RSA SecurID Access SAML Configuration for HappyFox

Last Modified: October 11, 2016

HappyFox is an Online help desk providing a web based support ticketing system.

Before You Begin

- Acquire an administrator account for both RSA SecurID Access and HappyFox.

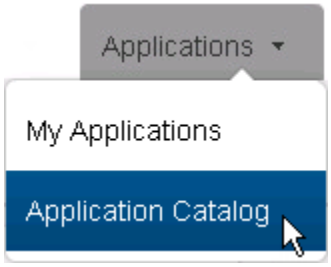
Procedure

1. Add the Application in RSA SecurID Access
2. Configure HappyFox to Use RSA SecurID Access as an Identity Provider

Add the Application in RSA SecurID Access

Procedure

1. Log in to the RSA SecurID Access Administration Console, click the **Applications** tab and select *Application Catalog* from the **Application** tab dropdown list.

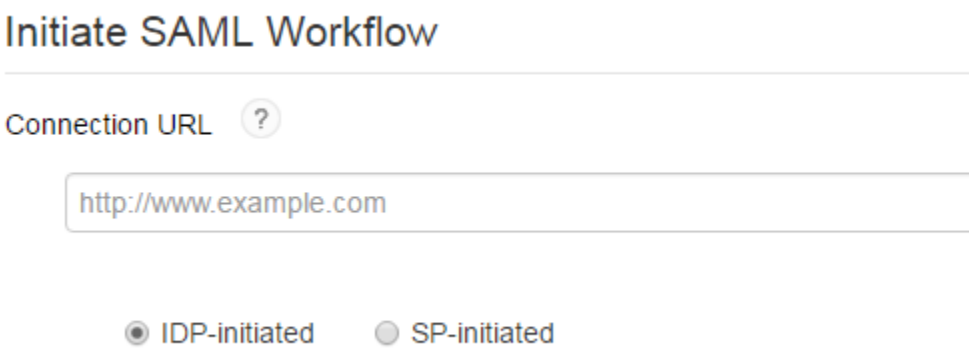


2. Search for *HappyFox* in the list of applications and click the **+Add** button.

3. Enter a name for the application in the **Name** field on the **Basic Information** page and click the **Next Step** button.
4. Select the **IdP-initiated** radio button in the **Initiate SAML Workflow** section.

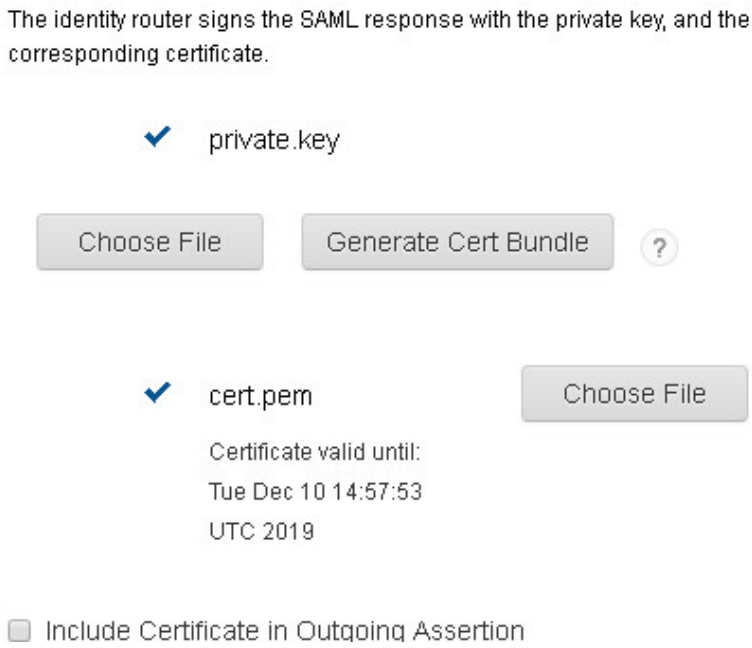
> **At the time of this testing only IdP login is supported. Contact HappyFox for SP login support.**

5. Leave the Connection URL field blank.



6. Scroll to **SAML Identity Provider (Issuer)** section, copy the value in the **Identity Provider URL** field and paste it into a temporary file. You will need this URL when you configure HappyFox.

