

# Configuring LDAP Servers

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This article is for **IT support**.

Lightweight Directory Access Protocol (LDAP) is a protocol that allows applications to communicate and share information with directory services such as Active Directory. School Manager uses LDAP to sync across users and groups. Once synced, groups can be used as [classrooms in Classwize](#).

## Configuring LDAP Servers

Using LDAP servers allows you to add multiple Domain Controllers to School Manager.

### Note

You cannot configure both the LDAP and LDAP Servers page in School Manager. If you have an existing LDAP configuration you should migrate it across to the LDAP Servers page.

1. Go to **Configuration > Authentication > LDAP Servers**
2. Select **Add LDAP Server**
3. Tick **Enabled**
4. Tick **Sync Enabled**. This will sync the list of users and groups automatically between 00:00-02:00 UTC every day.

### Note

If you are using multiple Domain Controllers, tick **Sync Enabled** on only one of them.

5. You can tick **Sync Organization Units**. If enabled, this will sync any organizational units previously set up on your server.
6. Select the **Server Type** using the dropdown.

Server Type	Description
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Active Directory	The standard for Windows Server and the most commonly used server type
OpenLDAP	Commonly used with macOS Server
Novell eDirectory	This is an old protocol that some schools still use today
Manual	This allows full customization of field mapping

7. Select the **Protocol** using the dropdown.

Protocol	Description
LDAP	This is the most commonly used protocol
LDAPS	This refers to Secure LDAP. It can be challenging to set up on the server-side and it requires a SSL certificate to be generated from a certificate authority such as Microsoft. Please contact Linewize Support <a href="#">United States</a> (844) 723-3932   <a href="#">Australia</a> 1300 687 052   <a href="#">New Zealand</a> 0800 445 206 if you want to use this protocol.

8. Enter the **Server Hostname**. This is the server IP address. You can also type in the hostname if internal DNS has been set up.
9. Enter the **Server Port**. LDAP uses Port **389**
10. Enter the **Base DN**. This is where the server will search for users. This would normally be done at the top level (DC=) but it can also be done at a user level (OU=).
11. Enter a **Username**. We recommend using the following naming convention **DOMAIN\username** or **username@DOMAIN**

#### Note

This assumes that you have already created a service account with LDAP read permission in your directory.

12. Enter the **Password** from your service account.
13. You have the option to change the **Search Query**. The default (objectClass=\*) will sync users and groups.
14. You have the option to **Sync By DN**. Syncing by DN allows you to sync multiple groups with the same name.
15. When you are complete, select **Save**

### Edit LDAP Server ×

Enabled

Sync Enabled

Sync Organization Units

Server Type

Select... ▼

Protocol

Select... ▼

Server Hostname 

Server Port

Base DN

Username

**SAVE**

## Syncing LDAP Servers

1. Select **Sync All** and **Refresh** the page.

### Note

The sync can take a few minutes depending on the directory size.

2. Once the sync is complete, you can see if the sync was successful under the **Status** section.
3. When successfully synced, the **Status** column will display the number of synced users and groups.

# LDAP Servers Troubleshooting

## Failed to Sync, reason was Can't contact LDAP server

- Ensure the LDAP Server is online and reachable
- Ensure the School Manager appliance is online
- Ensure that the LDAP server entry is filled out completely
- Ensure the Server Port is set to 389
- Ensure that you have entered an IP address for the Server Hostname. You can enter a hostname if you have internal DNS configured.

If all checks fail, please contact Linewize Support for further assistance.

## Failed to Sync, reason was Referral

- Ensure you have entered the correct Base DN

If this check fails, please contact Linewize Support for further assistance.

## Failed to Sync, reason was Invalid credentials

- Ensure you have entered the correct username and password
- Ensure you have the correct username naming convention (**DOMAIN\username** or **username@DOMAIN**)

If all checks fail, please contact Linewize Support for further assistance.

## Failed to Sync, reason was Operations error

- Ensure you have the correct username naming convention (**DOMAIN\username** or **username@DOMAIN**)
- Ensure that your Domain Controller DNS settings are configured

If all checks fail, please contact Linewize Support for further assistance.

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