

NetStorage Administration Guide

Open Enterprise Server 11

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Novell.

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About This Guide

This guide includes information on Novell NetStorage, which provides secure Internet-based access to files and directories on Linux and NetWare servers in your network through either a browser or Microsoft Web Folders.

- ♦ Chapter 1, “NetStorage Overview,” on page 7
- ♦ Chapter 2, “What’s New in NetStorage,” on page 11
- ♦ Chapter 3, “Installing NetStorage,” on page 13
- ♦ Chapter 4, “Configuring NetStorage with Novell Cluster Services,” on page 19
- ♦ Chapter 5, “Running NetStorage in a Virtualized Environment,” on page 25
- ♦ Chapter 6, “Using NetStorage,” on page 27
- ♦ Chapter 7, “Administering NetStorage,” on page 33
- ♦ Chapter 8, “Troubleshooting NetStorage,” on page 45
- ♦ Appendix A, “Security Considerations,” on page 53

Audience

The audience for this document is network administrators. This documentation is not intended for users of the network.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

Documentation Updates

The most recent version of the *OES 11: NetStorage Administration Guide for Linux* (<http://www.novell.com/documentation/oes11>) is available on the Open Enterprise Server 11 documentation Web site.

Additional Documentation

For information about Novell iManager, see the *Novell iManager 2.7.x Web site* (http://www.novell.com/documentation/imanager27/index.html?page=/documentation/imanager27/imanager_admin_27/data/bsxrjzp.html#bsxrjzp).

1 NetStorage Overview

NetStorage for Novell Open Enterprise Server (OES) 11 provides secure Internet-based access to files and directories on Linux and NetWare servers on your network by using either a browser or Microsoft Web Folders (Microsoft's implementation of WebDAV). NetStorage authentication relies on the power of Novell eDirectory to provide secure access, so Internet-based access is as secure as accessing files from within the network.

Novell NetStorage includes the following benefits:

- ♦ Lets users securely copy, move, rename, delete, read, and write files between any Internet-enabled computer and Linux or NetWare servers on your network.
- ♦ Lets users access archived copies of their files. For more information, see the [OES 11: Novell Archive and Version Services 2.1 User Guide](#).
- ♦ Eliminates the need to use a virtual private network (VPN) client to access files.
- ♦ Eliminates the need to email or copy data from one computer to another.
- ♦ Supports Internet standards such as HTTP, HTTPS, HTML, XML, and WebDAV.
- ♦ Supports the use of drive mappings that users are accustomed to when they log in through the Novell Client (see [Section 1.2, "What Users See When They Access NetStorage,"](#) on page 8).
- ♦ Supports Storage Location objects used to display a specified name for a network directory in the NetStorage directory access list displayed through Microsoft Web Folders or a Web browser (see ["Storage Location"](#) on page 40).

With NetStorage installed on one OES 11 Linux server, users can potentially have access to any Linux or NetWare 6.5 and later server anywhere on your geographically dispersed network.

- ♦ [Section 1.1, "How NetStorage Works,"](#) on page 7
- ♦ [Section 1.2, "What Users See When They Access NetStorage,"](#) on page 8
- ♦ [Section 1.3, "What's Next,"](#) on page 9

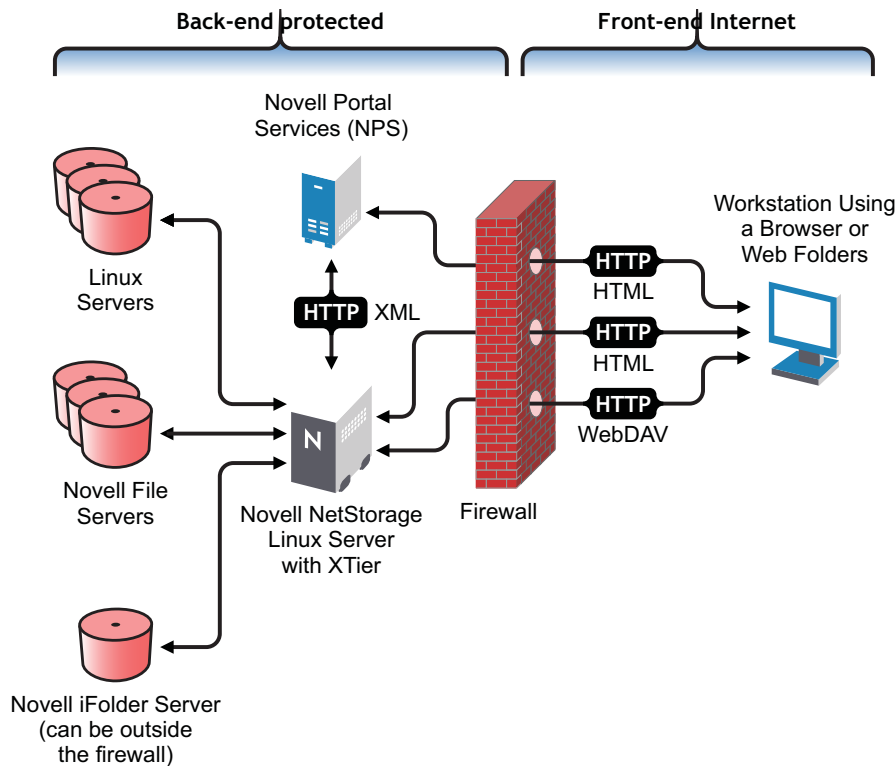
1.1 How NetStorage Works

NetStorage is installed on the OES 11 server that acts as a Middle Tier server. Middle Tier, also known as XTier, is the Web services framework that is used by various Novell products.) Middle Tier server configuration information is stored in an XML file on the server. Novell iManager provides an easy method for changing Middle Tier configuration.

NOTE: Previous versions of NetStorage were administered with the NSAdmin utility. Configuration should now be done through Novell iManager.

After the Middle Tier server is set up, it appears as an Internet Web server to users and can be accessed either with a Web browser or with Microsoft Web Folders.

Figure 1-1 Middle Tier Server



The Middle Tier server communicates with the NetWare or Linux servers in the network and provides secure authentication using eDirectory and the users' user names and passwords.

All transactions can also be encrypted by using SSL to increase the security.

NOTE: Although SSL can be used to encrypt transactions, no server authentication is performed.

For specific information about how login scripts are processed by NetStorage, see "[Setting Up Login Scripts](http://www.novell.com/documentation/noclienu/noclienu/?page=/documentation/noclienu/noclienu/data/aj7owg5.html)" (<http://www.novell.com/documentation/noclienu/noclienu/?page=/documentation/noclienu/noclienu/data/aj7owg5.html>) in the *Novell Client 4.91 SP5 for Windows XP/2003 Installation and Administration Guide* (<http://www.novell.com/documentation/noclienu/noclienu/?page=/documentation/noclienu/noclienu/data/h4rudg93.html>).

1.2 What Users See When They Access NetStorage

The NetStorage Web page displays the network files and directories currently accessible for each user. When accessing NetWare servers, NetStorage reads the user's login script to determine drive mappings, reads eDirectory User object properties to determine the path to the user's home directory, and then displays a list of files and directories based on this information. Storage Location objects are

required for accessing files and directories on Linux servers and can also be used on NetWare servers. If Storage Location objects have been created and the user has rights to view these objects, the directories associated with these objects are also displayed.

NetStorage reads the container, profile, and user login scripts only from the primary eDirectory server specified during the installation. When accessing NetWare servers, it displays the user's drive mappings based only on those login scripts. However, because login scripts were designed to be processed by the Novell Client on the user's workstation, NetStorage processes only a subset of the login script functions.

TIP: If you specified alternate IP addresses or DNS names of servers in other eDirectory trees during the NetStorage installation, NetStorage reads the User object properties in the other eDirectory trees and also displays those home directories. This is useful if a user normally logs in to more than one eDirectory tree and you want that user to have access to additional home directories in different eDirectory trees through NetStorage. The User object name must be the same for each eDirectory tree.

NetStorage processes login scripts in order to find MAP statements. Each MAP statement defines a NetWare filesystem storage resource that the user can access through NetStorage. IF, ELSE, END, INCLUDE, and EXIT commands are also recognized by NetStorage. All other login script statements are treated as comments and ignored. Finally, login script variables are also recognized. Variables are preceded by a percent sign (%). Because mapped drives do not exist in Linux, you must create and use Storage Location objects to access storage on Linux servers.

Users might have specific eDirectory rights to certain files and directories on your network, but they cannot access those files and directories through NetStorage unless login script drive mappings exist to those directories or the files and directories are in the user's home directory, or Storage Location objects have been created. If you want to provide users with NetStorage access to a specific directory, you might need to add a drive mapping command to that directory in a login script (container, profile, or user) or create a Storage Location object.

1.3 What's Next

For more information about installing NetStorage, see [Chapter 3, "Installing NetStorage,"](#) on [page 13](#).

If you need to provide users with information on how to use NetStorage, see [Chapter 6, "Using NetStorage,"](#) on [page 27](#).

After you have installed NetStorage, you can administer settings. See [Chapter 7, "Administering NetStorage,"](#) on [page 33](#).

If you need to troubleshoot issues with NetStorage, see [Chapter 8, "Troubleshooting NetStorage,"](#) on [page 45](#).

2 What's New in NetStorage

The NetStorage service has been modified to run on OES 11. There are no feature changes in the OES 11 release of NetStorage.

3 Installing NetStorage

NetStorage is automatically installed and preconfigured to default settings during the Novell Open Enterprise Server (OES) 11 portion of the SUSE Linux Enterprise Server (SLES) 11 SP1 installation. OES 11 can be installed with the SLES 11 SP1 installation.

For more information, see the [OES 11: Installation Guide](#). You can change the NetStorage configuration default settings during the OES portion of the installation. For more information, see [Section 3.3, “Changing the NetStorage Default Configuration,” on page 14](#). For most networks, you need NetStorage installed on only one server; however, this might vary depending on the size of your network and your organization’s needs. For example, if your company is geographically dispersed, you might want to install NetStorage on one server in each geographic region.

You can use Novell iManager to change the NetStorage configuration after the OES installation. For more information about iManager, see [Chapter 7, “Administering NetStorage,” on page 33](#).

IMPORTANT: Do not install any of the following services on the same server. Although not all of the combinations will cause pattern conflict warnings, Novell does not support installing any of the following services in combination with NetStorage on the same server:

- ♦ Novell NetStorage
- ♦ Novell Domain Services for Windows
- ♦ Xen Virtual Machine Host Server

-
- ♦ [Section 3.1, “Requirements,” on page 13](#)
 - ♦ [Section 3.2, “Installing NetStorage After the OES Installation,” on page 14](#)
 - ♦ [Section 3.3, “Changing the NetStorage Default Configuration,” on page 14](#)
 - ♦ [Section 3.4, “Creating Storage Location Objects and Lists,” on page 15](#)
 - ♦ [Section 3.5, “What’s Next,” on page 17](#)

3.1 Requirements

In addition to meeting the requirements for OES, NetStorage requires the following:

- ❑ **Server Requirements:** At least one OES server in the Novell eDirectory tree where NetStorage will be installed.

An eDirectory replica is not required to be on the same server where NetStorage is installed.

IMPORTANT: In order to avoid time issues, this server must have time set correctly according to your network specifications. If time is not set, workstations might not be able to access files.

- ❑ **Workstation Requirements:** Internet Explorer 8.0, Mozilla, Safari, other Linux browsers, or Microsoft Web Folders.

3.2 Installing NetStorage After the OES Installation

If you did not install NetStorage during the OES installation, you can install it later.

