NAVEX GLOBAL®

version 2.0

PolicyTech Policy & Procedure Management

Installation Guide for User Provisioning Service

NAVEX Global® User Provisioning Service 2.0 Installation Guide

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User Provisioning Service

You can use the **User Provisioning Service** utility to upload any of the following types of sync files to your NAVEX Global Gateway or hosted (SaaS) PolicyTech system:

- Automatically generated Active Directory® user information
- User sync files that are either exported from another database or manually created
- Department sync files that are either exported from another database or manually created

Once you've configured and started the **User Provisioning Service** and configured and activated **Scheduled User Import** in Gateway or **Automated User Synchronization** or **Automated Department Synchronization** in PolicyTech, the import and sync process goes as follows:

- **User Provisioning Service** uploads any sync files found in a specified folder to a Gateway or PolicyTech folder.

Note: If you choose to sync user information from Active Directory, a sync file is automatically created and placed in the specified upload folder. If you choose to sync user or department information from a database other than Active Directory, User Provisioning Service cannot pull that information automatically. Someone or a programmatic process must do the work of manually creating or exporting the user or department information and placing it in the specified upload folder.

- According to the sync trigger you've defined, Gateway or your hosted PolicyTech system monitors the folder where **User Provisioning Service** placed the sync file. Gateway or PolicyTech then imports the uploaded file and syncs the user or department data it contains with the information already in the Gateway or PolicyTech database. If you're using Gateway, that information is then automatically synced with the PolicyTech database.

Obtaining and Installing User Provisioning Service

To get more information about or to purchase **User Provisioning Service**, contact Client Support at 888-359-8123 (toll-free in the U.S. and Canada) or 208-359-8123.

Once you've purchased **User Provisioning Service**, download the installation package (a .msi file) using the link provided by the Client Support technician, and then install the service.

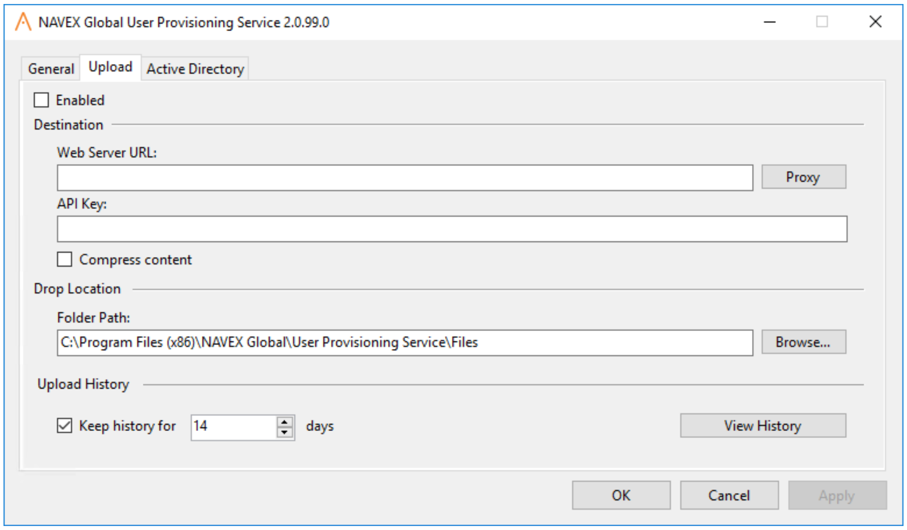
Setting Permissions

1. On the computer where User Provisioning Service is installed, create a user.
2. Open **Services**.
3. Right-click **NAVEX Global User Provisioning Service**, and then click **Properties**.
4. Click the **Log On** tab, and then click **This account**.
5. Type the user name or use **Browse** to select the user you just created, type the user's password twice, and then click **OK**.
6. In Windows Explorer, right-click the folder where User Provisioning Service was installed (**C:\Program Files (x86)\NAVEX Global\User Provisioning Service** by default), and then click **Properties**.
7. Click the **Security** tab, click **Edit**, and then use **Add** to add the user you created.
8. With the added user selected, select **Allow** for **Full control**, and then click **OK**.
9. Make sure that the user you just added and **Administrators** are the only users with full control and that all other listed users' permissions are restricted, and then click **OK**.

Configuring Upload Settings

The **Upload** tab contains settings that enable **User Provisioning Service** to upload an export file to a hosted NAVEX Global server.

1. Click the **Upload** tab.



The **Destination** settings you need to enter depend on which NAVEX Global applications you have installed. If you have both NAVEX Global Gateway and PolicyTech, you'll want to enter information for Gateway, because it automatically pushes the user sync information it receives to PolicyTech. If you have PolicyTech only, use PolicyTech information.

