

## 4.0 Release - Active Directory-compatible Domain Services

### Release Features

Uplevel is introducing the new Domain Services Gateway including an Active Directory-compatible Domain Controller (DC) integrated directly into the *NEW* Domain Services gateway and portal. This allows MSPs to create, deploy, and manage the domain, users, and resources directly from the Uplevel portal and on-prem gateway. As an alternative to Microsoft Active Directory (AD), Uplevel has created a new way for partners to combine the advantages of on-prem and cloud solutions into a Microsoft AD compatible solution without purchasing Client Access Licenses (CALs) or migrating to Azure AD. This expands the addressable customer size of the Uplevel gateway and reduces the cost and amount of time required to deploy a domain controller for customers to remain HIPAA compliant and manage user access to resources. The new domain management gateway eliminates the need for partners to deploy on-prem AD servers or cloud based Azure AD entirely. The Uplevel Gateway does all of the difficult configurations and management on the backend to provide an easy to deploy, easy to manage, easy to scale customer environment.

### Active Directory-compatible Domain Services

The new Domain Services Gateway allows MSPs to manage users, resources, groups, policies, access, and audit trails using the following:

ISC/DHCP: for an industry-standard DHCP server to push client devices access into the LAN with the appropriate domain names DNS suffix required for domain access.

BIND9 DNS: Industrial-strength industry-standard DNS server to enable computers and devices discovery access into the domain.

LDAP: to authenticate users and computers into the domain, determine group membership and control access to resources

Samba4: Used in combination with LDAP for directory services and group policy enforcement.

Uplevel Proprietary Software: for management, audit trails, reporting, and domain backups/restorations.

Partners can now manage all aspects of the domain remotely. This includes enabling and disabling users and resources, granting or removing resource access, resetting passwords, blocking authentication and devices, and viewing audit logs all from the Uplevel dashboard. The new functionality can be found on the new Domain Services gateway (GATEWAY-5TFS-DC-SUB or GATEWAY-1TFS-DC-SUB). This release is only available via hardware upgrade. Existing gateways can be swapped out to the new Domain Services gateway by calling support for instructions on how to do this.

The domain name of the directory must be unique and a non-registered name on the public domain. Typing in a public domain name as a directory name will make this website inaccessible from the internal network. The fully qualified domain name will be "<domain name>.<customer domain name>". Once the name of the domain is set this cannot be changed without destroying the entire domain and all of its contents.

All computers and users must be created prior to attempted logins to be granted access into the domain. All groups, usernames, and computer names must be unique and are case-insensitive.

## Known Issues

The storage drives must be present on the Uplevel NAS to be managed by the Uplevel Domain Controller. Third party NAS' are not supported at this time. Drives on the Uplevel NAS are not automatically managed by the Domain and may not be managed by un-mapping the drive under Directory -> Mapped Drives and selecting "unmapped" to the left of any created drive. Unmapped Drives will be accessible by anyone. Mapped drives will only be accessible by users who have explicit permission to access them. Mapped drives can be found by going to "ld.<fully qualified domain name>".

Domain Filtering current is not supported on the Domain Services Gateway. This feature will be coming shortly. Currently enabling Domain Filtering prevents the domain from being discoverable and does not allow computer to resolve and attach to the domain controller.

Groups are only enabled for users at the moment. This will extend out to include the drives shortly.

Local Admins drives will not be automatically mapped however local admin will still have access to their applicable drives. Users should be created **without** local admin rights unless explicitly requiring

The username admin is reserved for the Uplevel gateway. Creating this username will not give you access to the domain at all. **DO NOT USE THIS AS A USERNAME!**