RSA SecurID Access SAML Configuration for Samanage

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Samanage, an enterprise service-desk and IT asset-management provider, has its headquarters in Cary, North Carolina. The company's flagship product, Samanage, operates as a multi-tenant, Software-as-a-Service (SaaS) system for IT and enterprise service management.

Before You Begin

- Acquire an administrator account for both RSA SecurID Access and Samanage.
- Obtain the Samanage login URL, ACS URL and Service Provider Issuer ID from your Samanage service provider.

The instructions in this guide use the following login url, ACS URL and issuer ID (entity ID) values:

Login URL	*https://gslab32.samanage.com/saml_login/gslab32*
ACS URL	*https://gslab32.samanage.com/saml/gslab32*
Service Provider Issuer ID	*SAManage.com*

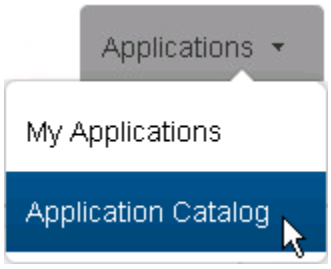
Procedure

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

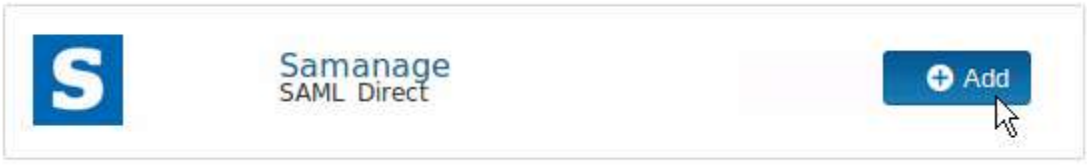
Add the Application in RSA SecurID Access

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.



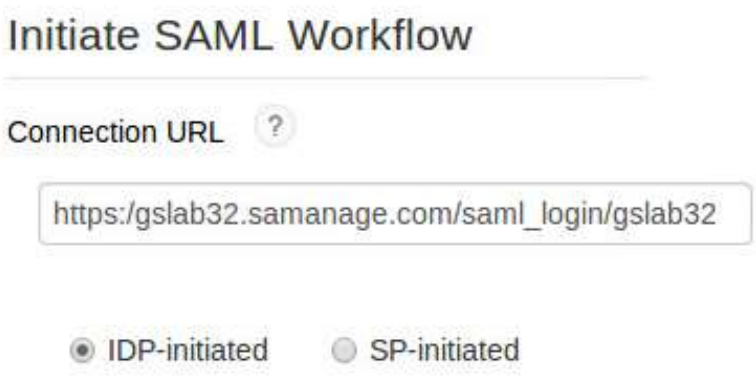
2. Search for *Samanage* in the list of applications and click the **+Add** button.



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.

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

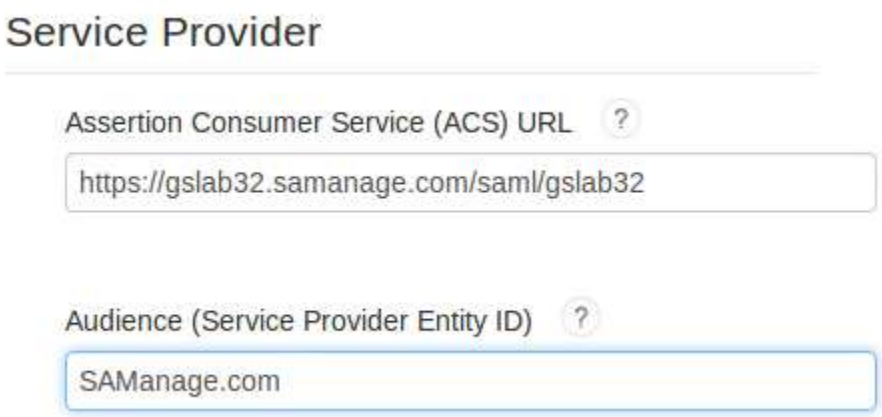
5. Enter the Samanage landing page URL in the **Connection URL** field. Portal users will be redirected to this page when they click the Samanage icon. The URL is formatted as follows: *https://<ACCOUNT_NAME>.samanage.com/saml_login/<ACCOUNT_NAME>*, where *<ACCOUNT_NAME>* is the name of your Samanage account. The connection URL in this example is *https://gslab32.samanage.com/saml_login/gslab32*.



