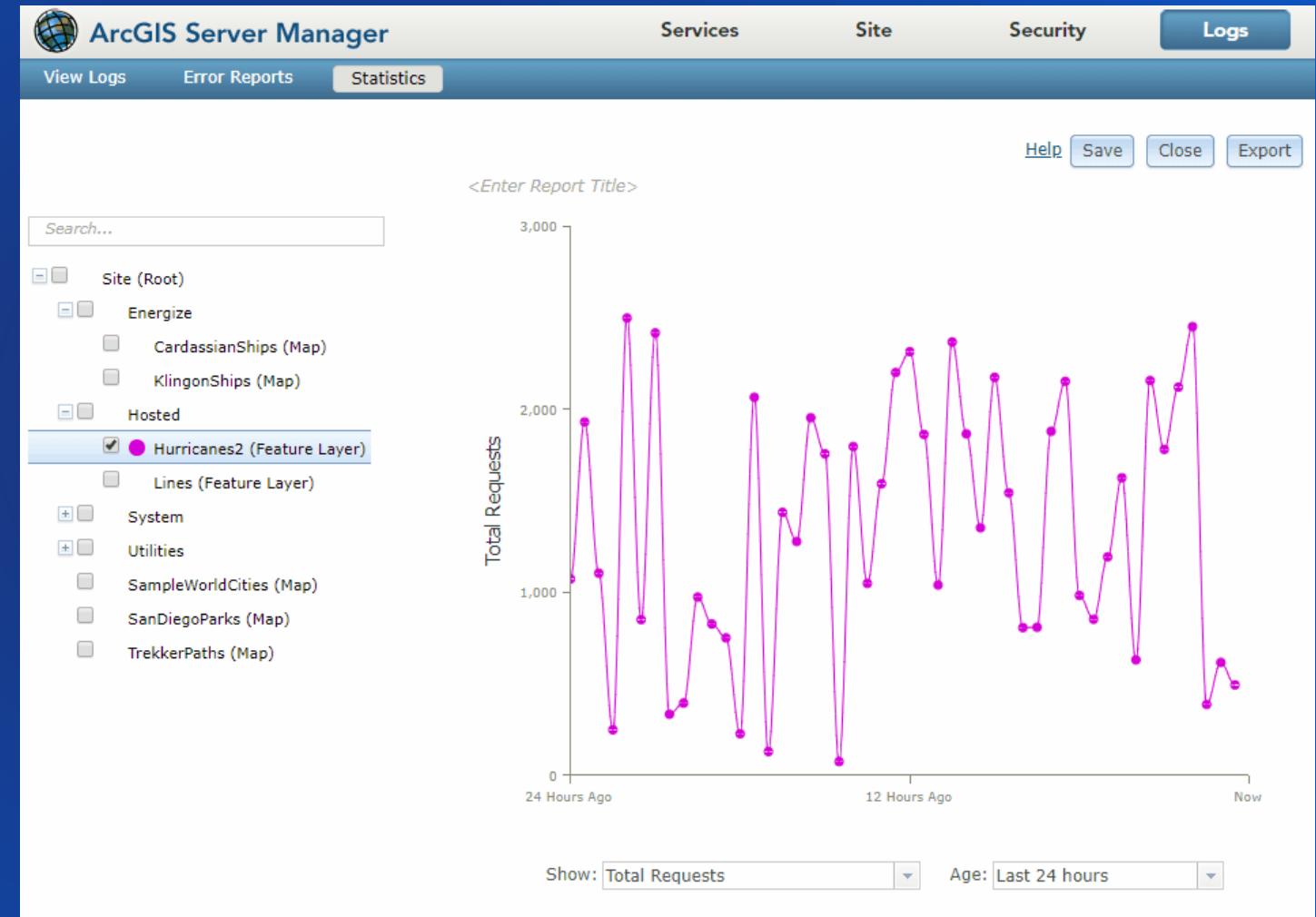
Logs - Portal, Server, Data Store

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:

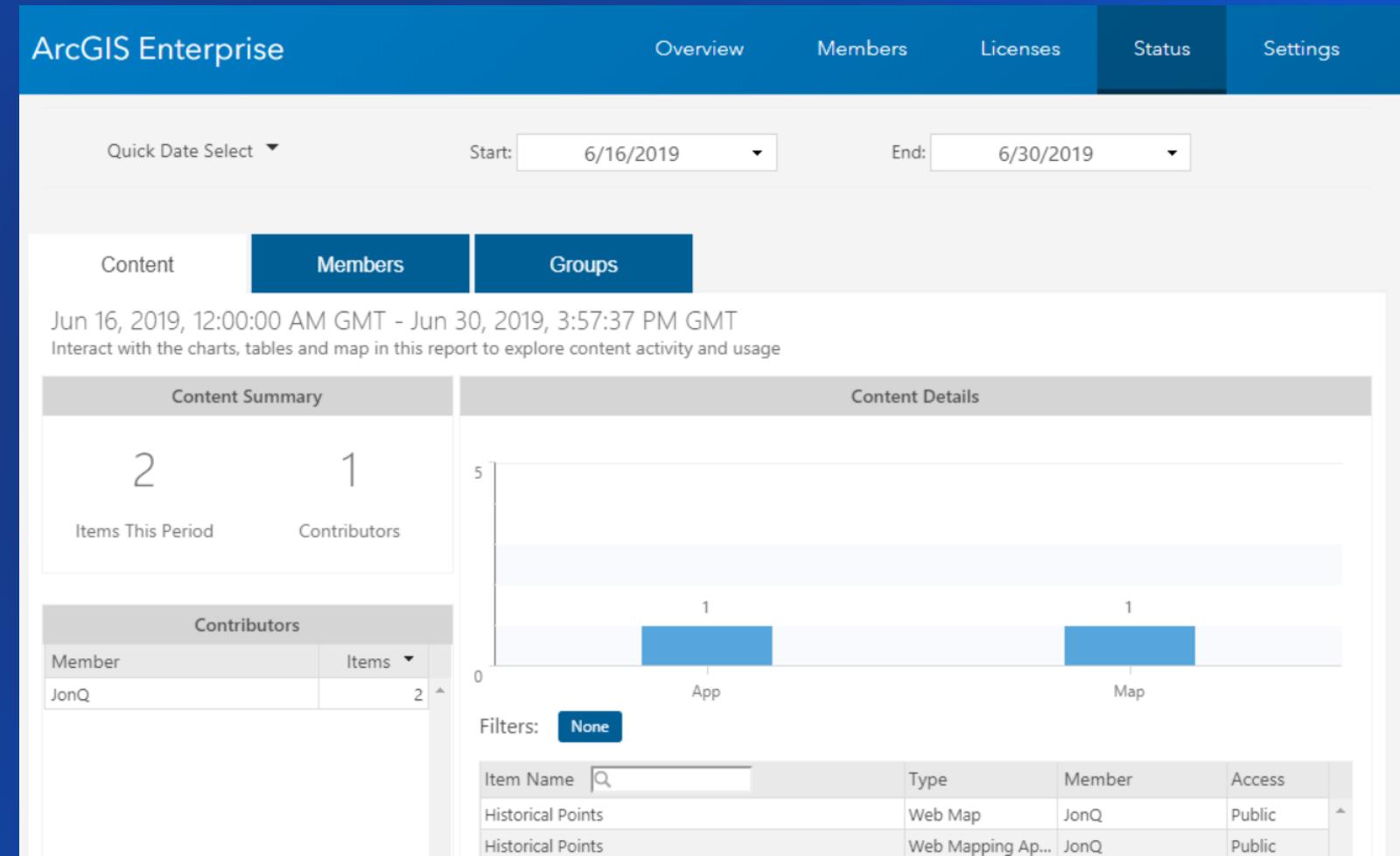
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Monitoring your organization

