Can I use Active Directory to sign in my agents?

Ben Henley - 2023-09-08 - Comments (0) - Deskpro Legacy

Question:

Does Deskpro support Active Directory?

Answer:

Yes, Deskpro has an Active Directory app that enables users and/or agents to log in to the helpdesk with their Active Directory credentials.

You can now optionally enable regular syncing of data, so that Deskpro accounts are regularly updated with the latest information from Active Directory. If you select this option, data will automatically be pulled from Active Directory daily.

See this section in the admin manual for details of how to set this up.



Active Directory Authentication

Enabled

☐ Yes, enable Active Directory Authentication

Enable the app once you have verified all of your settings are correct.

Server

Enter the server hostname here : Port

Enter the AD server and port.

Connection Security

If your server supports connection encryption, you can enable it here.

Base DN

This is the base DN to search on. Only users who are "below" this node will be found.

Service Account

Service Account Usernam | Service Account Passwor

The service account is the account used to initially bind to the AD directory. The service account must have sufficient permission to run filter queries against the directory.

Domain Name

Example: acme.com

The FQDN name for users in this directory. For example, a user alice@acme.com would usually have a domain of acme.com.

☐ Specify a short domain name

← Cancel | Test Settings | Install App →