Note: If you're not sure whether your organization is using the NAVEX Global Gateway, here's one way to find out. If the URL you use to access PolicyTech contains **.navexglobal.com**, then you're accessing PolicyTech through the Gateway. If it doesn't, you may still have Gateway, so you need to perform one additional check. Enter the URL (typically in the format [company name].policytech.com) and then look at the resolved URL once the login page is displayed. If that URL contains **.navexglobal.com**, then you're accessing PolicyTech through the Gateway. If not, you only have PolicyTech.

2. For **Web Server URL**, do one of the following:

Important: You must include the protocol http:// or https:// in the web server URL.

- If you have Gateway, type or copy and paste the URL you enter to access Gateway and then append the following:

  /User Store/Import/AutomatedUpload

For example:

https://yourclientkey.navexglobal.com/UserStore/Import/AutomatedUpload

- If you have PolicyTech only, type or copy and paste the URL you enter to access PolicyTech (typically https://[*company name*].policytech.com), and then append the following:

  /api/1.0/users/upload.ashx

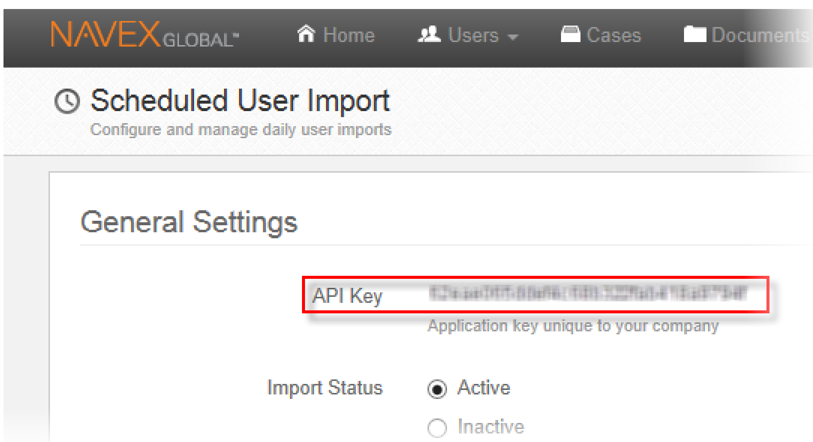
  For example:

  https://mycompany.policytech.com/api/1.0/users/upload.ashx

3. (Optional) To configure the connection between User Provisioning Services and Gateway or PolicyTech through a proxy server, click **Proxy**, make changes to the proxy settings as necessary, and then click **OK**.

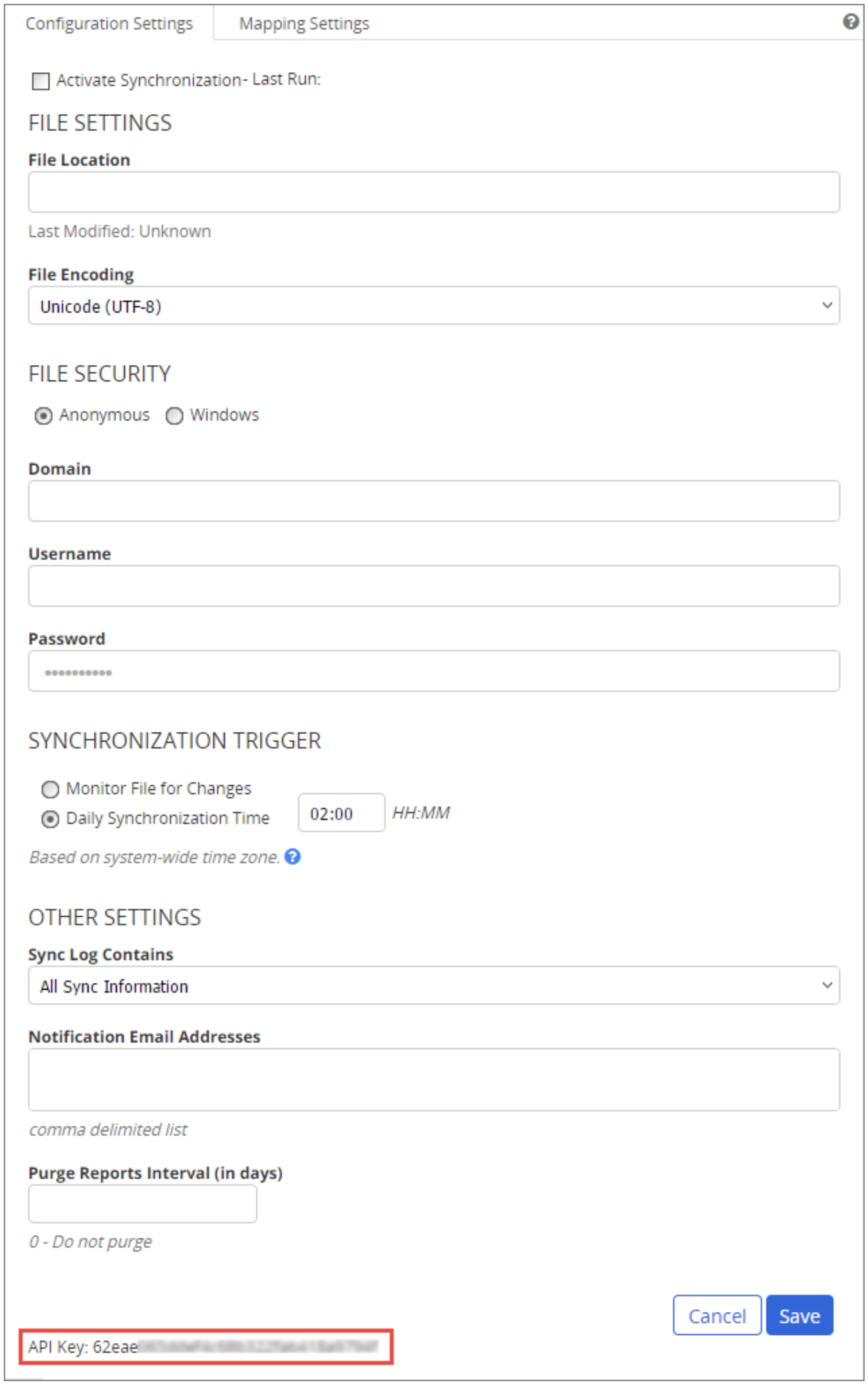
4. Do one of the following:

- If you have Gateway, log in as a Gateway administrator. Click **Users**, and then click **Scheduled User Import**. Copy the key and paste it into the **API Key** box in the **Upload** tab of the **User Provisioning Service** window.



- If you have PolicyTech but not Gateway, open PolicyTech. Click **System Settings**, click **System / IT Settings**, and then click **Automated User Synchronization**. The API key is displayed at the bottom of the window. Copy the key and paste it into the **API Key** box in the **Upload** tab of the **User Provisioning Service** window.

Note: The API key from the **Automated User Synchronization** page is required even if you will only be syncing department information.



5. (Optional) Select **Compress content** to minimize the export file size.
6. (Optional) The drop location is a folder on your local network where User Provisioning Service (or someone or some process in your organization, if you're not syncing from Active Directory) will place the user sync file,

department sync file, or both. To change the default location, click **Browse**, find and click a folder, and then click **OK**.

7. Click **Apply** to save the settings, and then move on to the next section below.

Setting Up the Sync File

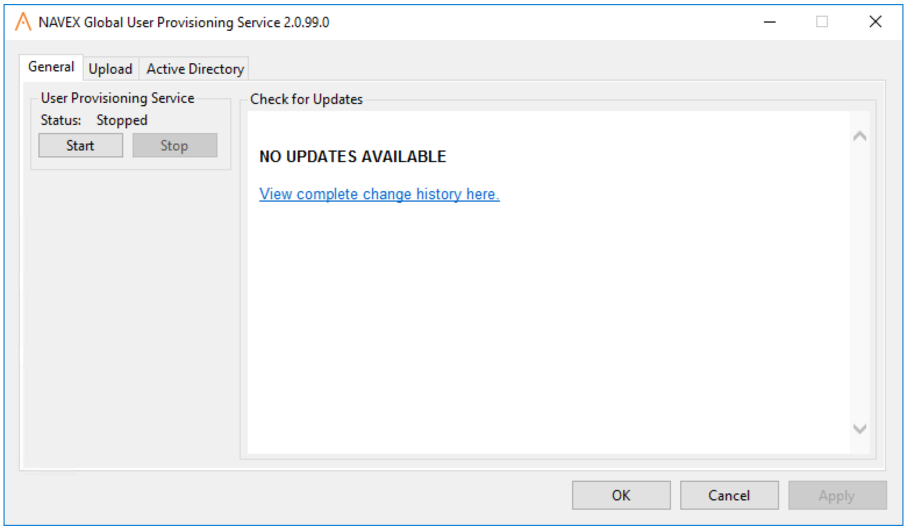
What you do next depends on whether you will be using the User Provisioning Service's built-in Active Directory feature to have user sync files automatically generated or will be exporting or creating user or department sync files yourself.

