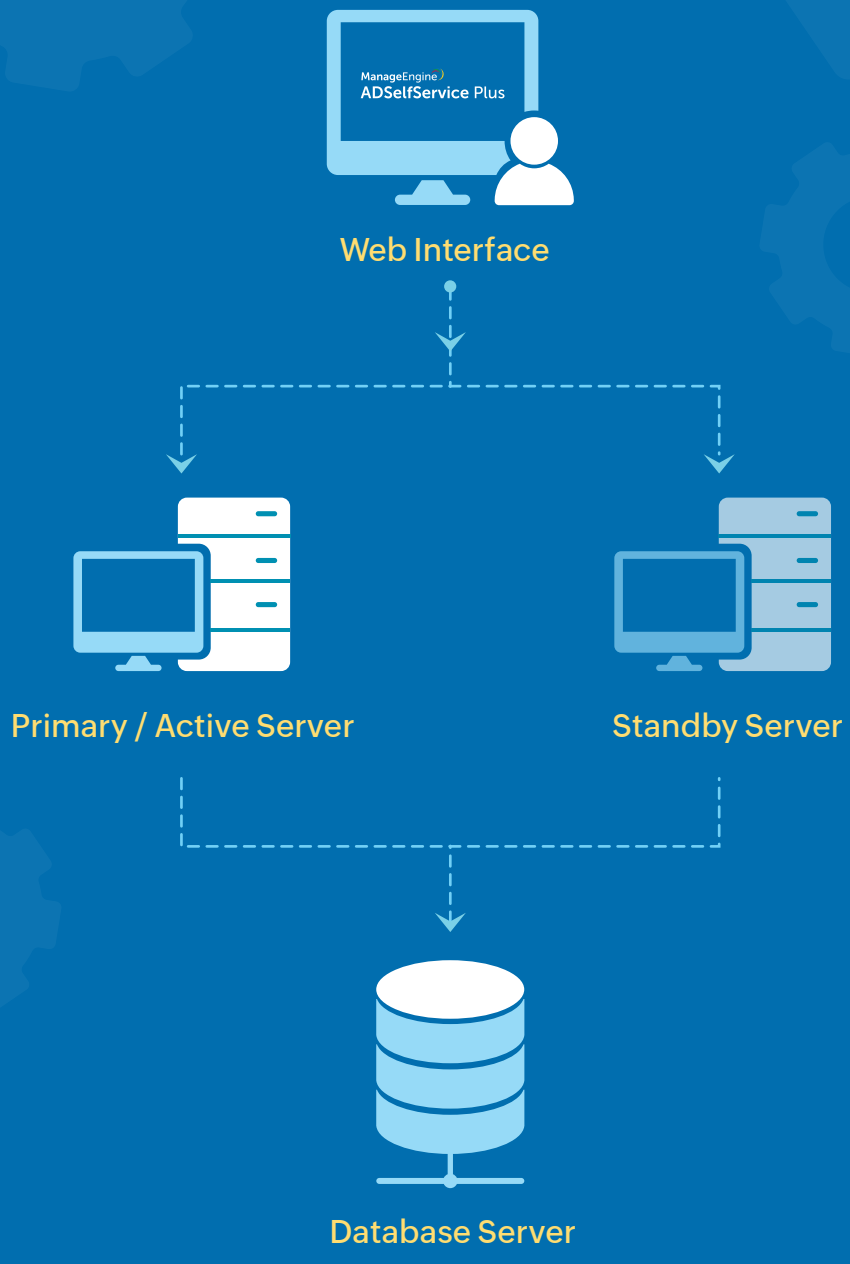
ManageEngine
ADSelfService Plus

Configuring high availability in ADSelfService Plus



Configuring high availability in ADSelfService Plus

ADSelfService Plus utilizes automatic failover to support high availability in case of system and product failures. Essentially, this means that when the ADSelfService Plus service on one machine fails, another instance of ADSelfService Plus running on another machine automatically takes over. This ensures end users get uninterrupted access to the products' features such as self-service password management and single sign-on.

Before configuring high availability in ADSelfService Plus, ensure that the following conditions are satisfied.

Condition 1: ADSelfService Plus must be downloaded and installed in two separate machines.

If you already have ADSelfService Plus, update your installation to the latest build, and ensure that you download and install the latest version of ADSelfService Plus in the second machine as well.

