# RSA SECURID® ACCESS
# Implementation Guide

## LiveChat

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## Solution Summary

LiveChat is an online customer service software with live support, help desk software, and web analytics capabilities. It was first launched in 2001 and is currently developed and offered in SaaS (software as a service) business model by LiveChat Software. This integration supports both SP-initiated authentication as well as IDP-initiated flow. LiveChat application does not support auto-provisioning of the user.

| RSA SecurID Access Features | LiveChat |
|---|---|
| **On Premise Methods** | |
| RSA SecurID | ✓ |
| On Demand Authentication | ✓ |
| Risk-Based Authentication (AM) | - |
| **Cloud Authentication Service Methods** | |
| Authenticate App | ✓ |
| FIDO Token | ✓ |
| **SSO** | |
| SAML SSO | ✓ |
| HFED SSO | - |

| Identity Assurance | |
|---|---|
| Collect Device Assurance and User Behavior | ✓ |



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# Configuration Summary

All of the supported use cases of RSA SecurID Access with LiveChat require both server-side and client-side configuration changes. This section of the guide includes links to the appropriate sections for configuring both sides for each use case.

**RSA Cloud Authentication Service** – LiveChat can be integrated with RSA Cloud Authentication Service in the following way:

SAML via RSA Identity Router (IdP)

**Cloud Authentication Service – Identity Router IdP Configuration**
**LiveChat SAML Configuration**

# RSA SecurID Access Server Side Configuration

## *RSA Cloud Authentication Service Configuration*

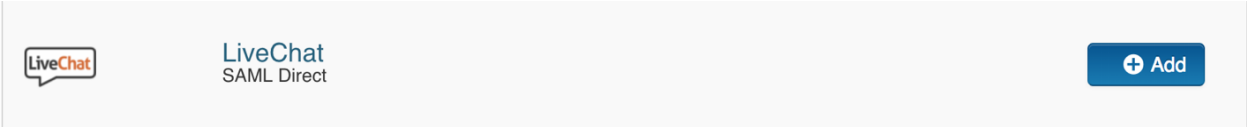
### SAML via RSA Identity Router (IdP)

To configure a SAML Service Provider in RSA Identity Router, you must deploy the connector for LiveChat in the RSA SecurID Access Console. During configuration of the IdP you will need some information from the SP. This information includes (but is not limited to) Assertion Consumer Service URL and Service Provider Entity ID.

#### Configure RSA Identity Router SAML IdP

#### Procedure

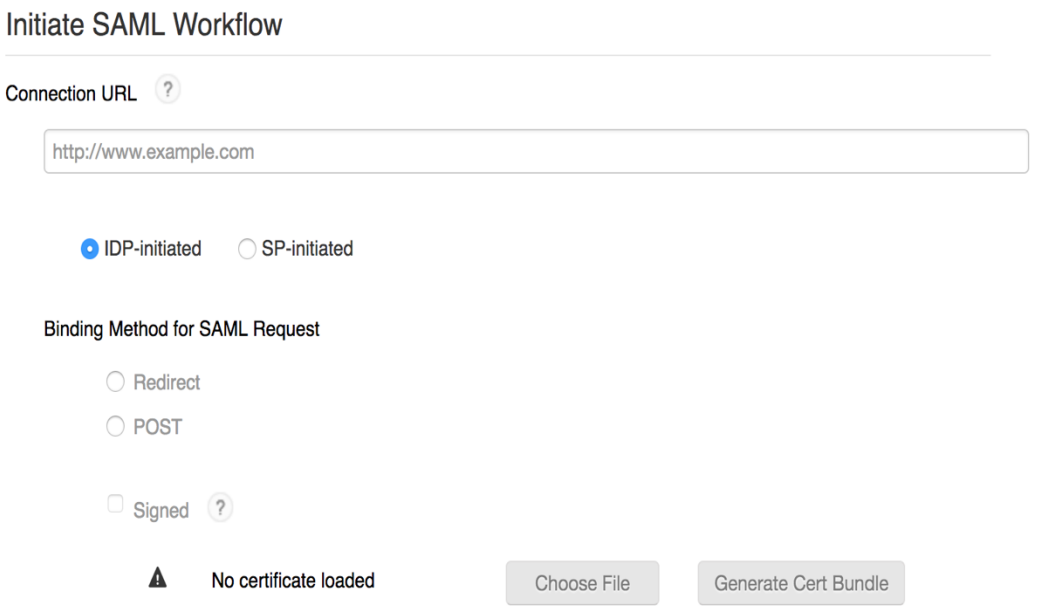
1. Logon to the RSA SecurID Access console and browse to **Applications** > **Application Catalog**, search for LiveChat and click **+Add** to add the connector.