- To use the built-in Active Directory sync feature, go to Configuring Active Directory Settings.
- For instructions on preparing user or department sync files yourself, go to Preparing a User or Department Sync File.

Configuring Active Directory Settings

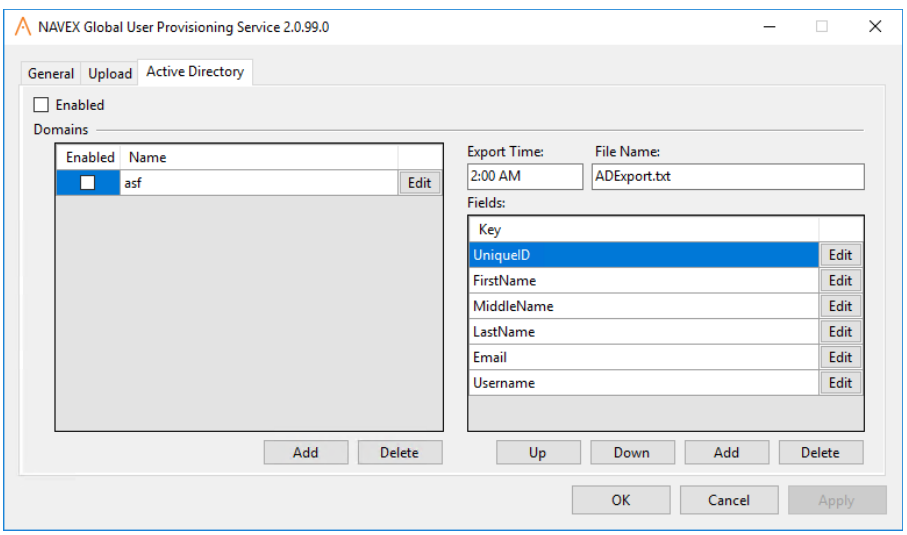
Note: This section does not apply if you're syncing user information from a database other than Active Directory.

1. If it's not already open, in the **Start** menu under **NAVEX Global**, click **User Provisioning** to open the configuration tool.



2. Click the **Active Directory** tab.

Important: If necessary, consult with your IT specialist to get the required Active Directory information.



3. (Optional) The default **Export Time** setting for pulling user information daily from Active Directory (AD) is **2:00 AM**. If you change the time, be sure to use a time format that is valid for this computer's current **Region and Language** settings in Windows®. For example, the default **Short time** setting for **English (United States)** is **h:mm tt**.
4. (Optional) The default export file name is ADExport.txt. If you change the file name, be sure to include the .txt extension.
5. (Optional) The default fields that are pulled from AD are listed in the **Fields** box.

Important: The field names are specific to NAVEX Global applications. When you later add AD domains to User Provisioning Service, you can map these field names to AD attributes.

Do any of the following to make changes:

- To change a listed key to different one, click **Edit**, type the new key name, and then click **OK**.
- To remove a key from the list, click the key name, and then, below the list, click **Delete**.
- To add a field to export from AD, click **Add**, type a key name, and then click **OK**.

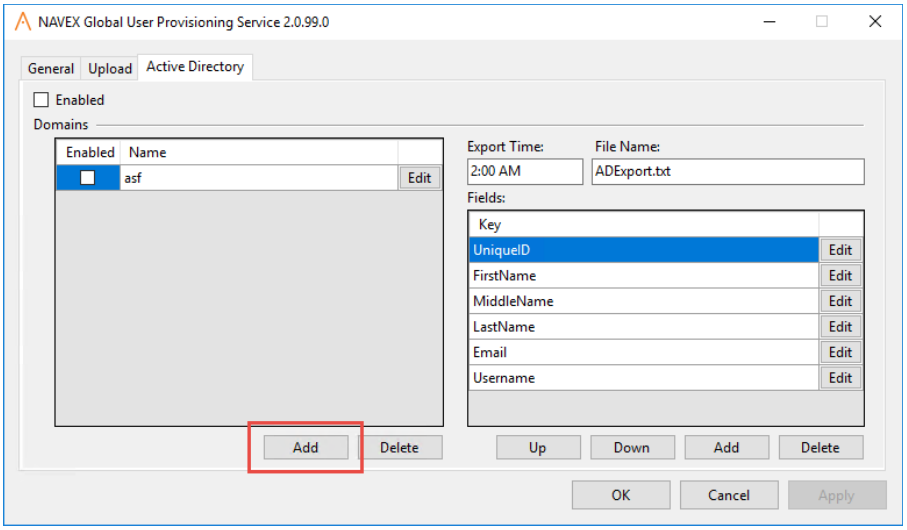
Note: It doesn't matter what key name you use. You will be mapping the key name to an AD attribute value when you add AD domains to **User Provisioning Service**.