Condition 2: The ADSelfService instance in both the machines should,

- Run as a service.
- Have the same build architecture (32-bit or 64-bit) and build number.
- Be members of the same domain, and be connected to same subnetwork.
- Have the domain configured using a service account with domain admin privileges.
  Note that domain admin privileges are only mandatory during the initial setup of high availability. Once high availability has been configured, the service account can be changed to one with lesser privileges based on the other features configured.
- Have uninterrupted sharing of the installation directory folder

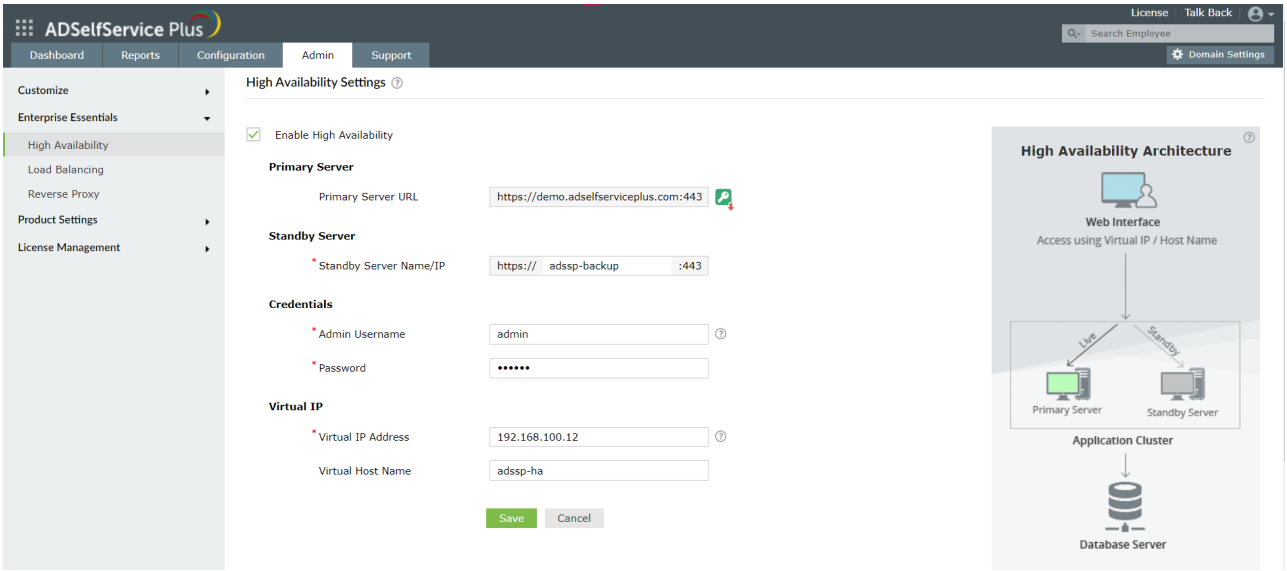
Condition 3: The virtual IP address must lie in the same IP range as that of the primary and standby servers.

Condition 4: To enable high availability, you need to purchase the Failover and Secure Gateway Services Add-on. Buy now.

Important: It is recommended that an external database server (supported databases are PostgreSQL and Microsoft SQL) is used for better high availability in ADSelfService Plus. Using the built-in PostgreSQL database could lead to database connectivity failure when the primary server fails, rendering the product non-functional.

Configuration steps

1. Log in to ADSelfService Plus with admin credentials.
2. Navigate to **Admin** → **Enterprise Essentials** → **High Availability.**
3. Select **Enable High Availability.**
4. In the *Primary Server* section, the URL of the ADSelfService Plus server you are currently accessing (i.e., the primary server) will be autofilled.
5. In the *Standby Server* section, enter the:
   - **Standby Server Name/IP** of the ADSelfService Plus standby server.
   - **Admin Username** and **Password** of a super admin in the ADSelfService Plus standby server.



6. In the *Virtual IP* section, enter:
   - A **Virtual IP Address** with which you can access both the primary and standby servers. A virtual IP address is an unused static IP address.
   - An appropriate **Virtual Host Name.** A virtual host name is the alias given to the virtual IP address.
7. Click **Save.**
8. After successful configuration of high availability, a pop-up appears with **Restart now** and **Restart later** buttons. Clicking **Restart now** will automatically restart the ADSelfService Plus service in the primary and standby servers. If you click **Restart later**, you will have to manually restart the primary server first and then the standby server.

Important: Once high availability is enabled, you must:

- Update the **Access URL** with the virtual IP address value from step 6.
- Add the virtual IP address value to the *Admin Login* page's IP restriction list (if it is enabled) in **Logon Settings.**

Note for FIDO passkey users:

- If you have configured FIDO passkey authentication, updating the Access URL will modify the preconfigured FIDO RP ID, resulting in loss of enrollment data and disenrollment of all users.
- If you are planning on configuring FIDO passkey authentication, ensure that the Access URL is modified after enabling reverse proxy before configuring FIDO passkey authentication to prevent loss of enrollment data.

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ManageEngine
ADSelfService Plus

ADSelfService Plus is an identity security solution to ensure secure and seamless access to enterprise resources and establish a Zero Trust environment. With capabilities such as adaptive multi-factor authentication, single sign-on, self-service password management, a password policy enhancer, remote work enablement and workforce self-service, ADSelfService Plus provides your employees with secure, simple access to the resources they need. ADSelfService Plus helps keep identity-based threats out, fast-tracks application onboarding, improves password security, reduces help desk tickets and empowers remote workforces.

For more information about ADSelfService Plus, visit www.manageengine.com/products/self-service-password.

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