WHAT IS USERPILOT?

Intermedia helps companies better integrate their on-premise and hosted applications. UserPilot helps Intermedia customers leverage their existing on-premise Active Directory infrastructure to simplify user management across on-premise and Intermedia-hosted applications including hosted Exchange, hosted SharePoint, and Secure Instant Messaging with Microsoft Lync 2010. Using UserPilot, customers can securely synchronize user log in credentials to enable a single username/password combination to be used for each user for both on-premise and Intermedia hosted applications. If a user changes, or an administrator resets a user’s password through Active Directory, the change will sync with Intermedia automatically so that the user can log in to Intermedia services using the new password.

HOW DOES USERPILOT WORK?

Administrators download a client-side application that sits on your on-premise Domain Controller. UserPilot syncs all contacts from your selected organizational unit to Intermedia. Next the administrator links these Active Directory users with your Intermedia account users through the Intermedia HostPilot control panel. Once linked, the on-premise application pushes any changes to your users’ settings up the Intermedia servers.

This document contains important information related to this product. Please read it carefully before proceeding.

REQUIREMENTS

This application must be installed on all domain controllers in the Active Directory forest.

Domain Controller requirements:

- Windows Server 2003 Service Pack 2 or later.
- .NET Framework 3.5 with SP1.
- Outbound network connection must be opened on post 443 (SSL) to controlpanel.msoutlookonline.net destination host
INSTALLATION

Please obtain installation user name and password by logging in to UserPilot service control panel and navigating to UserPilot installation page. Please have UserPilot username and password ready before installing this product.

It is strongly recommended to limit the scope of synchronization by providing distinguished name of the parent Organizational Unit (OU) that contains all objects enabled for synchronization. Synchronization scope must be an Organizational Unit within your Active Directory domain.

1. Log in to a domain controller using an account with Domain Administrator and local Administrator privileges.

2. Please verify installation requirements and install necessary prerequisites.

3. Setup must be executed using administrative credentials. Please right-click setup.exe and click “Run as Administrator”.

4. Proceed with the installation until “UserPilot Service Configuration” screen appears.

5. Please provide User Name and Password that were obtained from UserPilot administrative page.

6. Click on “Browse” button to select synchronization scope.

7. Click OK to complete UserPilot service configuration.

8. Reboot is required for service to work. Please reboot.

9. Once server is rebooted, UserPilot service will start synchronizing AD objects. Please note that it may take up to 30 minutes depending on the size of your Active Directory for all AD objects to be synchronized. Please log in to UserPilot control panel to complete UserPilot configuration.

10. The following properties of an AD object will get synchronized:

• City
• Company
• Country
• Delivery Office Name
• Department
• Display Name
• Facsimile Telephone Number
• Given Name
• Home Page
• Home Phone
• Info
• Initials
• Last Name
• Mobile
• Password
• Postal Code
• State
• Street Address
• Telephone Number
• Title
• User Principal Name
The UPN must be in the email address format (e.g., name@domain.com) if you would like to synchronize the UPN between your Active Directory and users hosted by Intermedia. The UPN domain you use must be registered in the “HostPilot > Domain Names” section.

**TROUBLESHOOTING:**

1. If you receive an error message “Cannot access remote UserPilot service” during installation, please verify that you can access https://controlpanel.msoutlookonline.net URL from the local machine. Outbound connections on port 443 must be opened to this URL.

2. Critical service errors are written to the local server Application event log. Please monitor events from “UserPilot Service” source.

3. Additional debug logging is provided in the application directory (default C:\Program Files\MSoutlookonline\UserPilot Service\UserPilotService.log.txt.)

4. Synchronization of passwords occurs only during password reset operation. As a result, any existing user passwords that were set prior to installation of UserPilot service will not be synchronized. Please instruct your users to reset their passwords after UserPilot service installation.

5. If some of your passwords are not being synchronized, please make sure that UserPilot service is deployed on all domain controllers in the forest. Please make sure that you are using the same UserPilot user name and password on all domain controllers.