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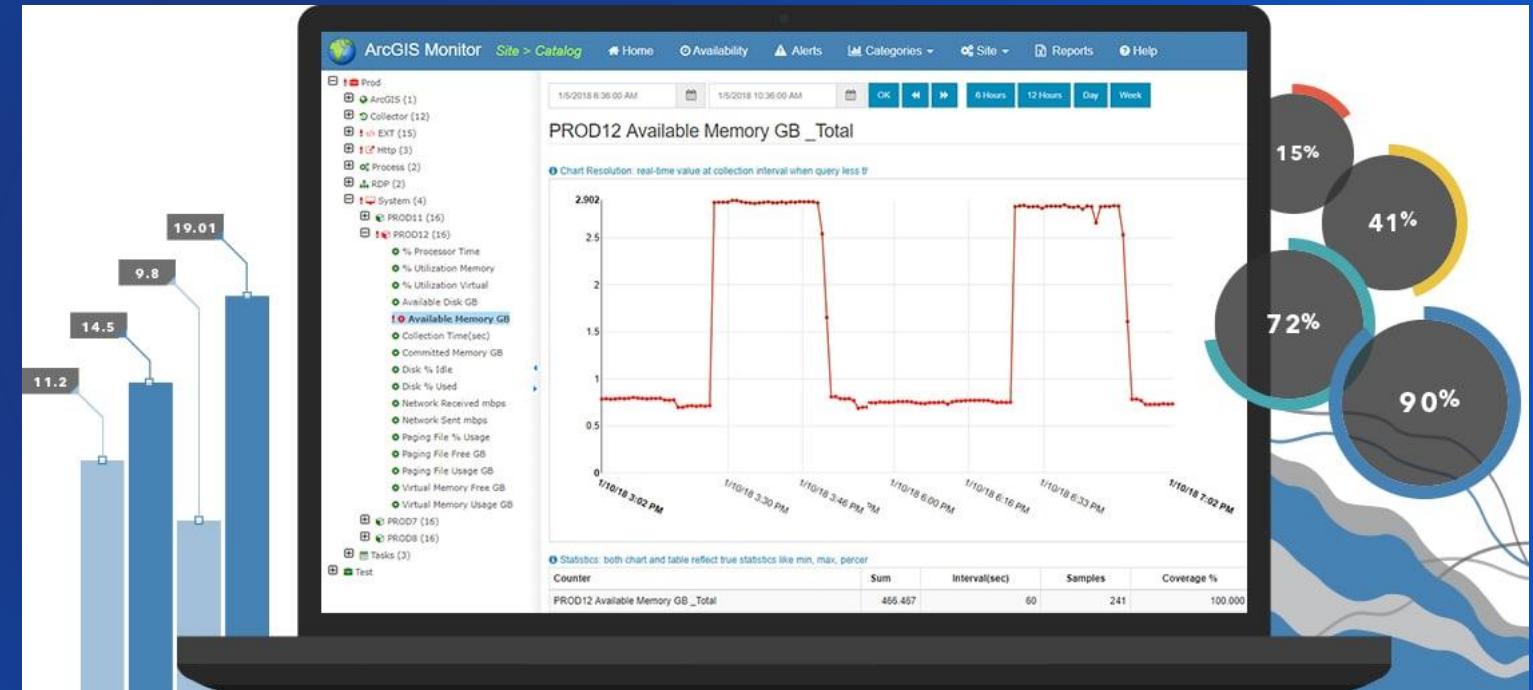
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Monitoring your organization

Methods for monitoring:

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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

