Reuse and Recycle, Using LDAP to Secure Your CA Service Desk Manager Reporting Access

Presented by:
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Welcome
Webinar Two in Seven-Part Series on using CABI with SDM

- Christy Walsh, CA Education Moderator

- Series runs through May 17

- 1 hour sessions, except 5/15, which is 1.5 hr sessions

|						
Simplifying Installation & Configuration of CABI and SDM TODAY – 11 – 12:30 EDT	Using LDAP to Secure Your CA Service Desk Manager Reporting Access Thursday, May 3 11 – 12 EDT	Using Designer and Universe to Empower non Technical End Users Tuesday, May 8 11 – 12 EDT	Personalizing your Web Reports with Infoview Thursday, May 10 11 – 12 EDT	Maximize your Engines with Offline Reporting Tuesday, May 15 11 – 12:30 EDT	Reporting Troubleshooting Tips: Part I Wednesday, May 16 – 11 – 12 EDT	Reporting Troubleshooting Tips: Part 2 Thursday, May 17 11 – 12 EDT

Logistics

Logistics	
1	Download handouts Feedback:
2	Submit questions to Q/A folder; conduct Q/A at end of session Q&A Meeting Recording
3	Twitter users can tweet using - #CABITips
4	Report issues during the session using Live Meeting Chat or Feedback:
5	Session is being recorded and available after session via email
6	Provide feedback via post evaluation survey sent through email
7	Lines are muted

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Simplifying the Installation and Configuration of CABI
Meet the CA BI/SDM Subject Matter Experts

Paul Coccimiglio

- Sr. Support Engineer located in Thornhill, Ontario - Canada
- 10 years as a Service Desk Administrator before joining CA in 2007
- His first exposure was Paradigm 5.5!
- Joined CA's Technical Sales team in 2007, Support in 2010
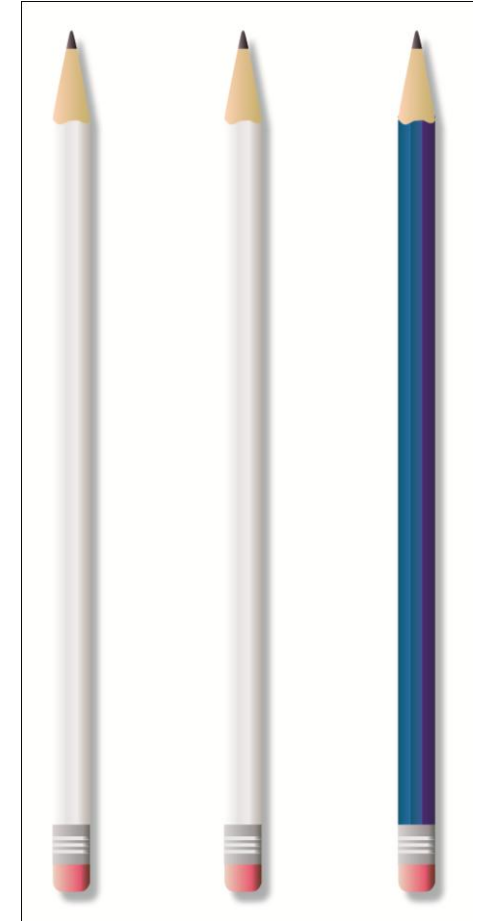- Active contributor to many technical documents & Green Books

Raghu Rudraraju

- Principal Support Engineer based in Lisle, Illinois - USA
- 14 year Tech Support professional on Unix & Windows based apps
- Joined CA Technical Support in 2000
- Specializes in Configuration, Installation, and Reporting areas
- Active contributor to many technical documents & Green Books

Using LDAP to Secure your CA SDM Reporting Access
Webinar Summary

Step-by-step webinar will illustrate the need for and how to configure CA Business Intelligence (CABI) for LDAP authentication

