SafeNet Authentication Service
Integration Guide

Protecting Zendesk with SafeNet Authentication Service

Document Information

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Introduction

Third-Party Software Acknowledgement

This document is intended to help users of SafeNet products when working with third-party software, such as Zendesk.

Material from third-party software is being used solely for the purpose of making instructions clear. Screen images and content obtained from third-party software will be acknowledged as such.

Overview

This guide describes the process for enabling SafeNet Authentication Service (SAS) strong authentication with Zendesk. This document assumes that the Zendesk environment is already configured and working with 'static' passwords prior to implementing SAS strong authentication. In this document, Zendesk is configured for single sign-on (SSO) using SafeNet Authentication Service for strong authentication.

Solution Overview
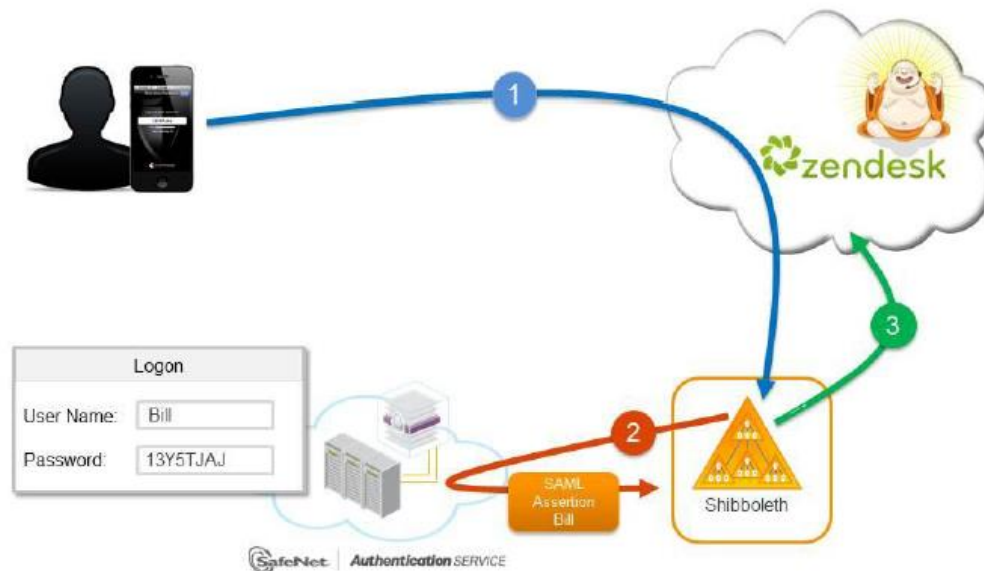
1. Bill, a user, wants to log on to Zendesk.

2. Shibboleth collects Bill's credentials and passes them to SafeNet Authentication Service (SAS) for authentication. SAS evaluates Bill's credentials, and returns an *accept* or *reject* response to Shibboleth.

   SAA collects LDAP credentials from the user.

3. Shibboleth uses SAS's response to return an *accept* or *error* assertion to Zendesk.

# Adding SAS as an Identity Provider in Zendesk

To add SafeNet Authentication Service as an identity provider in Zendesk:

1. Log in to the Zendesk Management Console.

2. In the left pane, click the **Manage** icon.

3. In the **Management** pane, click **Settings > Security**.

4. Under **Security**, click the **Authentication** tab.

   - For **Single Sign-On**, select **Enabled**.
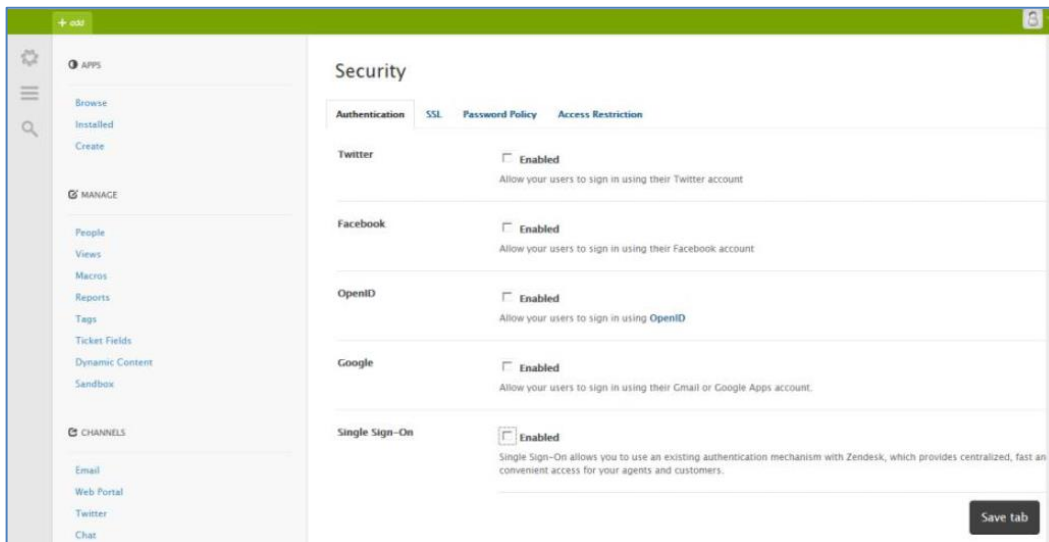
(The screen image above is from Zendesk© software. Trademarks are the property of their respective owners.)

5. In the **Mode** field, select **SAML**.
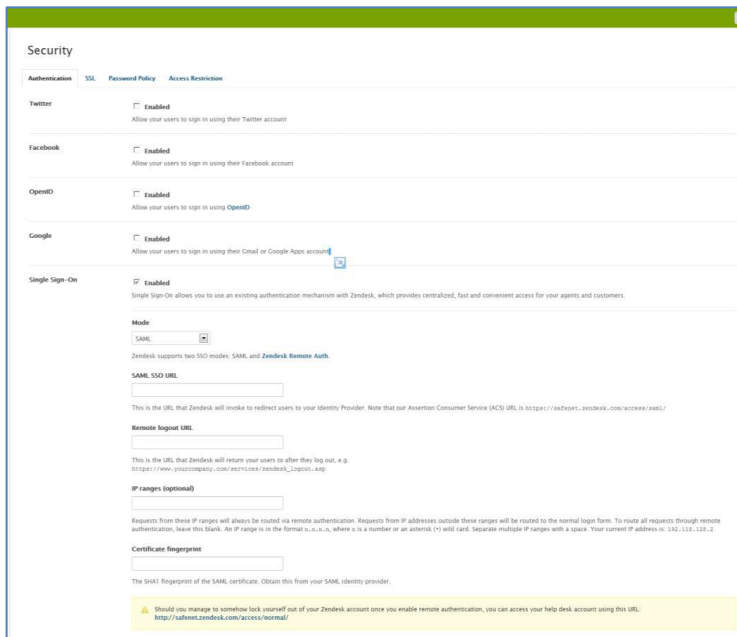
(The screen image above is from Zendesk© software. Trademarks are the property of their respective owners.)