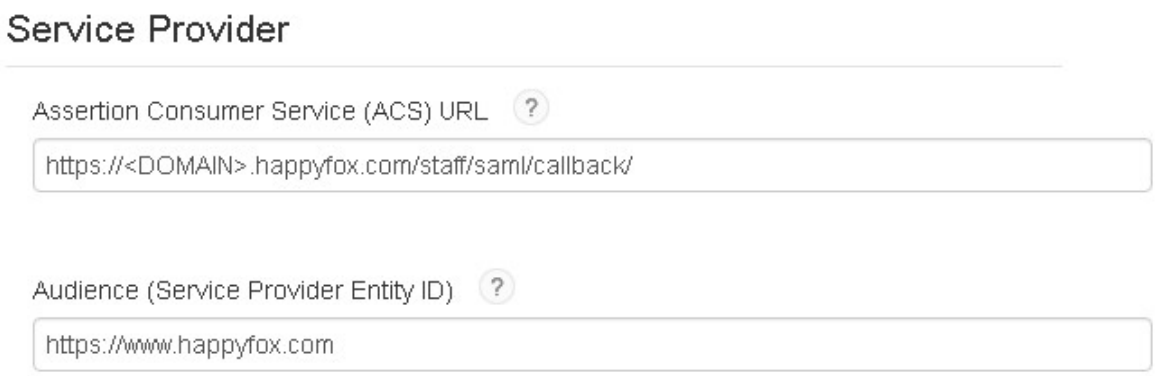
7. Click the **Choose File** button on the left of the **Generate Certificate Bundle** button, locate and select a private key for signing the SAML assertions and click the **Open** button.
8. Click the **Choose File** button underneath the **Generate Certificate Bundle** button, locate and select your public certificate and click the **Open** button.



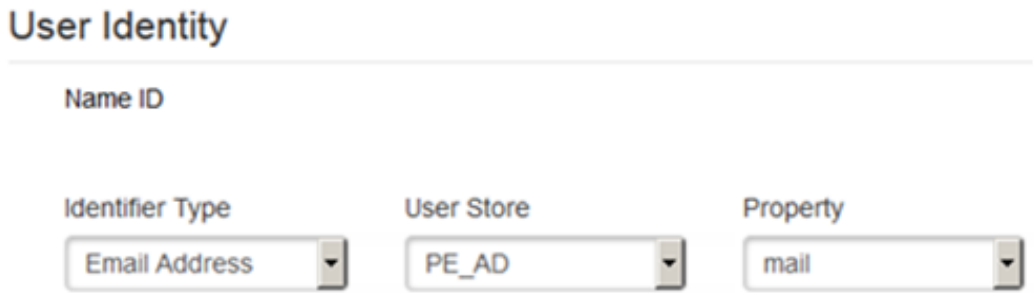
9. Scroll to the **Service Provider** section and enter your HappyFox domain in the ACS. The Assertion Consumer Service URL should be formatted as follows:

   https:// <DOMAIN>.HappyFox.com/staff/saml/callback/

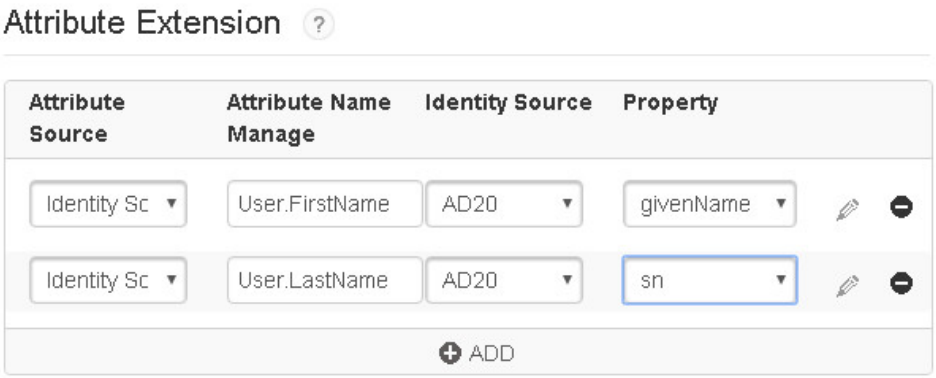
   <DOMAIN> is the value of your domain name which you are using.
   example: *https://pelab3.HappyFox.com/staff/saml/callback*.



10. Scroll to the **User Identity** section, select *Email Address* from the **Identifier Type** dropdown list and select the name of your user identity source from the **User Store** dropdown list. In this example, user accounts are stored in an identity source named *PE_AD*.
11. Select the identity source's attribute that will be used as the NameID from the **Property** dropdown list. In this example, the identity source's *mail* attribute will be used to uniquely identify a user in SAML assertions.

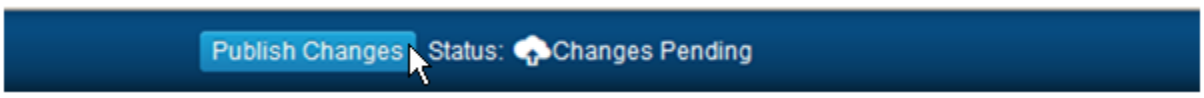


12. Click the **Show Advanced Configuration** button.
13. Under Attribute Extension, enter Attribute Name **User.FirstName** with property **GivenName** and Attribute Name **User.LastName** with property **sn**.



14. Click the **Next Step** button.
15. On the **User Access** page, select the **Allow All Authenticated Users** radio button.

16. Click the **Next Step** button.
17. Select the **Display in Portal** checkbox on the **Portal Display** page.
18. Click the **Save and Finish** button.
19. Click the **Publish Changes** button in the top left corner of the page.

