

LDAP - Authenticating jtel users with your LDAP Server

Introduction

This page explains the configuration of LDAP authentication with an LDAP server in your jtel ACD. The Active Directory Integration (Over SSL) / LDAP(S) Integration provides login to jtel ACD Portal using credentials stored in your Active Directory / other LDAP-based directory.

It allows users to authenticate against various Active Directory / LDAP implementations like Azure Active Directory.

Prerequisites

The webservers can reach the LDAP Server via the configured port.

LDAP Port	389
LDAPS Port	636

Configuration Requirements

Data	Value	Note
Active Directory Name	Microsoft Entra ID	The name of the type of Active Directory that will be integrated to the ACD
jtel Portal URL	http(s)://<jtel Portal DNS name>	The URL used to connect to your jtel ACD Web-Interface
(<sAMAccountName>, <displayName>)	MaxMustermann, MaxM	Login name and display name of the account
Password	*****	Account password
LDAP Server	ldap(s)://<LDAP Server DNS name>	The LDAP Server URL
CN		Common Name
OU		Organizational Unit
DC		Domain Component

Security

As sysadmin, change the parameter 'ACD.LDAP.Security.Level' if required. The default setting is 'DIGEST-MD5' and the only other possible setting is to leave the field empty. Leaving it empty enables default LDAP provider behaviour.

Enabling LDAP

As sysadmin, change the parameter 'Portal.Login.LDAP.Enabled' to 1 to enable LDAP, or to 0 to disable it.

Configuration

LDAP Server Configuration

Go to 'Menu User Data Client Master Data Options Authentication LDAP Server'

Configure your LDAP Server URL here.

For LDAPS, configure the URL with ldaps://, for LDAP, configure ldap://

LDAP User Name

Go to 'Menu User Data Users Edit User LDAP User Name'

Add the LDAP Users Display Name into this field.

Testing

To test LDAP authentication using your jtel ACD you can use the following commands:

```
cd /home/jtel/shared/JTELCarrierPortal/Utils/Install/LdapTester/  
./ldap-test.h ldaps://subdomain.domain.local/CN=ldaptestuser, OU=User, DC=domain, DC=local <sAMAccountName> <password>
```

Success

A successful test should look something like this:

```
java -cp ldap-tester-1.0.jar jtel.tools.ldap.App ldaps://subdomain.domain.local/CN=ldaptestuser,OU=Sales,DC=domain,DC=local <sAMAccountName> <password>  
  
authenticateByLDAP - SUCCESS java.naming.provider.url=ldaps://subdomain.domain.local:636,java.naming.factory.initial=com.sun.jndi.ldap.LdapCtxFactory,step=1,java.  
naming.security.principal=jtelsvc,java.naming.security.authentication=DIGEST-MD5,java.naming.security.credentials=  
Authenticated OK!
```