6. In your SAS console, select **VIRTUAL SERVER > COMMS**.

7. Under **SAML Service Providers**, click **SAML 2.0 Settings**. The SAML 2.0 Settings are displayed. The following screen image is an example of the settings.
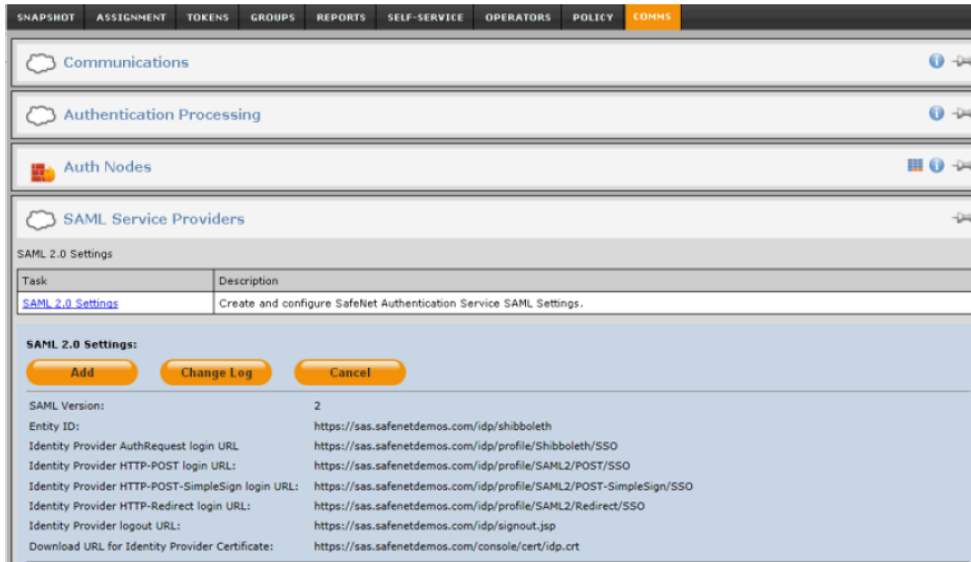
8. Copy the following values from the SAS **SAML 2.0 Settings** window to the **Single-Sign On** section of the Zendesk **Authentication** tab window shown in step 5.

Copy from field in SAS	Copy to field in Zendesk
Identity Provider HTTP-Redirect login URL	SAML SSO URL
Identity Provider logout URL	Remote logout URL
Download URL for Identity Provider Certificate Open the URL to download the certificate, and copy the certificate fingerprint to the Zendesk console's Certificate fingerprint field on the Authentication tab.	Certificate fingerprint

9. The following screen image is an example of the completed fields in the Zendesk console.

(The screen image above is from Zendesk© software. Trademarks are the property of their respective owners.)

10. Click the **Save tab** button. The Zendesk configuration now includes SAS as an identity provider.

Configuring SAML Authentication for Zendesk in SAS

Before configuring your Zendesk instance as a SAML Service Provider in the SafeNet Authentication Service, ensure that your SAS virtual server is populated with your organization's user accounts. You can add user accounts to your SAS virtual server in any of the following ways:

* **Manually**—one user at a time using the **Create User** shortcut.

* **Manually**—by importing one or more user records via a flat file.

* **Automatically**—by synchronizing with your Active Directory / LDAP server using the SAS LDAP Synchronization Agent.

For further details on adding users to your SAS virtual server, refer to the SafeNet Authentication Service documentation at the following location: http://www2.safenet-inc.com/sas/implementation-guides.html

To configure SAML authentication for Zendesk in SafeNet Authentication Service:
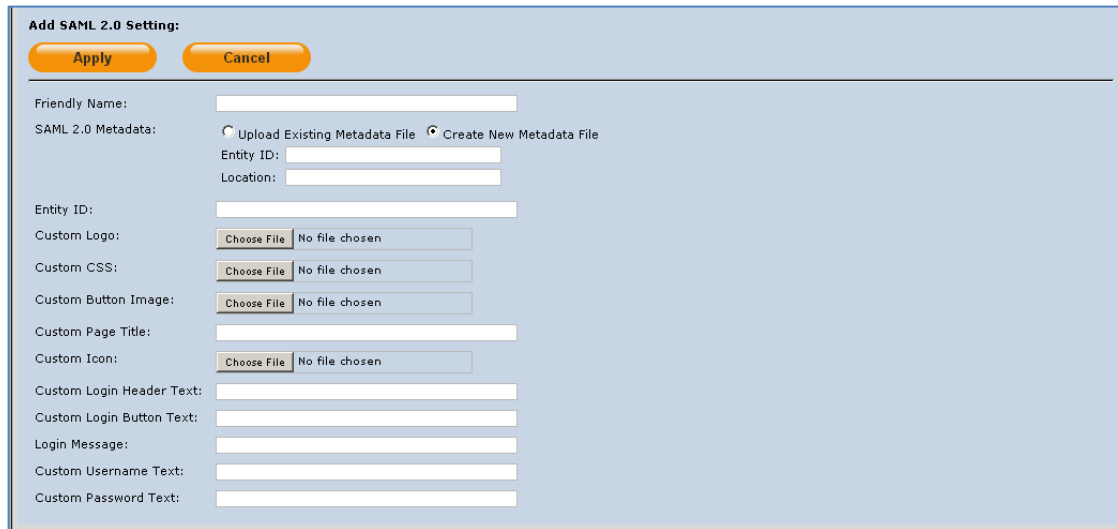
1. In the SAS console, click **VIRTUAL SERVER > COMMS**.

