SafeNet Authentication Service Integration Guide

Using SafeNet Authentication Service as an Identity Provider for Remedyforce
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**Document Part Number:** 007-012621-001, Rev. B  
**Release Date:** June 2016
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Third-Party Software Acknowledgement

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

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.

Description

SafeNet Authentication Service delivers a fully automated, versatile, and strong authentication-as-a-service solution.

With no infrastructure required, SafeNet Authentication Service provides smooth management processes and highly flexible security policies, token choice, and integration APIs.

BMC Remedyforce, built on Salesforce App Cloud, enables you to deliver high-speed digital service management that empowers users and accelerates the business, with minimal capital investment.

This document describes how to:

- Configure SAML authentication in Remedyforce using SafeNet Authentication Service as an identity provider.

It is assumed that the Remedyforce environment is already configured and working with static passwords prior to implementing multi-factor authentication using SafeNet Authentication Service.

Remedyforce can be configured to support multi-factor authentication in several modes. The SAML authentication will be used for the purpose of working with SafeNet Authentication Service.

Applicability

The information in this document applies to:

- **SafeNet Authentication Service (SAS)**—SafeNet’s cloud-based authentication service
- **SafeNet Authentication Service – Service Provider Edition (SAS-SPE)**—A server version that is used by Service providers to deploy instances of SafeNet Authentication Service
- **SafeNet Authentication Service – Private Cloud Edition (SAS-PCE)**—A server version that is used to deploy the solution on-premises in the organization

Environment

The integration environment that was used in this document is based on the following software versions:

- **SafeNet Authentication Service – Private Cloud Edition (SAS-PCE)** — Mention only if SAS-PCE is relevant. Add version number to the SAS-PCE.
- **Remedyforce**
Audience

This document is targeted to system administrators who are familiar with Remedyforce, and are interested in adding multi-factor authentication capabilities using SafeNet Authentication Service.

SAML Authentication using SafeNet Authentication Service Cloud

SafeNet Authentication Service (SAS) Cloud provides a service for SAML authentication that is already implemented in the SAS Cloud environment and can be used without any installation.

SAML Authentication using SafeNet Authentication Service-SPE and SafeNet Authentication Service-PCE

In addition to the pure cloud-based offering, SafeNet Authentication Service (SAS) comes with two on-premises versions:

- **SafeNet Authentication Service – Service Provider Edition (SPE)**—An on-premises version of SafeNet Authentication Service targeted at service providers interested in hosting SAS in their data center.

- **SafeNet Authentication Service – Private Cloud Edition (PCE)**—An on-premises version of SafeNet Authentication Service targeted at organizations interested in hosting SAS in their private cloud environment.

For both on-premises versions, SAS can be integrated with the Shibboleth infrastructure, which uses a special on-premises agent called SafeNet Authentication Service Agent for Shibboleth.

For more information on how to install and configure the SafeNet Authentication Service Agent for Shibboleth, refer to the SafeNet Support Portal.

SAML Authentication Flow using SafeNet Authentication Service

SafeNet Authentication Service (SAS) communicates with a large number of service providers and cloud-based services solutions using the SAML protocol.

The image below describes the dataflow of a multi-factor authentication transaction for Remedyforce.
1. A user attempts to log on to Remedyforce. The user is redirected to SafeNet Authentication Service. SAS collects and evaluates the user’s credentials.

2. SAS returns a response to Remedyforce, accepting or rejecting the user’s authentication request.

**SAML Prerequisites**

To enable SafeNet Authentication Service (SAS) to receive SAML authentication requests from Remedyforce, ensure that the end users can authenticate from the Remedyforce environment with a static password.

**Configuring Remedyforce**

**Download the SafeNet Identity Provider Certificate**

Browse to the https://cloud.safenet-inc.com/console/cert/idp.crt URL. The SafeNet identity provider certificate will automatically download. Save it locally on your machine.

To add SafeNet Authentication Service (SAS) as an Identity Provider in Remedyforce:

**To configure Remedyforce to use SAS as identity provider:**

1. Logon to Remedyforce.
2. In the upper right toolbar Choose `<your user name>` and select the **Setup** option.
   - The **Settings** window opens.
3. On the left pane select **Security Control > Single Sign-On Settings**.

The **Single Sign-On Settings** window opens.

4. Select **Edit**, select **SAML Enabled** and click **Save**.
5. Select **New**

   The SAML Single Sign-On window opens.