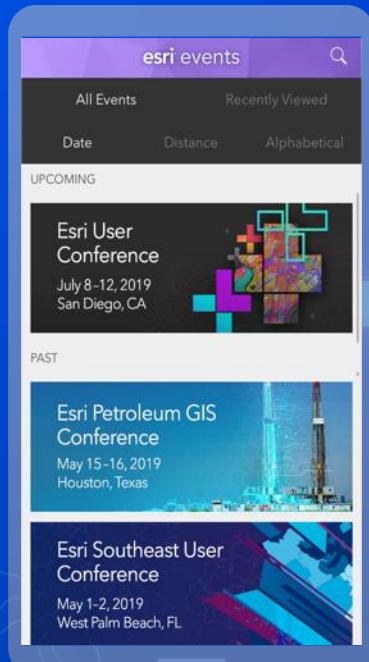
See Us Here

WORKSHOP	LOCATION	TIME FRAME
• WebGIS: An Introduction	• Room 14A	• 2:30 – 3:30 (Tuesday)
• Building a Base ArcGIS Enterprise Deployment	• Demo Theatre 5	• 10:00 – 10:40 (Wednesday)
• ArcGIS Enterprise: Advanced Topics in Administration	• Demo Theatre 12	• 11:15 – 12:00 (Wednesday)
• Troubleshoot like an Esri Support Pro: ArcGIS Enterprise	• Demo Theatre 6	• 1:15 – 2:00 (Tuesday)
• ArcGIS Monitor: An Introduction	• Room 02	• 2:30 – 3:30 (Tuesday)
• ArcGIS Monitor: An Introduction	• Ballroom 06 E	• 1:00 – 2:00 (Tuesday)
• ArcGIS Enterprise: Using Webhooks for Automation	• Demo Theatre 05	• 1:15 – 2:00 (Wednesday)
• ArcGIS Enterprise: Using Webhooks for Automation	• Demo Theatre 05	• 12:15 – 1:00 (Wednesday)
• ArcGIS Enterprise: SSL Considerations	• Room 32A/B	• 1:00 – 2:00 (Tuesday)
• Designing an Enterprise GIS Security Strategy	• Room 30A	• 8:30 – 9:30 (Tuesday)
• ArcGIS Enterprise Security: Security Integration	• Room 32A/B	• 10:00 – 11:00 (Wednesday)

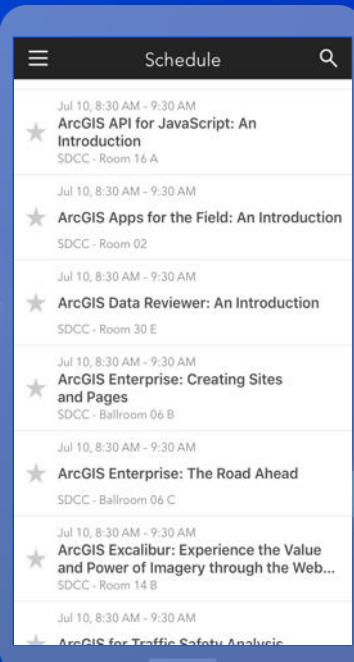


Please Share Your Feedback in the App

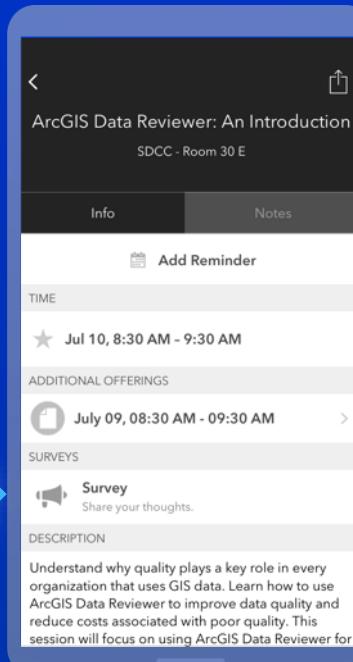
Download the Esri Events app and find your event



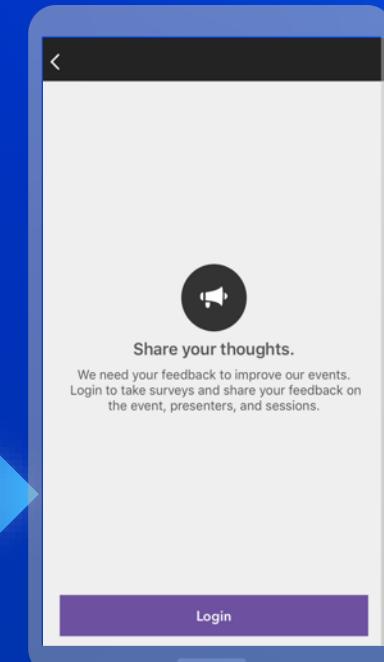
Select the session you attended



Scroll down to "Survey"



Log in to access the survey



Complete the survey and select "Submit"

