LDAP Configuration Documentation

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1   LDAP Settings Profiles

1.1   Profile Summary

The first item on the Email Accounts :: Ldap Info page is the list of domains associated with the currently logged in account which displays the following information for each domain:

1. **Domain** – The name of each domain.
2. **Profile Name** – The name of the profile associated with each domain. Each domain can have only one profile, however, the same profile can be associated with as many domains as desired.
3. **Auto-Sync Status** – Whether Auto-Sync is enabled or disabled for the profile associated with each domain. If Auto-Sync is enabled, OnlyMyEmail's servers will periodically connect to the LDAP server described in the corresponding profile to and update address lists for the domain based on the data returned by the LDAP query in the profile.

1.2   Profile Details

If any profiles are configured, their details will be displayed below the profile summary list in the order that they were created. The following information is displayed for each profile:

1. **Base DN** – The base distinguished name be used by this profile.
2. **LDAP Host** – The host name or IP address of the server this profile will connect to.
3. **LDAP Port** – The port to use on the server specified in LDAP Host.
4. **Mail Attrib(s)** – The attribute(s) to select to locate email addresses for the domains associated with this profile
5. **Search Filter** – The filter expression to use in the search query.
6. **LDAP User** – The username to provide if the LDAP Host requires authentication.
7. **LDAP Password** – The password to provide if the LDAP Host requires authentication.
8. **Created** – The date/time this profile was created.
9. **Modified** – The date/time this profile was last modified.

The profile detail tables also contain links to control the following functionality (see Managing Profiles for usage instructions):

1. **Edit** – Change the details of the profile.
2. **Delete** – Completely remove the profile. Any domains associated with the profile when it is deleted will be left without a profile to use for LDAP syncing.
3. **Enable/Disable Auto-Sync** – Turn Auto-Sync functionality on and off for the profile (see Auto-Sync).
4. **Manual Sync** – Synchronize address lists manually.

1.3   Managing Profiles

The profile summary table described above also provides access to the following profile management functions based on the domains selected by checking the box next to the domain and which operation is selected from the "Select Profile" drop-down menu in the bottom row of the table.

1.3.1   Adding A New Profile

1. Select the domain(s) to use with the new profile by checking the boxes next to the desired domains.

2. Choose "New Profile" from the "Select Profile" drop-down menu. (If the form does not automatically submit, click the "Submit" button.)

3. Fill out the profile settings form (see Profile Settings)

4. Click "Save & Continue" when ready (or "Cancel" to abort this operation)

    a) If the query specified in the profile returns valid email addresses for any of the domains selected in step 1 a page listing the all of the addresses found will be displayed.

    •   Once this page is reached the profile is saved but no addresses are added to the email address lists. (see Updating Address Lists)

    •   If the results are incorrect or you wish to save the profile but not update any address lists click the "Cancel" button at the bottom of the address list page.

    b) If no addresses are found for any of the domains selected in step 1 you will be returned to the form with the message "NO ADDRESSES FOUND FOR DOMAIN: <list of domains>".

    c) If neither of the above results occur see Troubleshooting.

1.3.2   Changing Or Removing A Profile From A Domain

1. Select the domain(s) to have their profile re-assigned or removed by checking the boxes next to the desired domains.

2. Choose the new profile or "Do Not Use LDAP" from the "Select Profile" drop-down menu. (If the form does not automatically submit, click the "Submit" button.)

3. The list will then re-load displaying the results of the change.

1.3.3   Editing A Profile

1. Click "Edit" edit for the profile to be edited (see Profile Details).

2. Change the profile settings as desired (see Profile Settings).

3. Click "Save & Continue" when ready (or "Cancel" to abort this operation)

    a) Clicking "Save & Continue" will automatically disable Auto-Sync to avoid using a partially configured profile for an automatic address list update. Auto-Sync will need to be re-enabled once the profile is correctly configured.

    b) All information in step 4 of Adding A New Profile applies here as well.

1.3.4   Deleting A Profile

1. Click "Delete" for the profile to be deleted (see Profile Details).

2. Click "OK" in the delete confirm dialog box (or Cancel if you change your mind).

3. The profile will be deleted.

    a) Note: Any domains associated with the profile when it is deleted will be left without a profile to use for LDAP syncing.