- 1 Log in to the server as the `root` user.
- 2 Open YaST, then select *Open Enterprise Server > OES Install and Configuration*.
- 3 Select Novell NetStorage from the OES Services menu, then click *Accept* to install the software.
- 4 On the OES Services Configuration page, enable the Novell NetStorage configuration, click the Novell NetStorage link, then continue with [Step 4 on page 14](#) in “[Changing the NetStorage Default Configuration](#).”

You can also enter `yast2 netstorage` at the OES server console and then continue with [Step 4 on page 14](#) in “[Changing the NetStorage Default Configuration](#).”

3.3 Changing the NetStorage Default Configuration

You can change the NetStorage default configuration during the OES installation.

- 1 Start the SUSE Linux Enterprise Server 11 SP1 (SLES 11 SP1) installation and continue through the add-on products (OES) part of the install until you get to the Installation Settings screen, then click *Software*.

OES is an add-on product for SLES 11 SP1, and can be installed during the SLES 11 SP1 installation.

The SLES 11 SP1/OES 11 installation includes several steps not described here because they do not directly relate to Novell NetStorage. For more detailed instructions on installing OES with SLES 11 SP1, see the [OES 11: Installation Guide](#).

IMPORTANT: It is not possible to access iFolder 2.x or 3.x by using NetStorage on Linux.

- 2 On the Software Selection screen, click *Detailed Selection*.
- 3 In the Selection window, click *NetStorage* and any other OES components that you want to install, then click *Accept*.
- 4 Select the IP address for the NetStorage Authentication Domain Host, or accept the default.

This is the IP address of a server in your eDirectory tree that has the master replica or a read/write replica of eDirectory.

The eDirectory server IP address is required for NetStorage to function properly. This does not need to be the IP address of the server where NetStorage is to be installed.

When a user attempts to log in, NetStorage searches the eDirectory database on the server you specify for the User object. If the User object is found, NetStorage attempts to authenticate the user to eDirectory.

- 5 Specify the proxy user name, including the context, or accept the default.

This is required to perform LDAP searches for logging in.

IMPORTANT: If an eDirectory user does not exist, NetStorage does not create a proxy user. If the proxy user credentials do not match the eDirectory user, NetStorage might not work.

During eDirectory configuration, if you selected the *Use Common Proxy User as default for OES Products* check box, the proxy user name and password fields are populated with the common proxy user name and password.

If you are using ZENworks along with NetStorage on the same OES server, you must not use a common proxy. For more information about the common proxy, see “[Understanding Proxy Users](#)” in the *OES 11: Planning and Implementation Guide*

IMPORTANT: To use a common proxy for NetStorage, you must manually assign the necessary rights to the proxy user in eDirectory. For more information, see “[What Rights Do Proxy Users Have?](#)” in the *OES 11: Planning and Implementation Guide*.

- 6 Specify the proxy user password, or accept the default. This field is disabled if you selected the *Use Common Proxy User as default for OES Products* check box during eDirectory configuration.

- 7 Specify the context for the users, or accept the default.

This is the eDirectory context for the users that will use NetStorage. NetStorage searches the eDirectory tree down from the specified context for User objects. If you want NetStorage to search the entire eDirectory tree, specify the root context.

- 8 (Conditional) If you are running in a clustered environment, install NetStorage on two nodes in the cluster, using the identical configuration that was used on the first server.

The default configuration for Apache2 is to listen on all IP addresses. This is done with a Listen directive in `/etc/apache2/listen.conf` that only specifies a port and does not have a specific IP address. If you have modified the default configuration to listen on a specific IP address, and you want the server to be a part of a cluster, you should either remove the specific IP address or add another Listen directive that does not specify an IP address so that Apache2 listens on all IP addresses.

For more information about running NetStorage in a clustered environment, see [Chapter 4, “Configuring NetStorage with Novell Cluster Services,”](#) on page 19.

3.4 Creating Storage Location Objects and Lists

After installing NetStorage, you might be able to see only a local shared directory on the Linux server that is using NetStorage. Storage Location objects are required for accessing files and directories on Linux servers unless you have the NCP Server component of OES installed. Without NCP Server, users might have specific eDirectory rights to certain files and directories on your network but cannot access those files and directories through NetStorage unless storage location objects have been created.

- ♦ [Section 3.4.1, “SSH Storage Location Objects,”](#) on page 15
- ♦ [Section 3.4.2, “Creating a Storage Location Object,”](#) on page 16
- ♦ [Section 3.4.3, “Creating a Storage Location List,”](#) on page 17

3.4.1 SSH Storage Location Objects

The SSH file access method is included with NetStorage to allow access to files on Linux computers that do not support either the NCP or CIFS protocols. This method uses the Secure Shell (SSH) protocol to access files on Linux computers. SSH is accessed by creating an eDirectory Storage Location object with a URL prefix of `ssh://`. For example:

```
ssh://yourserver.yourcompany.com/home/youruser
```

The user name and password that you use to access files on your Linux computer must be the same as those used to log in to NetStorage. You can use the SSH file access method with NetStorage to access files locally on your Linux computer if NetStorage is running on that computer. To do this, create a Storage Location object that uses the IP address of the local Linux computer with the `ssh://` prefix.

IMPORTANT: NetStorage storage location objects defined using the SSH protocol do not function unless SSHD has been enabled for LUM users.

If you want to access local files or files on another server in the same eDirectory tree by using the SSH file access method, you must select the SSHD check box during the OES installation or enable SSHD afterwards by using YaST. The check box is in the Linux User Management configuration section in the OES installation.

3.4.2 Creating a Storage Location Object

- 1 Start your browser and specify the URL for iManager.

The URL is `http://server_ip_address/nps/imanager.html`. Replace *server_ip_address* with the IP address or DNS name of the Linux server running NetStorage or the IP address for Apache-based services.

- 2 Specify your user name and password.
- 3 In the left column, click *File Access* and then click *New Storage Location*.
- 4 Specify the object name, display name, directory location, context, and a comment.

The object name is the name of the object in the eDirectory tree.

The display name is the name to be displayed in the NetStorage directory access list. This is the shortcut name that is seen by users. If you use the same display name for two different Storage objects, a digit is added to the names to make each name unique.

The directory location is the location of the directory on the filesystem. The location is a URL that includes the filesystem type, server name, volume, and directory path.

If the storage being accessed is on a NetWare server, the URL must be in the following format:

```
ncp://server_name/volume/path_to_directory
```

For example:

```
ncp://server1.digitalair.com/mktg/reports
```

or

```
ncp://192.168.3.4/mktg/reports
```

If the storage being accessed is on a Linux server, the URL must be in one of the following formats:

- ♦ `ncp://server_name/volume/path_to_directory`

This method requires that the NCP Server component of OES to be installed on your Linux server.

A storage location using this format can only access files on an NCP or NSS volume.

- ♦ `cifs://server_name/cifs_share_name`

This method can be used if you have configured a CIFS or Samba share (*cifs* can be interchanged with *smb* in the format).

- ♦ `ssh://yourserver.yourcompany.com/home/youruser`

This method allows access to files on Linux computers that do not support either the NCP or CIFS (SMB) protocols.

If the filesystem is omitted, it is assumed that it is NCP.

The context is the directory context that the Storage Location object resides in. Click the object selector to select the context.

The comment is entered by the administrator and is not displayed to users.

- 5 Click *Create*, then click *OK*.

IMPORTANT: If the IP address of the server that is represented in the eDirectory storage location object is changed, you must update the storage location object with the new IP address. You do not need to change any configuration files. To modify a storage object, refer to [“Modifying a Storage Location Object” on page 42](#).

3.4.3 Creating a Storage Location List

After you create a Storage Location object, you must create a list of Storage Location objects that can be used with a specified User, Group, Profile, or Container object. Users see the directory associated with the object the next time they log in. After this list is created, you can modify it in the same window by assigning additional Storage Location objects to the list or by deleting Storage Location objects from the list.

- 1 Start your browser and specify the URL for iManager.
The URL is `http://server_ip_address/nps/imanager.html`. Replace *server_ip_address* with the IP address or DNS name of the Linux server running NetStorage or the IP address for Apache-based services.
- 2 Specify your user name and password.
- 3 In the left column, click *File Access*, then click *Assign Storage Location*.
- 4 Click the *Object Selector* button; select the User, Group, Profile, or Container object that the list is to be created for; then click *OK*.
- 5 Click the *Object Selector* button, select the Storage Location objects you want included in this list, then click *OK*.

You can select multiple Storage Location objects in the Object Selector window. When you select multiple Storage Location objects, they appear in the *Selected Objects* list. If the list already contains Storage Location objects and you want to add more, ensure that the original objects are still in the list before clicking *OK*.

- 6 (Optional) Remove existing storage locations by deleting their names from the list.
- 7 When you are finished creating or modifying the list, click *OK*.

3.5 What's Next

After you have installed NetStorage, inform users that they can access their files from the Web. Instructions for accessing files through NetStorage are available in [Chapter 6, “Using NetStorage,” on page 27](#).

If you need to change the NetStorage configuration, use iManager. See [Chapter 7, “Administering NetStorage,” on page 33](#).

4 Configuring NetStorage with Novell Cluster Services

NetStorage provides secure Internet-based access to files and directories on a Novell Open Enterprise Server (OES) 11 server on your network by using either a browser or Microsoft Web Folders (Microsoft's implementation of WebDAV). If the OES 11 server running NetStorage goes down, Internet-based access to files and directories is not possible. Configuring NetStorage with Novell Cluster Services helps ensure that Internet-based access to files and directories can continue even if a server running NetStorage goes down.

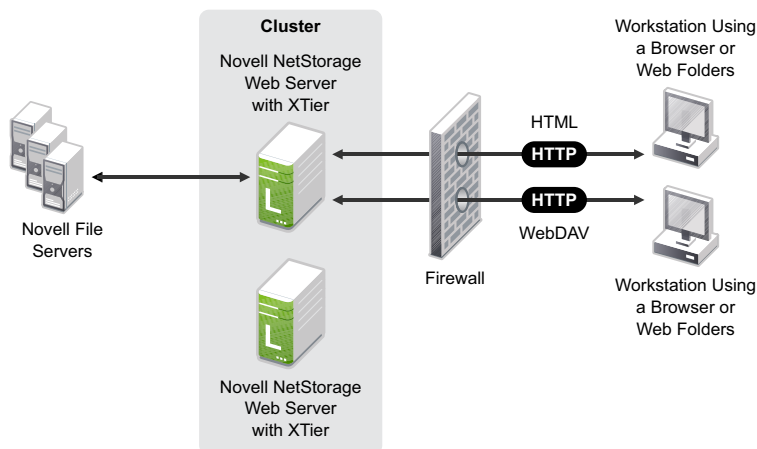
- [Section 4.1, “NetStorage Installation and Configuration,” on page 19](#)
- [Section 4.2, “Novell Cluster Services Configuration and Setup,” on page 20](#)

4.1 NetStorage Installation and Configuration

Novell NetStorage software is included with OES 11. It can be installed during the OES 11 add-on installation, or afterwards by using *YaST > Open Enterprise Server > OES Install and Configuration*. You must select the Novell NetStorage component check box to install NetStorage. Because NetStorage requires iManager and Apache, you must also select the *Web and Lamp Server* and *iManager* check boxes. For more information about installing and configuring NetStorage, see [Chapter 3, “Installing NetStorage,” on page 13](#).

For most networks, installing NetStorage on only one server is adequate, or when clustering NetStorage, on two servers. Users gain access to files and directories by connecting to one NetStorage server. The other NetStorage server acts as a backup in case the first NetStorage server fails. The following figure shows how a typical NetStorage cluster configuration might look.