Using LDAP to Secure your CA SDM Reporting Access
Webinar Map

1	Introduction

2	Prerequisites and Considerations

3	Important Tips

4	Demonstration

Module 2: **Reuse and recycle, using LDAP to secure your CA Service Desk Manager reporting access**
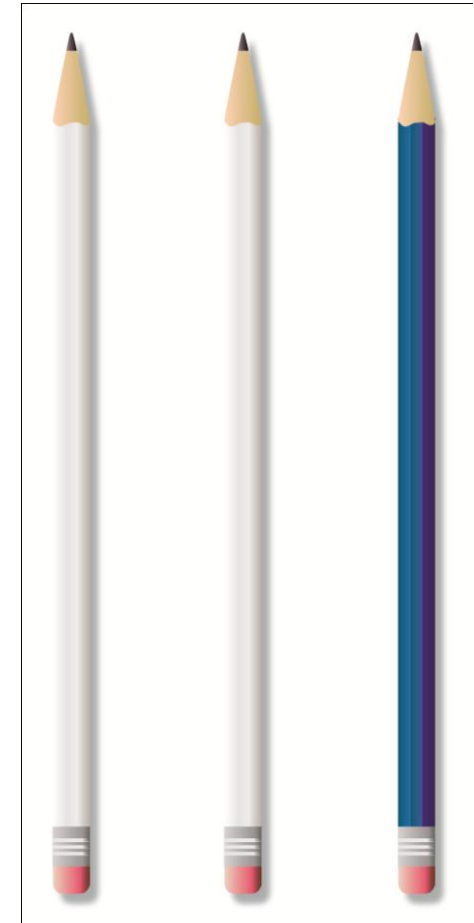
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Did you know?

- LDAP security plug-in allows you to map user accounts and groups from your LDAP directory server

- Users are authenticated against the LDAP directory server and have their membership in a mapped LDAP group verified before the CMS grants them an active session.

- You can specify that CABI use a Secure Sockets Layer (SSL) connection to communicate to the LDAP directory server for additional security

- You can assign LDAP aliases to existing Enterprise users if the LDAP account name matches the Enterprise user name

- All of the CABI client tools support LDAP authentication

- CABI uses the first LDAP host that you add as the primary LDAP host - subsequent LDAP hosts are treated as failover hosts

CABI can integrate with the following LDAP servers:

- Microsoft Active Directory

- Novell eDirectory

- Sun Directory Server

- Lotus Domino Directory
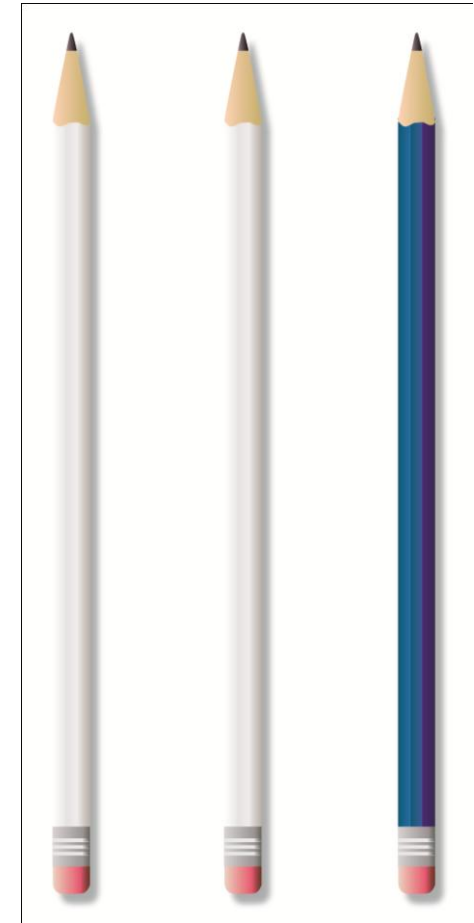
- IBM Directory Server

- Oracle Internet Directory

Using LDAP to Secure your CA SDM Reporting Access
Where to Start

Gather the following before beginning CABI-LDAP setup

1. LDAP hostname(s) and port number for LDAP communication

2. Ensure that there is no firewall that would block communication from the CABI server to the LDAP server(s)

3. Distinguished Name of the LDAP account which will be used to access LDAP (need only be read only account)

4. Distinguished Name of the LDAP search base where LDAP users and groups reside

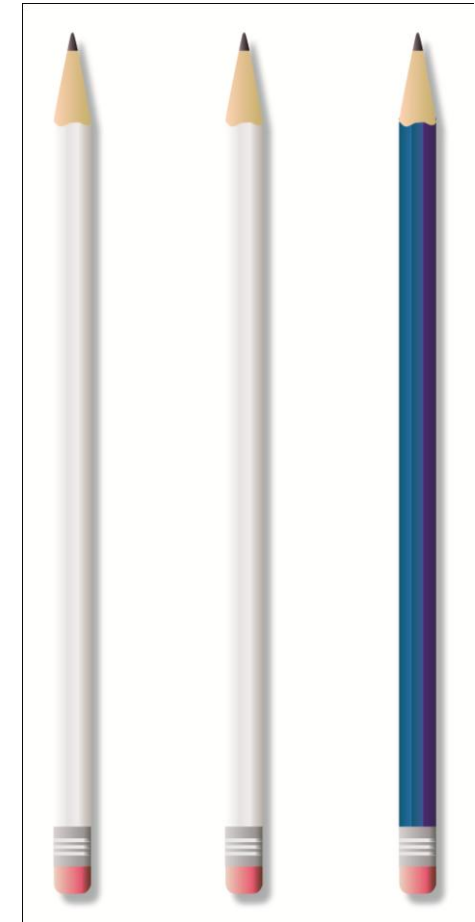5. Distinguished Name of the LDAP group(s) to which CABI will be synced with

