

Directory Update Resource Domain Module

Overview

The Ithicos Solutions Directory Update Resource Domain module enables Directory Update to update user account information in an Active Directory resource domain. Resource domains are often implemented when an organization wishes to put the active user accounts in one domain (the Accounts domain) and the resources (such Exchange mailboxes or SharePoint sites) in an alternate domain.

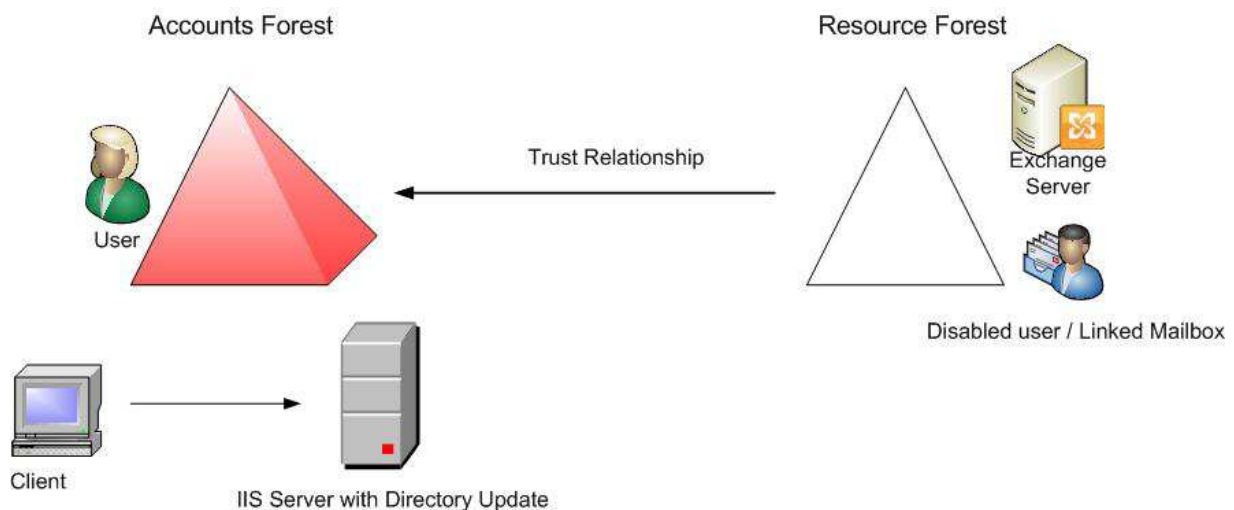


Figure 1: Accounts and resource forests

Figure 1 illustrates Directory Update usage in an Accounts/Resource domain model.

1. A user logs in to Directory Update using their “Accounts” domain user account. The IIS server must be on an IIS server in the Accounts domain.
2. Directory Update (with the resource module enabled) authenticates the user against the accounts domain.
3. Directory Update matches the Accounts domain user with its corresponding account in the Resource domain
4. Directory Update queries the user’s directory information from the resource domain using LDAP and the resource domain service/proxy account.
5. User updates their information on the Directory Update interface.
6. Directory Update uses LDAP and the resource domain service/proxy account to update the user’s properties in the Resource domain

The resource domain module for Directory Update is designed specifically with the intention that it will be used to update disabled user accounts in a resource domain that is hosting Exchange

Server 2007/2010/2013 and that those accounts are associated with a resource linked mailbox and a corresponding user account in the accounts domain.

Requirements

In order to activate the resource domain module, all of the base requirements for Directory Update must be met and Directory Update must be installed on an IIS server in the accounts domain. Other requirements and caveats are as follows:

