

WebTitan: Importing Users & Groups using LDAP
Quick Start Guide
 WebTitan Version 5

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Support

WebTitan technical support specialists can provide assistance when planning and implementing your WebTitan deployment to ensure a smooth deployment. Through online documentation, telephone help, and direct email support, WebTitan ensures that your questions will be answered in the fastest time possible. Access support information at <http://helpdesk.webtitan.com/support/home>

Revision History

Version	Date	Changes
1.0	December 2014	Initial Revision



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1. Introduction

Within WebTitan, users, groups and their relationships can either be created manually or imported from an LDAP server. When importing users and groups from LDAP, the users and groups, and their relationships should be managed on the LDAP server side prior to importation. I.e. when opting to import users/groups from LDAP, it is recommended that all users are already in the correct groups prior to importation and that the names of users and groups are correct.

2. LDAP user/group importation

To import users and groups in WebTitan, navigate to the Users & Groups > Users tab which appears as follows.

The screenshot shows the WebTitan user interface. At the top right, it displays 'Logged In: admin | Dashboard | Logout', 'Version: 5.02 (Build 187)', and 'License: WTP-1-0000-631191'. Below this is a navigation menu with tabs for 'System Setup', 'Users & Groups', 'Policies', 'Filtering', 'Updates', 'Settings', 'Management', 'Reporting', 'Logs', and 'Support'. Under 'Users & Groups', there are sub-tabs for 'Users' and 'Groups'. The main content area is divided into two sections. The top section is titled 'LDAP servers for user/group import' and shows a table with columns 'Server', 'Base Entry (DN)', 'Last Import', and 'Options'. The table is empty, displaying 'No records found.' Below the table are 'Import Users' and 'Add...' buttons. The bottom section is titled 'Users' and shows a table with columns 'User' and 'Options'. This table is also empty, displaying 'No records found.' Below the table is an 'Add...' button. The interface also includes pagination controls: 'Page: 1', 'Entries per page: 10', 'Filter Users:', and 'Filter Groups:'. The status 'Showing 0 - 0 of 0 items' is displayed in both sections.

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Figure 1: LDAP Servers

Click the 'Add' button under 'LDAP servers for user/group import'. You will then be prompted to input the details of your LDAP server.

NOTE: The '£' character is not permitted in the password field.

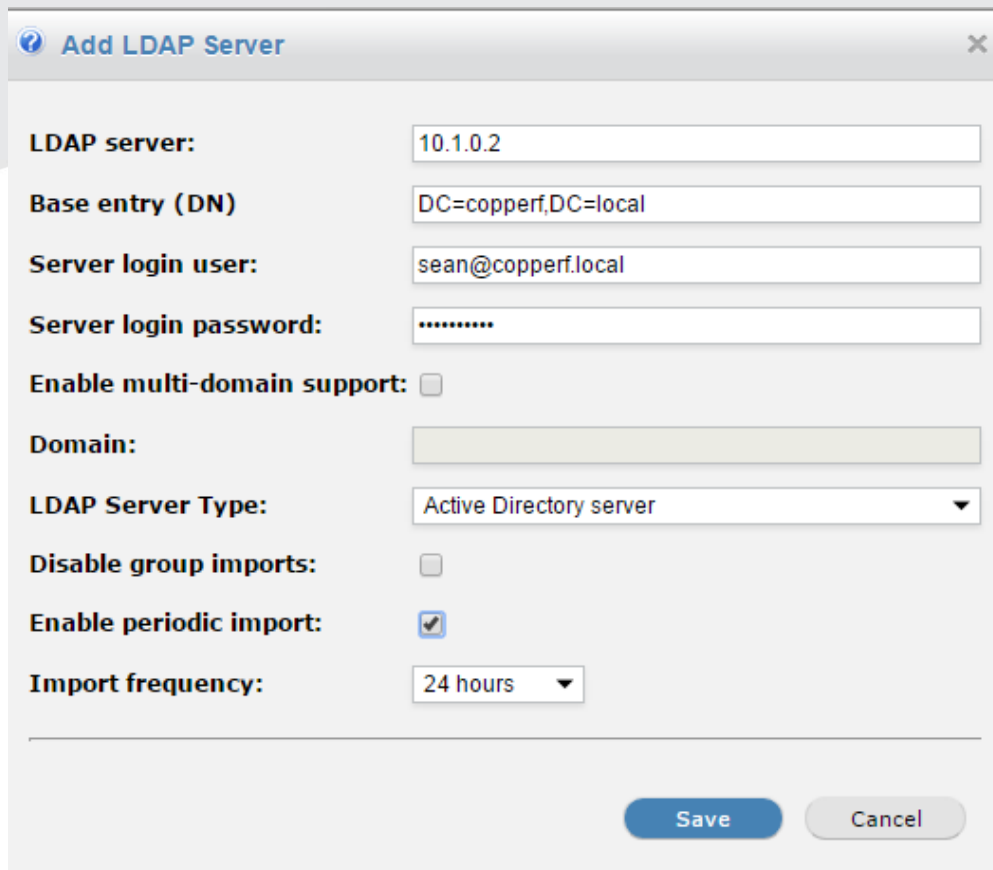


Figure 2: Add LDAP Server

Table 1 shows the entries in the Add LDAP Server dialog:

Entry	Description
LDAP server:	The name of the LDAP server.
Base entry (DN):	The base entry distinguished name (DN) as configured on the LDAP server. The base entry serves as the starting point of the LDAP directory search. For example, dc=copperf,dc=local
Server login user:	The username for accessing the LDAP server. This may be of the form user@domain.com or “cn=admin,dc=copperf,dc=local”. NOTE: £ is not permitted in the username.
Server login password:	The password for accessing the LDAP server.
Enable multi-domain support:	Select this check box to support users in multiple domains.



