Configuring Single Sign-on from the VMware Identity Manager Service to Freshservice

VMware Identity Manager

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vmware

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Overview

This document provides information about configuring SAML-based single sign-on from the VMware Identity Manager service to Freshservice.

Freshservice provides cloud-based IT service desk software.

You add Freshservice to the VMware Identity Manager catalog and enable SAML authentication in Freshservice to allow users logged into the service to have single sign-on access to Freshservice.

You must have an administrator account for the VMware Identity Manager service, as well as an administrator account for Freshservice.

Adding Freshservice to VMware Identity Manager Catalog

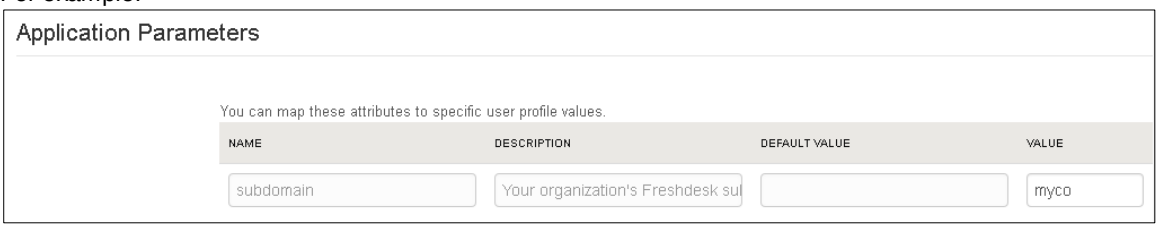
To enable single sign-on to Freshservice on the service, you must configure the application in the catalog and copy the VMware Identity Manager SAML-signing certificate's SHA1 fingerprint to Freshservice.

Add Freshservice to the Catalog

1. Log in to the VMware Identity Manager administration console.
2. In the **Catalog** page, click **Add Application > ...from the cloud application catalog**.
3. Click the **Freshservice** icon.

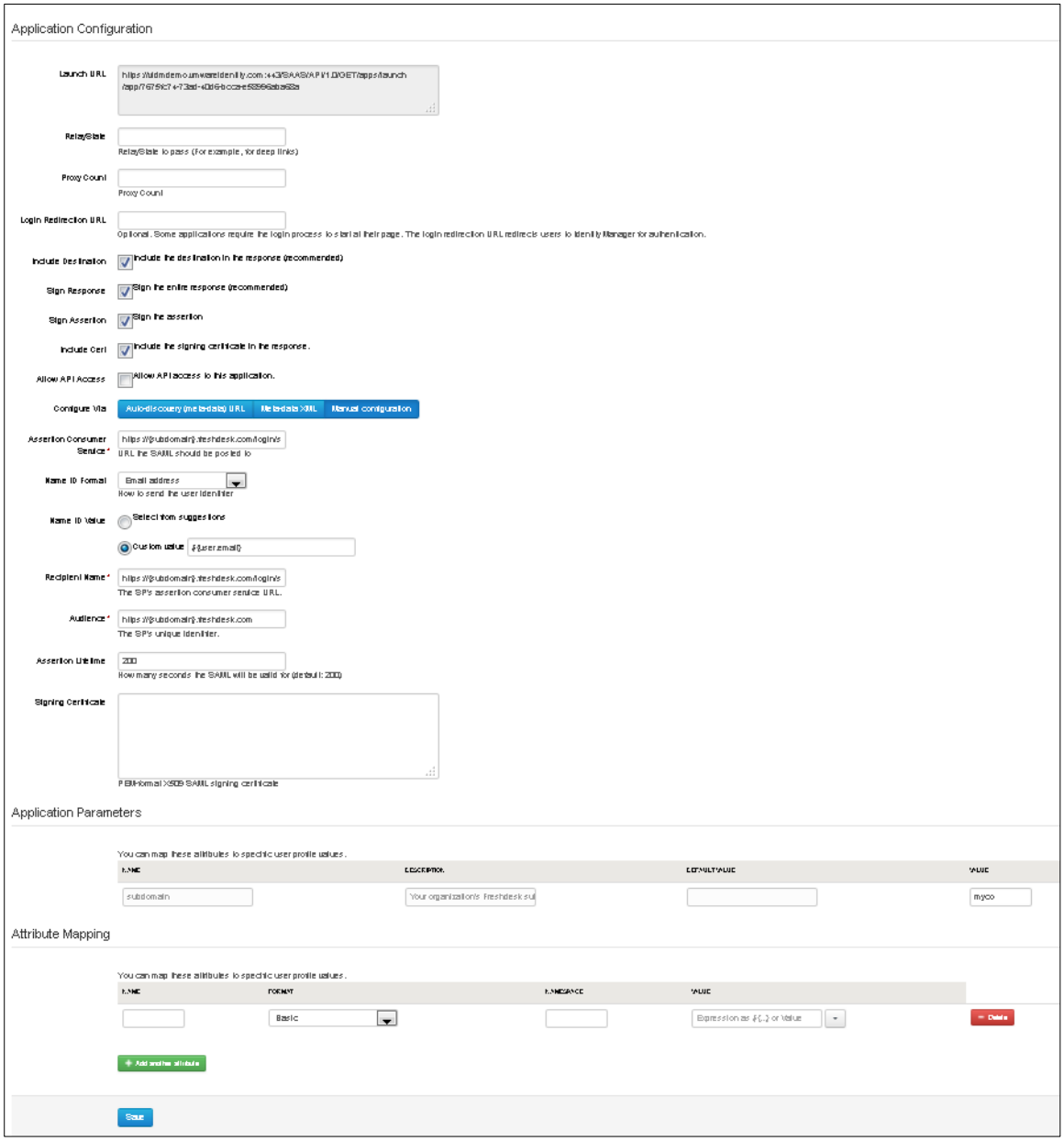
   The Modify application page appears.
4. Select **Configuration** in the left pane.
5. In the **Application Parameters** section, set the value of the **subdomain** parameter to the name used in your Freshservice account. For example, if the Freshservice URL is https://myco.freshservice.com, set the value to **myco**.