   ![SAML Single Sign-On Setting](image)

6. Do the following:
   
   a. In the **Name** field enter the name of the IdP provider.
   
   b. In the **Issuer** field, copy the **Entity ID** value displayed in the SafeNet Authentication Service console.
   
   c. To choose the **Identity Provider Certificate**, click **Choose File** and select the certificate that was downloaded from the SAS console.
   
   d. In the **Identity Provider Login URL** field, copy the **Identity Provider HTTP-Redirect login URL** value displayed in the SafeNet Authentication Service console.
   
   e. In the **Identity Provider Logout URL** field, copy the **Identity Provider logout URL** value displayed in the SafeNet Authentication Service console.
   
   f. To choose the **Service Provider Initiated Request Binding**, select **HTTP Redirect**.
   
   g. In the **API Name** field enter any string.
   
   h. In the **Entity ID** field, choose a unique string that start with *https*. This will identify Remedyforce in the connection with SAS.
The following image shows an example of the entry fields in a completed setup in the Remedyforce SAML Single Sign-on Settings.

7. Click **Save**. The Single Sign-On Settings window opens.
   SafeNet Authentication Service is now set as an Identity Provider in Remedyforce.

8. Click on the IdP name that was just created.
   The **SAML Single Sign-On** window opens, summarizing the configuration.

9. Click **Download Metadata** and save the metadata file.
10. On the left pane, under Administration Setup, select Domain Management > My Domain.

The My Domain window opens.

![My Domain window](image)

**NOTE**

Your own Salesforce domain must have been registered.


The Login Page Branding window opens.

![Login Page Branding window](image)

12. Under Authentication Service, uncheck the Login Page checkbox, check your IdP name checkbox and Click Save.
Configuring SafeNet Authentication Service

The deployment of multi-factor authentication using SafeNet Authentication Service (SAS) with Remedyforce using SAML authentication requires:

- Synchronizing Users Stores to SafeNet Authentication Service, page 11
- Assigning an Authenticator in SafeNet Authentication Service, page 11
- Adding Remedyforce as a Service Provider (SP) in SafeNet Authentication Service, page 12
- Enabling SAML Services in SafeNet Authentication Service, page 15

Synchronizing Users Stores to SafeNet Authentication Service

Before SafeNet Authentication Service (SAS) can authenticate any user in your organization, you need to create a user store in SAS that reflects the users that would need to use multi-factor authentication. User records are created in the SAS user store using one of the following methods:

- 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 Synchronization Agent

For further details on importing users to SafeNet Authentication Service, refer to “Creating Users” in the SafeNet Authentication Service Subscriber Account Operator Guide:


All SafeNet Authentication Service documentation can be found on the SafeNet Knowledge Base site.

Assigning an Authenticator in SafeNet Authentication Service

SafeNet Authentication Service (SAS) supports a number of authentication methods that can be used as a second authentication factor for users authenticating through Remedyforce.

The following authenticators are supported:

- eToken PASS
- RB-1 keypad token
- KT-4 token
- SafeNet GOLD
- SMS tokens
- MP-1 software token
- GrIDsure
- MobilePASS
Authenticators can be assigned to users in two ways:

- **Manual provisioning**—Assign an authenticator to users one at a time.
- **Provisioning rules**—The administrator can set provisioning rules in SAS so that the rules will be triggered when group memberships and other user attributes change. An authenticator will be assigned automatically to the user.

Refer to “Provisioning” in the *SafeNet Authentication Service - Subscriber Account Operator Guide* to learn how to provision the different authentication methods to the users in the SAS user store.


### Adding Remedyforce as a Service Provider (SP) in SafeNet Authentication Service

Add a service provider entry in the SafeNet Authentication Service (SAS) **SAML Service Providers** module to prepare it to receive SAML authentication requests from Remedyforce. You will need the metadata of Remedyforce.

**To add Remedyforce as a Service Provider in SafeNet Authentication Service:**

1. Log in to the SafeNet Authentication Service console with an Operator account.
2. Click the **COMMS** tab, and then click **SAML Service Providers**.

![Image of COMMS tab](Image)

3. In the **SAML Service Providers** module, click the **SAML 2.0 Settings** link.

![Image of SAML Service Providers](Image)

4. Click **Add**.

![Image of SAML Service Providers settings](Image)
5. Under **Add SAML 2.0 Settings**, complete the following fields:

<table>
<thead>
<tr>
<th>Friendly Name</th>
<th>Enter the Remedyforce name.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAML 2.0 Metadata</td>
<td>Select <strong>Upload Existing Metadata File</strong>. Click the <strong>Choose File</strong> button, select the Service Provider’s metadata file downloaded on page 9 step 9, and then click <strong>Open</strong>.</td>
</tr>
</tbody>
</table>

![Add SAML 2.0 Settings](image)