- To change the key order, and thus the column order in the export file, click a key name, and then click **Up** or **Down**.

7. Click **Apply** to save any changes.

You now need to specify which AD domains you want user information pulled from. Domains must be added one at a time.

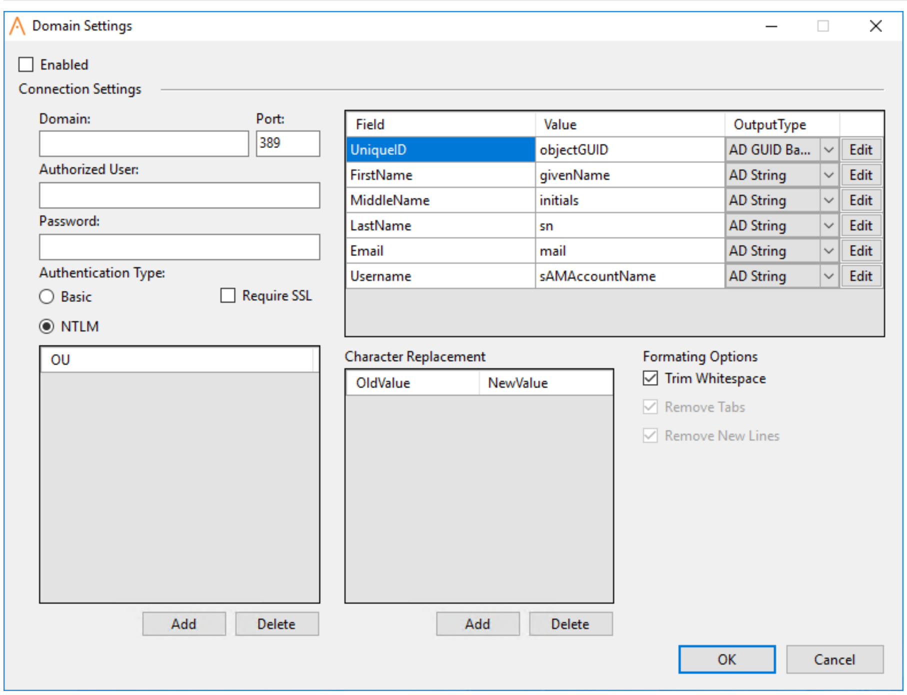
8. Under the **Domains** box on the left, click **Add**.



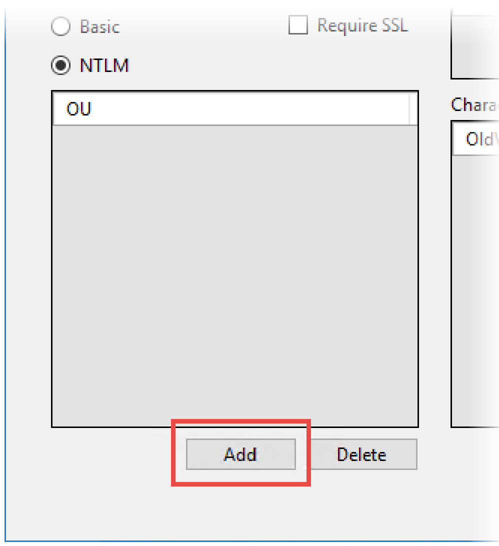
9. (Optional) The fields currently selected on the **Active Directory** tab automatically appear in the **Domain Settings** window. If necessary, make changes to the export fields for this domain by choosing a different output type or by clicking **Edit** and modifying the **Key**, **Value**, or **Output Type** text.

Notes:

- If you added a field, be sure to edit it in Domain Settings and type the corresponding AD attribute value.
- All domains must use the same export fields, so you cannot add or delete fields from within a **Domain Settings** window.

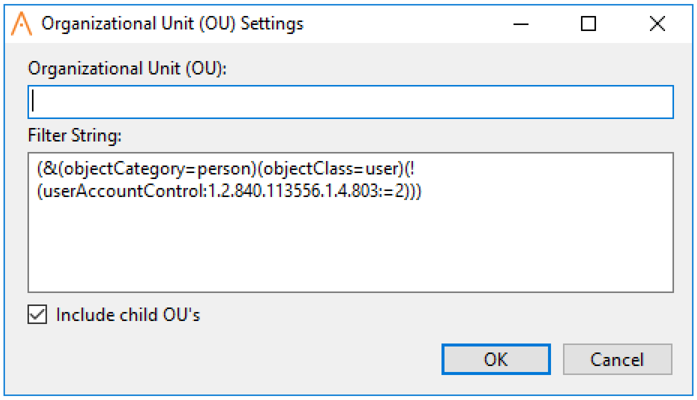


10. Fill in the following boxes:
    - **Domain** (name)
    - **Port**
    - **Authorized User**
    - **Password**
11. For **Authentication Type**, click **NTLM** (NT LAN Manager) or **Basic**. If recommended or required by your IT specialist, select **Require SSL** (Secure Sockets Layer) for enhanced security.
12. You must include at least one organizational unit (OU) from the domain. Below the **OU** box, click **Add**.