   For example:



6. Click **Save**.

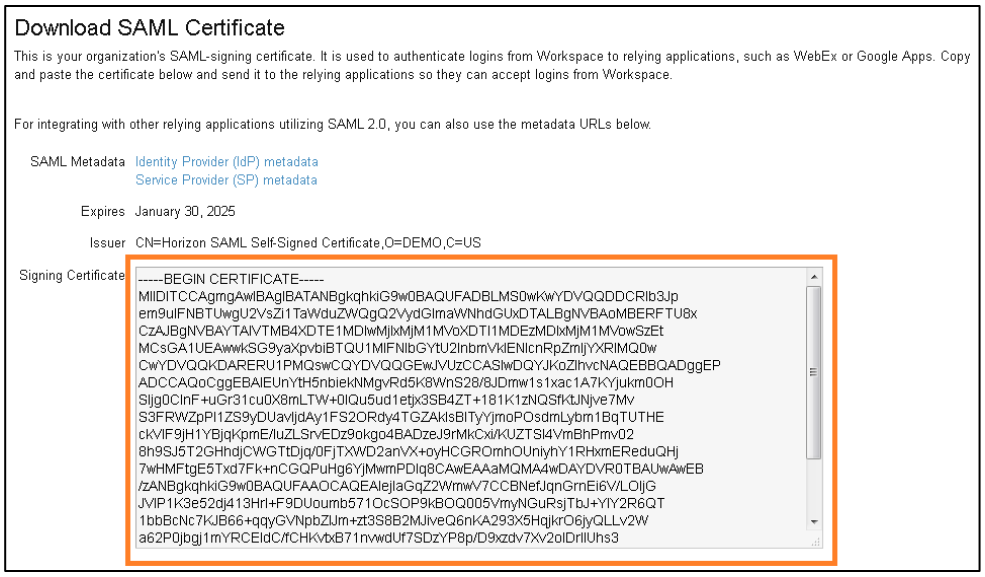
   Verify that the Application Configuration page is similar to this example.