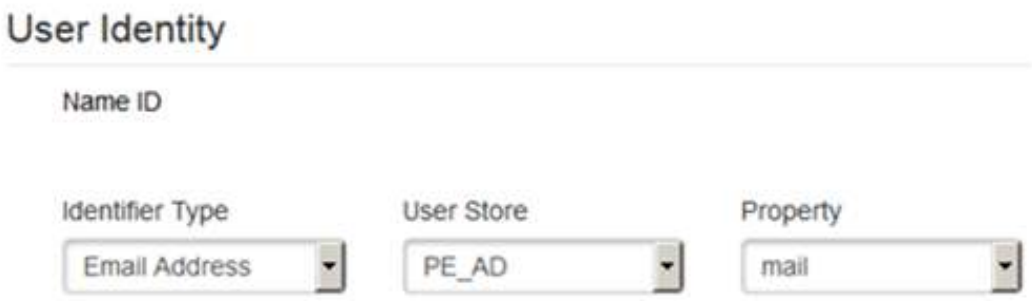
6. Scroll to **SAML Identity Provider (Issuer)** section, copy the value in the **Identity Provider URL** field and paste it into a temporary file. You will need the URL when you [configure your Samanage service provider].

7. You must import a private/public key pair to sign and validate SAML assertions. If you don't have one readily available, follow the steps to generate a certificate bundle. Otherwise, continue to step 8.
    a. Click the **Generate Certificate Bundle** button in the **SAML Response Signature** section.
    b. In the **Common Name (CN)** field, enter the hostname of the Samanage service provider's HTTPS server that will be sending authentication requests.
    c. Click the **Generate and Download** button, save the certificate bundle ZIP file to a secure location and extract its contents. The ZIP file will contain a private key, a public certificate and a certificate signing request.

8. 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.
9. Click the **Choose File** button underneath the **Generate Certificate Bundle** button, locate and select your public certificate and click the **Open** button.
10. Select the **Include Certificate in Outgoing Assertion** checkbox.
11. Scroll to the **Service Provider** section and enter your Samanage ACS URL in the **Assertion Consumer Service (ACS) URL** field. The URL should be formatted as follows: *https://<ACCOUNT_NAME>.samanage.com/saml/<ACCOUNT_NAME>*.
    The ACS URL in this example is *https://gslab32.samanage.com/saml/gslab32*.
12. Enter *SAManage.com* in the **Audience (Service Provider Entity ID)** field. This value is case sensitive, and it must match your Samanage SP Issuer ID.



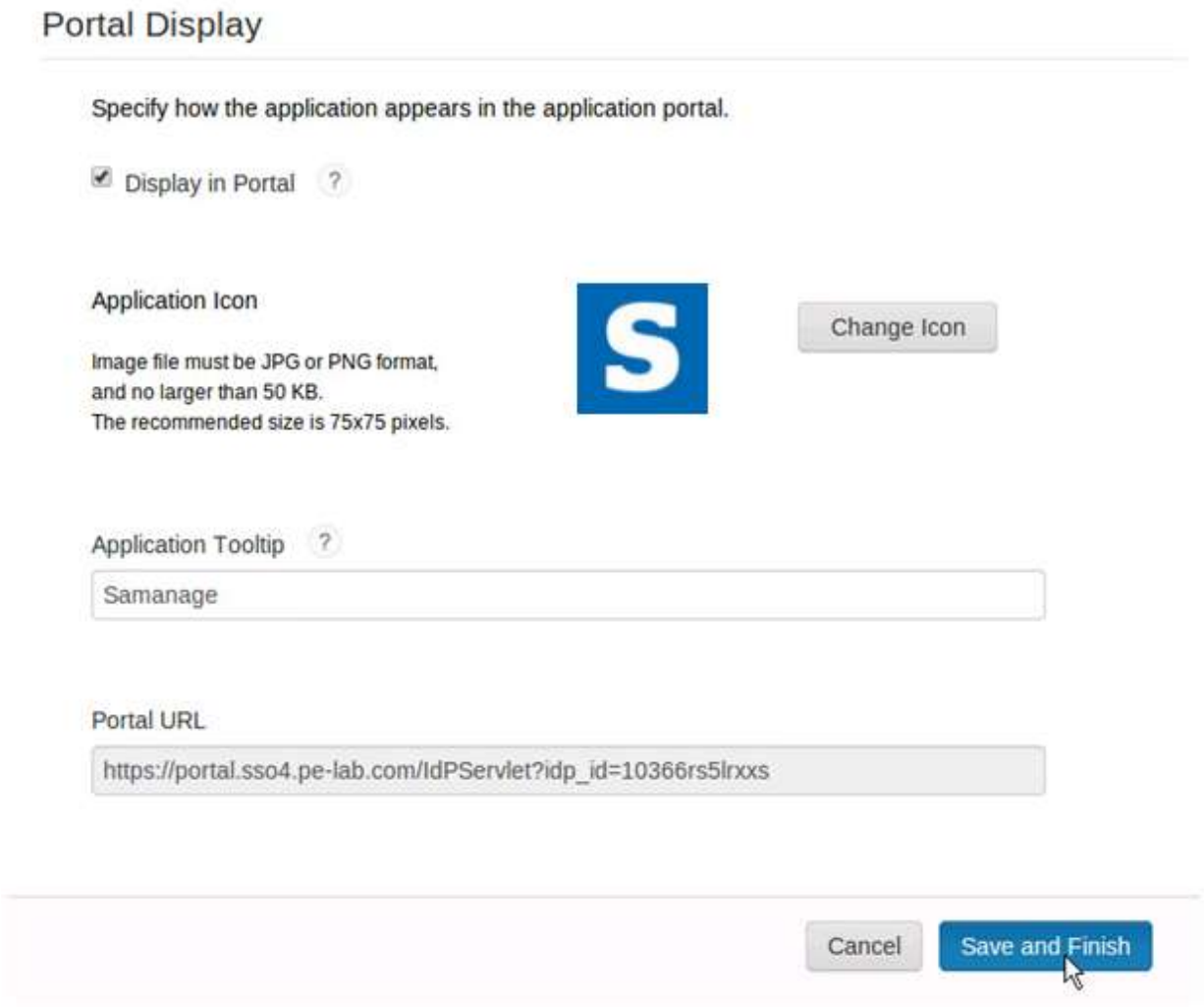
13. Scroll to the **User Identity** section, select *Email Address* from the **Identifier Type** dropdown list and select the name of your user identity source from the **User Store** dropdown list. In this example, user accounts are stored in an identity source named *PE_AD*.
14. Select the identity 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.