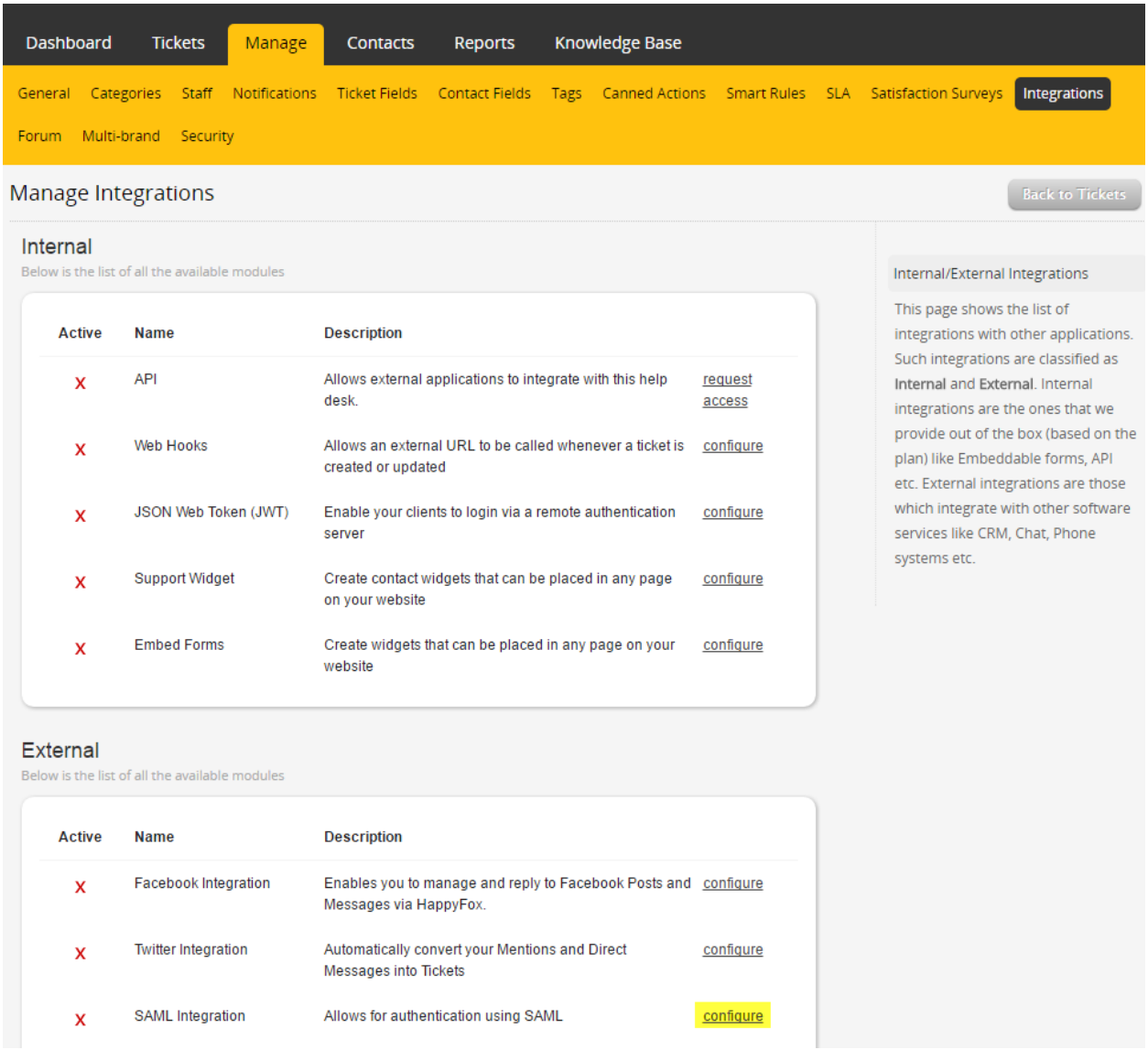


Configure HappyFox to Use RSA SecurID Access as an Identity Provider

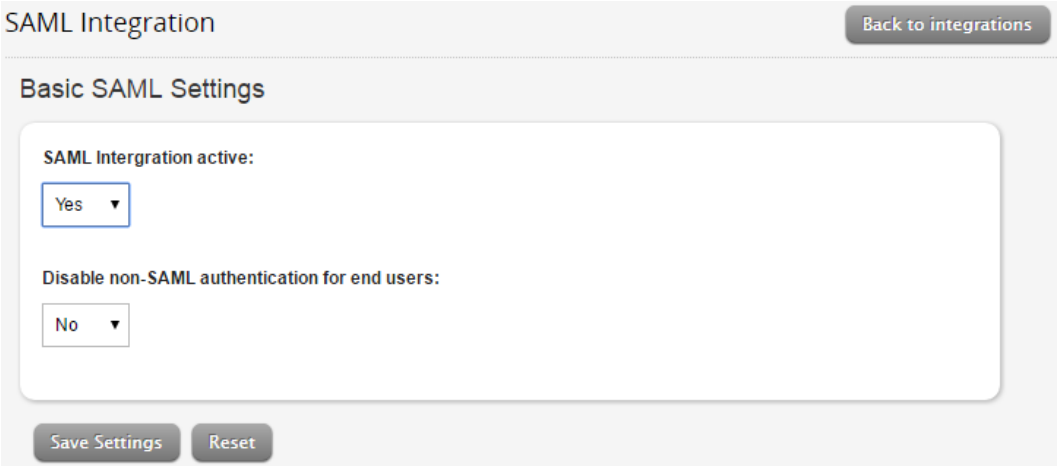
Follow below steps to configure HappyFox as service provider.