Download SAML-Signing Certificate and Obtain the SHA1 Certificate Fingerprint

You must have the SAML-signing certificate from the VMware Identity Manager service for the Freshservice configuration.

1. In the **Catalog > Settings** tab, click **SAML Metadata**.
2. Copy and save the **Signing Certificate** text to a .pem file on your computer. Make sure that you include text from -----BEGIN CERTIFICATE---- through ---------END CERTIFICATE-------.



3. Obtain the SHA1 certificate fingerprint from the certificate file by running the following command in the Command Prompt window:

   openssl x509 –noout –fingerprint –in *SAMLcertificateFileName*

Setting up Freshservice

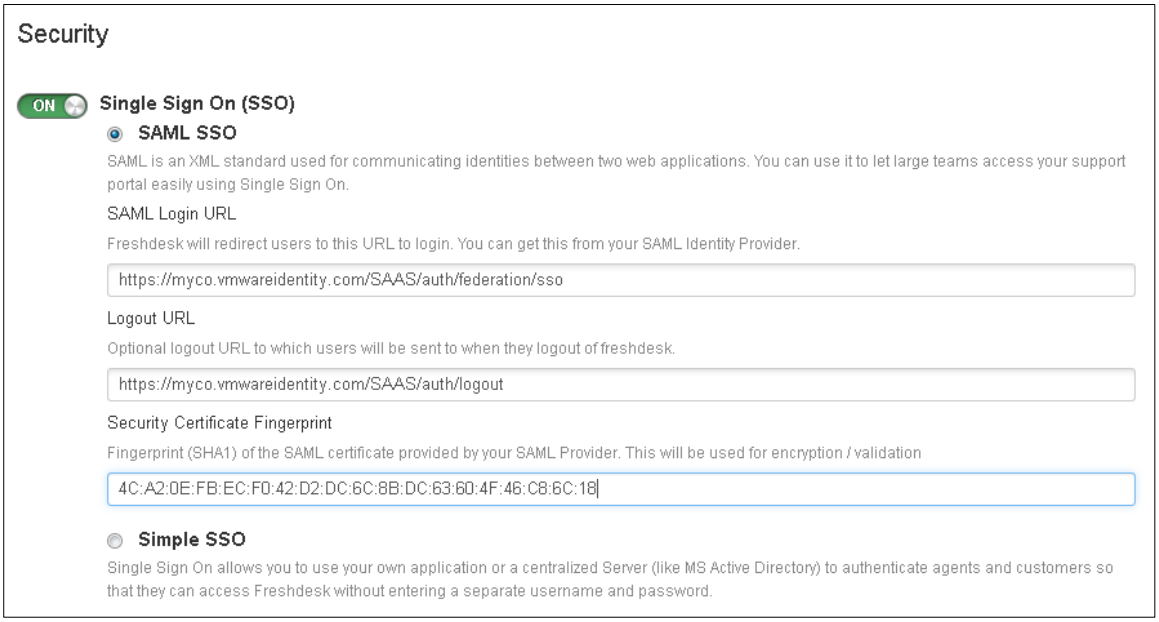
To configure Freshservice for single sign-on from the service, you set up single-sign on in Freshservice and upload the VMware Identity Manager SAML-signing certificate.

Configure Freshservice

1. Log in to the Freshservice administrative console as administrator.
2. Click the **Admin** tab.
3. In the **Customer Portal** section, click **Security**.
4. On the Security page, slide the button to turn on **Single Sign On.**
5. Select the **SAML SSO** option.
6. Enter the following values.

Field	Value
SAML Login URL	Enter your VMware Identity Manager login URL in the format **https://*myco*.vmwareidentity.com/SAAS/auth/federation/sso.** Replace *myco.vmwareidentity.com* with your company's VMware Identity Manager service domain name.
Logout URL	Enter your VMware Identity Manager logout URL in the format **https://*myco*.vmwareidentity.com/SAAS/auth/logout**. Replace *myco.vmwareidentity.com* with your company's VMware Identity Manager service domain name.
Security Certificate Fingerprint	Copy and paste the SHA1 certificate fingerprint from the certificate file you downloaded.

