

RSA Identity Governance and Lifecycle Collector Data Sheet for Zendesk



Contents

Purpose	4
Supported Software	4
Prerequisites	4
Account Data Collector	4
<i>Configuration</i>	4
<i>Collector Description</i>	4
<i>Configuration Information</i>	5
<i>Map Collector Attributes to Account Attributes</i>	6
<i>Map Collector Attributes to Account Mapping Attributes</i>	6
<i>Map Collector Attributes to Group Attributes</i>	7
<i>Edit User Resolution Rules</i>	7
<i>Edit Member Account Resolution Rules</i>	7
<i>Edit Sub-Group Resolution Rules</i>	8
Entitlement Data Collector	8
<i>Configuration</i>	8
<i>Collector Description</i>	8
<i>Configuration Information</i>	9
<i>Account Evaluation</i>	10
Troubleshooting	11

Revision History

Revision Number	Description
Version 1.0	Zendesk Collector
Version 1.1	Added the pre-requisite details

Purpose

This data sheet provides the configuration information required to create a new Zendesk collector.

Supported Software

RSA Identity Governance and Lifecycle Version: 6.8.1, 6.9.1 and above

Application: Zendesk

Collector Type(s): Account Data Collector, Entitlement Data Collector

Prerequisites

For basic authentication, password access must be enabled in the Zendesk Support admin interface at **Admin > Channels > API**.

Account Data Collector

Configuration

The configuration of the Account data Collector is completed through a number of screens. This section helps you to fill in the values for each screen.

Collector Description

The following table lists the parameters on the “Collector Description” screen, while creating the Collector.

Field Name	Value
Collector Name	Zendesk ADC
Description	Zendesk Account Data Collector
Data Source Type	Zendesk
Agent	AveksaAgent
Business Source	Any Created Application: Example: Zendesk

Status	Active
Copy from	Select any existing Zendesk ADC to copy configuration details
Scheduled	Default: No

Configuration Information

The following table lists the parameters on the “Configuration Information” screen, while creating the Collector.

Field Name	Value
Admin Email Address	<Email Address of the admin of the domain registered on Zendesk>
Admin Password	<Password of the admin of the domain registered with Zendesk>
Company URL	<Name of the company registered with Zendesk>
Proxy Host	<Proxy Host name, if you are using proxy server to access internet >
Proxy Port	<Proxy Port, if you are using proxy server to access internet >
Proxy User Name	<Proxy Username, if you are using proxy server to access internet >
Proxy Password	<Proxy Password, if you are using proxy server to access internet >

Note: Parameters Proxy Host, Proxy Port, Proxy Username, Proxy Password are needed only if collector needs to run through a proxy server.

Map Collector Attributes to Account Attributes

The following table lists the parameters on the “Map Collector Attributes to Account Attributes” screen, while creating the Collector.

Field Name	Value
Last Login Date	<Custom attribute to collect Last Login Date>
Expiration Date	<Custom attribute to collect Expiration Date>
GivenName	name
Date	created_at

Map Collector Attributes to Account Mapping Attributes

The following table lists the parameters on the “Map Collector Attributes to Account Mapping Attributes” screen, while creating the Collector.

Field Name	Value
User Reference	email

Map Collector Attributes to Group Attributes

The following table lists the parameters on the “Map Collector Attributes to Group Attributes” screen, while creating the Collector.

Field Name	Value
Owner	N/A
Name	groupName
CreatedAt	created_at

Edit User Resolution Rules

The following table lists the parameters on the “Edit User Resolution Rules” screen, while creating the collector.

Field Name	Value
Target Collector	Associate an already created IDC; Default value is Users
User Attribute	<Email Address> Default: User Id

Edit Member Account Resolution Rules

The following table lists the parameters on the “Edit Member Account Resolution Rules” screen, while creating the collector.

Field Name	Value
Target Collector	Zendesk Account Data Collector
Account Attribute	Name

Edit Sub-Group Resolution Rules

The following table lists the parameters on the “Edit Sub-Group Resolution Rules” screen, while creating the collector.

Field Name	Value
Target Collector	Zendesk Account Data Collector
Group Attribute	Name

Entitlement Data Collector

Configuration

The configuration of the Entitlement data Collector is completed through a number of screens. This section helps you to fill in the values for each screen.

Collector Description

The following table lists the parameters on the “Collector Description” screen, while creating the collector.

Field Name	Value
Collector Name	Zendesk EDC
Description	Zendesk Entitlement Data Collector

Data Source Type	Zendesk
Agent	AveksaAgent
Business Source	Any Created Application: Example: Zendesk
Status	Active
Copy from	Select any existing Zendesk EDC to copy configuration details
Scheduled	Default: No

Configuration Information

The following table lists the parameters on the “Configuration Information” screen, while creating the collector.

Field Name	Value
Admin Email Address	<Email Address of the admin of the domain registered on Zendesk>
Admin Password	<Password of the admin of the domain registered with Zendesk>
Company URL	<Name of the company registered with Zendesk>
Proxy Host	<Proxy Host name, if you are using proxy server to access internet>
Proxy Port	<Proxy Port, if you are using proxy server to access internet>
Proxy User Name	<Proxy Username, if you are using proxy server to access internet>
Proxy Password	<Proxy Password, if you are using proxy server to access internet>

Account Evaluation

The following table lists the parameters on the “Account Evaluation” screen, while creating the collector.

Field Name	Value
Associated Account Collector	Associate an already created Zendesk Account Data Collector
Account Value Evaluates to	Account Name

Troubleshooting

1. IBM WebSphere application server uses IBM Java SDK which complies with restrictions. This means it only supports SSL keys of 2048-bits or less.

Many keys are now being created with larger key sizes(e.g. 4096-bits), which will not work with the default settings and it will give an error "RSA Premaster secret error".

To fix this issue, please follow these steps,

1. Download the required unrestricted JCE policy file for IBM Java SDK (unrestrictedpolicyfiles.zip) and unzip the package.
 2. This package will contain the following jars.
 - local_policy.jar
 - US_export_policy.jar
 3. Copy these jars to the location %WAS_HOME%/AppServer/java/jre/lib/security directory.
 4. Restart WebSphere application server.
2. In WebLogic application server, by default host name verifier is true. If during connection after installing the certificate it gives an error " javax.net.ssl.SSLKeyException: Hostname verification failed", then you need disable the hostname verifier. Following are the steps to diable the host name verifier.

Turn off host name verification in one of the following ways:

- *On the command line of an SSL client, enter the following argument:*
 - -Dweblogic.security.SSL.ignoreHostnameVerification=true
 - **Note:** When using standalone SSL clients, host name verification must be set on the command line or via the API.
- *In the WebLogic Server Administration Console:*
 - If you have not already done so, in the Change Center of the Administration Console, click Lock & Edit (see Use the Change Center).
 - In the left pane of the Console, expand Environment and select Servers.
 - Click the name of the server for which you want to disable host name verification.
 - Select Configuration > SSL, and click Advanced at the bottom of the page.
 - Set the Hostname Verification field to None. (Oracle recommends leaving host name verification on in production environments.)

- Click Save.
- To activate these changes, in the Change Center of the Administration Console, click Activate Changes.

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