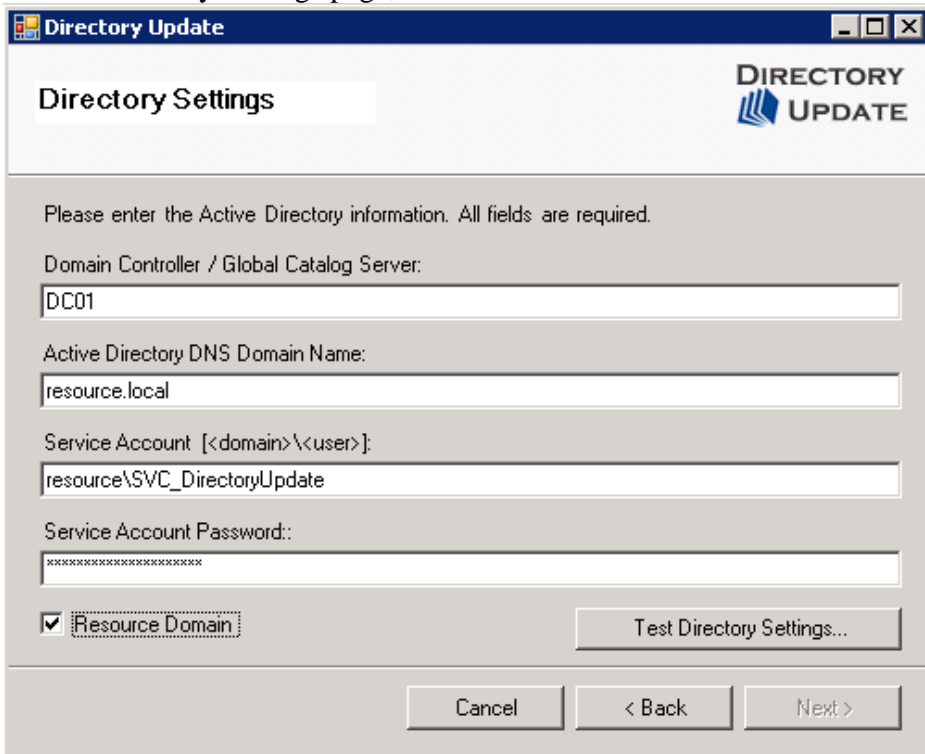
- Microsoft recommendations and best practices as documented in this link will be followed in the resource domain: <http://technet.microsoft.com/en-us/library/aa998031%28v=exchg.141%29.aspx>
- The Resource domain account (associated with the Linked Mailbox) must be disabled.
- There must be a one-to-one relationship between the Resource domain account and the Account domain account. An Account domain account cannot be associated with multiple resource domain mailboxes.
- Directory Update will match up user's account in resource domain by locating the corresponding account/mailbox using the account domain SID and the *msExchMasterAccountSID* property of the account in the resource domain. An accounts domain account can only own a single resource domain mailbox.

Installation Instructions

Installation and configuration are relatively easy.

1. Ensure that your resource domain organization is working properly (including that Account domain users can access their Exchange mailbox in the resource domain.)
2. Install Directory Update v2.5 or later on to an IIS server in the Accounts domain.
3. Ensure that TechNote #110 is implemented properly (<http://www.ithicos.com/support/support.aspx>)
4. Test Directory Update using an account from the **Accounts** domain to ensure it works.
5. Create a service/proxy user account in the Resource domain that has sufficient permissions to update user accounts. See TechNote article #112. <http://www.ithicos.com/support/support.aspx>

- Run the Directory Update Configuration wizard and add an additional domain instance. On the Directory Settings page, check the “Resource Domain” checkbox.



- On the Directory Update Configuration Wizard Licensing page, enter the license key provided for your Resource Domain module. This is a different license key than is used for Directory Update.
- After you have entered the license key, open the AppSettings.XML file. Locate the `<resourceDomain...>` tag and set the `enabled="yes"` option.
- In the AppSettings.XML file, locate the `<lookupFields...>` tag and set the `showDisabledUsers="yes"` option.

Updating Accounts Domain

By default, once the resource domain option is enabled in AppSettings.XML file, Directory Update will **only** update the resource domain account information. If you want Directory Update to update both the resource domain account and the accounts domain account, you can enable this option. Locate the `<resourceDomain...>` tag in the AppSettings.XML file. Set the `updateAccountDomain="yes"` option.

Note that Directory Update **only** updates the information that is visible *and* editable on the Directory Update interface. We don't sync other values. For example, if the “first name” field is visible but not editable, we will not update this information to the accounts domain.

Also note that if you are using attributes that have been added to your Active Directory schema by Exchange (such as the customAttributes) we recommend that you perform a Exchange 2010 Schema Prep (setup /prepareSchema) on your accounts domain also.