## **Configuring Remedyforce**

Configuring Remedyforce for SSO enables administrators to manage their users using Citrix Gateway. Users can securely log on to Remedyforce using their enterprise credentials.

To configure Remedyforce for SSO through SAML, follow the steps below:

- 1. In a browser, type the URL, <u>https://login.salesforce.com/</u> and press **Enter.**
- 2. Type the credentials, and click Log In.

	salesforce	
Usernam	ę	
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	Log In	
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Forgot Ye	ur Password?	

The Getting Started page appears.

Semedyforce	Search	Search				Hari S 🔻	Setup Help	& Training	BMC Reme	edyforce 🔻
Home Getting Started Cha	atter Dashboards	Remedyforce Console	Knowledge Articles	Reports	Remedyforce Administration	Remedyfor	ce Marketplace	Remedyfo	rce CMDB	+ •
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BMC Remedyforce	BMC recommends	that you begin with compilin	g Apex classes in your Sal	lesforce orga	nization.					
Getting Started Videos BMC Remedyforce Help	STEP 1			STEP 2			NEXT ST	EPS		

3. On the Getting Started page, click **Setup**.

**Citrix Gateway** 

4. In the left pane, click Administer > Security Controls > Single Sign-On Settings.



The Single Sign-On page appears.

5. On the Single Sign-On page, select **SAML Enabled** checkbox to view the SAML single sign-on settings.

Single	e Sign-	On Settings			Help
Configure	single sign-	on in order to authenticat	e users in salesforce.com	rom external environments. Your organization has the follow	wing options available for single sign-on:
	Federated au	thentication, a single sign-c	on method that uses SAML	ssertions sent to a Salesforce endpoint.	
			Edit	ssertion Validator	
Federated	d Single Si SAI	gn-On Using SAML ML Enabled 🗸			
SAML S	ingle Sign	-On Settings	New New fre	n Metadata File) New from Metadata URL	
Action	Name	SAML Version	Issuer	Entity ID	
Edit   Del	No. of Street, or other	2.0	https://	https://	
Edit   Del	N/Bhawith	2.0	https://	https://	The second se

- 6. In SAML Single Sign-On Settings, click the appropriate button to create a configuration, as follows.
  - i. **New -** Specify all settings manually.
  - ii. **New from Metadata File** Import SAML 2.0 settings from an XML file from your identity provider. This option reads the XML file and uses it to complete as many of the settings as possible.

**Note**: If your XML file contains information for more than one configuration, the first configuration that occurs in the XML file is used.

iii. **New from Metadata URL** - Import SAML 2.0 settings from a public URL. This option reads the XML file at a public URL and uses it to complete as many of the settings as possible. The URL must be added to Remote Site Settings to access it from your Salesforce org.

The SAML Single Sign-On page appears.

7. On the SAML Single Sign-On page, type the following information:

AML Single Sign-Or	n Settings			Help for this Page 🥑
	Save Save & New Cancel			
Name			API Name	[std_stills_upf_itermelpf] : 4
SAML Version	2.0			
Issuer	kit_itti_egt_tented/f		Entity ID	https://solorfere.com 5
Identity Provider Certificate	Browse 3		Current Certificate	CN=".ctxnsqa.com, O="Citrix Systems, Inc.", L=Ft. Lauderdale, ST=FL, C=US Expiration: 30 Aug 2018 12:00:00 GMT
Request Signing Certificate	CPQIntegrationUserCert ~			
Request Signature Method	RSA-SHA256 V			
Assertion Decryption Certificate	Assertion not encrypted V			
SAML Identity Type	Assertion contains the User's Salesforce username     Assertion contains the Federation ID from the User object     Assertion contains the User ID from the User object			
SAML Identity Location	Identity is in the Nameldentifier element of the Subject statement     Identity is in an Attribute element			
Service Provider Initiated Request Binding	HTTP POST     HTTP Redirect			
Identity Provider Login URL	https://u_f interview.intervie	] 6		
Custom Logout URL		i A		
Custom Error URL				
Single Logout Enabled				
Identity Provider Single Logout URL	https://un/inegen/	1		
Single Logout Request Binding	HTTP POST     HTTP Redirect			
ust-in-time User Provisioning				= Required Information
User Provisioning Enabled				

- i. **Name:** Type a name for the SSO settings.
- ii. **Issuer:** type a unique issuer ID. For example: https://example.com/saml/metadata/546600
- iii. **Identity Provider Certificate:** click **Browse**, and navigate to the folder where you saved the Identity provider certificate in.pem format. Add the IdP certificate.

**Note**: To upload your IdP certificate, follow the steps below:

- a. Remotely access your NetScaler instance using PuTTY.
- b. Navigate to /nsconfig/ssl folder (using shell command cd /nsconfig/ssl) and press **Enter**.
- c. Type cat <certificate-name> and press **Enter**.