1.3.5 Enable/Disable Auto-Sync

1. Click "Enable/Disable Auto-Sync" for the profile you wish to change (see Profile Details),

   a) Note: The link will display "Enable Auto-Sync" if Auto-Sync is currently disabled or "Disable Auto-Sync" if Auto-Sync is currently enabled.

2. Auto-Sync status for the selected profile will be enabled or disabled depending on it's current status for the profile.

1.3.6 Manual Sync

1. Click "Manual Sync" for the profile to be manually synchronized.

2. The query will run and the query result page will be displayed with the lists of addresses returned by the query.

3. Check "Remove existing addresses" if desired and click "Update Address List" (or "Cancel" to abort this operation). Also see Updating Address Lists.

1.3.7 Profile Settings

1. The available settings for any profile are the same as those described in the profile details with the exception of "Created" and "Modified" (see Profile Details).

2. It is assumed for the purposes of both the interfaces and this document that anyone capable of setting up an LDAP server capable of providing data to the OnlyMyEmail LDAP interfaces will understand the available options.

2 Updating Address Lists

The address list page can be reached either by clicking "Manual Sync" for a profile or through the process of Adding A New Profile or Editing A Profile. This page displays the result of the query specified for the profile being Added, Edited or Manually Synced and provides options to add the addresses found by the query to the Email Accounts lists for for filtering by OnlyMyEmail.

2.1 Query Results

Query results are displayed as follows:

1. Summary line showing total number of addresses found.

2. Address lists by domain

   a) Initially only the number of addresses, domain name and a "view list" link are shown for each domain for which addresses are returned by the query.

   b) Clicking "view list" for a domain expands the list to display all of the addresses found for that domain. Clicking "hide list" returns the display to it's initial state with the list not displayed.

   c) The lists include all addresses/domains found by the query. Domains not selected for updating by the current profile are marked by an asterisk.

      • Note: Query results are parsed to remove records that do not contain valid email addresses as well as any information within a record that is not part of a valid email address

3. Currently Selected Domain(s)

   a) lists the domains selected for updating by the current profile.

2.2   Update Options

2.2.1   Remove Existing Addresses

1. Checking "Remove existing addresses" before clicking "Update Address List" will cause the update to remove ALL addresses found for ALL of the domains selected for update by the current profile.

2. Checking "Remove existing addresses" does not remove addresses for domains not associated with the current profile.

2.2.2   Update Address List

1. Clicking "Update Address List" (and clicking OK in the subsequent confirm dialog) executes the update and displays the update results list (see Update Results).

2. To exit the address list page without affecting any lists click the "Cancel" button next to "Update Address List".

2.2.3   "Filter" vs. "Do Not Filter Lists"

OnlyMyEmail provides both "Filter" and "Do Not Filter" lists. Email to addresses on the "Do Not Filter" list completely bypasses all filtering and is immediately delivered. This allows for critical addresses to be exempted from the filtering, thus preventing any possibility of a legitimate message being incorrectly blocked by the filtering system. This option should be used sparingly.

1. All addresses added through LDAP are automatically added to the "Filter" list.

2. Addresses that need to be added to the "Do Not Filter" list must be manually added to the list using the Email Accounts interface on the OnlyMyEmail support site.

3. Once addresses have been added to the "Do Not Filter" list they will stay there through subsequent updates even if "Remove existing addresses" is checked. (This assumes that they are in the list of addresses to be updated. If they are not in the list of addresses to be updated they are removed from either list.)

2.3   Update Results

Update results are displayed as follows:

1. List of domains updated

2. Specific results by status

   a) Initially only the number of addresses, status (Added, Removed or Pre-existing) and a "view list link are displayed" (Note: "view list" will only be usable if 1 or more addresses apply to the corresponding status.)

   b) Clicking "view list" for a status line expands the list to display all of the addresses found for that status. Clicking "hide list" returns the display to it's initial state with the list not displayed.

In addition to displaying the results of an update, the update results page also provides the option to enable Auto-Sync functionality for the current profile.