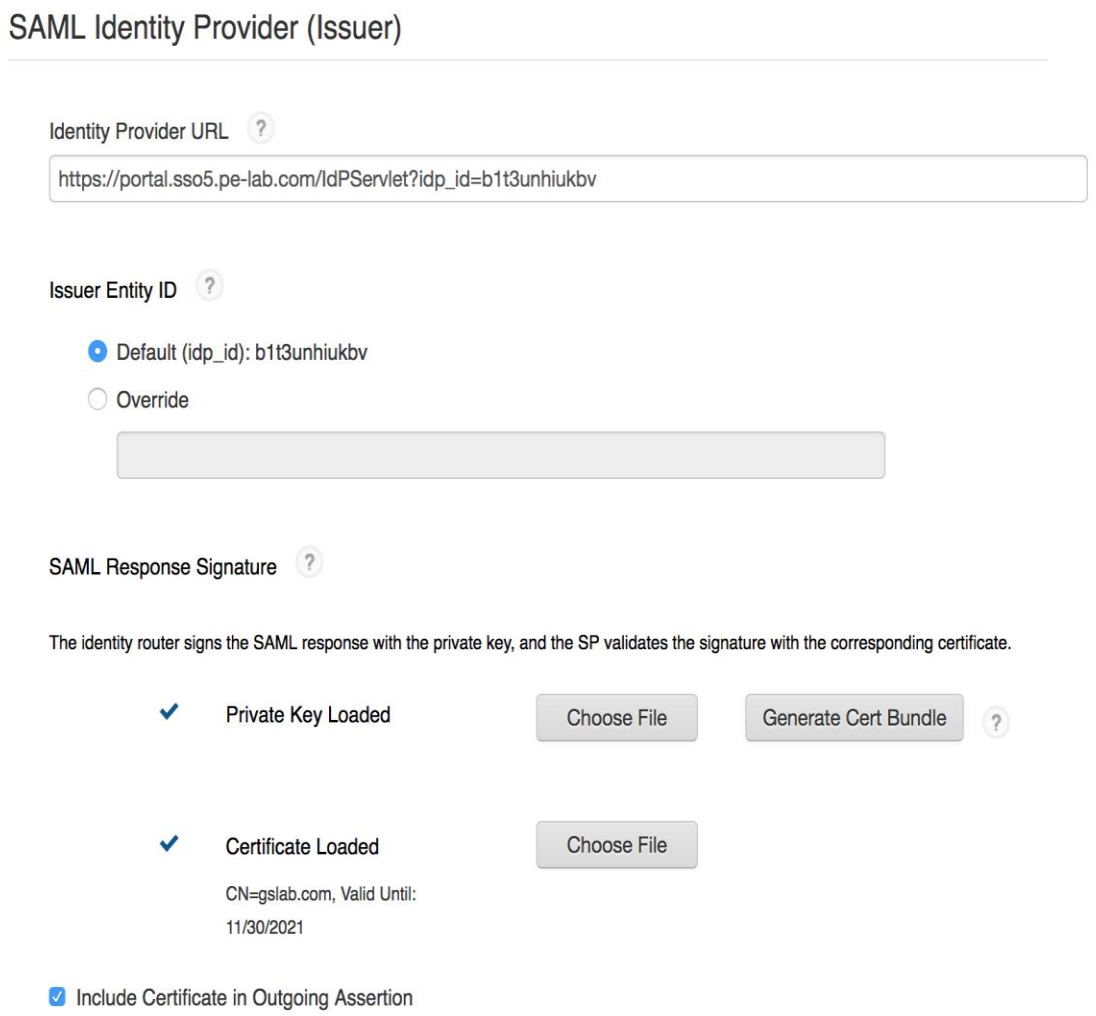

2. Enter a name for the application i.e *LiveChat* in the **Name** field on the **Basic Information** page and click the **Next Step** button.

