

InvaroSoft

ITSupportPanel Active Directory /LDAP Harvester Instructions



Installation and Activation of the AD Harvester

You can use our Active Directory/LDAP harvester to import users from your clients Active Directory/LDAP directory into ITSupportPanel and your PSA contacts.

The following instructions will assist you in installing and configuring our AD Harvester, and start importing your client's users from Active Directory/LDAP to your PSA.

1. Download the AD Harvester installer from the Invarosoft portal to your client's server and run the install. As part of the install you will automatically be presented with the configuration screen as follows;

2. Enter the clients activation code in the text box towards the top right of the form (as indicated below) and click the “Activate” button.

3. The Harvester Info section should then display “Pending Approval” under status, whilst in this status our servers will process no actions.

Harvester Info

Status	Pending Approval
Last Record Count	0
Last Update Date	10/10/2017 1:03:51 PM

Refresh
Execute Upload

The Harvester Activation section should display partner & client information.

Harvester Activation

Activation Code	DOJME YT	Activate	DeActivate
Partner ID	96bb26a7-f449-4595-9930-20d34	70	
Partner Name	Dean AutoTask Testing		
Client ID	6bbb9c2e-199b-441e-a4f4-77a44i	ad	
Client Name	ABC company		

4. Configure the access to your Active Directory/LDAP server. To do this you will need the following information;
 - a. The IP Address of your AD/LDAP server.
 - b. A username with rights to browse the directory.
 - c. A password for that user.

Fill out the required fields with your information and use the “Test AD Connection” button to confirm connectivity to Active Directory. You can also use the “Review Results” button to view a table of users retrieved.

AD Connection

AD Server IP	server.ip.hostname
Username	itsp.serviceaccount
Password	*****
AD Domain	
OU Filter	
Search Filter	(((&(objectCategory=person)(objectClass=user)))

Test AD Connection
Review Results
Save Changes

- Once your connectivity is working, proceed to click the “Save Changes” button, which will save your AD Connection details.
- Use the “Review Results” button to review & confirm the users that our harvester will be collecting (see following page for advanced filtering options).
- The Harvester must be approved via the Invarosoft portal before any records will be processed, to approve the harvester proceed to the “Clients” page and then click the “Harvest” button listed against the corresponding client.

Name ↓	Activation Code	Operations
ABC company	DOJME YT	<a>Edit <a>Manage Users <a>Harvest

- Proceed to approve the harvester by clicking the “Approve” button displayed as below;

Active Directory Harvest: ABC company

NOTICE

This harvester has been registered but not yet approved, once approved data received from the Active Directory server will be synced into your PSA contracts for ABC company and ITSP users for ABC company



- Once you have approved the harvester you will see the following screen. Our servers are now ready to receive the first upload to process from your Active Directory server.

Active Directory Harvest: ABC company

<a>Update	
Current Status	Active
Last Record Count	0
Last Update	10/10/2017 1:03:51 PM
Ignore User List	No Users in Pending List
Decision Pending List	

Manual Updates

To allow quicker syncing of new users to ITSP and your PSA we have provided functionality to manually execute an update.

Method 1 – via Configuration Screen

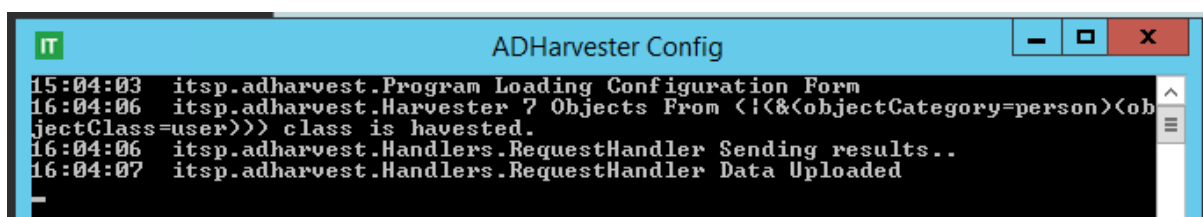
1. Use the icon in your Start Menu or desktop labelled “ADHarvester Config” to re-open the configuration form.



2. Click the “Execute Upload” button located in the Harvester Info section of the Configuration Screen.



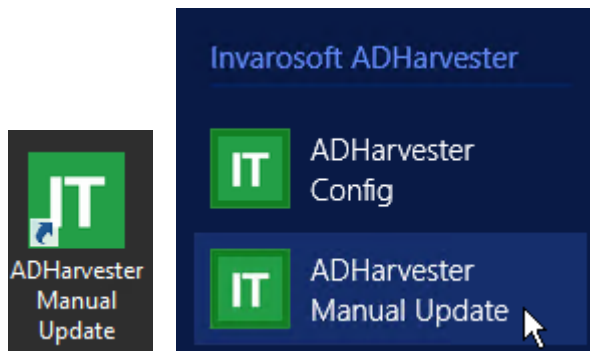
3. A confirmation dialog will display. To review further information about the upload you need to refer to the console window (black cmd style window) that is also open. The below image is an example of a successful upload.



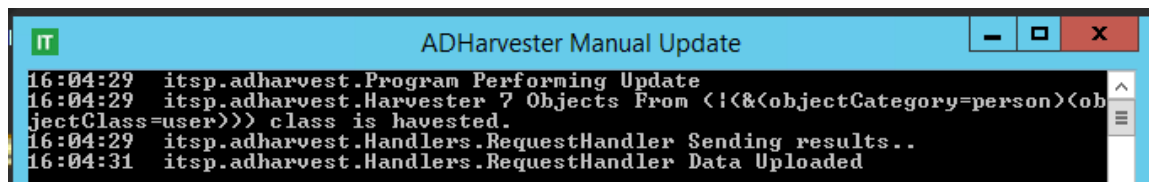
4. The Harvester processor on our servers will pick up your dataset and process it within the next 2-5 minutes. To review its status, refer to the client’s harvest screen in the portal.