Create an Identity Provider

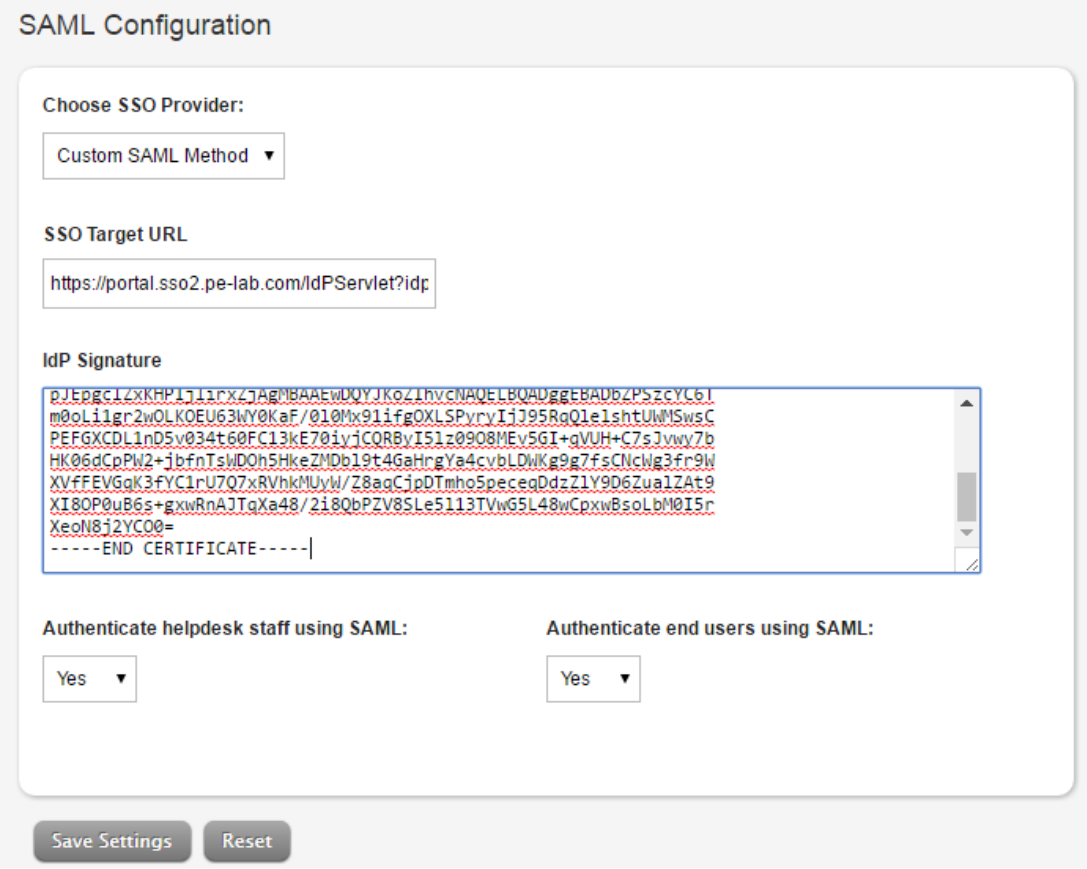
1. Login to your HappyFox domain as the Account Administrator. https://<DOMAIN>.happfox.com/staff/welcome
2. Go to **Manage> Integrations**.
3. Under the External section, click configuration next to SAML Integration.



4. Under Basic SAML Settings, select **Yes** for **SAML Integration active**.



5. Select **Save Settings**.
6. Under SAML Configuration, select **Custom SAML Method** from the **Choose SSO Provider**: drop down list.
7. Enter your RSA Identity Provider URL into the **SSO Target URL** field.
8. Copy and paste the RSA cert.pem file into the **IdP Signature** window.
9. Use the pull down to select **Yes** for those whom should authenticate via SAML.
10. Click **Save Settings**.



11. The HappyFox admin will need to approve staff's first login, by going to **Manage >> Staff >> Pending SSO accounts**.

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