15. Click the **Next Step** button.

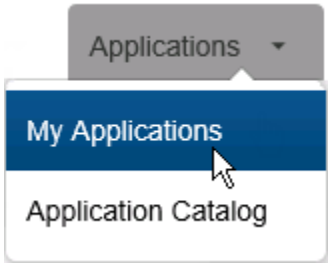
16. On the **User Access** page, select the access policy the identity router will use to determine which users can access the Samanage service provider from the portal. If you want to allow access to all users who are signed in to the portal, select the **Allow All Authenticated Users** radio button. Otherwise, select the **Select Custom Policy** radio button and select the policy you want to use from the dropdown list.

17. Click the **Next Step** button.
18. Select the **Display in Portal** checkbox on the **Portal Display** page.
19. Enter descriptive text about the application in the **Application Tooltip** field. The portal will display this text when a user passes the cursor over the application's icon.
20. Click the **Save and Finish** button.



21. Click the **Publish Changes** button in the top left corner of the page.

22. Click the **Applications** tab and select *My Applications* from the dropdown list.



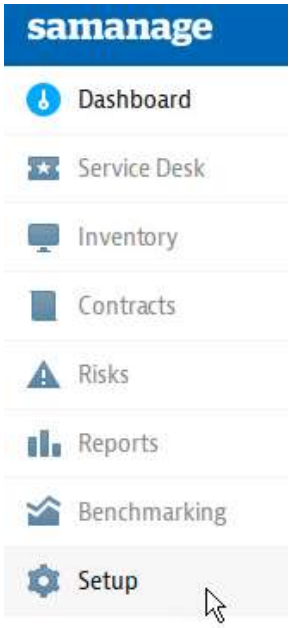
23. Search for *Samanage* in the list of applications and select *Export Metadata* from the **Edit** dropdown list to download an *XML* file containing your RSA SecurID Access IdP's metadata. You will need the X509Certificate contained in this file [when you configure Samanage](#).

Configure Samanage to Use RSA SecurID Access as an Identity Provider

Follow below steps to configure Samanage as service provider.

