

Last Modified: January 19, 2016

ConnectWise is the business management platform worldwide. The platform fully integrates business-process automation, help desk, customer service, sales, marketing, project management, and business analytics that dramatically streamline a company's operations.

Before You Begin

Note: Before proceeding with this HFED guide, look to see if a SAML guide is available.

- Acquire an administrator account to RSA SecurID Access.
- Verify the RSA SecurID Access user account.
- Configure DNS canonical names (CNAMEs), or aliases for the protected hostnames to the identity router. For example:
 - appname.sso.example.com is a CNAME to portal.sso.example.com
 - appname-resources.sso.example.com is a CNAME to portal.sso.example.com

Note: Using a wildcard CNAME you can quickly add HFED application-protected hostnames without creating individual DNS entries. For example:

*.sso.example.com is a CNAME to portal.sso.example.com

- Acquire a ConnectWise user account.

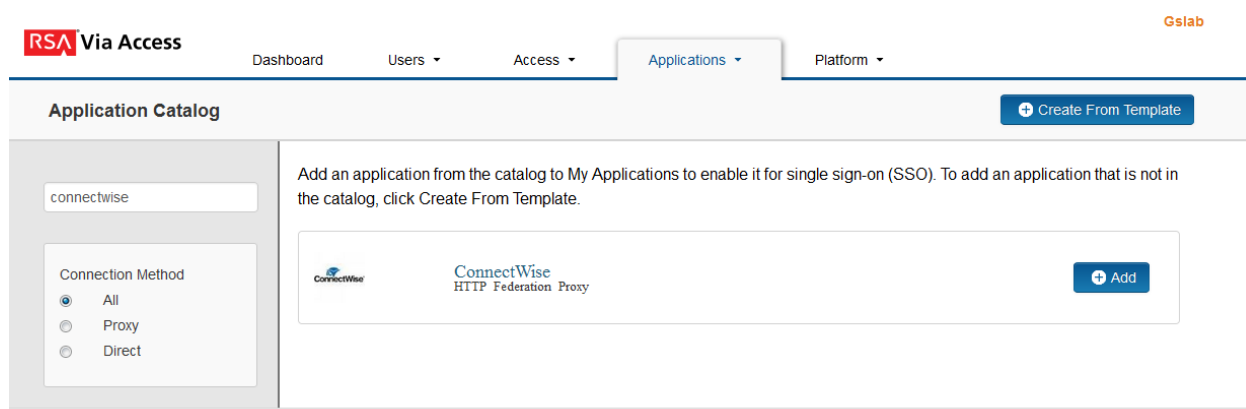
Procedure

1. [Add the Application in RSA SecurID Access](#)
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Add the Application in RSA SecurID Access

Procedure

1. In the RSA SecurID Access Administration Console, click **Applications > Application Catalog**.
2. From the list of applications, locate the **ConnectWise connector** and click **+Add**.



3. On the Basic Information page, specify the application name and click **Next Step**.

The screenshot shows the RSA Via Access interface for configuring a ConnectWise application. The top navigation bar includes 'Dashboard', 'Users', 'Access', 'Applications', and 'Platform'. The 'Applications' tab is active. The main header shows 'ConnectWise' with a gear icon and 'Cancel' and 'Next Step' buttons. The left sidebar has 'Add Connection' (Type: ConnectWise) and a list of steps: '1. Basic Information', '2. Branded Settings', '3. User Access', and '4. Portal Display'. The main content area is titled 'Basic Information' and contains the following fields:

- Name: ConnectWise
- Description (optional):
- Disabled ?



Buttons for 'Cancel' and 'Next Step' are located at the bottom right of the form.

4. On the **Branded settings** page, Enter the logon URL.
If default Logon URL contains <https://cw.<MYCOMPANY>.com> , replace "<MYCOMPANY>" with the domain name for your instance. For example "https://cw.example.com".