Things to remember

- The user's ServiceDesk userid/system Login MUST match their CABI account name otherwise the integration will not work

- LDAP configurations vary – LDAP administrator should be consulted to ensure proper LDAP connection information and attribute mappings

- With Windows 2003 and 2008, there is a command line tool called "dsquery.exe" that can assist in LDAP syntax (http://technet.microsoft.com/en-us/library/cc732952(WS.10).aspx)
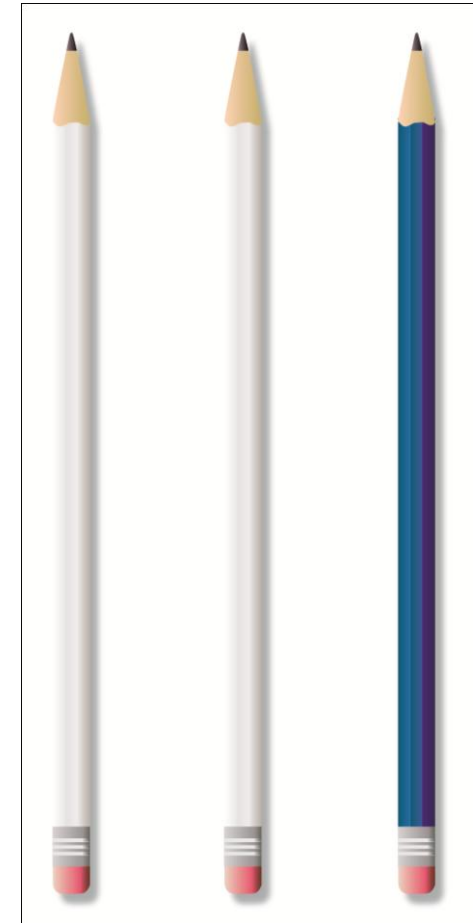
Using LDAP to Secure your CA SDM Reporting Access
Important Tips

Things to remember

- You cannot enter multiple LDAP domains within the CABI-LDAP configuration

- The sync between CABI and LDAP is not dynamic – if there are changes made to the LDAP group membership, a manual LDAP update within CABI must be performed

- If you have CABI LDAP users who will be accessing Infoview directly, ensure that you add the authentication drop-down to the Infoview login page (TEC526597 on CA Support Online)

- Plan the LDAP groups to be used with the CABI configuration carefully – report only viewer LDAP group, report author/writer LDAP group
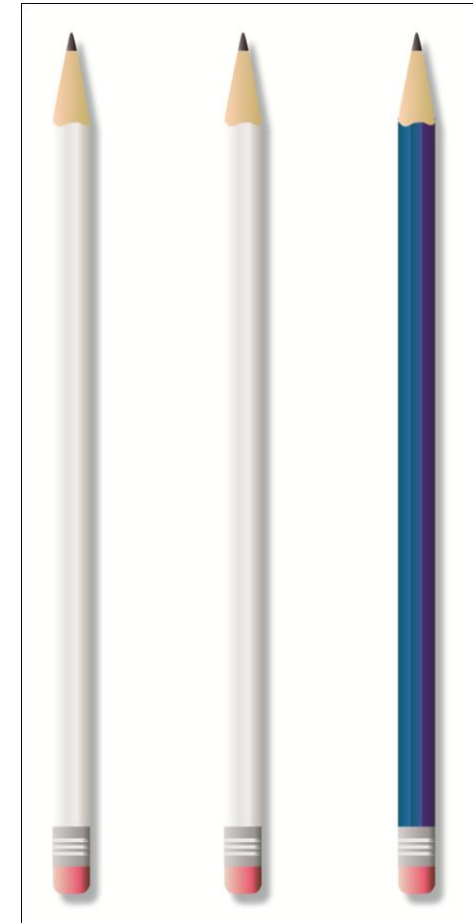
Using LDAP to Secure your CA SDM Reporting Access
LDAP Integration Fields Explained

Who, What and Where?