1	BEGIN CERTIFICATE
2	MIIFPzCCBCegAwIBAgI0ApjY189Tw/6/mHRS5nGDUzANBgkghkiG9w0BAQsFADBN
3	NQs a terretaria de la contracta de
4	allo
5	NTe State and State
6	BAc
7	L1E FILL CARACTER STATE
8	ADC 2EQ
9	yV1
10	кjf
11	vd8
12	RK2
13	RYc
14	MBa
15	+Collection and the second
16	Y2V R01
17	BBY
18	Ly9
19	OIE
20	MDc 2Vy
21	dCS 46G
22	GGP GGP 2Nh
23	Y2V
24	dDA
25	PAC
26	+Xz
27	gSfBc3
28	c+r
29	UOZimomopreicnajjorinwwczikpodustwyenwiwyinwgoaiz/mzwzdgowzy4N3
30	6ED5
31	END CERTIFICATE
32	

- d. Copy the text between -----BEGIN CERTIFICATE----- and -----END CERTIFICATE-----
- iv. **API Name**: Type unique API name.
- v. **Entity ID**: Type the domain name.
- vi. **Identity Provider Login URL**: Enter the IdP URL, SAML 2.0 endpoint, for example, https://example.com/saml/login
- vii. **Custom Logout URL**: Enter the IdP Log off URL, for example, https://example.com/ cgi/tmlogout
- 8. Click Save.

The configuration is saved and the details are displayed.

		Edit Dele	Clone	Download Metadata	SAML Assertion Validator	
Name	Oth				API Name	1012
SAML Version	2.0					
Issuer	https://c	10.00			Entity ID	https://s
Identity Provider Certificate	CM DEVICE A CONTRACTOR OF CONT	9.21.19 OM1	nin A Chi	011 01 A 0 102 A	Applement in the first basel	aniala, AT-Electrica, Colda
Request Signing Certificate	CPQIntegrationUserCert					
Request Signature Method	RSA-SHA256					
Assertion Decryption Certificate	Assertion not encrypted					
SAML Identity Type	Username					
SAML Identity Location	Subject					
Service Provider Initiated Request Binding	HTTP Redirect					
Identity Provider Login URL	https://	over strip-	date file	1		
Custom Logout URL						
Custom Error URL						
Single Logout Enabled						
Just-in-time User Provisioning						
User Provisioning Enabled						
Endpoints						
View SAML endpoints for your organ	nization, communities, or c	ustom domair	IS.			
Your Organization						
Login URL	https://	pm?so	=00D6F000	001o7wy		
Logout URL	https://c	/ser	vices/auth/s	p/saml2/logout		
OAuth 2.0 Token Endpoint	https://citerature.com	/ser	vices/oauth	2/token?so=00D6F000	0001o7wy	
		Edit Dele	Clone	Download Metadata	SAML Assertion Validator	

## **SP Initiated Flow Configuration**

For SP initiated flow, perform the following steps to complete the configuration:

1. In the left pane, click **Administer > Domain Management > My Domain**.

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Home Getting Started Chatte	er Dashboards Remedyforce Console Knowledge Articles Reports Remedyforce Administration Remedyforce Marketplace Remedyforce CMDB 🔹 🔻
Quick Find / Search () Q	My Domain Help for this Page 🥹
	My Domain Step 3 Showcase your company's brand and keep your data more secure by adding a custom domain name to your Salesforce URL. Because having a custom domain is more secure, some Salesforce features require it. It's easy to set
Migration Assistant Switch to the modern, intelligent Salesforce.	sp wy bonnanile nadesi pair is clobeling a name analysis stantalistics can agree on.
Get Started	Choose Domain Registration Registration Domain Ready for Deployed
Home	Test domain URL Then deploy to users
Administer	
Manage Users     Manage Apps	Your domain name is ctxnsqa.my.salesforce.com
Manage Territories     Company Profile     Security Controls	Your domain name is ready. Log in to test if out Log the To test your new domain, click tabs and links. If you've_alstomized the UI, check for hard links to your original URL
<ul> <li>Domain Management</li> <li>Domains</li> <li>Custom URLs</li> </ul>	Log in with your domain URL to deploy your domain.
My Domain	Deploy to Usess Roll out the new domain to your org.

2. On the My Domain page, under the Authentication Configuration section, click Edit.

Authentication Configuration	Edit
Header Logo	
Background Color	#f4f6f9
Use the native browser for user authentication on iOS	
Use the native browser for user authentication on Android	
Right Frame URL	
Authentication Service	Login Page
	Edit

3. In the Authentication Service field, select the check box against your **Name** which you have specified in the SSO settings page.

Authentication Configu	uration
Authentication Configuration	Save Cancel Reset to Default
Header Logo	Upload a Logo This logo will appear on your login pages. JPG, GIF or PNG, 100 KB max. Maximum dimension 250x125 px. Browse
Background Color	#F4F6F9
Use the native browser for user authentication on iOS	
Use the native browser for user authentication on Android	
Right Frame URL	
Authentication Service	✓ Login Page
	Save Cancel Reset to Default

- 4. Click **Save**. You are redirected to the Login page OR you can click **Log In**, on the My Domain page.
- 5. Type your credentials, and click on your **IDP name** to log in.

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	Log In
🗌 Ren	nember me
Forgot Y	our Password?
	Or log in using:

The SP initiated configuration is completed.