3. Navigate to Initiate SAML Workflow section.
    a. In the **Connection URL** field, provide appropriate value for the user to be able to get redirected properly.
    b. Choose **IDP-initiated**

**Note:** The following IdP-initiated configuration works for SP-initiated LiveChat connections as well.

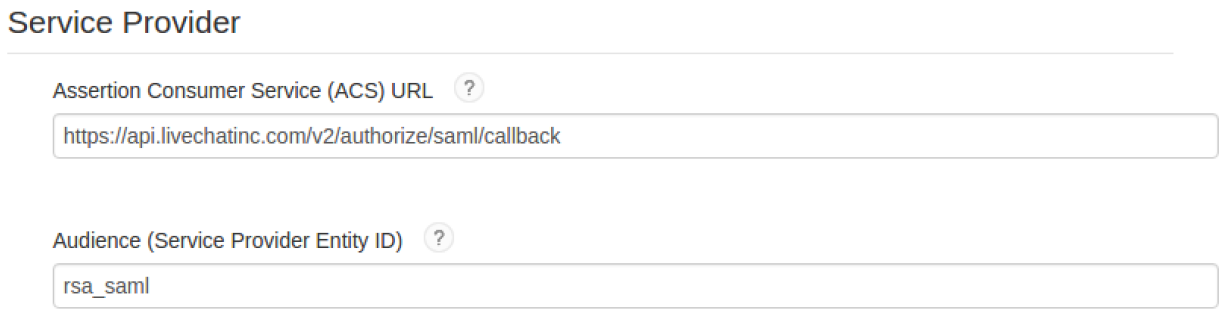


4. Scroll down to SAML Identity Provider (Issuer) section.



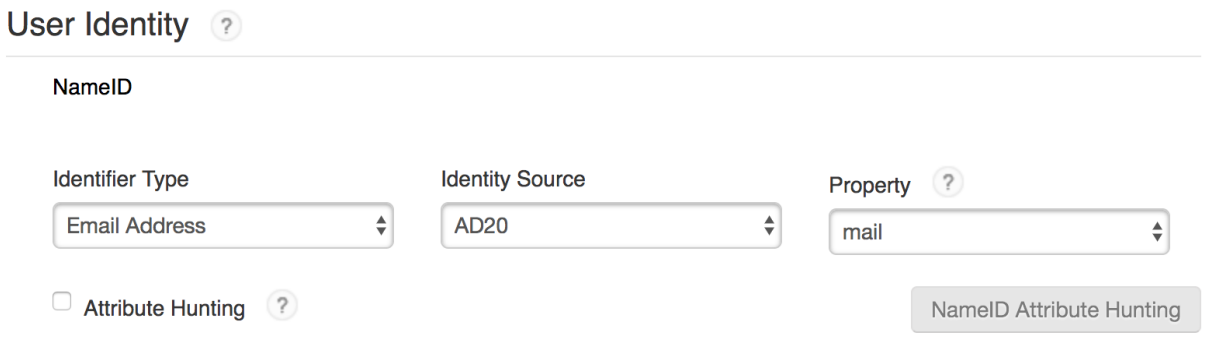

a. Make a note of **Identity Provider URL** field value, as it will be needed later to configure the Service Provider configuration.
b. Select **Default (idp_id)** for value for the **Issuer Entity ID**. Make sure that same **Issuer ID** is provided at SP-side SAML configuration.
c. Select **Choose File** and upload the private key.
d. Select **Choose File** to import the public signing certificate.
e. Select the checkbox for **Include Certificate in Outgoing Assertion**.

5. Scroll down to the **Service Provider** section.




   a. In the **Assertion Consumer Service (ACS) URL** field, enter the value received from investigation of SAML attributes at service provider side.
   b. In the **Audience (Service Provider Issuer ID)** field, enter the value received from investigation of SAML attributes at service provider side.

6. Scroll down to the **User Identity** section. Verify the settings are correct for your environment. In this example the username is to be presented in email format and the user account will be validated against the User Store selected.




