Yammer Directory Sync (DSync) is a Windows application that automates user provisioning in your Yammer network by querying your Active Directory (AD) host(s). After you set up this integration product, users will be automatically:

» suspended from your Yammer network when you disable them in AD,
» invited to your Yammer network when you add them to AD, and
» updated with new profile information when you update their attributes in AD.
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SYSTEM REQUIREMENTS

- Supported Architectures • x86, x64, and ia64
- Hardware: 2.0 GHz or higher CPU, 4 GB or more RAM
- Microsoft .NET Framework 4.0
- We recommend that you do not install DSync on your domain controller, email server, DNS host, or any other server that is running mission critical software systems.

PORTS

- Open to the Internet
  - 443 - HTTPS outbound to *.yammer.com
- Open to your internal servers
  - For email notifications - 25 or 587 (SMTP)
  - For Active Directory - DSync defaults to 3268

YAMMER SERVICE ACCOUNT

In order to gain administrative access to your Yammer network, the DSync utility needs to be configured to use a Yammer service account. Follow these steps to create a Yammer service account.

1. Create a new secure email inbox, like “yammerdsync@companyname.com”
2. Open a browser and navigate to www.yammer.com
3. Submit the email address from above in the signup field
4. Check the inbox for the service account and click the activation link received from Yammer
5. Set a Yammer password and proceed through the standard Yammer signup flow
6. Have an existing Yammer Verified Admin user upgrade your newly created Yammer service account user to Verified Admin
HOW DSYNC WORKS

On a regular schedule, the DSync utility will run an LDAP query against your directory source(s) that returns accounts that have been modified since the last successful sync. The utility then connects to your Yammer network via a Yammer service account and sends a payload of instructions to add, suspend, and update users according to the changes that occurred in your AD.

AUTOMATICALLY ADDING USERS

DSync will automatically invite users to your Yammer network when they are added to AD. Automatically inviting new employees to your Yammer network will improve the adoption of your Yammer network.

AUTOMATICALLY UPDATING USERS

DSync will automatically update a user’s Yammer profile fields when an applicable attribute is updated in the user’s AD record. If a user chooses to change a Yammer profile field that was prepopulated from an AD attribute, future changes to that AD attribute will not override the user-specified profile field in Yammer.

AUTOMATICALLY SUSPENDING USERS

DSync will automatically remove a user from your Yammer network when the user’s account is disabled in AD. A removed user’s Yammer account is suspended (i.e. they can no longer log in), but all of their old Yammer messages are retained.

DSync is designed to handle the case where AD records are disabled before they are finally deleted. If your AD business process is significantly different than this (e.g. if you delete users from AD without disabling them first), then see the Advanced Configuration Guide.
**INSTALLING DIRECTORY SYNC**

1. Copy the Directory Sync setup file to your server
2. Run the setup file
3. Choose an install location and click Install

After successfully installing DSync, the configuration wizard will automatically open.

**CONFIGURING DIRECTORY SYNC**

After installing the DSync utility on a server, you will need to run through a few configuration steps before enabling the sync.

**LAUNCH DSYNC**

Whenever you launch the DSync application, it will check to make sure that it can reach yammer.com. If it can’t access yammer.com, it will prompt for proxy settings. Please adjust the applicable proxy settings, network settings, and firewall settings until the utility can access yammer.com.
4.2 **YAMMER SETTINGS**

First, connect the DSync utility to your Yammer network. Provide the email address and password for the Yammer service account user described above.

If your Yammer network is single-sign-on (SSO) enabled, follow these steps:

Use a browser to sign into your Yammer network. Click on Apps, then click on a mobile app (such as Android). Use the email address and temporary password shown to authenticate Directory Sync.
4.3 DIRECTORY SETTINGS

Next, connect the DSync utility to all applicable directory sources in your AD forest.
(The default port can be changed using the following syntax hostname:port)
4.4 **VALIDATE**

Next, advance to the Validate step of the configuration wizard. Click “Start Validation” to query the connected directory hosts for a list of users that will be invited, updated, and removed when you enable synchronizing.

After the Validate step is complete, you may export the results to an Excel file. This file shows records that will be sent to Yammer. Accounts on the ‘Active’ tab will be created or updated in Yammer. Accounts on the ‘Inactive’ tab will be suspended in Yammer. Accounts on the ‘Invalid’ tab are ignored due to invalid characters found in the user’s email address.
SYNC

Before you enable syncing, you must configure email settings used to send a notification email if DSync encounters a problem. When you enable sync, Yammer will attempt to add, update, and suspend users in your Yammer network as described by the validation report from the previous step.

After you configure the email settings, click Enable Sync.

The DSync utility will now query your AD system on a regular schedule and add, update, and suspend users as appropriate.
4.6 UNMATCHED USERS

In DSync, an unmatched users report is available from Directory Integration section of the Yammer Network Admin settings. The report lists all Yammer accounts that could not be matched to Active Directory. These users may need to be manually suspended in Yammer.

To generate an unmatched users report:

1 - Log into Yammer as a Network Admin
2 - In the Network Admin settings, click on Directory Integration
3 - This page will show you a report of how many users are unmatched. These may be former users that may need to be manually suspended. If there are a large number of users that need to be suspended, use the Bulk Update utility in the User Management section of Network Admin.

4.7 CUSTOMIZE EMAIL AND WELCOME MESSAGE IN YAMMER ADMIN SETTINGS

You can customize Email and Welcome Messages for your users. These templates are found in the Directory Integration page in the Admin Settings section of Yammer.
FAQ

WHAT ARE SOME OF THE SAFETY FEATURES IN DSYNC 3.0?
DSync has features enabled to prevent unwanted changes to your Yammer network. This includes a suspension threshold which prevents you from running a sync that would suspend more than 10% of your users.

WHICH PROFILE FIELDS ARE SYNCHRONIZED WITH YAMMER?
EmailPrimary
ProxyAddresses
FirstName
LastName
JobTitle
Location
WorkPhone
MobilePhone
Summary
Department

WHAT IF WE HAVE YAMMER USERS THAT ARE NOT IN ACTIVE DIRECTORY?
There are several scenarios in which you might have users in your Yammer network that are not present in your Active Directory system. In these scenarios it will be necessary to find an alternate method of provisioning and de-provisioning these users.

WHAT ABOUT NON-USER ACCOUNTS IN OUR ACTIVE DIRECTORY?
Although the default settings of the DSync utility may result in invitation emails being sent to email addresses that do not correspond to actual people (i.e. conference room accounts and service accounts), these Yammer accounts will never actually be activated. Since Yammer only charges for activated users, it is safe to ignore these invitations.

WHAT IF WE DELETE ACCOUNTS INSTEAD OF DISABLING ACCOUNTS?
See Synchronizing Deleted AD Accounts in the DSync Advanced Configuration Guide.

HOW CAN I ENABLE ADVANCED CONFIGURATION OPTIONS?
Please see the Advanced Configuration Guide included in your download.