

Vbrick Rev LDAP Connector Installation or Upgrade

Last Update: March 2018

Why Upgrade?

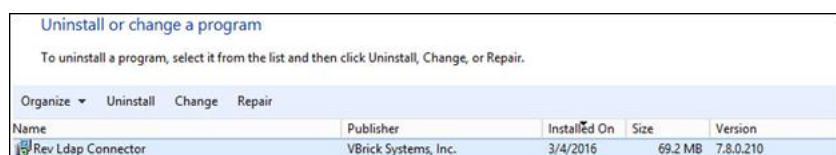
Vbrick recommends that Rev Cloud customers upgrade to the latest version of the LDAP Connector to maintain integrity with the latest release of Rev Cloud. The most recent release of the LDAP Connector for Rev adds enhanced performance and resolves various issues that were present in prior versions of the connector software. Vbrick supports the current release and two prior versions of the LDAP Connector.

This application note is for any Rev Cloud customer that needs to upgrade their LDAP Connector following an environment upgrade.

Install or Upgrade the LDAP Connector Software

To upgrade or install the LDAP Connector, complete the following steps (**Note:** Steps 1-3 only need to be performed if you already have the connector installed.):

1. In the **Windows Task Manager > Services** tab, stop the **VBrick Rev LDAP Connector** service. (Right click > Stop)
2. Move the current LDAP log file to another directory such as "temp" or "oldlogs". The log file location is C:\Logs and is titled, "**LDAPConnectorlog.txt**".
3. Uninstall the current LDAP Connector by using **Windows Programs and Features > Uninstall or change a program**.



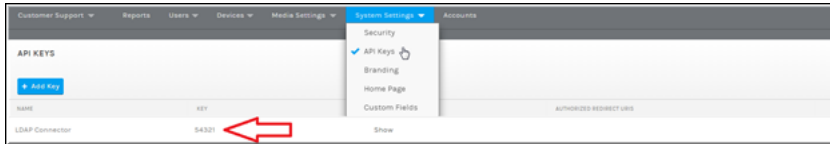
Name	Publisher	Installed On	Size	Version
Rev Ldap Connector	VBrick Systems, Inc.	3/4/2016	69.2 MB	7.8.0.210

Important Notes:

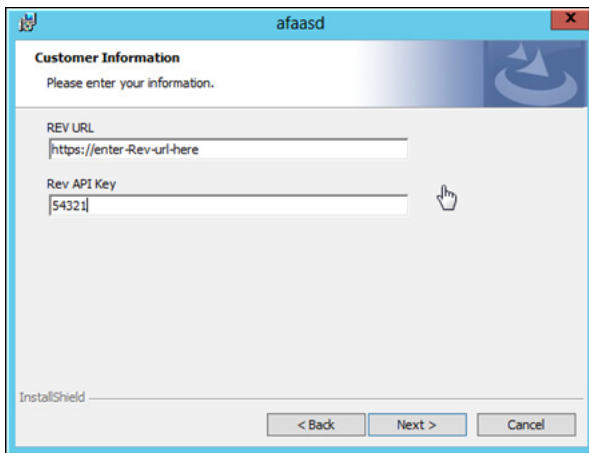
Performing a fresh install of the LDAP Connector (rather than an upgrade) follows the same steps outlined here by skipping to step number 3 and starting by uninstalling your current LDAP Connector.

Be aware that, as of this version of the LDAP Connector, you may *not* copy the config file to a new install as in past use. If you are upgrading, please follow the steps as outlined in this document.

