

NetIQ® CloudAccess

Connector 1.0 for ServiceNow Guide

January 2013



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About this Book and the Library

The *NetIQ® CloudAccess Connector for ServiceNow Guide* provides installation and configuration information for the Connector for ServiceNow.

Intended Audience

This guide provides information for NetIQ CloudAccess administrators who are responsible for configuring and managing the Connector for ServiceNow.

Other Information in the Library

The library provides the following information resources:

Installation and Configuration Guide

Provides installation and configuration instructions for CloudAccess.

Connector Guides

Provides detailed installation and configuration information for each connector available with CloudAccess.

Help

Provides context-sensitive information and step-by-step guidance for common tasks.

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1 Installing and Configuring the Connector for ServiceNow

The Connector for ServiceNow provides single sign-on capabilities to ServiceNow through CloudAccess. The Connector for ServiceNow allows customers to access resources through ServiceNow while authentication and access are controlled locally through their enterprise LDAP servers.

- ♦ [Section 1.1, “Requirements,” on page 9](#)
- ♦ [Section 1.2, “Downloading the Connector,” on page 9](#)
- ♦ [Section 1.3, “Importing the Connector,” on page 10](#)
- ♦ [Section 1.4, “Configuring the Connector,” on page 10](#)
- ♦ [Section 1.5, “Configuring ServiceNow for Single Sign-On,” on page 11](#)
- ♦ [Section 1.6, “Logging in to ServiceNow,” on page 11](#)

1.1 Requirements

Verify that you meet the following requirements before you start importing the connector:

- ☐ A management ServiceNow account created with the SAML 2.0 Update 1 plugin.
- ☐ The ServiceNow instance name. For example, `http://you_instance.service-now.com/`.
- ☐ A ServiceNow user account for each user who wants access to the single sign-on service. The Connector for ServiceNow does not provision user accounts.
- ☐ A CloudAccess 1.1 system installed and configured.

1.2 Downloading the Connector

You must download the Connector for ServiceNow from the Access Connectors HQ Web site at <https://www.netiq.com/products/accessconnectorhq/index.html> (<https://www.netiq.com/products/accessconnectorhq/index.html>). The Connector for ServiceNow is not included with CloudAccess.

After you have downloaded the connector, proceed to [Section 1.3, “Importing the Connector,” on page 10](#).

1.3 Importing the Connector

After downloading the connector, you must import the connector into CloudAccess in order to use the connector.

To import the connector:

- 1 Log in to the Admin page at https://dns_of_appliance/appliance/index.html as an appliance administrator.
- 2 Click the **Admin** icon on the toolbar.
- 3 Click the **Tools** icon on the toolbar, then click **Import Connector Definition**.
- 4 Click **Browse**, then browse to and select the Connector for ServiceNow ZIP file.
- 5 Click **Import**.

The Applications palette displays the Connector for ServiceNow.

- 6 Proceed to [Section 1.4, “Configuring the Connector,” on page 10](#).

1.4 Configuring the Connector

After importing the connector, you must configure the connector to work with ServiceNow.

- 1 Log in to the Admin page at https://dns_of_appliance/appliance/index.html as an appliance administrator.
- 2 Drag and drop the Connector for ServiceNow to the bar, then click **Configure**.
- 3 Use the following information to configure the new Connector for ServiceNow:
 - Display name:** Specify a display name for the connector. This name should be unique so you can identify this connector on the Admin page.
 - Instance name:** Specify the instance name that ServiceNow sent to you when you set up the ServiceNow enterprise account.
 - Signing certificate:** (Optional) Browse to and select an SSL certificate if you want secure communication to ServiceNow.
 - Assertion Attribute Mappings:** Select the LDAP attribute that stores the user NameID attribute. This value can also be the LDAP **mail** attribute. Also, select **email** from the list for the email attribute.
- 4 Click **OK**, then click **Apply**.
- 5 Proceed to [Section 1.5, “Configuring ServiceNow for Single Sign-On,” on page 11](#).