Figure 4-1 Cluster Configuration for NetStorage on Linux



When you install NetStorage with OES 11, you are asked to specify the DNS name or IP address of the primary eDirectory server. This is the IP address or registered DNS name of a server in your eDirectory tree that has the master replica or a read/write replica of eDirectory. For NetStorage to function properly in a cluster, you must specify same DNS name or IP address of the primary eDirectory server on all servers in the cluster that have NetStorage installed.

Any NetStorage-specific configuration changes made to one NetStorage server must be made on all other NetStorage servers in the cluster. In order for NetStorage to function properly with Novell Cluster Services, all NetStorage servers in the cluster must be identically configured.

4.2 Novell Cluster Services Configuration and Setup

- ♦ [Section 4.2.1, “Prerequisites,” on page 20](#)
- ♦ [Section 4.2.2, “Creating a NetStorage Cluster Resource,” on page 20](#)
- ♦ [Section 4.2.3, “Editing NetStorage Load, Unload, and Monitor Scripts,” on page 21](#)
- ♦ [Section 4.2.4, “Setting the NetStorage Resource Start, Failover, and Failback Modes,” on page 22](#)
- ♦ [Section 4.2.5, “Viewing or Editing NetStorage Resource Server Assignments,” on page 23](#)
- ♦ [Section 4.2.6, “Accessing NetStorage After Cluster Configuration,” on page 24](#)

4.2.1 Prerequisites

Novell Cluster Services must be installed and running on the servers that have NetStorage installed before you perform the remainder of the NetStorage and Novell Cluster Services configuration. For information, see [“Installing and Configuring Novell Cluster Services on OES 11”](#) in the *OES 11: Novell Cluster Services 2.0 for Linux Administration Guide*.

IMPORTANT: Because NetStorage is installed and configured identically on the cluster servers where it will run and because that configuration information is stored on each server, no shared storage is required to run NetStorage with Novell Cluster Services.

4.2.2 Creating a NetStorage Cluster Resource

A cluster resource containing a secondary IP address is necessary to ensure that users continue to have access to NetStorage if a server running NetStorage goes down.

Novell Cluster Services includes a Generic IP Service resource template, which simplifies the process for creating a NetStorage cluster resource.

- 1 Start your Internet browser and enter the URL for iManager.
The URL is `https://server_ip_address/nps/iManager.html`. Replace *server_ip_address* with the IP address or DNS name of a server in the cluster or with the IP address for Apache-based services.
- 2 Specify your user name and password.
- 3 In the left column, click *Clusters*, then click the *Cluster Options* link.
iManager displays four links under *Clusters* that you can use to configure and manage your cluster.
- 4 Browse to locate and select the Cluster object of the cluster you want to manage, then click the *New* link.

- 5 Specify Resource as the resource type you want to create by clicking the *Resource* option, then click *Next*.
- 6 Specify a name for the NetStorage cluster resource that you want to create.

Do not use periods in cluster resource names. Novell clients interpret periods as delimiters. If you use a space in a cluster resource name, that space is converted to an underscore.
- 7 In the *Inherit From Template* field, select the *Generic_IP_Service* template.
- 8 Select the *Define Additional Properties* check box, then click *Next*.
- 9 Select the *Define Additional Properties* check box, click *Create*, then continue with [Section 4.2.3, “Editing NetStorage Load, Unload, and Monitor Scripts,” on page 21](#).

The Generic IP Service template helps configure the NetStorage cluster resource by automatically creating load and unload scripts, setting failover and failback modes, and assigning the resource to all nodes in the cluster.

You should only assign the resource to those nodes in the cluster that have NetStorage installed and running.

4.2.3 Editing NetStorage Load, Unload, and Monitor Scripts

The Generic IP Service resource template automatically creates load, unload, and monitor scripts to start and stop the NetStorage resource on servers in your cluster. The scripts contains commands that you must customize for your specific NetStorage configuration.

If you are creating a new cluster resource, the load script page should already be displayed.

- 1 In iManager, click *Clusters*, then click *Cluster Options*.
- 2 Browse to locate and select the Cluster object of the cluster you want to manage.
- 3 Select the check box next to the resource whose load script you want to edit, then click the *Details* link.
- 4 Click the *Scripts* tab, then click the *Load Script* link. Edit the load script for your specific configuration.

The default load script is:

```
#!/bin/bash
. /opt/novell/ncs/lib/ncsfncs

# define the IP address
RESOURCE_IP=a.b.c.d

# add the IP address
exit_on_error add_secondary_ipaddress $RESOURCE_IP

# start the service
exit_on_error /etc/init.d/myservice start

# return status
exit 0
```

- 5 Click the *Scripts* tab, then click the *UnLoad Script* link. Edit the unload script for your specific configuration.

```
#!/bin/bash
. /opt/novell/ncs/lib/ncsfuns

# define the IP address
RESOURCE_IP=a.b.c.d

# request service stop
ignore_error /etc/init.d/myservice stop

# del the IP address
ignore_error del_secondary_ipaddress $RESOURCE_IP

# return status
exit 0
```

- 6 Click the *Scripts* tab, then click the *Monitor Script* link. Edit the monitor script for your specific configuration.

```
#!/bin/bash
. /opt/novell/ncs/lib/ncsfuns

# define the IP address
RESOURCE_IP=a.b.c.d

# check the IP address
exit_on_error status_secondary_ipaddress $RESOURCE_IP

# check the service
exit_on_error /etc/init.d/myservice status

# return status
exit 0
```

- 7 Continue with [Section 4.2.4, “Setting the NetStorage Resource Start, Failover, and Failback Modes,”](#) on page 22.

4.2.4 Setting the NetStorage Resource Start, Failover, and Failback Modes

A cluster resource cannot be edited while it is loaded or running on a server. Ensure that you take the resource offline before attempting to modify its resource properties, policies, or scripts.

The Generic IP Service resource template sets the NetStorage resource Start mode and Failover mode to AUTO, and the Failback mode to DISABLE.

If the NetStorage resource Start mode is set to AUTO, the resource automatically starts on a designated server when the cluster is first brought up (the secondary IP address specified in the resource is automatically added to the server). If the NetStorage resource Start mode is set to MANUAL, you can manually start the resource on a specific server when you want, instead of having it automatically start when servers in the cluster are brought up.

If the NetStorage resource Failover mode is set to AUTO, the NetStorage resource automatically moves to the next server in the Assigned Nodes list in the event of a hardware or software failure. If the NetStorage resource Failover mode is set to MANUAL, you can intervene after a failure occurs and before the resource is started on another node.

If the NetStorage resource Failback mode is set to DISABLE, the resource continues running on the node it has failed to. If the NetStorage resource Failback mode is set to AUTO, the resource automatically moves back to its preferred node when the preferred node is brought back online. Set the NetStorage resource Failback mode to MANUAL to prevent the resource from moving back to its preferred node when that node is brought back online, until you are ready to allow it to happen.

The preferred node is the first server in the Assigned Nodes list for the resource.

IMPORTANT: Resources fail back only to the first node in their Assigned Nodes list. For example, if a resource has failed over to three servers since it originally ran on its preferred node, and the second server the resource was running on comes back up, the resource does not fail back to that second server.

Resources do not automatically move from node to node just because a node higher in the Assigned Nodes list rejoins the cluster, unless the Failback mode is set to AUTO and the first node in the Assigned Nodes list rejoins the cluster.

If you are creating a new cluster resource, the Resource Policies page should already be displayed. You can start with [Step 5](#).

- 1 In iManager, click *Clusters*, then click *Cluster Options*.
- 2 Browse to locate and select the Cluster object of the cluster you want to manage.
- 3 Select the box next to the resource whose Start, Failover, or Failback modes you want to view or edit, then click the *Details* link.
- 4 Click the *Policies* tab.
- 5 (Conditional) Select the *Resource Follows Master* check box if you want to ensure that the resource runs only on the master node in the cluster.

If the master node in the cluster fails, the resource fails over to the node that becomes the master.

- 6 (Conditional) Select the *Ignore Quorum* check box if you do not want the cluster-wide timeout period and node number limit enforced.

The quorum default values were set when you installed Novell Cluster Services. You can change the quorum default values by accessing the properties page for the Cluster object.

Selecting this box ensures that the resource is launched immediately on any server in the Assigned Nodes list as soon as any server in the list is brought online.

- 7 Specify the Start, Failover, and Failback modes for this resource.

The default for both Start and Failover modes is AUTO, and the default for Failback mode is DISABLE.

- 8 Continue with [“Viewing or Editing NetStorage Resource Server Assignments” on page 23](#).
or

If you are creating a new cluster resource, click *Next*, then continue with [“Configuring NetStorage with Novell Cluster Services” on page 19](#).

4.2.5 Viewing or Editing NetStorage Resource Server Assignments

Changes that you make to a cluster resource’s properties, policies, and scripts are not applied until the resource is unloaded, and then loaded again. Ensure that you take the resource offline, and then online to activate the changes.

The Generic IP Service resource template automatically assigns the NetStorage resource to all nodes in the cluster. The order of assignment is the order the nodes appear in the resource list. You should assign the NetStorage resource only to those servers in the cluster that have NetStorage installed.

If you are creating a new cluster resource, the Preferred Nodes page should already be displayed. If you are assigning nodes for an existing resource, the Preferred Nodes page is displayed as part of the Resource Policies page. You can start with [Step 5](#).

- 1 In iManager, click *Clusters*, then click *Cluster Options*.
- 2 Browse to locate and select the Cluster object of the cluster you want to manage.
- 3 Select the box next to the resource whose preferred node list you want to view or edit, then click the *Details* link.
- 4 Click the *Preferred Nodes* tab.
- 5 View the current NetStorage resource server assignments and, if necessary, click the right-arrow or left-arrow button to assign or unassign servers to the resource.

The *Assigned Nodes* list should contain only servers where you have installed and configured NetStorage.
- 6 View the order of the NetStorage resource server assignments and, if necessary, click the up-arrow and down-arrow buttons to change the preferred failover order of the servers assigned to the resource or volume.
- 7 Click *Apply* to save node assignment changes.
- 8 To activate the changes, take the resource offline and then online again.

Changes that you make to a cluster resource's properties, policies, and scripts are not applied until the resource is unloaded, and then loaded again.

For more information, see [OES 11: Novell Cluster Services 2.0 for Linux Administration Guide](#).

4.2.6 Accessing NetStorage After Cluster Configuration

To access NetStorage after configuring it with Novell Cluster Services, use the NetStorage cluster resource IP address as part of the URL to access NetStorage instead of the NetStorage server's IP address or DNS name. For more information about accessing NetStorage, see [Chapter 6, "Using NetStorage,"](#) on page 27.

5 Running NetStorage in a Virtualized Environment

NetStorage runs in a virtualized environment just as it does on a physical server running Novell Open Enterprise Server (OES) 11, and requires no special configuration or other changes.

To get started with virtualization, see “[Introduction to Xen Virtualization \(http://www.suse.com/documentation/sles11/book_xen/?page=/documentation/sles11/book_xen/data/cha_xen_basics.html\)](http://www.suse.com/documentation/sles11/book_xen/?page=/documentation/sles11/book_xen/data/cha_xen_basics.html)” in the *Virtualization with Xen (http://www.suse.com/documentation/sles11/book_xen/?page=/documentation/sles11/book_xen/data/book_xen.html)* guide.

For information on setting up OES 11 on a Xen-based virtual guest server, see “[Installing, Upgrading, or Updating OES on a VM](#)” in the *OES 11: Installation Guide*.

