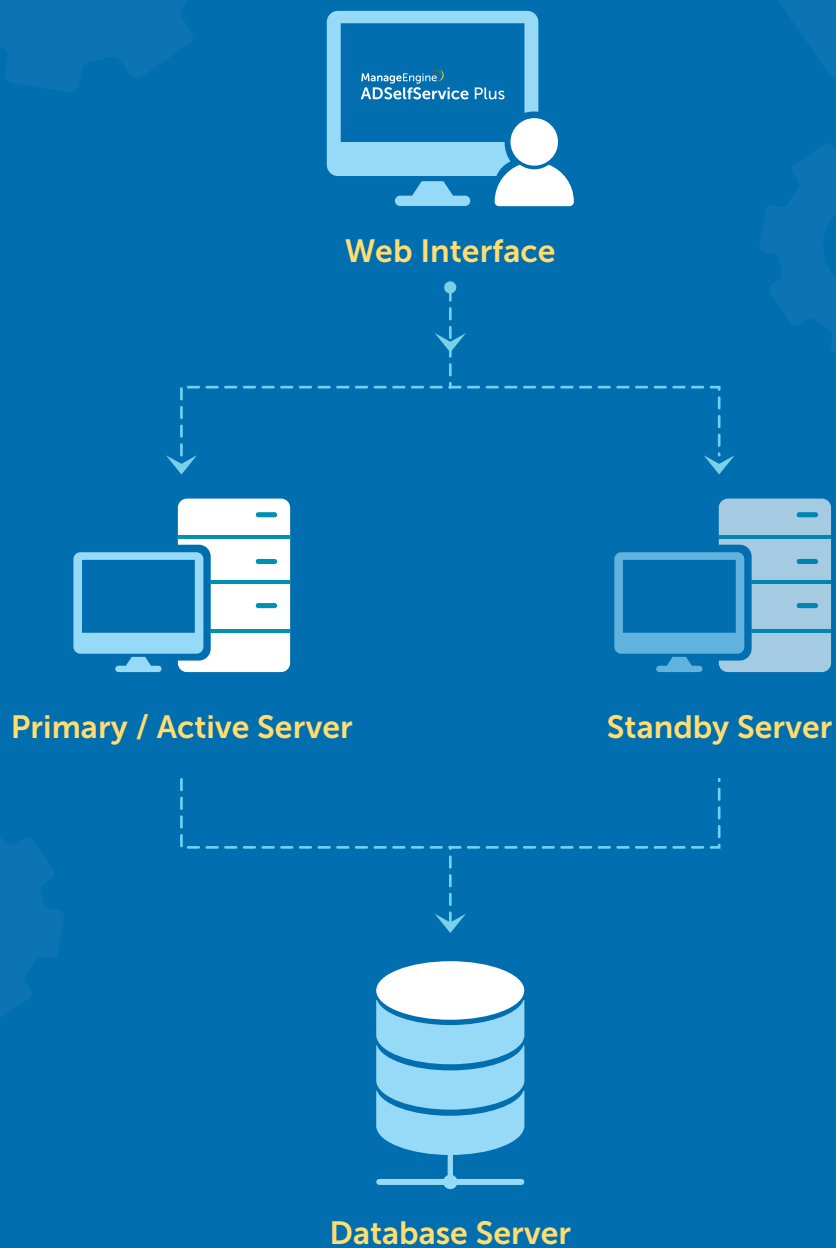


Configuring high availability in ADSelfService Plus



Configuring high availability in ADSelfService Plus

ADSelfService Plus utilises automated failover to support high availability in case of system and product failures. Essentially, this means that when the ADSelfService Plus service 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 in two separate machines.

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

Condition 2: Both 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 other features configured.
- Have uninterrupted sharing of the installation directory folder between the primary and secondary instances.

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](#).

Configuration steps

1. Log in to ADSelfService Plus with admin credentials.
2. Navigate to Admin → Product Settings → 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 auto filled.
5. In the **Standby Server** section, enter the:
 - **Hostname** of the ADSelfService Plus' standby server.
 - **Username and Password** of a super admin in 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.

Note: A virtual IP address is an unused static IP address.

How to find an unused static IP address?

- Open command prompt and try to ping any random IP. If it throws a request timed out error, the IP is unused and can be used as the virtual IP.
- Enter an appropriate Virtual Host Name. A **virtual host name** is the alias given to the virtual IP address.

7. Click **Save**.

8. To enable high availability, you will need to restart the primary server first, and restart 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 in Admin Login page IP restriction list (if it is enabled) in the **Logon Settings**.

Like this tip? Get the most out of ADSelfService Plus by checking out more tips and tricks [here](#).

ManageEngine
ADSelfService Plus

ADSelfService Plus is an integrated self-service password management and single sign-on solution. It helps improve productivity by allowing users to reset their forgotten passwords, unlock their accounts, and update their contact information in Active Directory. It enhances end-user experience with a real-time password synchronizer and enterprise single sign-on. Moreover, ADSelfService Plus' Android and iOS mobile apps as well as GINA/Credential Provider login agents facilitate self-service actions for end users, anytime, anywhere.

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