2. Under **SAML Service Providers**, click **SAML 2.0 Settings**.
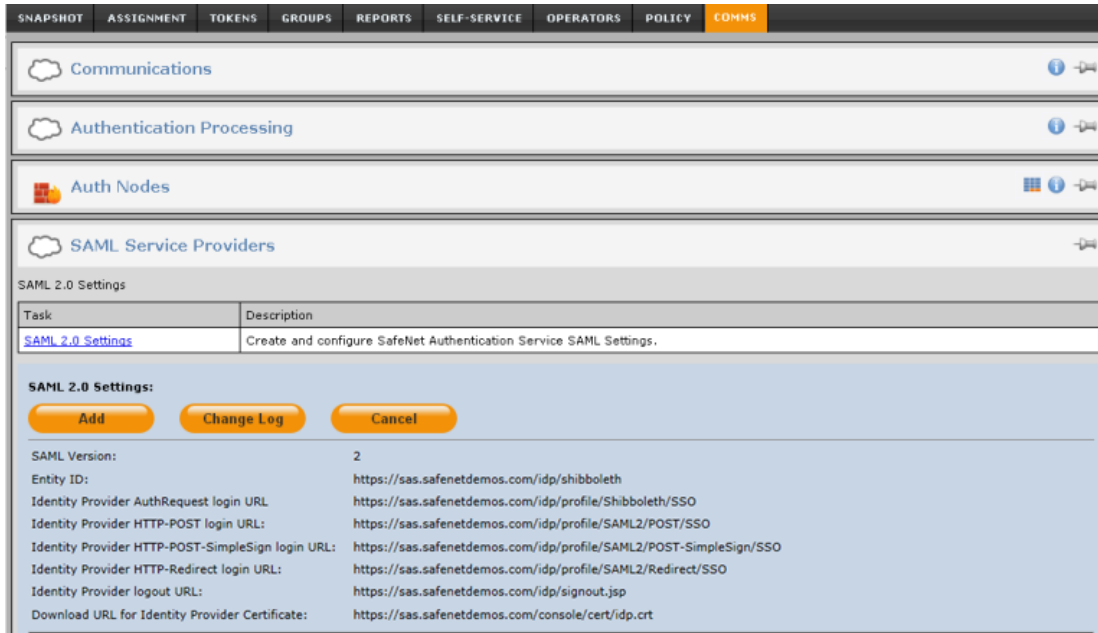
3. Click **Add**.

4. On the **Add SAML 2.0 Settings** window, select **SAML 2.0 Metadata > Create New Metadata File**.
    Complete the following fields:

Entity ID	Enter **<Zendesk Domain name>.zendesk.com**.
Location	Enter **https://<Zendesk Domain name>.zendesk.com/access/saml**.

5. Click **Apply**.

6. In the SAS console, click **VIRTUAL SERVER > ASSIGNMENT**.

7. Under **User Detail**, select the user account that requires access to the Zendesk service.

8. Under **SAML Services**, click **Add**. Complete the following fields:

Services	Select the friendly name of the Zendesk SAML Service Provider.
SAML Login ID	Select **Email**.

