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## Contact Us

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# StrataCom Whitepaper

## *Integrating LDAP into HP Service Manager*

Service Manager has the ability to integrate with an LDAP directory server. The Lightweight Directory Access Protocol (LDAP) is an open industry standard that defines a method for accessing and updating this type of information. Storing data in one place and sharing it among other applications can save time and money by minimizing administrative effort and system resources. The ServiceManager LDAP interface allows customers to use their directory server data for ServiceManager user authentication.

While it may be possible to configure LDAP Integration with other LDAP compatible directory servers only the following directory servers have been tested and are supported for integration:

- Sun ONE directory server
- Microsoft Active Directory
- IBM® Lotus® Domino® Server
- Novell® eDirectory™
- OpenLDAP directory server

This article describes the steps needed to configure Service Manager Integration with Microsoft Active Directory. This example will follow the guidelines below.

- The directory server will be used for authentication into ServiceManager
- Only authentication data will be mapped
- Service Manager will be the primary data source
- Only one directory server will be used
- This example only uses one directory server but a failover is recommended

Two places will require changes while completing this implementation:

- LDAP Mapping in Service Manager
- sm.ini file
- Hold process review meetings



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The LDAP Administrator will need to provide the following:

- LDAP DN where all users will be located
- An LDAP Bind Username and Password with the ability to see above DN

### LDAP Mapping in Service Manager

Access the LDAP Mapping form by opening System Administration>Ongoing Maintenance>System.

On this form fill out three fields the LDAP server, LDAP Port, and the LDAP Base Directory. The LDAP server should contain the machine name or address of your LDAP server. Unless you are using a different port than standard leave the LDAP Port blank. The LDAP Base Directory field should be set with the DN to the highest level where your users are stored in LDAP.

Next click the Set File/Field Level Mapping button, in the resulting screen enter operator for the name field and hit the Search button. When the operator Data Policy is opened you will see a table at the bottom of the form with two columns Field Name and LDAP Attribute Name. In order to map the operator names to Service Manager find the Field Name operator and set the corresponding LDAP Attribute Name equal to sAMAccountName and then save and close.

### Edit sm.ini file

Before making any changes to this file make certain you have a good backup and that you have stopped the SM7 service. Next locate the sm.ini file located in the SM7 run directory and open it in a text editor. Add the following switches to the sm.ini, they can be added anywhere in the file.

- ldapauthenticateonly:1
- ldapbinddn:youruser
- ldapbindpass:userspass
- ldapdisable:0
- ldapstats:1

ldapauthenticateonly - allows ServiceManager to connect to the directory server for user authentication only and then the connection to the directory server is cancelled.



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ldapbinddn - this is the user account used for ServiceManager to access the LDAP Server. This will need to be a fully qualified distinguished name.

ldapbindpass - is the password for the ldapbinddn user

ldapdisable - this switch will allow you to quickly disable LDAP for troubleshooting purposes

ldapstats - this switch allows LDAP Messages to be printed to the sm.log file.

Now when the SM7 service is started LDAP Authentication will be enabled. Although many other options are available to use when configuring the integration between Service Manager and Active Directory, this article provides the primary steps to enable the integration.