1.5 Configuring ServiceNow for Single Sign-On

After configuring the connector, you must configure single sign-on SAML 2.0 federation between ServiceNow and CloudAccess.

To configure ServiceNow for single sign-on:

- 1 In CloudAccess, obtain the required information to configure ServiceNow:
 - 1a On the Admin page, click the Connector for ServiceNow.
 - 1b Click **Configure**.
 - 1c Expand the Federation Instructions, then copy and paste the instructions into a text file to use during the ServiceNow configuration.
- 2 Log in to your ServiceNow account with your system administrator credentials.
- 3 Scroll through the items on the left side of the screen, then click **SAML 2 Single Sign-on > Properties**.
- 4 In the **Properties** window, provide the following information:

Enable external authentication: Select **Yes**.

The Identity Provider URL which will issue the SAML2 security token with user info: Copy and paste the Entity ID from the Federation Instructions. For example, `https://appliance_dns/osp/a/t1/auth/saml2/metadata`

The base URL to the Identity Provider's AuthenRequest service: Copy and paste the Single Sign-on URL from the Federation Instructions. For example, `https://appliance_dns/osp/a/t1/auth/app/its/connectors_NCSSSAML2:eRu6J_ycNWw`

The base URL to the Identity Provider's SingleLogoutRequest service: Copy and paste the Single Logout URL from the Federation Instructions. For example, `https://appliance_dns/osp/a/t1/auth/app/logout`

When SAML 2.0 single sign-on fails because the session is not authenticated, or this is the first login, redirect to this URL: Copy and paste the Entity ID from the Federation Instructions. For example, `https://appliance_dns/osp/a/t1/auth/saml2/metadata`
- 5 Click **Save** to save the changes.
- 6 Navigate to **SAML 2 Single Sign-on > Certificate**.
- 7 Edit the **SAML 2** entry, then replace the PEM certificate information with the certificate information from the Federation Instructions.
- 8 Click **Update** to save the certificate changes.
- 9 Proceed to ["Logging in to ServiceNow" on page 11](#).

1.6 Logging in to ServiceNow

The following procedures allow the user to log in to ServiceNow while also authenticating to the identity source.

- ♦ [Section 1.6.1, "Configuring Service Provider-Initiated Logins," on page 12](#)
- ♦ [Section 1.6.2, "Configuring Identity Provider-Initiated Logins," on page 12](#)

1.6.1 Configuring Service Provider-Initiated Logins

A login initiated by the service provider (SP) allows users to start the login process at the service provider or in this case, at ServiceNow. The user must have an account in the identity source and in ServiceNow for single sign-on to work.

1. The user accesses the SP-initiated URL you provide:

```
https://Instance Name.service-now.com
```

Replace *Instance Name* with the instance name of your ServiceNow account.

2. CloudAccess redirects the login back to the appliance.
3. At the login screen, the user logs in using the user name and password from the identity source.
4. CloudAccess redirects the login back to ServiceNow.
5. The user is authenticated to both the identity source and ServiceNow at this point.

You must provide a link to the SP-initiated login URL for end users to access:

```
https://Instance Name.service-now.com
```

1.6.2 Configuring Identity Provider-Initiated Logins

A login initiated by the identity provider (IdP) allows users to start the login process at the identity provider or in this case at the appliance.

1. The user accesses the IdP-initiated URL you provide:

```
https://appliance_DNS/osp/a/t1/auth/app/login
```

2. The login page displays different authentication cards for each application configured to work with the appliance.
3. The user clicks the card for ServiceNow, then logs in using the user name and password from the identity source.
4. CloudAccess redirects the login back to ServiceNow.
5. The user is authenticated to both the identity source and ServiceNow at this point.

You must provide a link to the IdP-initiated login URL for the users to access:

```
https://appliance_DNS/osp/a/t1/auth/app/login
```

You can also copy the auto-generated URL on each icon to provide as a link for the user.