Note: PolicyTech is intentionally designed not to allow all users in a site to be archived at once. In other words, a sync attempt with an empty OU will fail. In the rare case where you need to archive all users in a site, you must leave at least one user in the OU and then manually archive that user after the sync (see Archiving a User).

13. Type the OU name.



14. (Optional) The default filter includes all active user objects from the domain. You can edit the filter to be more selective.
15. (Optional) **Include Child OUs** is selected by default. Click to clear this option's check box if you want only this OU included.
16. Click **OK**.
17. (Optional) Repeat steps 12 through 16 above to add another domain.
18. (Optional) You can use the **Character Replacement** feature to replace all instances of one character in AD user information with another character when that data is written to the export file. One reason you might want to do this is to standardize data text or formatting, such as replacing all em dashes with hyphens or replacing hyphens with colons.
    - To add an entry, below the **Character Replacement** box, click **Add**. In the **OldValue** box, type or copy and paste a character, and then, in the **NewValue** box, type or copy and paste the replacement character.
    - To delete an entry, click its **OldValue** or **NewValue** box, and then, below the **Character Replacement** box, click **Delete**.
19. (Optional) The **Formatting Options** affect the export file contents:
    - To delete all leading and trailing spaces from exported AD field text, select **Trim Whitespace**.
    - **Remove Tabs** and **Remove New Lines** are preselected and cannot be changed. These formatting conventions prevent a tab or new line character within a field from being interpreted as a delimiter and splitting up data that should be contained in a single field.
20. (Optional) If you're ready for the domain settings to take effect, select **Enable**.
21. Click **Apply** to save the settings, and then move on to the next section below.

Preparing a User or Department Sync File

Note: This section does not apply if you're using the Active Directory sync feature.

User Provisioning Service can upload both user and department sync files that are either exported from another database or created manually.

After following the instructions below to prepare a user or department sync file (or both), place the file or files in the folder you specified for **Drop Location** when configuring upload settings in User Provisioning Services.

User Sync File Format

A user sync file must be a tab-delimited file conforming with the user information formatting requirements found in the"User Information Fields" section of the following online Help topic: Importing and Syncing Users from Another Database.

Note: The order of the user information fields (columns) within the sync file is not important. In a subsequent setup step you will map each sync file field to its corresponding PolicyTech database field.

Department Sync File Format

A department sync file must be a tab-delimited file containing department information in the following format:

Reference ID	**Department**	**Site Name**
[*unique alphanumeric identifier*]	[*department name*]	[*site name*]

Note: Be sure to include the header row, which is ignored when the sync file is processed.

For example:

Reference ID	**Department**	**Site Name**
HQ101	Accounting	Corporate Headquarters
HQ102	Human Resources	Corporate Headquarters
HQ103	Engineering	Corporate Headquarters
HQ104	Purchasing	Corporate Headquarters
HQ105	Technical Services	Corporate Headquarters

Starting User Provisioning Service

When you're ready to activate **User Provisioning Service** for syncing user information, click the **General** tab, and then click **Start**. Then, move on the next section below.

Note: You can also start and stop the service (listed as NAVEX Global User Provisioning Service) in Windows Services.

Configuring User Import Settings

You now need to configure user import settings in Gateway or PolicyTech.