6 Using NetStorage

NetStorage for Novell Open Enterprise Server (OES) 11 provides secure Internet-based access to files and directories on Linux and NetWare servers on your network, using either a browser or Microsoft Web Folders (Microsoft's implementation of WebDAV). NetStorage authentication relies on the power of Novell eDirectory to provide secure access, so Internet-based access is as secure as accessing files from within the network.

Based on how NetStorage has been configured, the NetStorage Web page displays the network files and directories you have access to. Initially, you might be able to see only a local shared directory and NSS volumes on the Linux server. Storage Location objects are required for accessing files and directories on servers unless the NCP Server component of OES is installed. For Linux servers with NCP Server installed, NetStorage reads your login script to determine drive mappings, reads eDirectory User object properties to determine your home directory, and then displays a list of files and directories based on mapped drives and home directories. If you usually log in to more than one eDirectory tree, you might have access to additional home directories in different eDirectory trees.

NetStorage reads the container, profile, and user login scripts only from the primary eDirectory server specified during the installation, and displays the user's drive mappings based on those login scripts.

Users might have specific eDirectory rights to certain files and directories on your network, but they cannot access those files and directories through NetStorage unless Storage Location objects have been created, login script drive mappings exist to those directories, or the files and directories are in the user's home directory. If you want to provide users with NetStorage access to a specific directory, you might need to add a drive mapping command to that directory in a login script (container, profile, or user).

- ♦ [Section 6.1, "Accessing NetStorage," on page 27](#)
- ♦ [Section 6.2, "Viewing or Modifying Directory and File Attributes and Rights," on page 28](#)
- ♦ [Section 6.3, "Accessing Archived Files," on page 29](#)
- ♦ [Section 6.4, "Setting Directory Quotas on NSS Volumes and Directories," on page 30](#)
- ♦ [Section 6.5, "Purging and Salvaging Deleted NSS Files," on page 31](#)

6.1 Accessing NetStorage

To access NetStorage from a workstation:

- 1 Start your browser or Microsoft Web Folders, then specify the URL for NetStorage.

The URL is `http://server_ip_address/oneNet/NetStorage/`. Replace *server_ip_address* with the IP address or DNS name of the server running NetStorage or the IP address for Apache-based services. If Apache-based services use a port other than 80, you must also specify that port number with the URL.

For example, if the IP address for NetStorage is 127.1.1.1, then you would specify 127.1.1.1/oneNet/NetStorage/.

In the above example, if you had changed the port number to 51080, then you would specify 127.1.1.1:51080/oneNet/NetStorage/.

Although the oneNet portion of the URL is required if you are using WebDAV (Web Folders), it is not required if you are using a browser. In a browser, you can use 127.1.1.1/NetStorage/.

If you have the Persistent Cookies feature enabled (See [Section 7.2.6, “NetStorage Options,” on page 38](#)), the date and time on the workstation being used to access NetStorage should be within 24 hours of the date and time on the server running NetStorage in order to avoid conflicts.

2 Enter your user name and password.

NetStorage uses your Novell eDirectory user name and password, so you do not need to remember or use a separate user name or password.

You can use many of the same conventions for expanding and contracting folders and opening files that are available in Windows Explorer. To create new folders or to copy, paste, delete, rename, move, upload, or download existing files with a browser, click the *File* menu. To enable the *Mail* option under the *File* menu and send files as an attachment, the user must have a valid email address configured in eDirectory. If you are using Internet Explorer, you can copy and move files and folders by dragging and dropping them. This functionality is not available with browsers other than Internet Explorer.

Clicking the *Folder View* button in the browser window displays folders in another column and lets you expand and contract folders. The Text View displays only the files and folders in the current directory and does not let you expand or contract folders. Clicking the *Name*, *Size*, or *Modified* headings lets you sort directory and file listings in ascending or descending order by name, size, or date.

Local files and directories in a shared directory on the Linux server where NetStorage is installed can be accessed through NetStorage. This is useful for uploading files to the local Linux server. The path to the shared directory is /var/opt/novell/NetStorage/shared.

You cannot map drives or change login scripts from NetStorage.

NetStorage lets you download directories from the Linux servers on your network. You can also upload and download multiple files simultaneously.

6.2 Viewing or Modifying Directory and File Attributes and Rights

NetStorage provides the ability to view or change NSS and NCP directory and file attributes and rights. If you have created a Storage Location object by using NCP, the ability to change file and directory attributes is limited unless you are logged in as user Admin or equivalent. This limitation does not apply if you have created a Storage Location object by using SSH. For more information, see [“Creating a Storage Location Object” on page 40](#).

To view or modify directory or file rights by using NetStorage:

1 Start your browser and specify the URL for NetStorage.

The URL is `http://server_ip_address/oneNet/NetStorage/`. Replace *server_ip_address* with the IP address or DNS name of the server running NetStorage or the IP address for Apache-based services. If Apache-based services use a port other than 80, you must also specify that port number with the URL.

For example, if the IP address for NetStorage is 127.1.1.1, then you would specify 127.1.1.1/oneNet/NetStorage/.

In the above example, if you had changed the port number to 51080, then you would specify 127.1.1.1:51080/oneNet/NetStorage/.

Although the oneNet portion of the URL is required if you are using WebDAV (Web Folders), it is not required if you are using a browser. In a browser, you can use 127.1.1.1/NetStorage/.

The date and time on the workstation being used to access NetStorage should be (within a few hours) of the date and time on the server running NetStorage to avoid conflicts.

2 Enter your user name and password.

NetStorage uses your Novell eDirectory user name and password, so you do not need to remember or use a separate user name or password.

3 Right-click the directory or file you want to view or modify attributes or rights for and select *Properties*.

4 Click the *Novell Info* tab to view or modify directory or file attributes. Click the *Novell Rights* tab to view or modify filesystem trustee rights.

For information about filesystem trustees, trustee rights, and attributes for directories and files on NSS volumes, see the [OES 11: NSS File System Administration Guide for Linux](#).

For additional information on directory and file attributes and rights, see the [Novell Client 4.91 SP5 for Windows XP/2003 Installation and Administration Guide](#) (<http://www.novell.com/documentation/noclienu/noclienu/?page=/documentation/noclienu/noclienu/data/h4rudg93.html>).

NOTE: Viewing or changing directory and file attributes and rights through NetStorage is only possible with a browser. This functionality is not available through Microsoft Web Folders.

6.3 Accessing Archived Files

Novell Archive and Version Services provides a convenient and cost-effective way for you to instantly restore previous versions of your modified, deleted, or lost files.

IMPORTANT: You can use NetStorage to access previous versions of archived files, but NetStorage cannot be used to restore archived deleted directories. You must use the NSS File Version Utility to restore archived directories that have been deleted. You can access file versions from anywhere, at any time, using a Web browser and an active network without the help of your administrator.

- ♦ [Section 6.3.1, “What Files Are Versioned,” on page 30](#)
- ♦ [Section 6.3.2, “Accessing File Versions,” on page 30](#)

For more information on accessing and restoring archived file versions, see the [OES 11: Novell Archive and Version Services 2.1 User Guide](#).

6.3.1 What Files Are Versioned

Your administrator sets criteria to determine which files are eligible for versioning. Files can be included or excluded according to the path, file extension, or file name patterns. If your files meet the inclusion criteria, they are eligible for versioning.

Versioning occurs for eligible files at scheduled intervals, called epochs. It does not matter how many changes users make to a file during an epoch; only those files that exist at the end of the epoch are saved. If a user creates and deletes a file within the epoch, it cannot be versioned. This means that a file's lifetime must span to the end of an epoch to be versioned.

Versioned files might have a limited life in the archive, depending on the delete policies your administrator sets. The administrator sets the maximum keep time and the maximum number of versions to retain. The delete policy for some volumes can allow indefinite retention of versioned files.

For information about the versioning policies for your files, contact your Archive and Version Services administrator.

6.3.2 Accessing File Versions

You can use the NetStorage interface to access previous versions of your files whenever you need to.

- 1 Log in to NetStorage.
- 2 Right-click a file or directory that you want to see previous versions of.
- 3 Click *Archive*.

To restore a previous version of the file:

- 1 Navigate through the Archive dialog boxes to find the file you want to see previous versions of.
- 2 Review the time stamps of the file versions, then select the version of the file that you want to restore.
- 3 In the *Restore To* field, type the path and file name where you want to restore the version, or browse to that location, type a file name, then click *OK*.
- 4 Click *Restore*.

WARNING: The restored version overwrites any file by that name in the Restore To location.

6.4 Setting Directory Quotas on NSS Volumes and Directories

You can use NetStorage to create or change and directory quotas on NSS volumes and directories. See “[Managing Space Quotas for Volumes, Directories, and Users](#)” in the *OES 11: NSS File System Administration Guide for Linux*. You must be a user with rights equivalent to the Admin user to create or change directory quotas.

- 1 Start your browser and specify the URL for NetStorage.
The URL is `http://server_ip_address/oneNet/NetStorage/`. Replace *server_ip_address* with the IP address or DNS name of the server running NetStorage or the IP address for Apache-based services. If Apache-based services use a port other than 80, you must also specify that port number with the URL.

For example, if the IP address for NetStorage is 127.1.1.1, then you would specify 127.1.1.1/oneNet/NetStorage/.

In the above example, if you had changed the port number to 51080, then you would specify 127.1.1.1:51080/oneNet/NetStorage/.

Although the oneNet portion of the URL is required if you are using WebDAV (Web Folders), it is not required if using a browser. In a browser, you can just use 127.1.1.1/NetStorage/.

The date and time on the workstation being used to access NetStorage should be within a few hours of the date and time on the server running NetStorage to avoid conflicts.

2 Enter your user name and password.

NetStorage uses your Novell eDirectory user name and password, so you do not need to remember or use a separate user name or password.

3 Right-click the directory or file you want to create or change a directory quota for and select *Properties*.

4 Click the *Novell Info* tab, then click the *Restrict size* check box.

5 Specify the directory size limit and click *Apply* to save your changes.

6.5 Purging and Salvaging Deleted NSS Files

You can use NetStorage to purge and possibly undelete NSS files that were previously deleted if either of the following is true:

- ♦ You are user Admin and have the NCP Server component of OES installed on the Linux server.
- ♦ You have a Storage Location object set up to the directory where the deleted files or directories were.

IMPORTANT: To perform undelete and purge operations, the target OES server where these operations are being performed must meet the following prerequisites:

- ♦ The eDirectory users must be LUM-enabled. For more information, see [“Using Novell iManager to Manage Linux User Management”](#)
- ♦ The Admin volume must be exposed through NCP Server.
- ♦ The Salvage attribute must be enabled on the NSS volumes; otherwise, deleted files are not available to undelete or purge.

1 Access NetStorage and, in the left column, select the directory where the deleted files were.

2 Click *View > Show Deleted Files*.

3 Select the boxes next to the files you want to undelete or purge.

4 Click *File*, then click either *Purge* or *Undelete*.

7 Administering NetStorage

You use Novell iManager to change your NetStorage configuration after NetStorage has been installed on a Novell Open Enterprise Server (OES) 11 server (known as the Middle Tier or XTier server). NetStorage configuration information is stored in an XML file on the Linux server.

7.1 Using iManager to Administer NetStorage

iManager provides an easy method for changing NetStorage configuration. iManager plug-ins enable you to establish a secure LDAP connection through the SSL protocol.

- [Section 7.1.1, “Administering NetStorage,” on page 33](#)
- [Section 7.1.2, “Remotely Administering NetStorage,” on page 34](#)

7.1.1 Administering NetStorage

- 1 Open an Internet browser and enter the URL for iManager.