7. Click **Next Step**.



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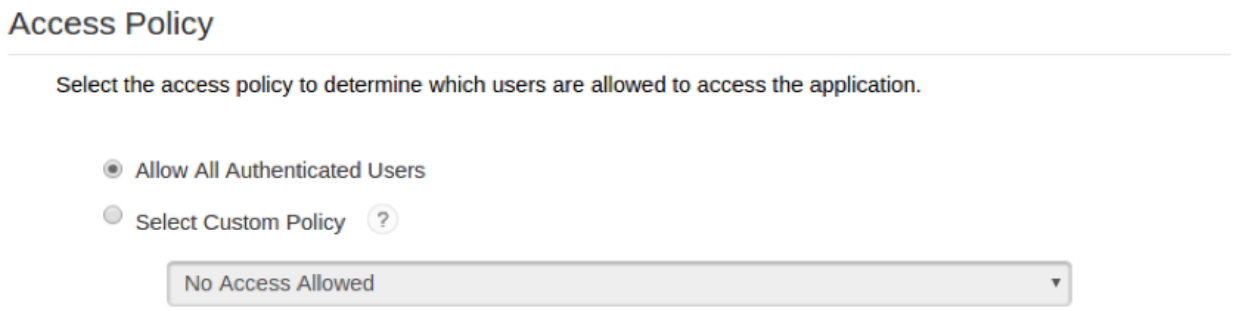
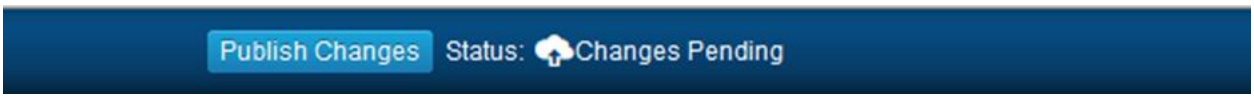
8. On the User Access page, select **Allow All Authenticated Users** user policy from the available options.




9. Click **Next Step**.
10. On the **Portal Display** page, select **Display in Portal**.
11. Click **Save and Finish**.
12. Click **Publish Changes**. Your application is now enabled for SSO.



# Partner Product Configuration

## *Before You Begin*

This section provides instructions for configuring the Interact with RSA SecurID Access. This document is not intended to suggest optimum installations or configurations.

It is assumed that the reader has both working knowledge of all products involved, and the ability to perform the tasks outlined in this section. Administrators should have access to the product documentation for all products in order to install the required components.

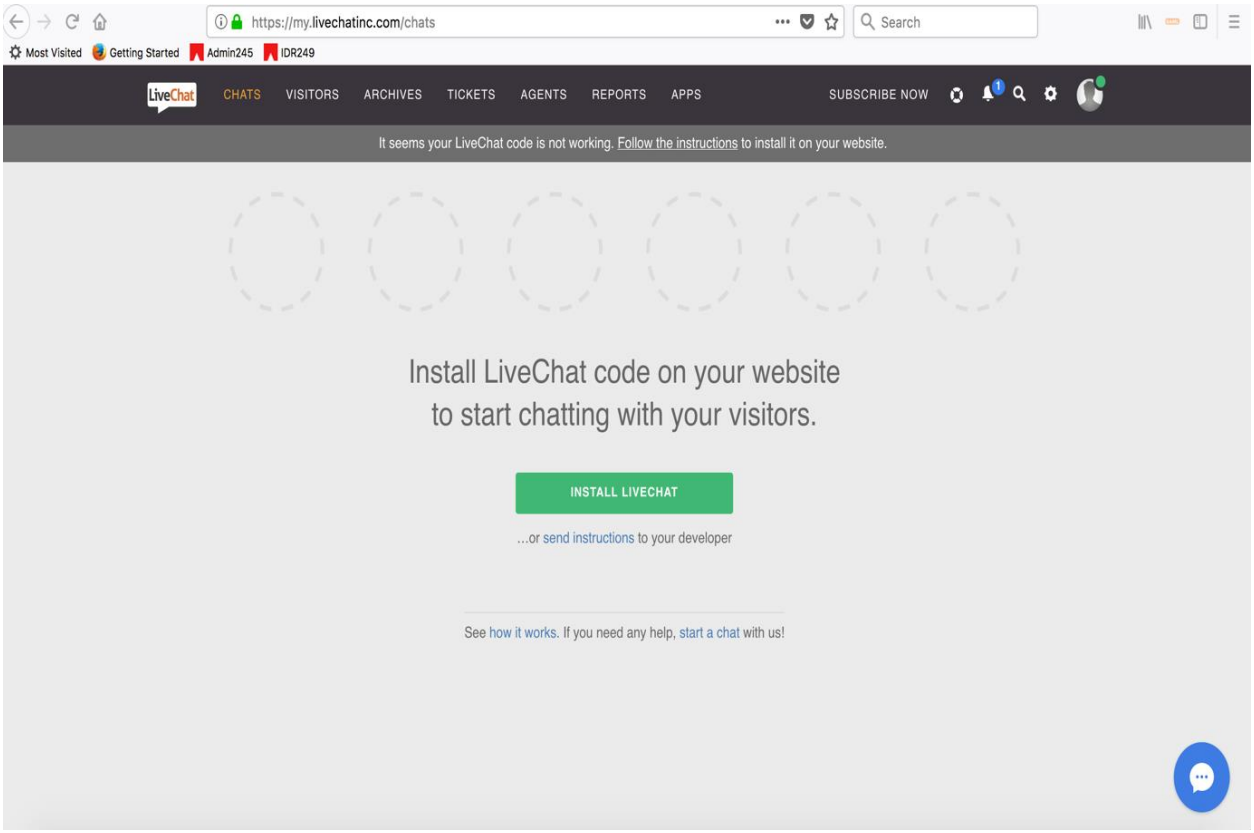
All LiveChat components must be installed and working prior to the integration. Perform the necessary tests to confirm that this is true before proceeding.

