

PRODUCT SHEET

HelpDesk

HD-LDAP – Directory service

With the plug-in HD-LDAP, the administration of users is simplified. Thanks to HD-LDAP, a user environment with "single-sign-on" is created in the support system. This means that the log-in to Artologik can be integrated with the log-in to Windows to make the entire log-in procedure automatic.

Through the integration of the HD-LDAP module with the existing catalogue server (Active Directory), double administration of users can be eliminated since user information is collected and updated automatically from one single directory. It is then irrelevant if information is edited or added in HelpDesk or another program using the same directory, the information is collected and updated everywhere!

How it Works

The same login procedure is used in HelpDesk as in your other applications, i.e. you have the same user name and password. Other user information such as name, e-mail address and phone number is imported directly from the LDAP. Updates occur each time the user logs in to the Artologik program, or by import by the administrator. The update can also be set to occur automatically, for example each night.

Configuration

The configuration is made via an interface only one user in the system have access to. In the interface, search strings and log-in information to the data source is entered. Thereafter, the import catalogues, where the user information is collected, are defined. It is possible to collect users from several directories.

Import users
Source: [LDAP://artnet.local:482/OU=SBSUsers,OU=Users,OU=MyBusiness,DC=artnet,D...] ▾
 Recursive
Use * as a wildcard character in the search fields.
E.g. S* in the search field for name will launch a search on all names starting with S.
Last name: *
First name: *
E-mail: *
 Only new users
List users
Close

There are many advantages with using HD-LDAP, for both the administrator and the users.

Advantages of HD-LDAP

The advantages of HD-LDAP are many, especially for the network administrator. One of the largest advantages is that the administrator only has to enter the information once; user rights, which applications the user should have access to etc. When this information needs to be changed it only has to be done in one place, reducing the workload.

For the individual user, the advantages is that a system with a "single-sign-on" is created, and so the user only has to log in to the network once to reach anything the user should have access to.

Contact us to hear what your organisation have to gain by using HD-LDAP. You can also visit our web site www.artologik.com for more information.

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