The URL is `https://server_ip_address/nps/imanager.html`. Replace *server_ip_address* with the IP address or DNS name of the Linux server running NetStorage or the IP address for Apache-based services.

The date and time on the workstation being used to access NetStorage should be within a few hours of the date and time on the server running NetStorage to avoid conflicts.

- 2 Enter your user name and password.
- 3 In the left column, locate the *File Access (NetStorage)* configuration options you want to change.
iManager displays a list of links in the left column that are used to access the various pages for editing and viewing NetStorage configuration information in the XML file. For more information about each setting, click *Help* or see [Section 7.2, “Understanding the NetStorage Configuration Settings,” on page 34](#).
- 4 Make the necessary configuration changes.
- 5 (Conditional) If you are running in a clustered environment, run iManager on each node in the cluster and make the same changes.

For more information about running NetStorage in a clustered environment, see [Chapter 4, “Configuring NetStorage with Novell Cluster Services,” on page 19](#).

- 6 To implement the changes to NetStorage, run `rcnovell-xsrvd restart` at the command prompt.
- 7 (Optional but recommended) Use the following commands to restart the Apache and Tomcat services:

```
/etc/init.d/novell-tomcat6-32bit stop  
  
/etc/init.d/apache2 stop
```

```
/etc/init.d/novell-tomcat6-32bit start  
  
/etc/init.d/apache2 start
```

NOTE: For secure transmission of information from iManager plug-ins to the eDirectory server by using the SSL protocol, an eDirectory certificate must be imported to the Tomcat keystore by using the keytool. The Tomcat keystore is located at `/var/opt/novell/tomcat6-32bit/conf/cacerts`. For more information about importing the eDirectory certificates, see (<http://www.novell.com/coolsolutions/appnote/18356.html>). After importing the certificate, restart tomcat6-32bit.

7.1.2 Remotely Administering NetStorage

You can administer the NetStorage server remotely if it is running on a server with an IP address that is different from the IP address of the server iManager is running on. To administer NetStorage server remotely, you must add the following settings to the `/var/opt/novell/tomcat6-32bit/webapps/nps/WEB-INF/config.xml` file on the iManager server:

```
<setting>  
<name><![CDATA[NetStorageServer]]></name>  
<value><![CDATA[netstorage_server_ip]]></value>  
</setting>  
  
<setting>  
<name><![CDATA[NetStorageServerProtocol]]></name>  
<value><![CDATA[protocol_type]]></value>  
</setting>
```

Specify the `protocol_type` as `http` when you add the above settings in the `config.xml` file.

For more information about accessing iManager, see [Accessing iManager](#).

7.2 Understanding the NetStorage Configuration Settings

This section includes information on all configuration settings that can be set. The settings are organized according to the link in the left column where they appear. This information is also available if you click *Help*.

Most configuration settings have a *Set Defaults* button. If you click the *Set Defaults* button, the value is set to whatever value appears in the *Default Value* column. If there is no value in the *Default Value* column, the value is set to blank (no value).

- ♦ [Section 7.2.1, "Authentication Domains," on page 35](#)
- ♦ [Section 7.2.2, "Current Sessions," on page 36](#)
- ♦ [Section 7.2.3, "Files," on page 36](#)
- ♦ [Section 7.2.4, "iFolder Storage Provider," on page 36](#)
- ♦ [Section 7.2.5, "NetWare Storage Provider," on page 36](#)
- ♦ [Section 7.2.6, "NetStorage Options," on page 38](#)
- ♦ [Section 7.2.7, "NetStorage Statistics," on page 39](#)
- ♦ [Section 7.2.8, "Resource Usage," on page 39](#)
- ♦ [Section 7.2.9, "WebDAV Provider," on page 40](#)
- ♦ [Section 7.2.10, "Storage Location," on page 40](#)

7.2.1 Authentication Domains

This option lets you change or add the Novell eDirectory server URLs and contexts that are required by NetStorage. It also lets you add support for dotted user names, email address names, and universal passwords, as well as giving you the option to change the eDirectory server that is designated as the Primary.

Setting	Description
Dotted Names	<p>Allows the use of a dot in a user name (for example, john.doe). Enabling this option allows user names containing dots to authenticate through NetStorage.</p> <p>If this option is disabled, user names containing dots can still authenticate through NetStorage by adding a forward slash (/) in front of the dot in the user name (for example, john/.doe).</p>
eMail Address Names	<p>Allows the use of the At symbol (@) in a user name. Enabling this option allows user names containing this character to authenticate through NetStorage. If this option is disabled, NetStorage reads the user name up to the At symbol and then tries to authenticate with that part of the name.</p>
Universal Password	<p>Allows universal passwords to be used for NetStorage Authentication.</p> <p>Universal password functionality is disabled by default. If you have enabled universal passwords, enable this option to let users with universal passwords authenticate through NetStorage.</p> <p>If universal passwords have not been configured and enabled, selecting this option has no effect. NetStorage uses whatever password type is configured.</p> <p>See “Deploying Universal Passwords” (http://www.novell.com/documentation/password_management33/pwm_administration/data/allq21t.html) for information on configuring universal passwords.</p>
Add Domain	<p>Adds another eDirectory server IP address or DNS name. Users are authenticated to this eDirectory server.</p>
Make Primary	<p>Makes the eDirectory server URL listed above the button the Primary.</p>
Remove Domain	<p>Removes the eDirectory server URL from the list of URLs used by NetStorage.</p>
Add Context	<p>Adds a context that NetStorage searches when authenticating users. Use periods to separate the context. For example, ou=users.o=digitalair.</p> <p>If the user is not located in the first context, any additional contexts added here are searched. If the user is not found in any context listed, an LDAP search of all subdirectories is performed.</p> <p>If clear-text passwords are not enabled on the server, this search fails.</p>
Remove Context	<p>Removes the context (if there is one) from the eDirectory server URL.</p>

Setting	Description
Add Host	<p>Lets you list additional hosts for an authentication domain. Clicking the <i>Add Hosts</i> button lets you create a list of alternative hosts for the domain.</p> <p>If the Middle Tier server cannot reach the host specified in the domain, it searches the <i>Other Hosts</i> list specified in the <i>Value</i> field to find another server to use for authentication. Specify DNS names or IP addresses of alternate servers, separated by a comma delimiter, in the <i>Value</i> field.</p> <p>For example, you could enter a string similar to either of the following:</p> <p>Middletier.boston.digitalair.com,Middletier1.boston.digitalair.com</p> <p>or</p> <p>192.168.33.4,192.168.33.41</p>
Context Priority	<p>Lets you specify a priority for the context assigned to the eDirectory server URL. Adding a context priority lets you specify the order you want the different contexts searched.</p> <p>If no context priority is specified, the default priority is used, which is 0. The priority range is from 0 (lowest) to 9999999.</p>

7.2.2 Current Sessions

Displays a report with information on the current NetStorage sessions.

7.2.3 Files

Displays the NetStorage Web page. This provides a way to access NetStorage from iManager, without entering the NetStorage URL. See [Chapter 6, “Using NetStorage,” on page 27](#) for more information about the NetStorage Web page.

7.2.4 iFolder Storage Provider

This option is not functional on OES. However, it does function on NetWare 6.5 SP8 or later.

7.2.5 NetWare Storage Provider

NOTE: The name fields should not contain any special characters that are interpreted as separators in any type of path or URL string. The characters includes /, :, and \.

Settings	Description
Home Name	<p>This text is displayed on the NetStorage Web page and is followed by the tree name and path to the user's home directory. The user might have home directories in multiple trees, in which case multiple paths are displayed.</p> <p>The default is Home@. You might want to change this if you want to reference home directories with a different word or in a language other than English. See the Alternate Tree Name listing below for more information about configuring NetStorage to display multiple home directories.</p>
Drive Name	<p>This text is displayed on the NetStorage Web page and includes the drive letter being referenced, followed by the path to the mapped drive. The user's login script on the Primary tree is parsed by NetStorage to gather information on mapped drives.</p>
Public Directory Name	<p>This registry key provides a way for any NetStorage user to make documents or files available to other NetStorage users.</p> <p>A public directory can be automatically created in each user's home directory by NetStorage. If public directories are created by NetStorage, all users in the same eDirectory context have Read and File Scan rights to the other users' public directories.</p> <p>If you do not want public directories created in users' home directories, leave this field blank (the default).</p> <p>If you want public directories created in users' home directories, specify the name for the public directories. For example, if you specify My Public Files as the name for the public directories, a directory named My Public Files is created at the root of each user's home directory the first time the user logs in through NetStorage.</p> <p>To access a public directory, users need to add <code>~username</code> at the end of the URL used to access NetStorage. For example if you want to access the public directory for a user named jsmith, you might specify a URL similar to <code>http://file.i-login.net/oneNet/NetStorage/~jsmith</code>.</p>
Alternate Tree Name	<p>When a user's home directory is displayed by NetStorage, the name of the eDirectory tree is also displayed. With this configuration field, you can change the tree name that users see in NetStorage to something that might be more intuitive. For example, if the tree name is SERVICES 2 and you want users to see i-Login, you would type <code>SERVICES2/i-Login</code> in this configuration field. The eDirectory tree name and the substitute name are separated with a slash (/).</p> <p>NetStorage can access user home directories in multiple eDirectory trees. If you want to substitute eDirectory tree names in more than one tree, separate those tree name substitutions with a comma. For example, <code>SERVICES2/i-Login,SERVEME2/Staging</code>.</p>
Container Search Height	<p>Specifies the number of container levels (from where the User object is located) that NetStorage searches up the eDirectory tree for the container login script. The default is 1, which is the same level used by Novell Client software.</p> <p>If you specify a number greater than the number of container levels in the eDirectory tree, NetStorage searches up to and including the root container in the tree. If you specify 0, NetStorage only searches the container where the User object is located.</p>
Home Dirs	<p>Specifies if home directories are to be processed. The default is 1, meaning that they are processed. If you specify 0, no home directories are processed or displayed to the user.</p>

Settings	Description
Check MAP Drives	<p>Specifies if mapped drives (from login script MAP statements) are checked when the user logs in. The default is 0, meaning that mapped drives are not checked and all mapped drives are displayed to the user. If the user attempts to access a mapped drive pointing to a directory that does not exist or that the user does not have access rights to, an error occurs.</p> <p>If you specify 1, each mapped drive is checked at login and map drives that do not exist or that the user does not have access to are not displayed.</p>
LoginScripts	Specifies if login scripts are to be processed. The default is 1, meaning that they are processed. If you specify 0, no login scripts are processed, so no user object details associated with them are displayed.
Storage Locations	Specifies if storage locations are to be processed. The default is 1, meaning that they are processed. If you specify 0, no storage locations are processed or displayed to the user.
Shared Directory	Specifies if shared directories are to be processed. The default is 1, meaning that they are processed. If you specify 0, no shared directories are processed or displayed to the user.

7.2.6 NetStorage Options

Settings	Description
Proxy Username and Proxy Password	<p>The Admin user name and password that you entered when you installed NNLS. If you want the Middle Tier Server to use a different user name and password for administrator access, specify them in the fields provided.</p> <p>If you click the <i>Set Defaults</i> button, the value is set to whatever value appears in the <i>Default Value</i> column. If there is no value in the <i>Default Value</i> column, the value is set to blank (no value).</p>
Location	<p>The registered location you want users to enter as part of the NetStorage URL to access NetStorage. The default is oneNet.</p> <p>If you change this registry setting, you must also edit the <code>etc/opt/novell/xtier/xsrv.conf</code> file and change the <code>/oneNet</code> setting in the <code>Location</code> section (first section) to the same setting you specified in iManager.</p>
Session Timeout	The amount of time (in seconds) that the session remains idle before it is terminated. If there is no NetStorage activity for this amount of time, the user is required to log in again to NetStorage before being allowed file access.
Janitorial Interval	This setting should not be changed except under direction from Novell.

