Azure Active Directory Integration FAQs

Q: Does it integrate with MS Intune?

A: Not currently, but it is something we are looking into.

Q: Does it sync in machines?

A: The Azure (AD) integration will only pull in your employees for user management. It will not sync in machines, devices, or other assets.

Q: How does this integration differ from my current Active Directory integration?

A: The previous Active Directory integration is for on-prem AD only. Azure is the cloud version.

Q: Do you support multiple domains/instances?

A: On-prem AD supports AD Forest. This Azure integration is only for single tenant. Please reach out to support@assetpanda.com if you would like multi-tenant.

Q: What happens if I delete a user from Active Directory?

A: If they are added to Asset Panda as a record, their status in Asset Panda will change to "Suspended" if they are deleted from Active Directory. If they are added in as a user (with access to Asset Panda), they will be deactivated. To preserve historical data, we will never delete any records inside of Asset Panda.

Q: How do I select which users will be added to Asset Panda?

A: You can transfer ALL users from your directory or transfer by group. This works both for the group records or as users inside Asset Panda.

Q: What if I'm using Active Directory now and want to migrate to Azure? What happens to my users?

A: If your users are added into Asset Panda as a record in an "Employees" group, the best way to reconcile records from on-perm vs Azure is to map the Azure users to a new group in Asset Panda. Then run a report with the unique ID and the Azure ID. You can then perform an update import in your original group to update the Azure ID value of existing records.

Q: Is SSO available for Azure AD?

A: Yes! SSO comes standard with the Azure AD integration, or you can purchase Azure SSO as a stand-alone integration.

Q: Our company has a hybrid on-prem AD/Azure AD environment. We currently use the on prem active directory sync process. If we wanted to switch to the Azure sync how would this affect existing data that we have already synced into Asset Panda from on prem AD?

A: To prevent duplicates, have a unique field in your group. Users inside of Asset Panda are defaulted to have a unique email login.

Q: What is the frequency of update from AAD to Asset Panda?

A: You can set 2 syncs and run it daily.

Q: Can we use this integration to update asset details as well?

A: The integration is user management only. It will not work with your devices at this time.

Q: Will this allow users to log into Asset Panda using their Microsoft credentials?

A: For this you will need Azure SSO, which is currently being developed. Please be on the lookout in the next couple of months.

Q: What fields can I map from Azure (AD) to Asset Panda?

A: Below is a list of the first fields you can map:

ID	Usage Location	Preferred Languages
Mail	Street Address	Employee Hire Date
Given Name	State	Employee Org Data
Surname	Country	Employee Type
User Type	City	External User State
Office Location	Postal code	External User State Change
Job Title	Mobile Phone	Date Time
Department	Age Group	Fax Number
Company Name	Business Phone	Main Nickname
Employee	User Principal Name	Other Mails

If you do not see the field you need to map, please request it through support@assetpanda.com.

Q: If we have multiple domains in Asset Panda, can we use both Azure and on-prem AD for syncing different domains (Azure for Domain A and on-prem for Domain B)?

A: Yes, you can have both Azure and on-prem AD.

Q: Does it remove "employees" after a certain amount of time or does it change the status to Inactive?

A: It will switch your employee record to Inactive in Asset Panda.

Q: I have synced Asset Panda with Active Directory. If I change the employee location information, why does this not update all my assets and fleet records for that user?

A: It will update the employee record. It depends on how your account is set up to reflect the location in your assets and fleet group. Contact support@assetpanda.com if you need assistance.

Q: Who can I contact if I'm experiencing issues or have any questions about this integration?

A: Email our Support Team at support@assetpanda.com and one of our support experts will assist.