The screenshot shows the RSA Via Access interface for configuring a ConnectWise application, specifically the 'Branded Settings' section. The top navigation bar and main header are the same as in the previous screenshot. The left sidebar shows '2. Branded Settings' as the active step. The main content area is titled 'Branded Settings' and contains the following fields and options:

- Logon Form URL ? : https://cw.<MYCOMPANY>.com/v4_6_release/ConnectWise.html
- Pass Attributes
- Pass Headers
- Verify Certificates

Web Servers

Protocol	Proxy Hostname	Real Hostname	
ANY	cw-<MYCOMPANY>-com.gslab.com	cw.<MYCOMPANY>.com	 

Buttons for 'ADD', 'Show CNAME Summary', and 'Cancel' and 'Next Step' are located at the bottom of the form.

Rewrite Rules

Do not configure rewrite rules unless instructed to do so by RSA support.

5. Edit the Web Servers and Rewrite Rules, replace "<MYCOMPANY>" with the domain name for your instance.

The screenshot shows the 'Web Server' configuration page in RSA ConnectWise. The page has a 'Pending' status at the top. The main content area includes the following fields:

- Proxy Hostname**: cw-<MYCOMPANY>-com.gslab.com
- Real Hostname**: cw-<MYCOMPANY>.com
- Protocol**: HTTP HTTPS Both (HTTP/HTTPS)
- Port Number**: (empty field)
- Rewrite Rules**: (empty input field with a minus sign icon) and an **+ ADD** button.

The left sidebar shows the 'Web Servers' section with a table:

Protocol	Proxy Hostname
ANY	cw-<MYCOMPANY>-com.gslab.com

6. Click on **Next Step**.
7. On the User Access page, choose **Allow All Authenticated Users**. Click on **Next Step**.

The screenshot shows the 'User Access' configuration page in RSA ConnectWise. The page has a 'Pending' status at the top. The main content area includes the following fields:

- User Access**: Select the access policy to determine which users are allowed to access the application.
- Allow All Authenticated Users
- Select Custom Policy ?
- Access Policy**: No Access Allowed (dropdown menu)

The left sidebar shows the 'ConnectWise' section with the following steps:

1. Basic Information
2. Branded Settings
3. User Access >
4. Portal Display

8. On the Portal Display page, check **Display in Portal** checkbox.
9. Modify portal URL, replace "<MYCOMPANY>" with the domain name for your instance.

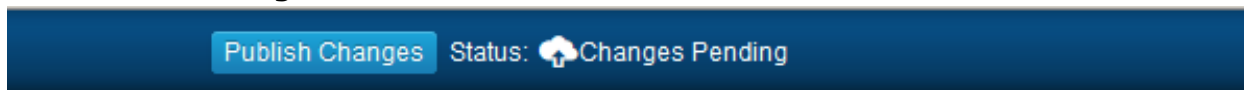
10. If you want to allow users to change the credentials after configuring connector, then check **Allow Users to Change Credentials**.

The screenshot shows the 'ConnectWise' configuration interface. On the left, there is a sidebar with a gear icon and the text 'ConnectWise'. Below this, there is a section 'Add Connection' with 'Type: ConnectWise'. The sidebar lists four steps: '1. Basic Information', '2. Branded Settings', '3. User Access', and '4. Portal Display >'. The main content area is titled 'Portal Display' and contains the following fields and options:

- A note: 'All fields are required (except where noted)'
- A checkbox: 'Display in Portal' (checked)
- 'Application Icon' section: 'Image file must be JPG or PNG format, and no larger than 50 KB. The recommended size is 75x75 pixels.' It shows a 'ConnectWise' logo and a 'Change Icon' button.
- 'Application Tooltip' field: contains the text 'ConnectWise'.
- 'Portal URL' field: contains the text 'https://cw-<MYCOMPANY>-com.gslab.com/v4_6_release/ConnectWise.html'.
- A checkbox: 'Allow Users to Change Credentials' (checked).

At the top right of the interface, there are 'Cancel' and 'Save and Finish' buttons.

11. Click **Save and Finish**.
12. Click **Publish Changes**.



Configure ConnectWise to Use RSA SecurID Access as an Identity Provider

There are no necessary ConnectWise-side configuration changes necessary to enable integration with RSA SecurID Access.