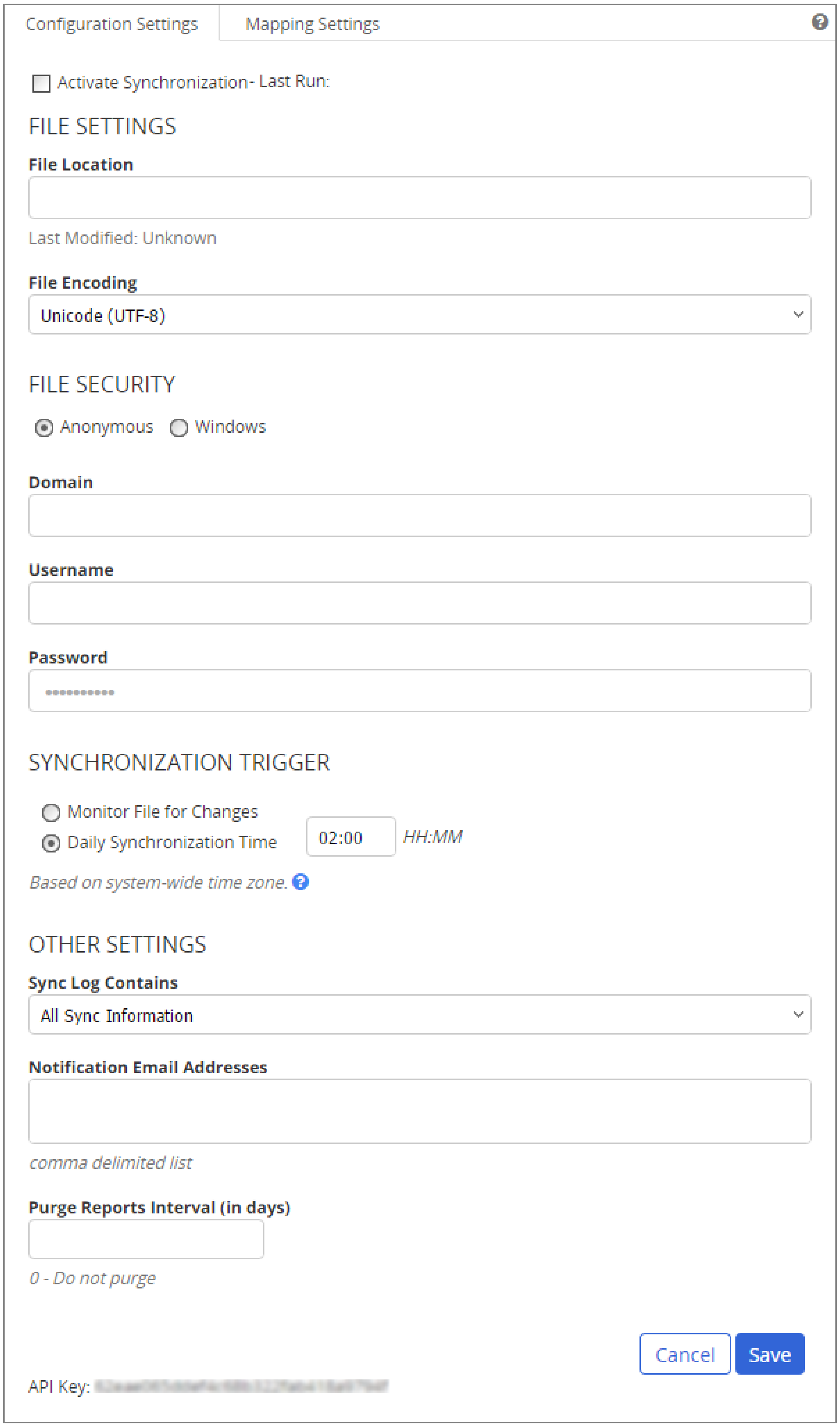
- If you have Gateway, go to the "Scheduled User Import" section of the *Gateway Administrator Guide* for detailed instructions.
- If you have PolicyTech but not Gateway, continue with the section or sections below that apply.

Configuring Automated User Synchronization Settings in PolicyTech

Important: Follow these instructions if you are using User Provisioning Service's built-in Active Directory sync feature or have prepared a user sync file yourself.

When using **User Provisioning Service** with PolicyTech, you will need to configure the **Automated User Synchronization** preference settings to let PolicyTech know the name of and how to handle the user sync file.

1. Log in to PolicyTech as an administrator.
2. Click **System Settings**, click **System / IT Settings**, and then click **Automated User Synchronization**.



3. On the **Configuration Settings** tab, for **File Location** type the user sync file name. If you're using User Provisioning Service's built-in Active Directory sync feature, this will be the file name specified on the **Active**

Directory tab in User Provisioning Services. Otherwise, it will be whatever name given to the user sync file that you or a custom application prepared and placed in the upload folder.