Under **Return Attributes**, add the following attributes, and then click **Apply**:

<table>
<thead>
<tr>
<th>Name</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress</code></td>
<td>According to ThirdParty Product Requirements</td>
</tr>
<tr>
<td><code>http://schemas.xmlsoap.org/claims/EmailAddress</code></td>
<td>According to ThirdParty Product Requirements</td>
</tr>
<tr>
<td><code>http://schemas.xmlsoap.org/ws/2005/05/identity/claims/name</code></td>
<td>According to ThirdParty Product Requirements</td>
</tr>
<tr>
<td><code>http://schemas.xmlsoap.org/ws/2005/05/identity/claims/givenname</code></td>
<td>According to ThirdParty Product Requirements</td>
</tr>
<tr>
<td><code>http://schemas.xmlsoap.org/claims/CommonName</code></td>
<td>According to ThirdParty Product Requirements</td>
</tr>
<tr>
<td><code>http://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier</code></td>
<td>According to ThirdParty Product Requirements</td>
</tr>
<tr>
<td><code>principal</code></td>
<td>According to ThirdParty Product Requirements</td>
</tr>
</tbody>
</table>
Enabling SAML Services in SafeNet Authentication Service

After Remedyforce has been added to SafeNet Authentication Service (SAS) as a service provider, the users should be granted permission to use this service provider with SAML authentication.

There are two methods to enable the user to use the service provider:

- Manually, one user at a time, using SAML Services module
- Automatically, by defining groups of users, using SAML Provisioning Rules
Using the SAML Services Module

Manually enable a single user to authenticate against one or more configured SAML Service providers.

1. Log in to the SafeNet Authentication Service console with an Operator account.

   ![Console screenshot](image)

2. Click the ASSIGNMENT tab, and then search for the required user.

   ![Search User](image)

3. Click the appropriate user in the User ID column.
4. Click **SAML Services**.

![Image of SAML Services screen]

5. Click **Add**.

![Image of Add SAML Service screen]

6. Under **Add SAML Service**, do the following:
   a. From the **Service** menu, select the Remedyforce service provider.
   b. In **SAML Login ID** field, select the type of login ID (User ID, E-mail, or Custom) to be sent as a UserID to Remedyforce in the response.
   c. Click **Add**.

![Image of Add SAML Service with selected options]
The user can now authenticate to Remedyforce using SAML authentication.

### Using SAML Provisioning Rules

Use this module to enable groups of users to authenticate to SAML service providers.

1. Log in to the SafeNet Authentication Service console with an Operator account.

2. Click the **POLICY** tab, and then click **Automation Policies**.
3. Click the **SAML Provisioning Rules** link.

![Image of SAML Provisioning Rules](image)

4. Click **New Rule**.

![Image of New Rule](image)

5. Configure the following fields, and then click **Add**:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rule Name</td>
<td>Enter a name for the rule.</td>
</tr>
<tr>
<td>User is in container</td>
<td>Users affected by this rule must be in the selected container.</td>
</tr>
<tr>
<td>Groups</td>
<td>The <strong>Virtual Server groups</strong> box lists all groups. Click the user groups that will be affected by the rule, and then click the right arrow to move it to the <strong>Used by rule</strong> box.</td>
</tr>
<tr>
<td>Parties</td>
<td>The <strong>Relying Parties</strong> box lists all service providers. Click the service providers that the groups of users will authenticate to, and then click the right arrow to move it to <strong>Rule Parties</strong> box.</td>
</tr>
<tr>
<td>SAML Login ID</td>
<td>Select <strong>User ID</strong>. The User ID will be returned to the service provider in the SAML assertion.</td>
</tr>
</tbody>
</table>
### SAML Provisioning Rules

**Add SAML Auto-create Rule**

- **Rule Name:**
- **Groups Filter:**
- **Groups:**
- **RPTNG:**
- **SAML Login ID:**
  - User ID
  - Email

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**Using SafeNet Authentication Service as an Identity Provider for Remedyforce**

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Running the Solution

After configuring both Remedyforce to use SafeNet Authentication Service as its Identity Provider and SafeNet Authentication Service to use Remedyforce as a SAML Service Provider, users can log in to Remedyforce.

To log in to Remedyforce:

1. Browse to https://<your domain>.my.salesforce.com where <your domain> is the name of the domain that was registered in Remedyforce account.
   
   You are redirected to the SafeNet Authentication Service Login Page.

2. Enter SafeNet Authentication Service credentials, and click Login.
   
   You are logged on to the Remedyforce account.
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 Gemalto Customer Support. Gemalto 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 Gemalto and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

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