

High Availability Configuration Guide

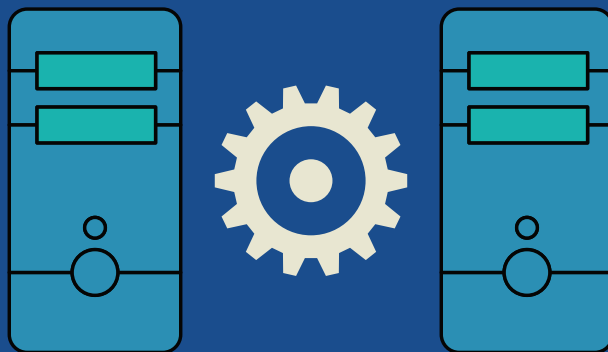


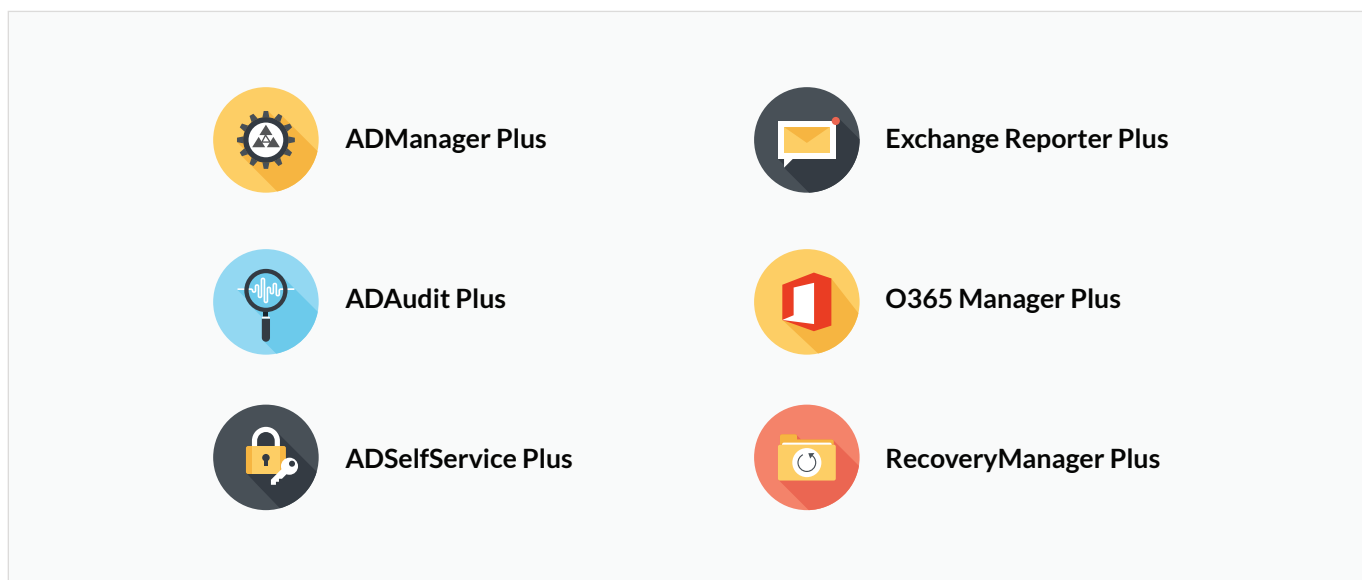
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Overview

AD360 is an integrated solution from ManageEngine engineered to holistically address the identity and access management (IAM) needs of enterprises that use Windows Active Directory and Office 365. AD360 solves a number of different challenges when managing AD and Office 365 user identities with features such as user life cycle management, self-service password management, single sign-on, backup and recovery, and IT security and compliance.

AD360 is comprised of six components:



High availability for AD360

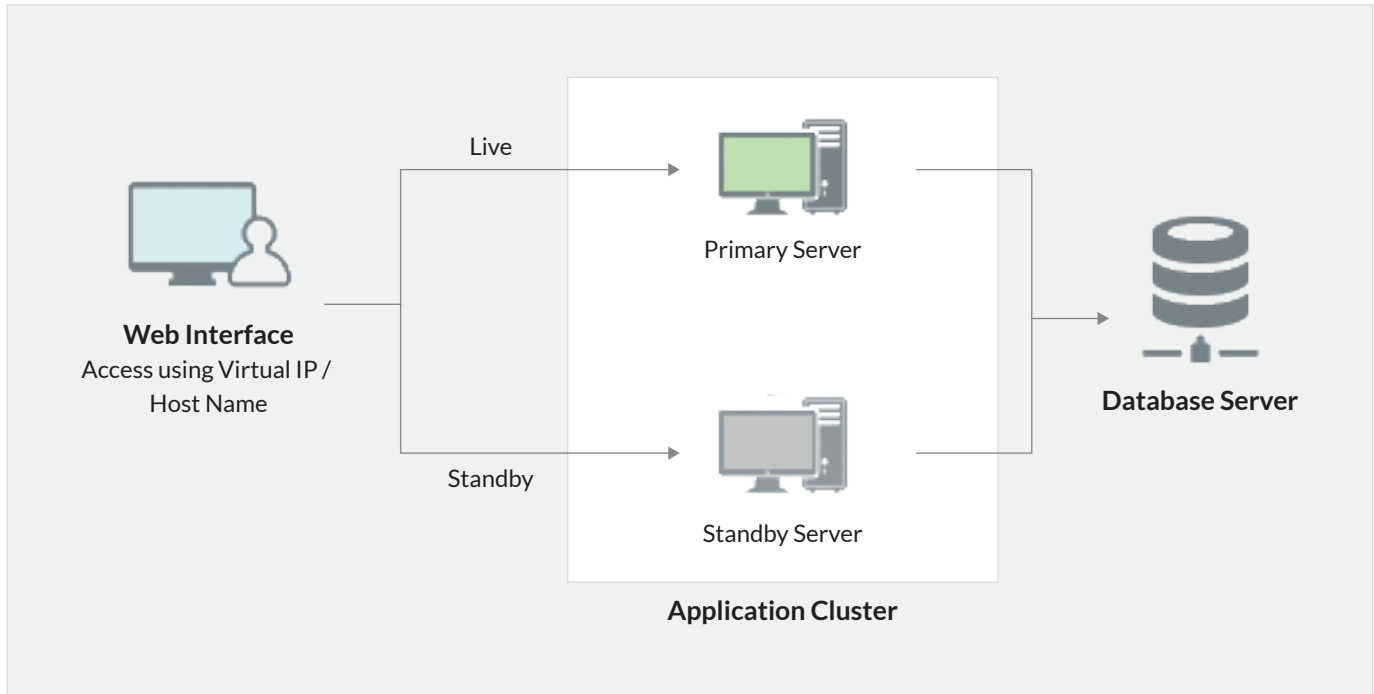
High availability describes a family of practices aimed at delivering a specific level of availability by eliminating or mitigating failure modes.

