

LDAP Accounts

SupportPro currently supports LDAP v2, also known as "simple bind", as an additional method of authentication for operators.

By default LDAP is disabled and hidden from the system settings. To enable LDAP authentication for operators, you should enable it via the [redacted]. To begin configuring LDAP accounts click the "Add LDAP Account" link.

Setting Name	Description
LDAP Server	The server hostname. Alternatively, you can specify the port number and the server will connect via SSL to the port 1234.
LDAP Username	The username that the operator will use to login.
LDAP RDN or DN	The distinguished name for the LDAP username User,ou=people,dc=example,dc=com

Each LDAP account must be associated with a help desk operator account in order to inherit, and configure, operator settings. Here you can associate the LDAP account with an existing operator account or create a new operator account.

Operators with an associated LDAP account can login using their LDAP account username and password.

Possible Cause	Description
	Self-signed SSL certificate (ldaps://my.server/)

Resolution

Windows:

1. Create the following directory: "C:\OpenLDAP\sysconf"
2. In "C:\OpenLDAP\sysconf" create a file called "ldap.conf"
3. Add "TLS_REQCERT never" (without quotes) at the end of the file
4. Restart your web server.

Ubuntu:

1. Navigate to "/etc/ldap/"
2. Open the file "ldap.conf"
3. Add "TLS_REQCERT never" (without quotes) at the end of the file
4. Restart your web server.

Online URL: <https://docs.supportpro.vn/article/ldap-accounts-117.html>