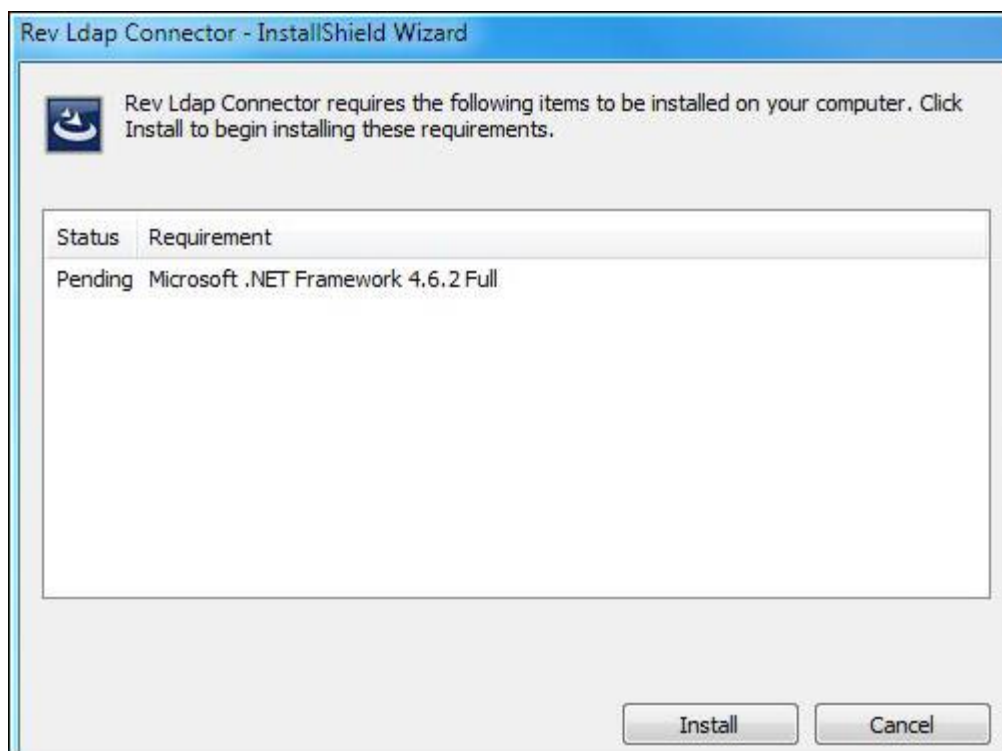
4. Run the downloaded Rev LDAP Connector program as an Admin and install the new connector.
5. This will require the URL to your Rev instance and the corresponding API key for the connector. (**Admin > System Settings > API Keys** seen in the image below) The URL **must** begin with HTTPS. See: "Add an API Key" in Rev Online help if you need more details.



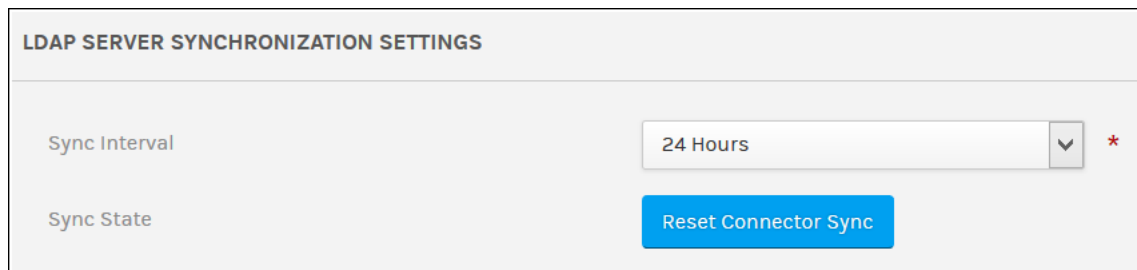
6. The LDAP Connector installer will prompt you for the **URL** and **Rev API Key**, seen below.



7. Your .NET version needs to be v4.6.2 or later. So if you are upgrading to Rev v7.15 or installing the connector for the first time, you will be prompted to install .NET 4.6.2 as well. If you already have this version or later, this step will be skipped. Note that if you click **Cancel** here and do not have v4.6.2 or later installed, your connector will **not** work.



8. Once installation is complete, return to **Windows Task Manager > Services** tab and ensure the **VBrick Rev LDAP Connector** service has started again. (Right click > Start)
9. Check the new LDAP log and ensure it is connecting to Rev with no errors, normally preceded by [ERROR] [WARN], or [FATAL] if there are connection errors.
10. In Rev, navigate to **Admin > All Devices**. Ensure that your LDAP Connector status is "**Active**" with a green checkmark displayed.
11. Open the LDAP Connector, scroll to the bottom and select the **Reset Connector Sync** button; then select **Update**.



12. Allow a few minutes (or longer for large imports) for the connector to sync completely. Confirm you are able to search for LDAP groups and the users are able to log in.

Security Scanning Software

Certain security scanning software (such as virus/malware protection software or Windows Firewall) might interfere with proper functioning of the LDAP connector. Please make sure to configure all security scanning software and firewall(s) to allow LDAP Connector to run properly or disable them on the Windows Server.