Method 2 – via Shortcut

1. Use the icon in your Start Menu or desktop labelled “ADHarvester Manual Update”.



2. Clicking this will open up a console window (black cmd style window) and the update will run automatically with the window closing shortly afterwards.



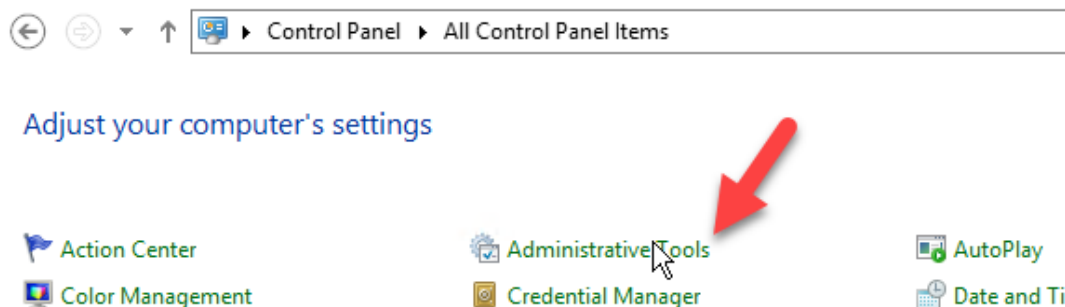
3. The Harvester processor on our servers will pick up your dataset and process it within the next 2-5 minutes. To review its status, refer to the client's harvest screen in the portal.

Harvest Automatic Scheduling

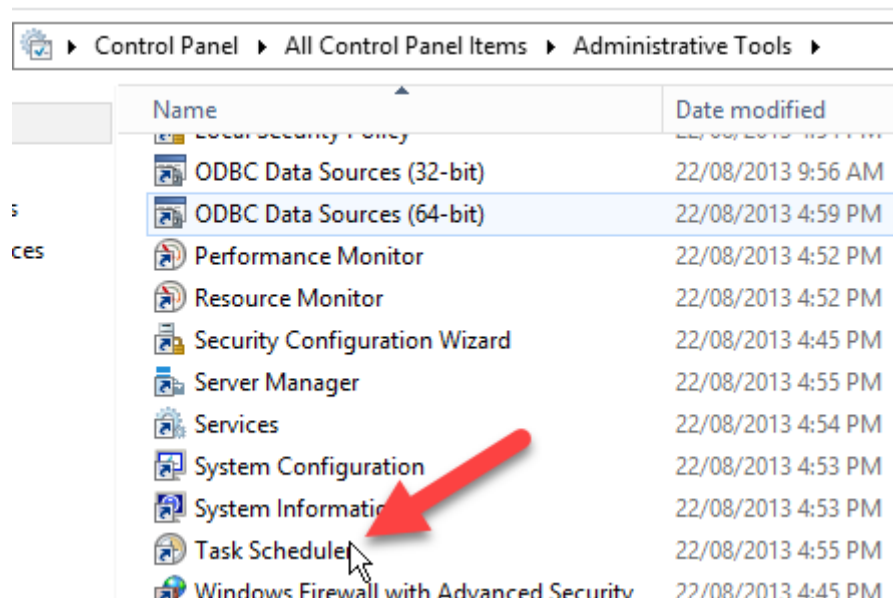
Our installer automatically schedules an update to run every 2 hours to ensure your data is kept up to date. This schedule can be modified using Windows Task Scheduler.

To Modify Schedule

1. Open control panel on the server and go to “Administrative Tools”



2. Select “Task Scheduler” from the options available.



3. Edit the schedule and settings of the entry named “ITSP ADHarvester”



4. The harvest of your directory will now run based on the modified schedule you have defined.

Scripted Configuration

The harvester can be configured using your PSA/RMM tools or custom scripting by using our configuration XML format combined with a command line execution.

Example XML Configuration File

```
<xml>
  <activationcode></activationcode>
  <adserverip></adserverip>
  <adusername></adusername>
  <adpassword></adpassword>
  <addomain></addomain>
  <oufilter></oufilter>
  <searchfilter></searchfilter>
</xml>
```

XML Configuration Values

activationcode	Populate with the activation code for the client you are installing the Harvester to.
adserverip	Populate with the IP or hostname of your Active Directory server
adusername	Populate with an Active Directory user account with rights to browse the directory.
adpassword	Populate with an Active Directory user account password

Processing the Configuration

To process the configuration execute the `itsp.adharvest.exe` file found in the installation directory with the following command line arguments;

itsp.adharvest.exe CONFIGUREXML "<path to file>"

The results will be output to console. If successful, the harvester still needs to be approved in the portal however no further configuration is required on the server itself.

Command Line Executions

We provide a range of command line arguments to allow you to script the configuration or execution of the AD Harvester.

Arguments

ACTIVATE <code>	Activate the harvester using the supplied activation code ("<code>")
DEACTIVATE	Deactivate the harvester; this will not clear the Active Directory configuration.
RESET	Perform a full reset of the harvester including both a deactivation & clear of Active Directory configuration ("Factory Reset").
CONFIGURE	Opens the configuration form for user interactive configuration
CONFIGUREXML <path>	Executes a configuration using a formatted XML file, for further information see section of this document titled "Scripted Configuration"
PROCESS	Executes an upload of Active Directory users to Invarosoft