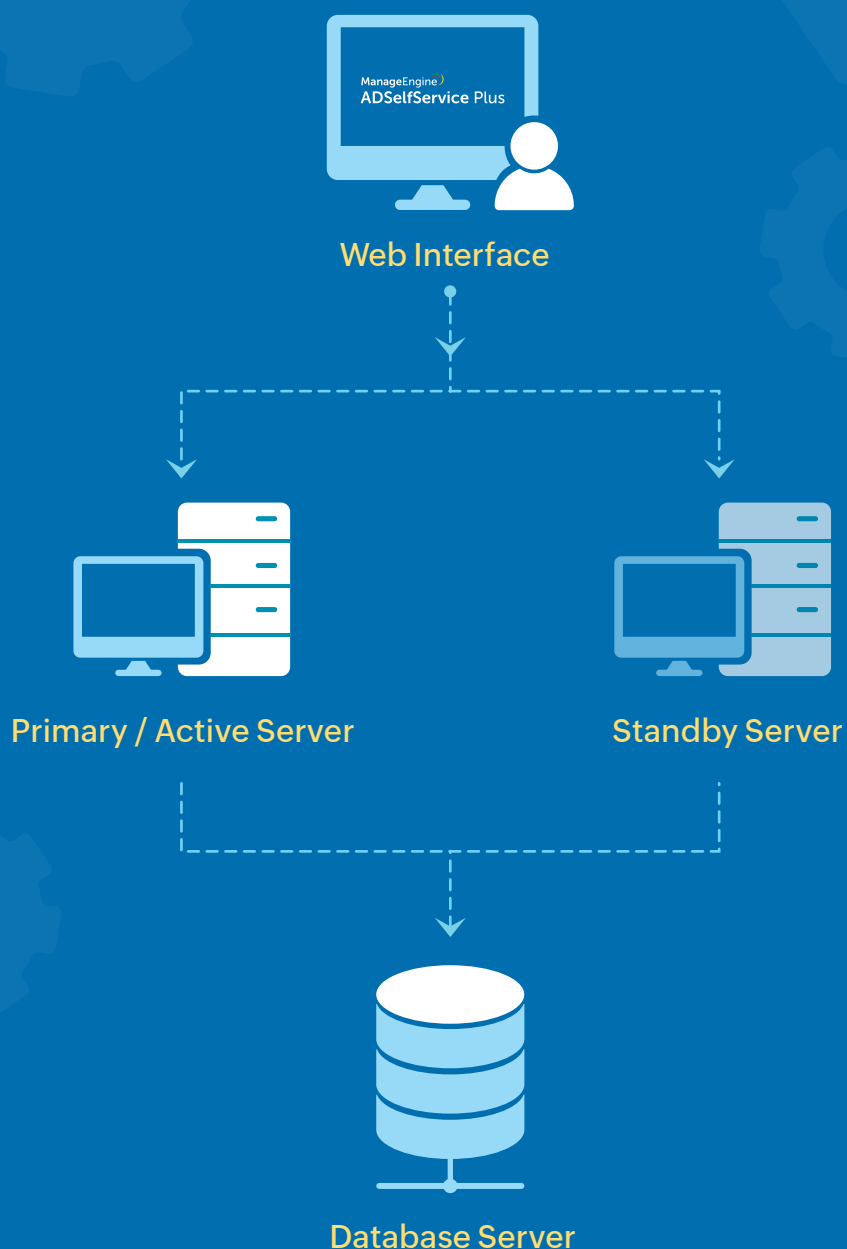


Configuring high availability in ADSelfService Plus



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ADSelfService Plus uses automated failover to support high availability in case of system and product failures. Essentially, this means that when ADSelfService Plus fails on one machine, another instance of ADSelfService Plus running on another machine automatically takes over.

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

Condition 1: [Download](#) and install ADSelfService Plus on two separate machines.

If you already have ADSelfService Plus, update your installation to the latest build and make sure you download and install ADSelfService Plus on a second machine as well.

Condition 2: Both of the downloaded instances should:

- Run as a service.
- Have the same build architecture (32-bit or 64-bit) and build number.
- Be connected to the same domain and network.
- 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.

The screenshot displays the 'High Availability Settings' page in the ADSelfService Plus interface. The left sidebar contains a menu with options: Customize, Enterprise Essentials, High Availability (selected), Load Balancing, Reverse Proxy, Product Settings, and License Management. The main content area is titled 'High Availability Settings' and includes a checkbox for 'Enable High Availability'. Below this are sections for 'Primary Server', 'Standby Server', 'Credentials', and 'Virtual IP'. The 'Standby Server' section is highlighted, showing fields for 'Standby Server Name/IP', 'Admin Username', 'Password', 'Virtual IP Address', and 'Virtual Host Name'. A 'High Availability Architecture' diagram is shown on the right, illustrating the flow from Web Interface to Primary and Standby Servers, then to an Application Cluster and finally to a Database 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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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.

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