9. Click **Add**.

Note that you can also use a SAML provisioning rule to automatically create the required association for the SAML Service Provider instead of performing this process manually. Further details on the use of SAML provisioning rules can be found in the *SAS Administration Guide*.
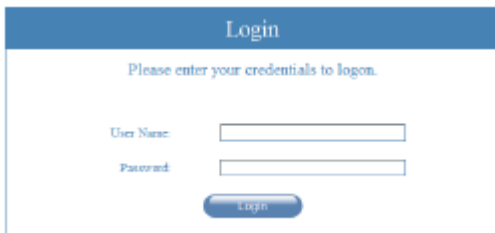
The SafeNet Authentication Service documentation can be found at the following location:

http://www2.safenet-inc.com/sas/implementation-guides.html

Logging In to Zendesk Using SAS SAML Authentication

To log in to your Zendesk environment using SAS SAML authentication:

1. Open a browser and go to **https://<Zendesk Domain name>.zendesk.com**.
2. Click the **Login** link. You are redirected to the SAS **Login** page.

3. Enter your SAS credentials and then click **Login**. You are logged in to your Zendesk portal.
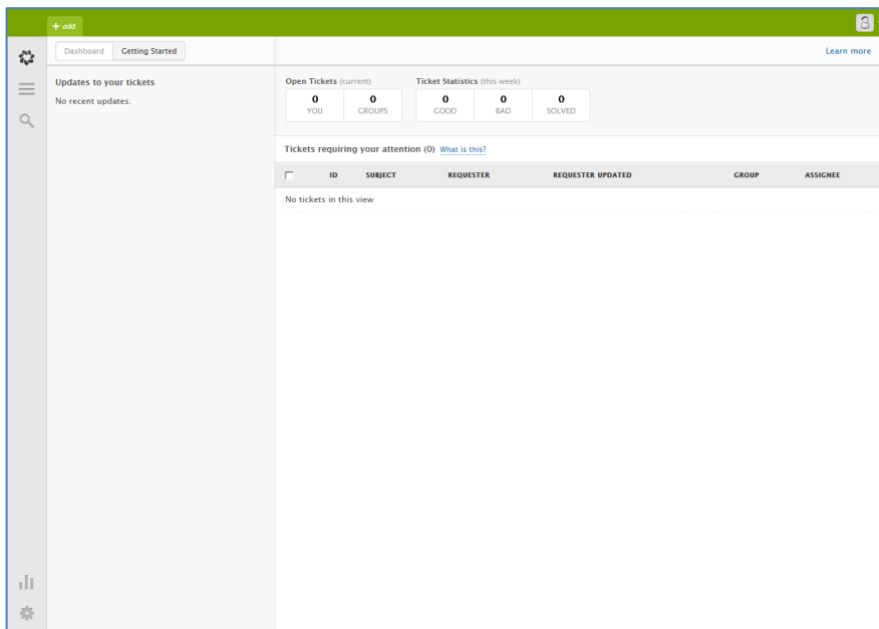
(The screen image above is from Zendesk© software. Trademarks are the property of their respective owners.)

Support Contacts

If you encounter a problem while installing, registering, or operating this product, please make sure that you have read the documentation. If you cannot resolve the issue, contact your supplier or SafeNet Customer Support. SafeNet Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between SafeNet and your organization. Please consult this support plan for further information about your entitlements, including the hours when phone support is available to you.

Table 1: Support Contacts

Contact Method	Contact Information	
Address	SafeNet, Inc. 4690 Millennium Drive Belcamp, Maryland 21017 USA	
Phone	United States	1-800-545-6608
	International	1-410-931-7520
Technical Support Customer Portal	https://serviceportal.safenet-inc.com Existing customers with a Technical Support Customer Portal account can log in to manage incidents, get the latest software upgrades, and access the SafeNet Knowledge Base.	