causelink® enterprise
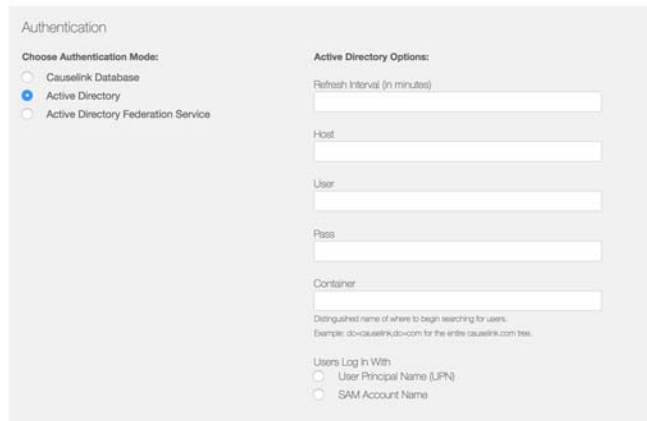
Causelink Enterprise Authentication – Active Directory Integration

The following authentication and Active Directory integration options are available to Causelink Enterprise Administrators under Administration > System Settings > Authentication.

Authentication Mode

There are three authentication modes:

Causelink Database
Only accounts created from Causelink Enterprise will be allowed to log in.

Active Directory
Selecting this option enables Active Directory integration. Both AD and accounts created from Causelink Enterprise are allowed to log in. During authentication, credentials will be verified against Active Directory before attempting to log in via Causelink Enterprise.

Active Directory Federation Services
Integration with ADFS requires advance notice to Sologic. See Causelink_Enterprise_ADFS_Authentication.pdf.

Active Directory

Refresh Interval
The refresh interval configures how often Causelink Enterprise will query the Active Directory server for changes. A value of '5', for example, would instruct the system to update accounts from Active Directory every five minutes.

Host
Enter the address or hostname of your Active Directory server.

User
A binding user is required to query the AD server. As Causelink Enterprise does not perform any writes, read-only access to AD is sufficient. Enter the user name of the Active Directory binding user.

Pass
The binding user's password.

Container
It is necessary to enter the distinguished name of the AD contextual root. To allow exposure to all of the domain a distinguished name such as **dc=causelink,dc=com** must be used.

Validate & Initial Sync

Assuming you have correctly unpacked and configured the DiagnosticTool shipped with your distribution package, you may run the following command to validate your set up:

C:\Sologic\Enterprise\DiagnosticTool > .\DiagnosticTool AD Validate

Assuming this has completed successfully, you may run the following command to complete the initial sync:

C:\Sologic\Enterprise\DiagnosticTool > .\DiagnosticTool AD Sync

Troubleshooting

Typically trouble can appear during the AD Validate phase. If your setup is incomplete in any way this step will show which pieces are missing, or which parts failed to connect. It is safe to run this command at any time, even if AD has been running for several months.

It is uncommon for an already-active setup to fail. More likely is a misunderstanding on how the integration works. Causelink must sync with AD in order to get any recent changes. This means if you make a change in AD, you must wait for the Refresh Interval or manually run another AD Sync command via the diagnostic tool.

When limiting the scope of the AD tree, it may be necessary to specify OU before DC. So your setup may look like OU=West,DC=causelink,DC=com instead of DC=causelink,DC=com,OU=West. Run AD Validate after each change to see if it will be accepted.