Settings	Description
Persistent Cookies	<p>This setting can be turned on or off. <i>Persistent Cookies</i> is turned off (the default) if there is no value or if the value is set to 0. You can turn on Persistent Cookies by changing the value to 1.</p> <p>With Persistent Cookies turned off, the NetStorage session ends when the user closes the current browser or Web folder. Also, if the user has a current instance of NetStorage running in a browser window or Web folder and starts a new browser instance or Web folder, the user is required to reauthenticate.</p> <p>Turning off Persistent Cookies can be beneficial if you have workstations that are shared, because as long as the browser instance is closed, the next user of the workstation cannot accidentally or intentionally obtain access to your network through NetStorage.</p> <p>Leaving Persistent Cookies turned on can be beneficial if your workstations are not shared, because users are not required to unnecessarily reauthenticate.</p> <p>If the user selects the <i>Logout</i> option in NetStorage, the session ends regardless of whether Persistent Cookies is turned on or off.</p>
LDAP Port	<p>Lets you change the LDAP port number if there is a conflict between Active Directory and eDirectory for LDAP requests.</p> <p>This conflict exists because the back end is acting as a domain controller, which has Active Directory installed on it. The conflict is created by both eDirectory and Active Directory attempting to use the same default port (number 389). Active Directory normally wins the conflict. The Proxy User object type exists in eDirectory but not in Active Directory. Because of this, when the Middle Tier server tries to bind as a Proxy User, the bind attempt fails. This is also the reason LDAP lookups fail.</p>
Cookieless	<p>The <i>Cookieless</i> option can be turned either on or off. With the value set to 0, cookieless authentication is turned off (the default). Cookieless authentication can be turned on by setting the value to 1.</p> <p>Cookieless authentication is needed for some clients that use versions of WebDav that do not support cookies. For example, Apple clients use a WebDav version that does not support cookies.</p> <p>If cookieless authentication is turned on, you must close all browser instances to log out.</p>

7.2.7 NetStorage Statistics

Displays a report with information about server up time, login failures, number of NetStorage sessions, and so forth.

7.2.8 Resource Usage

Displays a detailed report of resource utilization for NetStorage.

7.2.9 WebDAV Provider

Settings	Description
Moniker	The location of the NetStorage WebDAV provider (<code>xdav.nlm</code>). It is the location you want users to specify as part of the NetStorage URL to access NetStorage. The default is NetStorage.
Template Directory	The directory for the HTML interface. This setting should not be changed except under direction from Novell.

7.2.10 Storage Location

You can create a Storage Location object to display a specified name for a network directory in the NetStorage directory access list displayed through Microsoft Web Folders or a Web browser. Creating a Storage Location object is useful if users expect the directory to have a certain name. Unlike directories that are displayed from a login script, or Home directories that have a name that cannot be altered, you can specify the Storage Location object name.

After you create a Storage Location object, you must associate this object with a User, Group, Location, or Container object. Users see the directory associated with the object the next time they log in.

- ♦ [“Creating a Storage Location Object” on page 40](#)
- ♦ [“Creating or Modifying a Storage Location List” on page 41](#)
- ♦ [“Modifying a Storage Location Object” on page 42](#)
- ♦ [“Deleting a Storage Location Object” on page 42](#)

Creating a Storage Location Object

- 1 Start your browser and specify the URL for iManager.

The URL is `http://server_ip_address/nps/imanager.html`. Replace *server_ip_address* with the IP address or DNS name of the Linux server running NetStorage or the IP address for Apache-based services.

- 2 Type your user name and password.
- 3 In the left column, click *File Access*, then click *New Storage Location*.
- 4 Specify the object name, display name, directory location, context, and a comment.

The object name is the name of the object in the eDirectory tree.

The display name is the name to be displayed in the NetStorage directory access list. This is the shortcut name that is seen by users. If you use the same display name for two different Storage objects, a digit is added to the names to make each name unique.

The directory location is the location of the directory on the filesystem. The location is a URL that includes the filesystem type, server name, volume, and directory path.

If the storage being accessed is on a NetWare server, the URL must be in the following format:

`ncp://server_name/volume/path_to_directory`

For example:

`ncp://server1.digitalair.com/mktg/reports`

or

nep://192.168.3.4/mktg/reports

If the storage being accessed is on a Linux server, the URL must be in one of the following formats:

- ◆ ncp://server_name/volume/path_to_directory

This method requires that the NCP Server component of OES to be installed on your Linux server.

- ◆ cifs://server_name/cifs_share_name

This method can be used if you have configured a CIFS or Samba share (*cifs* can be interchanged with *smb*).

- ◆ ssh://yourserver.yourcompany.com/home/youruser

This method allows access to files on Linux systems that do not support either the NCP or the CIFS (SMB) protocols.

IMPORTANT: NetStorage storage location objects defined with the SSH protocol do not function unless SSHD has been enabled for LUM users.

If you want to access local files or files on another server in the same eDirectory tree by using the SSH file access method, you must select the SSHD check box during the OES installation or enable SSHD afterwards by using YaST. The check box is in the Linux User Management configuration section on the OES installation.

If the filesystem is omitted, it is assumed that it is NCP.

The context is the directory context that the Storage Location object resides in. Click the object selector to select the context.

The comment is entered by the administrator and is not displayed to users.

- 5 Click *Create*, then click *OK*.

Creating or Modifying a Storage Location List

After you create a Storage Location object, you must create a list of Storage Location objects that can be used with a specified User, Group, Profile, or Container object. Users see the directory associated with the object the next time they log in. After this list is created, you can modify it from the same window by assigning additional Storage Location objects to the list or by deleting Storage Location objects from the list.

- 1 Start your browser and specify the URL for iManager.

The URL is `https://server_ip_address/nps/manager.html`. Replace *server_ip_address* with the IP address or DNS name of the Linux server running NetStorage or the IP address for Apache-based services.

- 2 Type your user name and password.

- 3 In the left column, click *File Access*, then click *Assign Storage Location to Object*.

- 4 Click the *Object Selector* button; select the User, Group, Profile, or Container object that the list is to be created for; then click *OK*.

IMPORTANT: If you enter an invalid object name in the *Object* field and click *OK*, you are directed back to the Home page instead of going to the next page.

- 5 Click the *Object Selector* button, select the Storage Location objects you want included in this list, then click *OK*.

You can select multiple Storage Location objects in the Object Selector window. When you select multiple Storage Location objects, they appear in the *Selected Objects* list. If the list already contains Storage Location objects and you want to add more, ensure that the original objects are still in the list before clicking *OK*.
- 6 (Optional) Remove existing storage locations by deleting their names from the list before clicking *OK*.
- 7 When you are finished creating or modifying the list, click *OK*.

Modifying a Storage Location Object

- 1 Start your browser and specify the URL for iManager.

The URL is `https://server_ip_address/nps/manager.html`. Replace *server_ip_address* with the IP address or DNS name of the Linux server running NetStorage or the IP address for Apache-based services.
- 2 Type your user name and password.
- 3 In the left column, click *File Access*, then click *Edit Storage Location*.
- 4 Click the *Object Selector*, then select the Storage Location object that you want to modify.
- 5 Modify the display name, display location, or comment, then click *OK*.

If you need to modify the object name or eDirectory context, you must delete this object and create a new Storage Location object.
- 6 Click *OK*.

Deleting a Storage Location Object

- 1 Start your browser and specify the URL for iManager.

The URL is `https://server_ip_address/nps/manager.html`. Replace *server_ip_address* with the IP address or DNS name of the Linux server running NetStorage or the IP address for Apache-based services.
- 2 Type your user name and password.
- 3 In the left column, click *File Access*, then click *Delete Storage Location*.
- 4 Click the *Object Selector* button, then select the Storage Location object that you want to delete.
- 5 Click *OK*.

7.3 Enabling NetStorage to Download Multiple Files and Directories in Non-English Language

NetStorage uses an encoding mechanism to zip multiple files and directories into a single file, then sends the file to the clients. If file names are in a non-English language, then the encoding used for zipping might not match the encoding used by the unzipping utility on the client's computer. In this case, the extracted zip file might have garbage characters as file names.

To prevent this:

- 1 Modify the `Settings.properties` file located in the `/opt/novell/netstorage/webapp/WEB-INF/classes` directory to ensure that it has the correct encoding type for the language that users will be using. For instance, the encoding used universally for Chinese is `GB2312` and for French-Canada is `fr_CA;ibm850`. Add the following line at the end of `Settings.properties` file:

```
ZipEncoding = en;ASCII,zh_CN;GB2312,zh;GB2312,zh-CN;GB2312,fr_CA;ibm850
```

You can also add language encoding formats for other language types.

- 2 Restart Tomcat and Apache for the changes to take effect.

NetStorage reads the browser language and maps the encoding type from the `Settings.properties` file.

7.4 What's Next

After you have configured NetStorage, inform users that they can access their files from the Web. Instructions for accessing files through NetStorage are available in [Chapter 6, "Using NetStorage," on page 27](#).

8 Troubleshooting NetStorage

This section contains information on common troubleshooting issues.

The log files for NetStorage/xtier core operations are located in:

```
/var/log/messages
```

The log files for servlet related operations are located in:

```
/var/opt/novell/tomcat6-32bit/logs/catalina.out
```

Additional information is located in Technical Information Documents (TIDs) available in the Knowledgebase on the [Novell Support Web site \(http://support.novell.com\)](http://support.novell.com).

- ♦ [Section 8.1, "Contextless Login Does Not Work For Users Who Are Not LUM-Enabled or Whose Context Is Not in the Search Context List," on page 46](#)
- ♦ [Section 8.2, "Unable to Open a File in NetStorage if the File Is Already Open through the Novell Client On a Different Server," on page 46](#)
- ♦ [Section 8.3, "Unable to View and Modify File Properties," on page 46](#)
- ♦ [Section 8.4, "Unexpected Results from Login Scripts," on page 47](#)
- ♦ [Section 8.5, "Slow Login," on page 47](#)
- ♦ [Section 8.6, "Configuring LDAP Contextless Login for Use with NetStorage," on page 47](#)
- ♦ [Section 8.7, "Configuring NetStorage to Use the Proper Code Page or Character Set," on page 48](#)
- ♦ [Section 8.8, "Configuring NetStorage with iChain," on page 48](#)
- ♦ [Section 8.9, "Accessing CIFS or SSH Storage Locations," on page 49](#)
- ♦ [Section 8.10, "LUM Must Have SSHD Access Enabled," on page 49](#)
- ♦ [Section 8.11, "Restricted SSH Access for Samba Users," on page 50](#)
- ♦ [Section 8.12, "Phantom Folders," on page 50](#)
- ♦ [Section 8.13, "The Assign Storage Location Page Navigates to the Home Page," on page 50](#)
- ♦ [Section 8.14, "Unable to View or Delete the Values of the Alternative Hosts in iManager," on page 50](#)
- ♦ [Section 8.15, "Losing Registry Information After an Upgrade From OES 2 SP2 to OES 2 SP3," on page 51](#)

8.1 Contextless Login Does Not Work For Users Who Are Not LUM-Enabled or Whose Context Is Not in the Search Context List

If NetStorage users are not LUM-enabled and they belong to a context that is not added to the search context list, then the full DN must be provided for login. For example, if a user named Bob has a DN of `cn=Bob,ou=Accounts,o=Company`, then he must specify his full DN while logging in. However, Bob can log in with his user name alone if `ou=Accounts, o=Company` is added as a search context or if Bob is LUM-enabled.