1. To enable Auto-Sync for the current profile click the "Yes" button following "OnlyMyEmail can automatically connect to your LDAP server and update these lists. Would you like to **enable** this functionality?"

2. To exit without enabling Auto-Sync either click the "No" button next to the "Yes" button or click the "Done" button at the bottom of the page.

3 Auto-Sync

Enabling Auto-Sync for a profile causes updates for that profile to run automatically. Please be sure the profile is returning the correct results before enabling this functionality.

1. Auto-Sync can be enabled by clicking "Enable Auto-Sync" in the profile details for any profile (see Enable/Disable Auto-Sync) or by clicking the "Yes" button on the update results page (see Update Results).

    a) If Auto-Sync is enabled, it can be disabled by clicking "Disable Auto-Sync" in the profile details for any profile (see Enable/Disable Auto-Sync).

    b) Note: Auto-Sync is automatically DISABLED if an existing profile is saved during the process of editing a profile and must be deliberately re-enabled once the profile is confirmed to be working correctly (see Editing A Profile and/or Update Results)

2. As of this writing Auto-Sync runs at 6:00 AM and 6:00 PM EDT every day.

3. Auto-Sync automatically runs as if "Remove existing addresses" is enabled (see Remove Existing Addresses.)

4 Troubleshooting

4.1 Error Messages

The following provides some general guidelines for resolving errors encountered in attempting to configure LDAP profiles for the OnlyMyEmail filtering system. At this time an exhaustive list of possible error messages is not available.

There are three major types of error messages returned by the OnlyMyEmail LDAP interfaces:

1. Validation/Result Errors

    a) These should only be encountered in adding or editing a profile.

    b) Validation Errors take the form "PLEASE ENTER A FIELD" where "FIELD" is the name of a form field that is required by the form but not provided by the users.

    c) There is really only one result error as follows:

    • NO ADDRESSES FOUND FOR DOMAINS: <domain>, <domain>, …

    • This means that the profile successfully connected to the LDAP server and executed a query but was unable to find any valid email addresses in the query result.

2. LDAP Server Errors

    a) All errors returned to the interface by the LDAP server are displayed in the event that they prevent email addresses from being found. These take the following form:

    • MESSAGE followed by ERROR CODE followed by OnlyMyEmail specific information in parentheses as in this example:

    INVALID DN SYNTAX 34 (GETALLEMAILADDRESSES [4])

    b) Server errors can often be very helpful in isolating profile issues. For example the error above indicates that the Base DN provided is not correctly formatted.

    • Details on some common LDAP server errors can be found at the following URL:

    http://docs.sun.com/app/docs/doc/816-4556/6maort38l?a=view

- Googling the text of the error message can also be very useful.

3. System Errors

    a) In the unlikely event that something fails in the OnlyMyEmail system it is possible that the LDAP interfaces will return a system error. These messages usually indicate that the software was unable to connect to the database, find domains for the current account or something similar.

    b) If such an error is encountered, please wait a while and try again before contacting OnlyMyEmail support. The problem is most likely temporary. If it does not go away please provide details of the circumstances and any error messages when contact OME support.

4.2   Using ldp.exe

The ldp.exe program is a simple LDAP client available from Microsoft. Since ldp.exe returns the full result set for any query (not just email addresses) it can often provide insight into why a given query does not return the correct result.

In addition, ldp.exe is currently the *de facto* standard against which OnlyMyEmail LDAP results are measured. If a correct result cannot be obtained using ldp.exe then it is unlikely that our software will return a correct result. Conversely, if a correct result is possible with ldp.exe but not with our software we will want to be informed so we can correct the issue.

Download links and instructions for ldp.exe can be found at the following URL:

http://technet.microsoft.com/en-us/library/cc772839(WS.10).aspx

4.3   Contacting Support

When contacting OnlyMyEmail support regarding LDAP issues please include information about settings used in attempting to create profiles (if profile creation attempts are unsuccessful) as well as any error messages encountered.

If you are uncomfortable with emailing login information we recommend setting up an LDAP user that uses the same username and password as your OnlyMyEmail account. Inform us of this choice and we will look up your OnlyMyEmail login info and use that to access your LDAP server.