- Bind DN: WHO should I connect to LDAP Server as?
  - cn=MyAdAccount,ou=admins,dc=Company,dc=Com
  - (and the above user's password too)

- Base DN: WHERE Should I search for objects ?
  - dc=CompanyName,dc=com

- Search Filter: What search criteria should I use?
  - Windows AD - objectClass=person,
  - Sun One - person, uid

- User Search Attribute: What ATTRIBUTE should I search against? Pick an attribute that identifies each of the above objectclass uniquely.
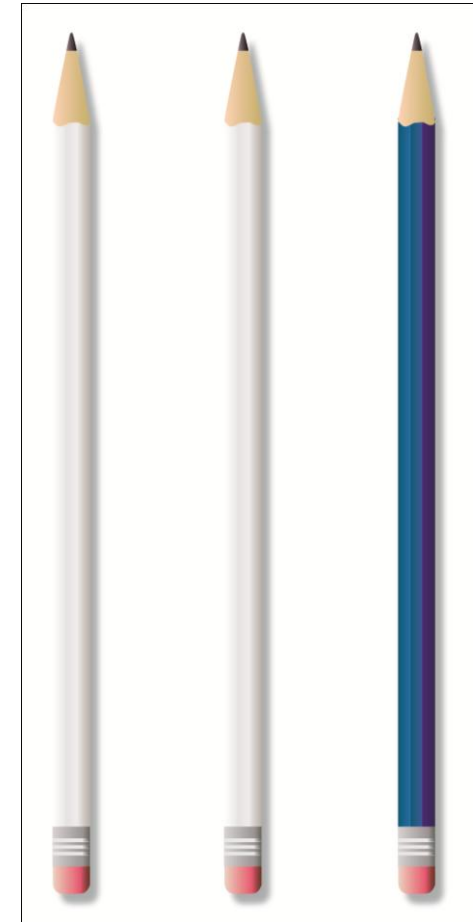 - Windows AD: sAMAccountName, cn
  - SunOne: userid, uid

Leveraging Groups

– Group Search Attribute: What Group attribute should I search against to identify a group?

- Windows AD: cn, sAMAccountName

- SunOne: uid

– Group Membership: How do I determine User/Group Membership

- Pick a user attribute that identifies the groups the user belongs to

- Windows AD: member, memberOf

- SunOne : member, memberOf

Demo

The Demonstration will cover the following topics:

1. Integrating LDAP with CABI

2. LDAP configuration options

3. Configuring Service Desk Manger 12.6 to use LDAP authentication

Additional CABI Documentation Sources

CA Service Desk Manager CABI Greenbook

https://support.ca.com/phpdocs/7/common/greenbooks/CA_Business_Intelligence_for_CAServ
DeskMgr_ENU.pdf

Business Objects Enterprise Administrator Guide

http://help.sap.com/businessobject/product_guides/boexir31/en/xi3-1_bip_admin_en.pdf

TEC526597 – Add Authentication Drop Down to Infoview Login Page

https://support.ca.com/irj/portal/kbtech?docid=526597&searchID=TEC526597

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Question and Answer Session

- Open Q/A folder

- Lines Unmuted

- Recording stopped

- Presenter answer questions in Q/A folder

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Closing

- Thank you, Paul and Ragu

- Watch for follow up email – link to session survey and session recording

- Additional Education
  http://www.ca.com/us/collateral/learning-paths/na/CA-Service-Desk-Manager-Learning-Paths.aspx

CA Service Desk Manager r12.6 Learning Paths

Take charge of your path to success. Select a path based on your role, follow the suggested learning in the order we recommend, and also choose from common elective courses which suit your specific role. Where applicable, take advantage of accreditation exams focused on courses, and certification exams focused on bodies of knowledge.

Certification Exam

Instructor Led In-class or Virtual

Web-based Self-paced

Bundle

- Next session

Simplifying Installation & Configuration of CABI and SDM	Securing Reporting Access with LDAP	Using Designer and Universe to Empower non Technical End Users	Personalizing your Web Reports with Infoview	Maximize your Engines with Offline Reporting	Reporting Troubleshooting Tips: Part I	Reporting Troubleshooting Tips: Part 2
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Module 1: One step at a time, simplifying the installation & configuration of CABI with CA SDM

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