Domain:	When multi-domain support is enabled, specify the domain of the users been authenticated.
LDAP Server Type:	Select the type of LDAP server that users/groups will be imported from. This can be one of <i>Open LDAP</i> , <i>Active Directory server</i> (default), and <i>Novell eDirectory</i> .
Disable group imports:	Select this check box to disable the importation of the groups associated with the users being imported from the LDAP server.
Enable periodic import:	Select this check box to enable periodic imports of users from the LDAP server. If you enable this option, WebTitan re-imports the users and groups for the LDAP server and overwrites any changes that were made to these users and groups since initial importation.
Import frequency:	If you selected the Enable periodic import checkbox above, use this drop-down list to select the frequency at which you want to receive imports from the LDAP server.

Table 1: Add LDAP server dialog fields

When importing, you can use more specific base entries (DN). e.g.

- Import everything: dc=DANIELX,dc=net
- Just import a specific user: cn=joe smith,cn=users,dc=DANIELX,dc=net
- Import an organizational unit: ou=test_org_unit,dc=DANIELX,dc=net

When the server settings are saved, they are then verified automatically. Upon successful verification, the server will then be available for importation of users and groups. To import the LDAP servers' users/groups, select the checkbox beside it and click the 'Import Users' button. Upon successful importation a screen similar figure 3 will be seen with the users and/or groups available under the 'Users' section of the same tab.

Note that the users imported are automatically assigned to their associated LDAP server group if they have been selected for importation also. Also note that any imported groups are automatically assigned to the 'Default' policy.



WEB TITAN Logged In: admin | Dashboard | Logout
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System Setup | Users & Groups | Policies | Filtering | Updates | Settings | Management | Reporting | Logs | Support

Users | Groups

LDAP servers for user/group import

Showing 1 - 1 of 1 items

Server	Base Entry (DN)	Last Import	Options
<input type="checkbox"/> 10.1.0.2	DC=copperf,DC=local	2014-12-12 06:16:41	✎ ✕

[Import Users](#) [Add...](#)

Users

Page: 1 | Entries per page: 10 | Filter Users: | Filter Groups: | Showing 1 - 10 of 65 items

User	Groups	Options
i accounts	Administrators, Domain Users, Remote Desktop Users	✎ ✕
i administrator	Administrators, Domain Admins, Domain Users, Exchange Organization Administrators, WSS_ADMIN_WPG	✎ ✕
i asullivan	Domain Users, User Roles	✎ ✕
i ccosgrove	Domain Users	✎ ✕
i christian name	Domain Users	✎ ✕
i cmadden	Domain Users	✎ ✕
i comalley	Domain Users	✎ ✕
i confr	Domain Users	✎ ✕
i cward	Domain Users	✎ ✕
i daniel_ou_user1	Domain Users, WEBTITAN_PRIV	✎ ✕

[Add...](#)

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Figure 3: Import LDAP Users

By selecting the edit button for a user, it can be seen whether the user was created manually or imported from LDAP. e.g. In Figure 4, it can be seen that the user 'guest' was imported from LDAP by looking at the 'Managed via LDAP' field entry.



Edit User (guest)

Username:

Fullname:

Description:

Managed via LDAP: Yes

IP Addresses:

:: table empty ::	
-------------------	--

Groups:

Available	Selected
Default	Domain Guests <input type="button" value="x"/>
Sin bin	Guests <input type="button" value="x"/>
Domain Users	
Windows SBS Fax Users	
Domain Guests	
Windows SBS Fax Administrators	
Windows SBS SharePoint_OwnersGroup	
Denied RODC Password Replication Group	
User Roles	

Figure 4: Edit LDAP user dialog

Similarly, by looking at the properties of a group (on the Users & Groups -> Groups page), it can be determined if the group was imported from LDAP. E.g. in Figure 5, the field 'Created by LDAP?' is marked as 'TRUE'.

Specify group properties

Name:

Description:

Disable group:

Created by LDAP?: TRUE

Filtering policy:

Figure 5: Edit Group dialog



3. LDAP issues

If you are having issues connecting to your LDAP server, you can test further by downloading the free Softerra LDAP browser at <http://www.softerra.com/products.htm>. This is a free product for all types of usage including commercial. You can then test connecting to the LDAP server which will help determine whether your initial LDAP settings were correct or if it was an external issue.

The following error codes, which are returned by WebTitan when validation of the LDAP settings fail may be of use:

Error Code	Explanation
-1	Server couldn't be reached or port 389 was not open.
-2	LDAP bind error.
-3	Couldn't perform the search.
-4	Possible username/password error.
-99	Internal error: no such server id.

Table 2: Add LDAP Server error codes

4. Rules to remember about user/group importation

- You cannot change the names of LDAP imported users or groups.
- If you delete the LDAP server from WebTitan, all users and groups associated with that server will be automatically deleted.
- Users/Groups reimported from an LDAP server by either manually re-importing them or through a periodic import will overwrite all changes made to the existing users/groups imported.