For example:



7. Click **Save**.

Testing Single Sign-on Configuration

Test your single sign-on configuration with a small number of users before deploying the application across your organization.

Set up User in VMware Identity Manager for Testing

1. Log in to the VMware Identity Manager administration console.
2. In the **Users & Groups** page, click **Users** and ensure that the user you are testing is in the list of users.
3. In the **Catalog** page, click **Freshservice**.
4. Click **Entitlements**.
5. Click +**Add user entitlement**.
6. Select the test user and change the **DEPLOYMENT** field value for the user to **Automatic**. For example:

7. Click **Save**, then click **Done**.
8. In the top-right corner of the page, click your user name and select **Logout**.

Set up User in Freshservice for Testing

1. Sign in to the Freshservice site as administrator.

2. Click the **ADMIN** tab.
3. Under **User Management**, click **Agents**.
4. Click **New Agent**, enter the user's information, and click **Save**.

Next, verify that the test user can sign in to the My Apps portal.

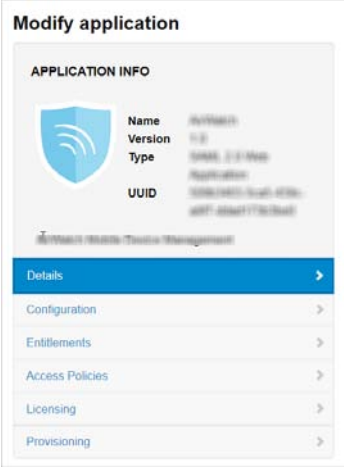
Verify Test-User can Sign into Freshservice

1. Sign in to the user portal as the test user.
2. Click the **Freshservice** icon on the My Apps page.

   You should now have single sign-on access to Freshservice.

Completing the Configuration in the Catalog

In addition to configuring the Web application for single sign-on to the service, you can configure additional settings to add an access policy, set up app licensing requirements, and entitle users and groups to the application.



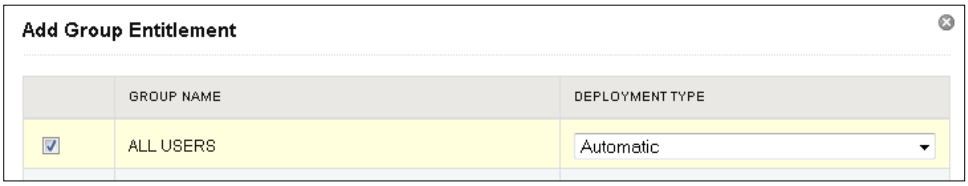
Entitlements	After you configure a Web application, you can add group entitlements and entitle individual users to the Web application.
Access Policies	The VMware Identity Manager service includes a default policy that is automatically assigned to the Web app when you add the app to the Catalog. If you do not want to use the default access policy, create a new access policy and in the Access Policies link, select the access policy to use for this Web application. For example, you can create a stricter policy than the default, with rules that specify which IP addresses have access to the application, using which authentication methods, and for how long until reauthentication is required. See the VMware Identity Manager documentation at http://pubs.vmware.com.
Licensing	Licensing can be used to require users to request license approval before they can access the application. You can add additional information, including pricing, license type, cost per license and the number of licenses. You can run the Resource Usage report to see the licensing information for the application.
Provisioning	Provisioning provides automatic application user-management from a single location.

Provisioning adapters allow the Web application to retrieve specific information from VMware Identity Manager, as required. The provisioning adapters that can be selected are either Google Apps, Mozy, or Vchs. If you configure these applications, you can select the appropriate provisioning adapter.

Entitle Users to Freshservice

You can activate single sign-on for all users. Before you do so, ensure that all the user accounts are provisioned in Freshservice.

1. Log in to the VMware Identity Manager administration console.
2. In the **Catalog** page, click **Freshservice**.
3. In the **Modify application** page, click **Entitlements**.
4. Click +**Add group entitlement**.
5. Select **ALL USERS** and change the **DEPLOYMENT TYPE** field value to **Automatic**.



6. Click **Save,** then click **Done**.

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