## LiveChat SAML Configuration

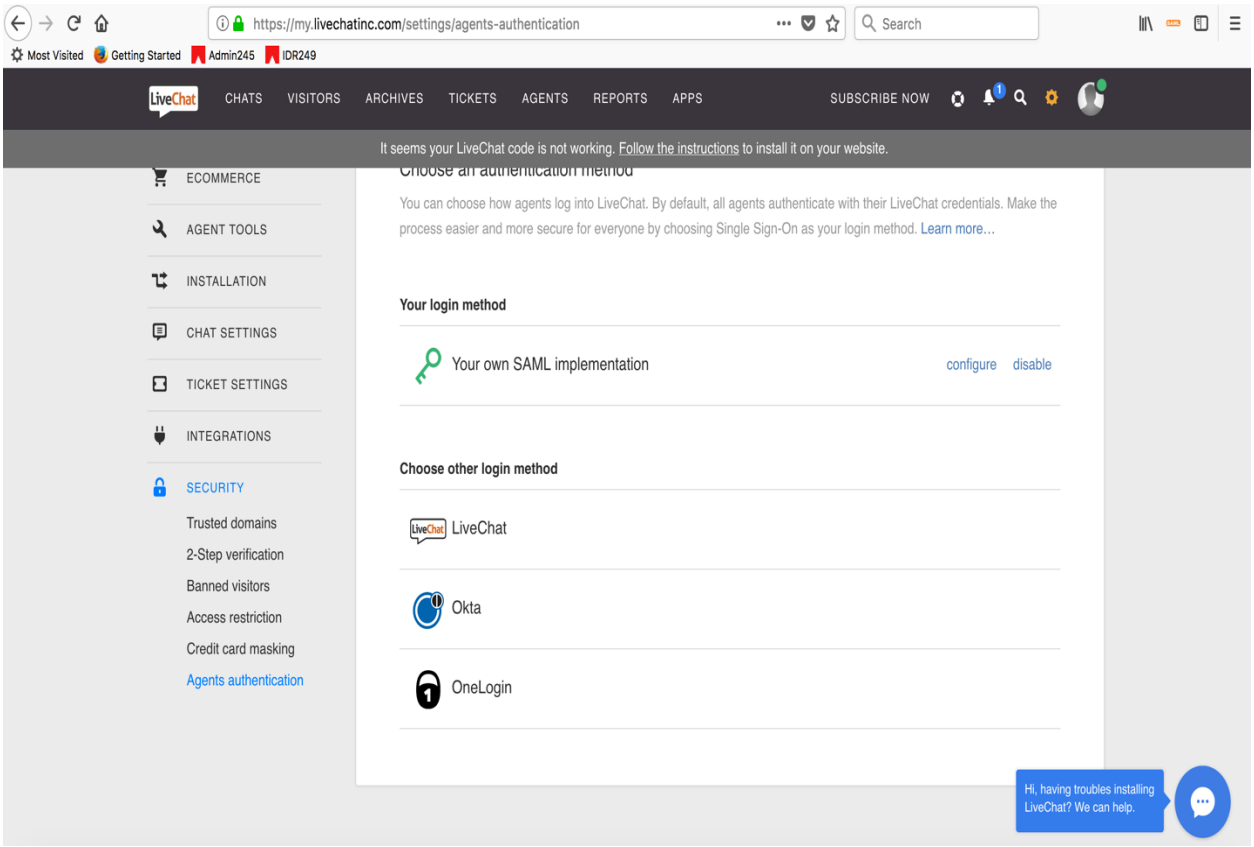
**Procedure**

1. Sign in to your LiveChat application web account.
   **https://my.livechatinc.com/**

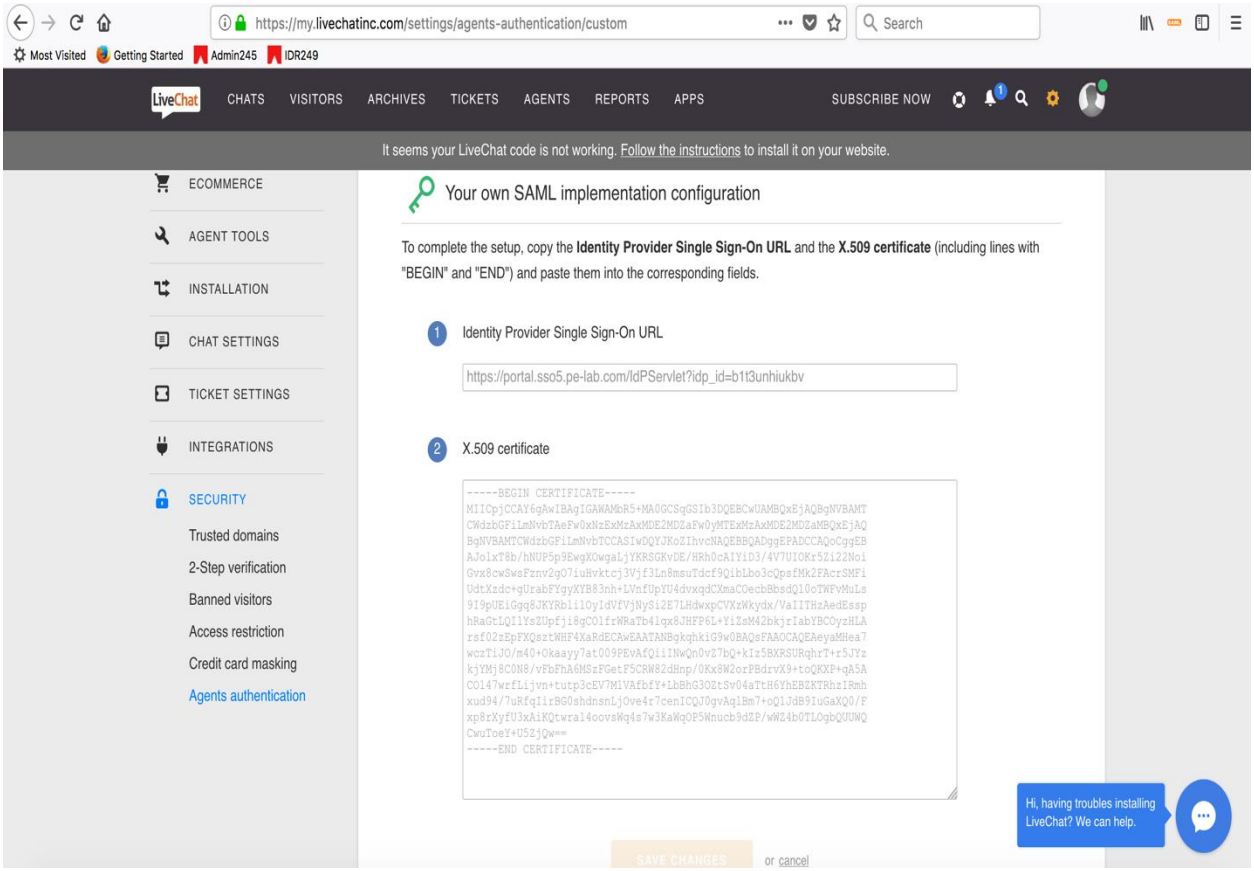
2. Following UI will be displayed. Go to settings icon at the top-right of the page and click on it.



3. At bottom-left of the UI displayed, click on *SECURITY -> Agents Authentication*. Following UI will be displayed. Hover and then click on *Your own SAML implementation -> configure.*



4. Following UI will be displayed.




a. **Identity Provider Single Sign-On URL** : Enter the Identity Provider URL which can be found in step : 4 – a) on page – 6 of this document. It is of following format : **https://<Your_Portal_URL>?idp_id=<Unique_IdP_ID>**.
b. **X.509 certificate** : Paste the public certificate into the window.
c. Once sure of all settings, click on **SAVE CHANGES** button to complete SAML configuration.

5. Your LiveChat account is now enabled for SAML SSO authentication.



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