For more information about making the user LUM-enabled, see [Section 8.3, “Unable to View and Modify File Properties,” on page 46](#), and for more information about adding users to the search context list, see [Section 7.2.1, “Authentication Domains,” on page 35](#).

8.2 Unable to Open a File in NetStorage if the File Is Already Open through the Novell Client On a Different Server

If you use the Novell Client to map a network drive and then open a file by using an external application such as OpenOffice, the same file cannot be opened using the WebDAV client of NetStorage. You receive an I/O error instead of having the file open in ReadOnly mode.

You must close the file and then open it again through the WebDAV client.

8.3 Unable to View and Modify File Properties

NetStorage users must be LUM-enabled to view and modify all the properties of the files and directories for which the users have sufficient rights. If a user is not LUM-enabled, NetStorage shows only properties such as size and creation date.

To enable a user for LUM:

- 1 In iManager, click *Roles and Tasks > Linux User Management > Enable Users for Linux*.
- 2 On the Select Users page, select the user and click *Next*.
- 3 Select options on the Select Primary Group page:
 - 3a Select the *An Existing eDirectory Group. This group will be Linux-Enabled* option.
 - 3b Click the *Object Selector* icon to browse and search for the context where NetStorage server is running. Select the *novlxtier* group that is in the context.
 - 3c Click *Next*.
- 4 On the Select Workstations page, click the *Object Selector* icon to browse and specify the Unix workstation. The user's home directory will be created on this workstation.
- 5 Click *Next* and then click *Finish* to apply the changes.

8.4 Unexpected Results from Login Scripts

If NCP Server is installed when a user authenticates to NetStorage, the login scripts associated with the Novell eDirectory User object in the primary authentication domain are processed. These login scripts are the same scripts processed by the Novell Client.

However, because login scripts were designed to be processed by the Novell Client on the user's workstation, some of the defined statement types and script variables cannot be processed by NetStorage.

The maximum size of a login script is 16 KB. If the 16 KB limit is exceeded, login script drive mappings fail.

8.5 Slow Login

The most common cause of a slow login to NetStorage is large or poorly configured login scripts. When a user authenticates to the primary authentication domain, all applicable login scripts for that User object are processed. The more commands executed, the longer the login process.

Invalid authentication domains can also slow the login process. After the user has been authenticated to the primary authentication domain, the same user name and password are used to authenticate to any secondary authentication domains. Authentication failure on any of these domains slows logins. Users can successfully authenticate to the primary authentication domain but fail at each of the secondary domains.

It is helpful to determine if slow logins are global (all users) or specific to a given user object. If all users are affected, it is more likely to be a problem with the XTier (Middle Tier) authentication domain configuration. If a single user or groups of users are affected, check all login scripts that apply to that user or group. A problem with a context's login script can affect a large number of users. Finding out which scripts apply to which users can help narrow the problem.

8.6 Configuring LDAP Contextless Login for Use with NetStorage

When you configure LDAP contextless login, consider the following issues:

Primary Authentication Domain: The user must be authenticated to the primary authentication domain (an eDirectory server with a replica). You can provide more than one context in the primary authentication domain, resulting in each context being searched for the presence of the user. The search is performed through an LDAP search of the configured contexts.

Secondary Authentication Domain: After the user is authenticated to the primary authentication domain, the same user name and password is used to authenticate to any secondary authentication domains. The search is performed through an LDAP search of the configured contexts for that domain. If authentication to any secondary domains is unsuccessful, the user is still authenticated to the primary authentication domain. Authentication failure on a secondary domain can cause a delay in the login process and is one of the most common causes of slow logins to NetStorage.

Enable TLS for Simple Binds with Passwords: Passwords are encrypted in eDirectory, so you must enable [TLS for simple binds with passwords](#) in LDAP.

LDAP needs Read and Browse rights to the entire tree. By default, when a user performs an anonymous bind (does not specify a password), a special object in the directory calculates access control for that user. This object is termed [Public]. By default, this object can browse the entire tree hierarchy and read a limited number of attributes on entries.

If you want to have an anonymous bind use a different object in the tree, you can specify the object in the *Proxy Username* field. By doing this, you can restrict the types of objects and attributes that anonymous users can access by setting the appropriate access controls on the proxy User object. The proxy user name must be a distinguished name. To easily select an object, click the directory browser button to the right of the text field on the LDAP Group object. A dialog box appears that allows you to choose an object in the tree. Any eDirectory User object can be used and the anonymous access assumes the rights of that user.

IMPORTANT: A proxy user must have a blank password in order to work correctly. This is very different from having no password. If a user has no password, then he or she does not have a public/private key pair to compare against when attempting login. A blank password generates a public/private key pair, although the actual string for the password is empty.

8.7 Configuring NetStorage to Use the Proper Code Page or Character Set

NetStorage can be configured to use different languages and characters by changing the character set or code page on your server. The default character set for NetStorage is the same as the character set that `root` is configured to use.

You can determine the character set that `root` is configured to use by entering `locale charmap` at the Linux server console. Character sets for different users are configured by setting the `LC_*` environment variables.

If the character set that `root` is configured to use is not the same as the one that NetStorage is configured to use, you must configure NetStorage to use a different character set. To do this, edit the `/etc/opt/novell/xtier/xsrvd/envvars` file and modify the `XTIER_CODE_PAGE` environment variable.

As a general rule, NetStorage should use the same code page as the servers hosting storage that NetStorage accesses.

You can determine which character sets are installed and available on your server by entering `iconv --list` at the server console.

8.8 Configuring NetStorage with iChain

If you are configuring NetStorage to run behind a Novell iChain server (fronting NetStorage with iChain), there are some configuration changes required in order for NetStorage to function properly. These configuration changes include enabling cookieless authentication and editing the `logout.html.utf8` file.

- ♦ [Section 8.8.1, “Enabling Cookieless Authentication,” on page 49](#)
- ♦ [Section 8.8.2, “Editing the Logout.html.utf8 file,” on page 49](#)

8.8.1 Enabling Cookieless Authentication

- 1 Start your browser and specify the URL for iManager.

The URL is `http://server_ip_address/nps/imanager.html`. Replace *server_ip_address* with the IP address or DNS name of the Linux server running NetStorage or the IP address for Apache-based services.

- 2 Enter your user name and password.
- 3 In the left column, click *File Access*, then click *NetStorage Options*.
- 4 Set the value for the *Cookieless* option to 1.

The *Cookieless* option can be turned either on or off. With the value set to 0, cookieless authentication is turned off (the default). Cookieless authentication can be turned on by setting the value to 1.

If cookieless authentication is turned on, you must close all browser instances to log out.

8.8.2 Editing the Logout.html.utf8 file

The `logout.html.utf8` file is located in the `/opt/novell/netstorage/webapp` directory on the Linux server where NetStorage is installed. Edit the file and replace `<iChainDNS>` with the DNS name of the iChain server. To enable iChain logout, some lines must be uncommented and others must be removed. There are instructions in the file on which lines to remove and uncomment.

8.9 Accessing CIFS or SSH Storage Locations

If you experience problems accessing CIFS (SMB) or SSH storage locations, the problem might be related to CIFS or SSH, and not NetStorage. Try logging in through a different client to determine if a CIFS or SSH problem exists.

8.10 LUM Must Have SSHD Access Enabled

If you want to access local files or files on another server in the same eDirectory tree by using the SSH file access method, you must select the SSHD check box during the OES installation. The check box is in the Linux User Management configuration section of the OES installation.

The check box is not selected by default. If you leave the SSHD check box deselected during the OES installation, users cannot login through SSH and cannot access files using that method unless you use YaST to enable SSHD after the installation.

If you encounter an error similar to the following example, the problem might be caused by not having SSHD enabled.

NetStorage encountered an error while trying to access this location.

Severity: Error

Facility: SSH WebDAV Handler

Message: Access Denied: Caller does not have required access rights for operation

Code: 0xC7A10006

8.11 Restricted SSH Access for Samba Users

Users that have been enabled for Samba do not by default have access to files and directories by using SSH Storage Location objects.

When a user is enabled for Samba, that user is automatically added to a Samba group. The Samba group by default does not allow SSH access. This means that any user in the Samba group is not allowed SSH access even if that user belongs to another group that allows SSH access.

To allow a Samba-enabled user to have SSH access and use SSH storage locations, you can either remove the user from the Samba group or enable SSH access for the Samba group, which also enables SSH access for all users in the Samba group.

For more information, see the “[Providing SSH Access for Samba Users](#)” section in the *OES 11: Planning and Implementation Guide*.

8.12 Phantom Folders

A phantom folder might appear when you use My Network Places on a Windows client. My Network Places uses Microsoft’s WebDAV client, which assumes that the directory name returned means that there is also a subdirectory with the same name. The phantom folder has a different icon than normal folders and should be ignored.

8.13 The Assign Storage Location Page Navigates to the Home Page

In the Assign Storage Location page, when you enter an object name in the *Object* field and click *OK*, you might be directed to the Home page instead of the Create / Modify Storage Location List page. Check the following:

- ♦ Ensure that you have entered a valid object name.
- ♦ Ensure that the Storage Location object was correctly created. For more information, see “[Creating a Storage Location Object](#)” on page 40.

8.14 Unable to View or Delete the Values of the Alternative Hosts in iManager

iManager allows you to add alternative hosts for the authentication domain. However, iManager does not display the values of the alternative hosts.

You can view and delete the values of the alternative hosts through the xtier (Middle Tier) registry:

- 1 At the terminal prompt, open the xtier (Middle Tier) registry by entering:

```
/opt/novell/xtier/bin/regedit
```
- 2 Navigate to the authentication domains directory:

```
//local_machine/software/Novell/Xtier/Configuration/Xsrv/Authentication  
Domains
```
- 3 In the authentication domains directory, navigate to the domain in which you want to view or delete the value of the alternative hosts, for example:

```
cd 111.22.33.4
```

- 4 View the values of alternative hosts by using the following command:

```
ls -l
```

Other hosts lists contains the IP addresses or DNS names of alternative hosts for authentication.

- 5 Remove the values of the alternative hosts by using the following command:

```
rmval Other Hosts
```

This command removes all the alternative hosts inside the domain.

- 6 Enter exit.

8.15 Losing Registry Information After an Upgrade From OES 2 SP2 to OES 2 SP3

After an upgrade from OES 2 SP2 to its latest support pack (SP3), the NetStorage registry information is sometimes lost or corrupted. If the registry is corrupt or lost, you must rebuild it. You can avoid doing this by capturing the registry configuration prior to applying a support pack and restoring it after applying the support pack.

NOTE: Before you begin, verify the existence of the registry contents using [Step 7](#) through [Step 10](#). If the content does not exist as specified in [Step 10](#) use the following procedure to rebuild the xtier (Middle Tier) registry.

- 1 At the terminal prompt, use the following command to stop the xregd user: `rcnovell-xregd stop`
- 2 Export the registry available at `/var/opt/novell/xtier/xregd/db` as to an XML file by using the following commands:

```
/opt/novell/xtier/bin/regutil -e oldReg
```

- 3 Navigate to `/var/opt/novell/xtier/xregd/db/` and use the `ls -l` command to verify that the db directory db is empty
- 4 If the directory is empty, continue to [Step 5](#).

or

If any files exist in the db directory, move all of the files to a temporary directory, such as `/tmp`.