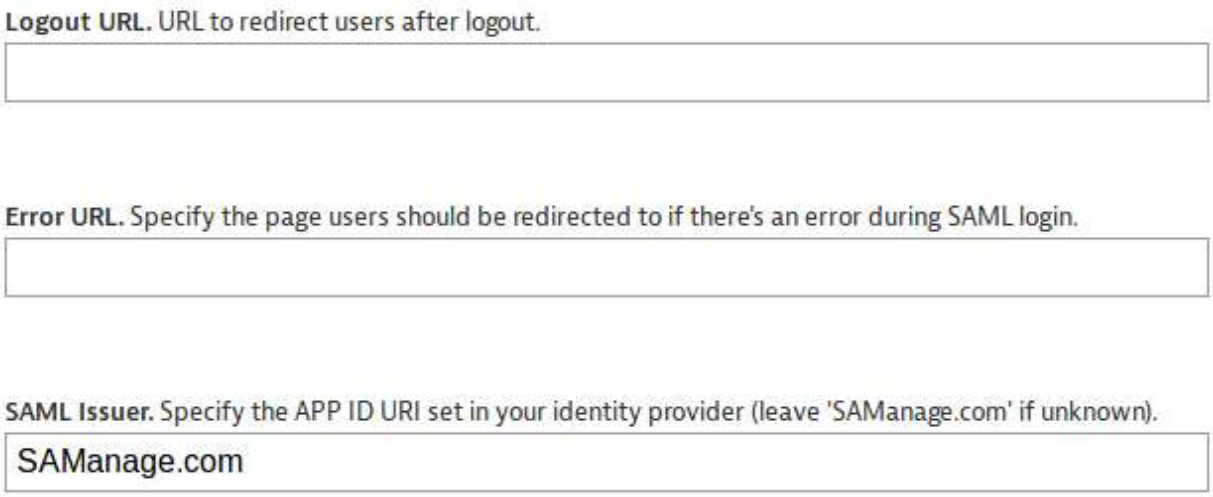
Create an Identity Provider

1. Log in to your Samanage account and select *Setup* from the **Dashboard** dropdown list in the upper left corner of the page.



2. Check **Enable Single Sign On with SAML** checkbox in the **Login using SAML** section.
3. Enter your RSA SecurID Access Identity Provider URL in the **Identity Provider URL** field.
4. Enter your Samanage login URL in the **Login URL** field. The URL should be formatted as follows: *https://<ACCOUNT_NAME>.samanage.com/saml_login/<ACCOUNT_NAME>*, where *<ACCOUNT_NAME>* is the name of your Samanage account. The login URL in this example is *https://gslab32.samanage.com/saml_login/gslab32*.

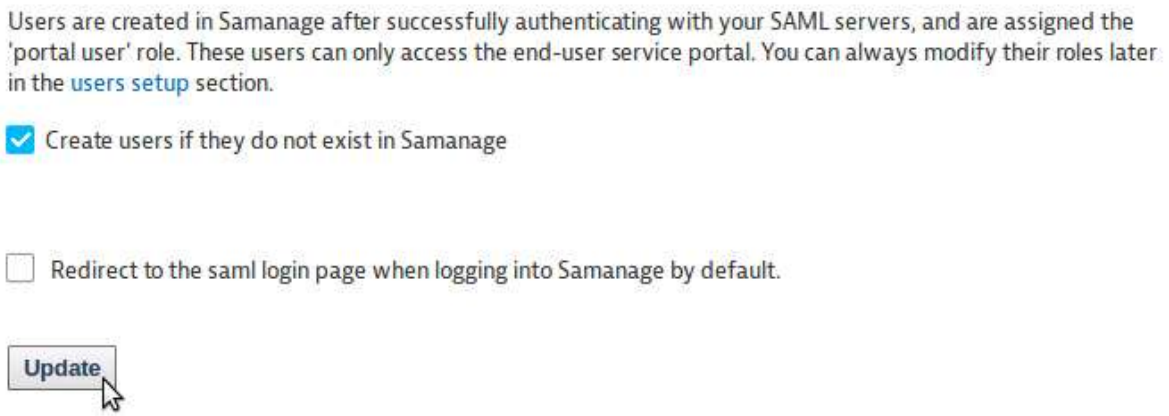
5. (Optional) If you want Samanage to redirect users to a custom URL after they log out, enter the URL in the **Logout URL** field.
6. (Optional) If you want Samanage to redirect users to a custom error URL when an error occurs during the login process, enter the URL in the **Error URL** field.
7. Enter *SAManage.com* in the **SAML Issuer** field (default). This value is case sensitive, and it must match the SP Entity ID in your RSA SecurID Access configuration.



8. Copy **X509Certificate** from the IdP metadata file you exported from RSA SecurID Access and paste in **Certificate** textbox.

9. If you want Samanage to automatically create a user id whenever it receives a SAML assertion for a user who doesn't have a Samanage account, check the **Create users if they do not exist in Samanage** checkbox.

10. If you want to force all Samanage users to authenticate with SAML, check the **Redirect to the saml login page when logging into Samanage by default** checkbox**.**
11. Click the **Update** button.



Appendix

Your Samanage account's ACS URL is: *https://<ACCOUNT_NAME>.samanage.com/saml/metadata*. The ACS URL in this example is *https://gslab32.samanage.com/saml_login/gslab32.*

You can view the URL and other SAML metadata associated with your Samanage account at the following address: *https://<ACCOUNT_NAME>.samanage.com/saml/metadata*.