

NetIQ[®] CloudAccess

Connector 1.1 for WebEx Guide

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About this Book and the Library

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

Intended Audience

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

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

Provide 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 Importing and Configuring the Connector for WebEx

The Connector for WebEx provides single sign-on capabilities to WebEx through CloudAccess. The Connector for WebEx allows customers to access conferencing through WebEx 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 the WebEx Account for Single Sign-On,” on page 10](#)
- ◆ [Section 1.6, “Logging in to WebEx,” on page 12](#)

1.1 Requirements

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

- A WebEx account. Trial accounts do not support federation.
- WebEx user accounts for each user who wants access to the single sign-on service. The Connector for WebEx does not provision user accounts.
- A CloudAccess 1.1 system installed and configured.

1.2 Downloading the Connector

You must download the Connector for WebEx 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 WebEx 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 on to the CloudAccess appliance and then access the Admin page at `https://dns_of_appliance/appliance/index.html` as an appliance administrator.
- 2 Click the **Tools** icon on the toolbar, then click **Import Connector Definition**.
- 3 Click **Browse**, then browse to and select the Connector for WebEx ZIP file.
- 4 Click **Import**.
The Applications palette displays the Connector for WebEx.
- 5 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 your WebEx system.

To configure the Connector for WebEx:

- 1 Log on to the CloudAccess appliance and then access the Admin page at `https://dns_of_appliance/appliance/index.html`.
- 2 Drag and drop the Connector for WebEx to the bar, then click **Configure**.
- 3 Use the following information to configure the new Connector for WebEx:
Display Name: Specify a display name for the connector in the Admin page. This name should be unique so you can identify this connector.
WebEx Domain: Specify your WebEx domain name.

`https://custom-ID.webex.com`

- Signing Certificate:** Browse to and select an SSL certificate if you want secure communication to WebEx.
- Assertion Attribute Mappings:** Select **Email** from the list.
- 4 Copy the information in the Federation Instructions into a text file to use while configuring WebEx for single sign-on.
- 5 Click **OK**, then click **Apply**.
- 6 Proceed to [Section 1.5, “Configuring the WebEx Account for Single Sign-On,”](#) on page 10.

1.5 Configuring the WebEx Account for Single Sign-On

You must configure the WebEx account for single sign-on in order for the Connector for WebEx to work.

To configure the WebEx account:

- 1 In CloudAccess, obtain the required information to configure WebEx:
 - 1a On the Admin page, click the Connector for WebEx.
 - 1b Click **Configure**.

- 1c Expand the Federation Instructions, then copy and paste the instructions into a text file to use during the WebEx configuration.

NOTE: You must use a text editor that does not introduce hard returns or additional white space. For example, use Notepad instead of Wordpad.

- 2 From the Federation Instructions, use the following steps to create a signing certificate:

- 2a In the Federation Instructions, copy the text between the following tags:

```
-----BEGIN CERTIFICATE-----  
-----END CERTIFICATE-----
```

Ensure that you copy the beginning and ending hyphens in the tags.

NOTE: You must use a text editor that does not introduce hard returns or additional white space. For example, use Notepad instead of Wordpad.

- 2b Paste the certificate information into a text file.
- 2c Save the file with a .pem extension.
- 3 Open a browser, enter the administration URL of the WebEx site (`https://DomainName.webex.com/admin.php`).
- 4 Click **Host a Meeting**.
- 5 Select **My WebEx site** for the Account type, then log in as the administrator.
- 6 In the Menu bar, click **More Services > Site Administration**.
- 7 In the **Manage Site** list, click **SSO Configuration**.
If this option does not appear, contact the WebEx account manager and have this option enabled.
- 8 Import the signing certificate as follows:
 - 8a Click **Site Certificate Manager**.
 - 8b Click **Browse**.
 - 8c Browse to and select the certificate you created from the Federation Instructions.
 - 8d Click **OK**, then click **Close**.
- 9 In the **Federation SSO Configuration** section, specify the following values found in the Federation Instructions:
 - Federation Protocol:** Specify *SAML 2.0*.
 - SSO Profile:** Select **SP Initiated** or **IdP Initiated**.
 - Destination:** Specify the Single Sign-on URL from the Federation Instructions.
 - WebEx SAML Issuer (SP):** Specify your WebEx site ID.
 - Issuer for SAML (IdP ID):** Specify the Entity ID (appliance) URL.
 - Customer SSO Service Login URL:** Specify the Single Sign-on URL from the Federation Instructions.
 - NameID Format:** Select **Email address**.
 - AuthnContextClassRef:** Specify `urn:oasis:names:tc:SAML:2.0:ac:classes:Password`
 - Default WebEx Target page URL:** Leave this option blank.
 - Customer SSO Error URL:** Leave this option blank.
 - Single Logout:** Enable this option, and for the **Customer SSO Service Logout URL**, specify the Single Logout URL from the Federation Instructions.
 - Auto Account Creation:** Select this option to automatically create accounts.

Auto Account Update: Select this option to automatically update accounts.

10 Scroll to the bottom of the page, and save the configuration.

11 To verify that the configuration is valid, proceed to [Section 1.6, “Logging in to WebEx,” on page 12.](#)

1.6 Logging in to WebEx

Use the following information to create links for the end users to use when logging into WebEx 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 WebEx. The user must have an account in the identity source and in WebEx for single sign-on to work.

1. The user accesses the SP-initiated login URL you provide.
`https://custom-ID.webex.com`
2. CloudAccess redirects the login back to the appliance.
3. At the login screen, the user logs in using the user account and password from the identity source.
4. CloudAccess redirects the login back to WebEx.
5. The user is authenticated to both the identity source and WebEx at this point.

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

`https://custom-ID.webex.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 login 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 WebEx, then logs in using the user account and password from the identity source.
4. CloudAccess redirects the login back to WebEx.
5. The user is authenticated to both the identity source and WebEx at this point.

You must provide a link to the IdP-initiated login URL for 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.