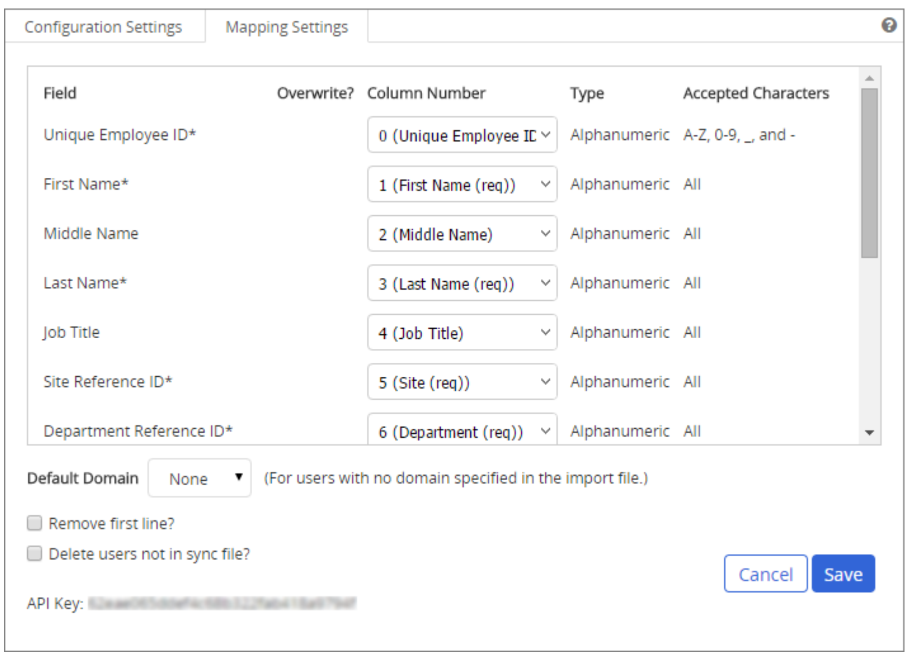
Important: Be aware that some operating systems are case-sensitive. Make sure that the file name you specify here exactly matches—both in spelling and case—the name of the file that will be uploaded.

Notes:

- PolicyTech knows where to look for uploaded sync file. No path information is needed before the file name.
- When using **User Provisioning Service** to sync users, none of the other **Automated User Synchronization** settings on the **Configuration Settings** tab apply.

4. Click the **Mapping Settings** tab.

Important: The **Mapping Settings** tab will not be activated until a sync file has actually been uploaded to the hosted PolicyTech server. You may need to wait up to 24 hours before you can complete this step.



PolicyTech retrieves the column headers (first row) from the sync file and lists them in the **Column Number** column of **Mapping Settings**.

5. If the content of a **Column Number** field does not match what is listed in the **Field** column, select the correct column number.

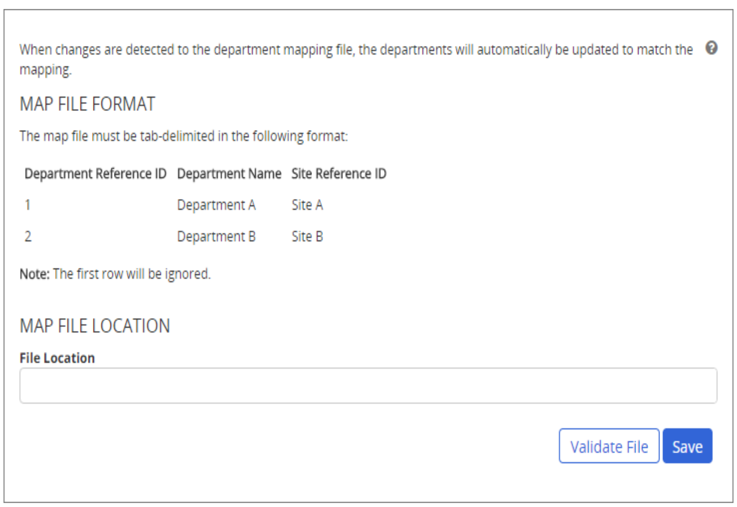
Important: If you don't want a field imported and synced, for that field's **Column Number** select **Not in File**.

6. If the sync file contains a column header row, select **Remove first line?** so that the export file column headers are not interpreted as user information.
7. Click **Save**.
8. Click the **Configuration Settings** tab, select **Activate Synchronization**, and then click **Save**.

Configuring Automated Department Synchronization Settings in PolicyTech

Important: Do not follow these instructions if you are using User Provisioning Service's built-in Active Directory sync feature. Continue only if you or a custom automated process has placed a department sync file in the User Provisioning Service upload folder.

1. Log in to PolicyTech as an administrator.
2. Click **System Settings**, click **System / IT Settings**, and then click **Automated Dept. Synchronization**.



3. For **File Location**, type the name of the department sync file, and then click **Save**.

Important: Be aware that some operating systems are case-sensitive. Make sure that the file name you specify here exactly matches—both in spelling and case—the name of the file that will be uploaded.