- 5 Generate files inside the xtier (Middle Tier) registry by using the following commands:

- 5a To restore the default registry:

```
/opt/novell/xtier/bin/regutil -i /etc/opt/novell/xtier/xtier_registry.xml
```

- 5b To restore old registry:

```
/opt/novell/xtier/bin/regutil -i oldReg
```

- 6 Navigate to `/var/opt/novell/xtier/xregd/db/` and run the command `ls -l /var/opt/novell/xtier/xregd/db` to ensure that the following files are generated:

- ♦ `xtier_registry.db`
- ♦ `xtier_registry.lck`
- ♦ `xtier_registry.rfl`

- 7 Start the xregd user by using the `rcnovell-xregd start` command.

- 8 Navigate to the xtier (Middle Tier) registry by using the `/opt/novell/xtier/bin/regedit` command.
- 9 At the `regedit` prompt, execute the `cd local_machine` command and the `ls -l` command to view the contents inside the directory. If a directory named `software` is present in the `local_machine` directory, then the registry has been rebuilt without any error.
- 10 Similarly, enter the following commands in the sequence listed along with `ls -l` command to view the content in the respective directories:
 - ♦ `cd software`
 - ♦ `cd Novell`
 - ♦ `cd Xtier`
 - ♦ `cd Configuration`

```
registry: # cd local_machine
registry://local_machine # ls -l
    software
registry://local_machine # cd software
registry://local_machine/software # ls -l
    Novell
registry://local_machine/software # cd Novell
registry://local_machine/software/Novell # ls -l
    XTier
    Client
registry://local_machine/software/Novell # cd XTier
registry://local_machine/software/Novell/XTier # ls -l
    Configuration
    Policies
registry://local_machine/software/Novell/XTier # cd Configuration
registry://local_machine/software/Novell/XTier/Configuration # ls -l
    MapDav
    XDav
    XSyncNsp
    XSrv
    XTLOG
    XTCIFS
    CifsDav
    XTSOAP
```

If the content exists in all of the directories, the xtier (Middle Tier) registry is completely rebuilt.

- 11 Enter `exit`.
- 12 Reboot the computer.

A Security Considerations

This section contains specific instructions on how to configure Novell NetStorage for Novell Open Enterprise Server (OES) 11 Linux in the most secure way possible. It contains the following subsections:

- ♦ [Section A.1, “Security Features,” on page 53](#)
- ♦ [Section A.2, “Security Configuration,” on page 54](#)
- ♦ [Section A.3, “Security Recommendations,” on page 55](#)
- ♦ [Section A.4, “Other Security Considerations,” on page 58](#)

A.1 Security Features

The following table contains a summary of the security features of NetStorage:

Feature	Yes/No	Details
Users are authenticated	Yes	Administrative users are authenticated via eDirectory.
Users are authorized	Yes	Users are authorized via eDirectory trustees.
Access to configuration information is controlled	Yes	Access to the administrative interface is restricted to valid users that have Write rights to the configuration files.
Roles are used to control access	Yes	Configurable through iManager.
Logging and/or security auditing is done	Yes	Syslog is used on Linux servers. XTier has its own login mechanism on all platforms. XTlog is also used.
Data on the wire is encrypted by default	Yes	Data is encrypted on the wire if SSL is used. If SSL is not used, NetIdentity can be used to provide secure authentication.
Stored data is encrypted	No	Data not related to authentication is not encrypted.
Passwords, keys, and any other authentication materials are stored encrypted	Yes	User names and passwords are encrypted. NetStorage configuration is encrypted in eDirectory.
Security is on by default	Yes	This is a Web server setting that can be turned on or off at the Web server.

A.2 Security Configuration

The following subsections provide a summary of security-related configuration settings for NetStorage:

- ♦ [Section A.2.1, “NetStorage Configuration Settings,” on page 54](#)
- ♦ [Section A.2.2, “Security Information for Other Products,” on page 54](#)

A.2.1 NetStorage Configuration Settings

The following table lists the NetStorage configuration settings that are security related or that impact the security of NetStorage:

Configuration Setting	Possible Values	Default Value	Recommended Value for Best Security
Session timeout	Time in seconds		
Persistent cookies	0, 1	0	0 (Disabled)
Cookieless authentication	0, 1	0	0 (Disabled)
Secure port		443	443

A.2.2 Security Information for Other Products

The following table provides links to security-related information for other products that impact the security of NetStorage:

Product Name	Links to Security Information
NSS	<p>“Securing Access to NSS Volumes, Directories, and Files.”</p> <p>and</p> <p>“Security Considerations” in the <i>OES 11: NSS File System Administration Guide for Linux</i>.</p>
eDirectory	<p>Security for eDirectory is provided by NCI. See the <i>NCI 2.7x Administration Guide</i> (http://www.novell.com/documentation/nici27x/nici_admin_guide/data/a20gkue.html).</p>
Novell Client	<p>“Security Considerations” in the <i>Novell Client 2.0 SP3 for Linux Administration Guide</i>.</p> <p>and</p> <p>“Managing File Security and Passwords” in the <i>Novell Client 4.91 SP5 for Windows XP/2003 Installation and Administration Guide</i>.</p>
Samba	<p>See “Security Implications” in the <i>OES 11: Novell Samba Administration Guide</i>.</p>
Novell Password Management	<p><i>Novell Password Management Administration Guide</i> (http://www.novell.com/documentation/password_management31/treetitl.html).</p>

A.3 Security Recommendations

The following subsections provide a summary of security-related recommendations for NetStorage:

- ♦ [Section A.3.1, “Registry Access Control,” on page 55](#)
- ♦ [Section A.3.2, “Use NMAS,” on page 56](#)
- ♦ [Section A.3.3, “Use SSL with Your Web Server,” on page 56](#)
- ♦ [Section A.3.4, “Persistent and Session Cookies,” on page 57](#)
- ♦ [Section A.3.5, “Use Web Server Logs,” on page 57](#)
- ♦ [Section A.3.6, “Use XTLog,” on page 57](#)
- ♦ [Section A.3.7, “Denial of Service Attacks,” on page 57](#)
- ♦ [Section A.3.8, “Trusted Roots in CAPI,” on page 57](#)
- ♦ [Section A.3.9, “Certificate Validation Registry Setting,” on page 57](#)

A.3.1 Registry Access Control

Access control to the registry is enforced by the operating system.

On Windows (any version), each branch of the registry can have its own ACL (access control list). Windows checks to see if the calling thread has permissions to read/write/modify the registry entry being accessed, and returns status appropriately.

On NetWare, local access to the registry is a trusted operation, and any NLM running on the server is allowed access.

On Linux, XTier has implemented its own registry based on XFLAIM, and access to this database is via UNIX domain sockets. Only XTier's registry user (novlxtier) and group (novlxtier) have access to these domain sockets, and access control is enforced via filesystem permissions. For any process to access the registry, the user associated with the process must be a member of the novlxtier group. Adding a user to a group is a privileged operation, and can be done only by an administrator.

IMPORTANT: Do not store security-sensitive information in the registry. Sensitive information such as passwords should not be stored in the registry unless it is protected by strong encryption.

A.3.2 Use NMAS

NMAS login is designed to be more secure than NDS4. You should enable NMAS login for eDirectory users and enable the corresponding setting in NetStorage.

For more information, see [Novell Modular Authentication Services 3.3.3 Administration Guide](#).

A.3.3 Use SSL with Your Web Server

Without SSL, all traffic to the Web server from the client, browser, or WebDAV client is in the clear. This allows anyone to snoop the traffic and look at all the data, including the data for authentication if the Basic authentication scheme is used. Using SSL provides privacy for all data traffic between the workstation/client and the Web server.

To enable NetStorage to use SSL:

- 1 Create a new `/etc/apache2/httpd.conf.local` file and include the following content:

```
BrowserMatch "MSIE" nokeepalive downgrade-1.0 force-response-1.0
RedirectMatch permanent/. * https://Your-Clustered-volume's-IP-Address/
NetStorage
RewriteEngine on
RewriteCond %{HTTPS} !=on
RewriteRule ^/NetStorage https://%{SERVER_NAME}/NetStorage/$1
RewriteRule ^/netstorage https://%{SERVER_NAME}/netstorage/$1 [L,R]
```

- 2 Edit `/etc/sysconfig/apache2` and add the following line to include `/etc/apache2/httpd.conf.local`:

```
APACHE_CONF_INCLUDE_FILES="/etc/apache2/httpd.conf.local"
```

- 3 Restart Apache by executing the following command:

```
rcapache2 restart
```

- 4 Log in to NetStorage and verify if you are forced to use HTTPS.

NOTE: If this procedure does not work, restart xtier by executing the following command:

```
rcnovell-xsrvd restart
```

A.3.4 Persistent and Session Cookies

Session cookies are valid only for the duration of the browser/client session. After the windows of the browser are closed, these cookies are discarded by the browser, and a new instance of the browser has no knowledge of previously set session cookies.

Persistent cookies have an expiration date/time, and are valid until then. Persistent cookies are stored in persistent storage (usually the filesystem), so that newer instances of the browser can pick them up.

For more information about cookies, see “[Persistent Client State HTTP Cookies](http://wp.netscape.com/newsref/std/cookie_spec.html)” (http://wp.netscape.com/newsref/std/cookie_spec.html).

A.3.5 Use Web Server Logs

You should check Web server logs frequently for security-related information.

A.3.6 Use XTLog

See “[Enable Debug Logging in ZDM 6.5 and 7](http://www.novell.com/support/search.do?cmd=displayKC&docType=kc&externalId=3112868&sliceId=SAL_Public&dialogID=36914517&stateId=1%200%202640049)” (http://www.novell.com/support/search.do?cmd=displayKC&docType=kc&externalId=3112868&sliceId=SAL_Public&dialogID=36914517&stateId=1%200%202640049) for information on how and when to use XTLog.

Although the information refers to the ZENworks Middle Tier Server, it also applies to other XTier applications such as NetStorage.

A.3.7 Denial of Service Attacks

Application developers should be aware of the possibility of denial of service attacks. This is true for any Web-based application. For example, if a DoS attack can be mounted on Apache or IIS, any XTier-web application is affected, because XTier-web runs as a module (or extension) of Apache and IIS.

A.3.8 Trusted Roots in CAPI

For instructions on setting up trusted roots in CAPI, see “[Trusted Root Certification Authority Policy](http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en-us/sag_pkpusecertroot.msp?mfr=true)” (http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en-us/sag_pkpusecertroot.msp?mfr=true).

A.3.9 Certificate Validation Registry Setting

If you are using NetIdentity, do not use the registry setting that allows a connection without certificate validation. The NetIdentity client places a registry setting on the client workstation. For more information, see “[Setting Up NetIdentity Authentication](http://www.novell.com/documentation/zenworks7/dm7install/index.html?page=/documentation/zenworks7/dm7install/data/ahi6dan.html)” (<http://www.novell.com/documentation/zenworks7/dm7install/index.html?page=/documentation/zenworks7/dm7install/data/ahi6dan.html>) in the *Novell ZENworks 7 Desktop Management Installation Guide*.

A.4 Other Security Considerations

- ♦ Servers should be kept in a physically secure location with access by authorized personnel only.
- ♦ The corporate network should be physically secured against eavesdropping or packet sniffing. Any packets associated with the administration of NetStorage should have the highest security.
- ♦ Access to NetStorage configuration settings and logs should be restricted. This includes filesystem access rights, FTP access, access via Web utilities, SSH, and any other type of access to these files.
- ♦ When NetStorage is administered by users outside of the corporate firewall, the HTTPS protocol should be used. A VPN should also be employed.
- ♦ If a server is accessible from outside the corporate network, a local server firewall should be employed to prevent direct access by a would-be intruder.
- ♦ Log files should be kept and analyzed periodically.