AD Sync

Frequently Asked Questions

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1. What synchronizes from my local Active Directory (AD) to the hosted AD on Apptix OnDemand (AOD)?

AD Sync allows for the following items to be synchronized from the local AD to the hosted AD on the AOD Control Panel:

- New Users, Contacts
- Deleted Users, Contacts
- Change to Distribution Lists
- Password changes
- Updated attributes such as mailing address, phone number, etc.

2. What is required to run AD Sync?

You will need one server within your domain to load the Synchronization Agent Node. The following hardware requirements are needed for the Synchronization Agent Node:

- A standalone server or virtual machine
- Windows 2003 Server Release 2 or higher
- A domain member server on the customer's local domain which is **Not** a Domain Controller
- Trusted SSL certificate at the machine level
- .net 2.0

If you choose to synchronize passwords, the Password Filter needs to be installed on **every** domain controller in the local domain.

3. Will the information in AOD overwrite my local AD?

No, the synchronization process is a one way process from the on premise AD to the Hosted AOD AD. This reduces the permissions needed by Apptix at the Customer AD.

4. How often does my local AD sync?

This is configurable by the local administrator, on the local Synchronization Agent Node. The synchronization can be set from as low as 1 minute to as high as days. Apptix is recommending setting this at 15-minute intervals. Synchronization can be manually forced from the Synchronization Agent Node if needed.

5. How do I purchase AD Sync from Apptix?

To purchase AD Sync, please contact our Customer Support department at 866-428-0130.

6. After syncing with my local AD, can I modify the synced users in AOD?

Following the initial sync, all modifications and deletions of user accounts should be made from the on premise AD. These changes will then synchronize back to AOD.

7. Is AD Sync secure?

Yes. All of the data is encrypted in the local domain, and then securely transmitted to a web server in Apptix's secure datacenter via Secure Socket Layer (SSL) protocol.

8. Is there anything I need to do as a local administrator prior to syncing my AD with AOD?

It is recommended that you review your existing AD data and determine what needs to be synced and what does not. Any unneeded objects should be cleaned up from the local AD prior to the initial sync.

9. What happens when I delete a user in my local AD?

During the initial configuration of the AD Sync resource in AOD, you choose how you want to handle objects that were deleted from the on premise AD. You can choose the following actions to take, when a local AD account is deleted:

*   The user can be disable within AOD (default setting)
*   The user can be deleted from AOD
*   The user can be left alone in AOD and nothing done

10. What happens if I have a user conflict in AOD with synchronization?

During the initial configuration of the AD Sync resource in AOD, you choose how you want to handle conflicts during synchronizations. You can choose the following actions to take to resolve conflicts:

*   Resolve manually (default setting)
*   AD overwrites the data in AOD

11. Why after my initial synchronization, did the passwords not synchronize?

AD Sync only synchronizes changes. Because the users' passwords did not change, there is nothing to synchronize. It is recommended that the users passwords are made to expire in conjunction with the initial sync, so the passwords are modified and get synchronized from the local AD.

12. Why am I getting an error about the passwords not synchronizing?

The password security policy on the local AD must be as strict, or stricter, than the policy within AOD. If this is not the case, then the weaker passwords from AD will not synchronize properly.

13. Why am I getting a provisioning error adding a service (Exchange, SharePoint, and Office Communications) to a new synced user?

In order to provision the services in AOD for new users, you need to have available resources (e.g., an available Exchange mailbox) for the new user. If you receive a provisioning error, you may need to purchase an additional resource and try to sync again.