AD360 supports high availability in case of system and application failures. High availability is achieved through automatic failover: when the AD360 service running on one machine fails, another instance of the AD360 service running on a different machine will automatically take over.

Centralized configuration

You can set up and manage high availability for AD360 and its integrated components directly from the AD360 console. Currently, AD360 supports high availability configuration for three of its components—ADManager Plus, ADSelfService Plus, and O365 Manager Plus.

High Availability Architecture



Important points to consider:

- To implement high availability, you'll need to install AD360 and its components on two separate machines.
- The instance from which you are configuring high availability will act as the primary server. The other instance will act as the standby server.
- Both servers use the same database configured in the primary server. At any given time, the primary server will cater to user requests while the other will remain passive.
- Whenever the primary server experiences ten or more seconds of downtime, the standby server automatically becomes operational and services all requests.
- You'll need a virtual IP address for high availability configuration.

Prerequisites

Before you start configuring high availability, make sure that the following conditions are satisfied:

- [Download](#) and install AD360 along with its components on two separate machines.
 - If you have already installed AD360 and its components, then update them to the latest build. You'll need to download and install the latest build of AD360 and its components in the second machine as well.
- **Make sure that both instances of AD360 and its components:**
 - Are running as a service.
 - Have the same build architecture (32-bit or 64-bit) and build number.
 - Are connected to the same domain and network. For example, if your IP range is 172.21.x.x, then the primary server and standby servers should also lie in the IP range 172.21.x.x.
- **Make sure the virtual IP address also lies in the IP range 172.21.x.x.**

Configuration steps

Follow the steps below to enable high availability:

1. Go to **Admin > Administration > High Availability**.
2. You will see AD360 and a list of available components that support high availability.

Component Name	Primary Server	Standby Server	Virtual IP	Virtual Host Name	Configuration Status
AD360	radhak-1480	-	-	-	Configure Now
ADManager Plus	radhak-1480	-	-	-	Configure Now
Office365 Manager Plus	radhak-1480	-	-	-	Configure Now


3. The steps for enabling high availability are exactly the same for both AD360 and its components. Let's see how to enable high availability for AD360.

4. Click **Configure Now** in the AD360 row.


High Availability


Primary Server


Component Name

Primary Server URL 


Standby Server

* Standby Server Name/IP 

* Admin Username 

* Password 

Virtual IP

* Virtual IP Address 

Virtual Host Name

5. In the **Primary Server** section, the URL of the AD360 server you are currently accessing will be auto filled.

6. In the **Standby Server** section, enter the:
 - **URL** of the AD360 standby server.
 - **Username** and **password** of the default admin user in the AD360 standby server.

Note: For the integrated components, instead of using the default admin account you can provide the credentials of an account that has full access to all the features and settings of the component. For example, an account with super administrator privilege.

7. In the **Virtual IP** section, enter:
 - **A virtual IP address** with which you can access both the primary and standby servers. When the product is accessed using this IP, the data is routed directly through the server that is active at that particular time.
 - The **Virtual Host Name**.

Note: A virtual host name is the alias given to the virtual IP.

8. Click **Save**.
9. Follow steps 5 to 9 for the integrated components that you want to enable high availability for.
10. Once the settings are saved, you need to restart the primary server first and then the standby server to activate high availability.
11. Once high availability is enabled, you must:

For AD360:

- Add the virtual IP address to the Allowed IPs list (if it's enabled) in Logon Settings.

For the ADSelfService Plus component:

- Update the Access URL with the virtual IP address value.
- Add the virtual IP address value to the Admin Login page IP restriction list (if it's enabled) in Logon Settings.

Disabling high availability

High availability can be disabled only from the standby server. Follow the steps below to disable high availability:

1. Shut down the **primary server**.
2. Access **AD360**. This will automatically route you to the standby server.
3. Go to the **High Availability** settings under the **Admin tab** and click **Remove**.
4. Restart the **standby server**, and then restart the **primary server**.