

Sentry SSO with ServiceNow

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Introduction

This document describes how to configure ServiceNow to work with Sentry SSO. Before following these instructions, you should be familiar with using Sentry - see the Sentry User Guide for more information.

Setup AuthControl Sentry Keys

Before you are able to create a Single Sign On configuration on yourdomain.service-now.com, you will need to setup some Keys if they were not set up already. Please see a separate article: [HowToCreateKeysOnCmi](#). You will need the certificate you generate in a later section of this article. This can be retrieved from the View Keys menu option of Swivel AuthControl Sentry.

Setup SSO on ServiceNow

To configure SSO setting on your ServiceNow accounts you have to access your Admin console by simply going to <https://yourdomain.servicenow.com> You should see an Admin console.

On the left menu you will see a User Administration section. When you click on the Single Sign-On you will be see the following screen. You have to enable the options displayed on the right, which are: "Enable multiple provider SSO" and "Enable Auto Importing of users from all identity providers into the user table" . Click on the button "Add New IdP" and select the User group for which to use SSO. For this example we are using "Swivel Users".

The screenshot shows the ServiceNow Admin console interface. The top header includes the 'ServiceNow Express' logo and 'Service Management | Express Trial'. Below the header is a 'Filter navigator' and a navigation menu. The left sidebar is expanded to show 'User Administration' > 'Authentication' > 'Single Sign-On'. The main content area is titled 'Single Sign-On' and contains two sections: 'Identity Providers (IdP)' and 'Certificates'. The 'Identity Providers (IdP)' section shows a card for 'SAML2 Update1 Pr...' with the text 'SAML2 Update1' below it, and a dashed box containing an 'Add New IdP' button. The 'Certificates' section displays three cards: 'Trust Store Cert' with 'InCommon_Meta_Signing' and 'Valid until 2037-12-18'; another 'Trust Store Cert' with 'SAML 2.0' and 'Valid until 2016-08-17'; and a 'Java Key Store' with 'SAML 2.0 SP Keystore'. A fourth dashed box with a plus icon is partially visible on the right.

Click on the button "Add New IdP" and click "Manually enter metadata XML".

The screenshot shows the 'Add New Identity Provider' configuration page. The sidebar on the left contains the following navigation items:

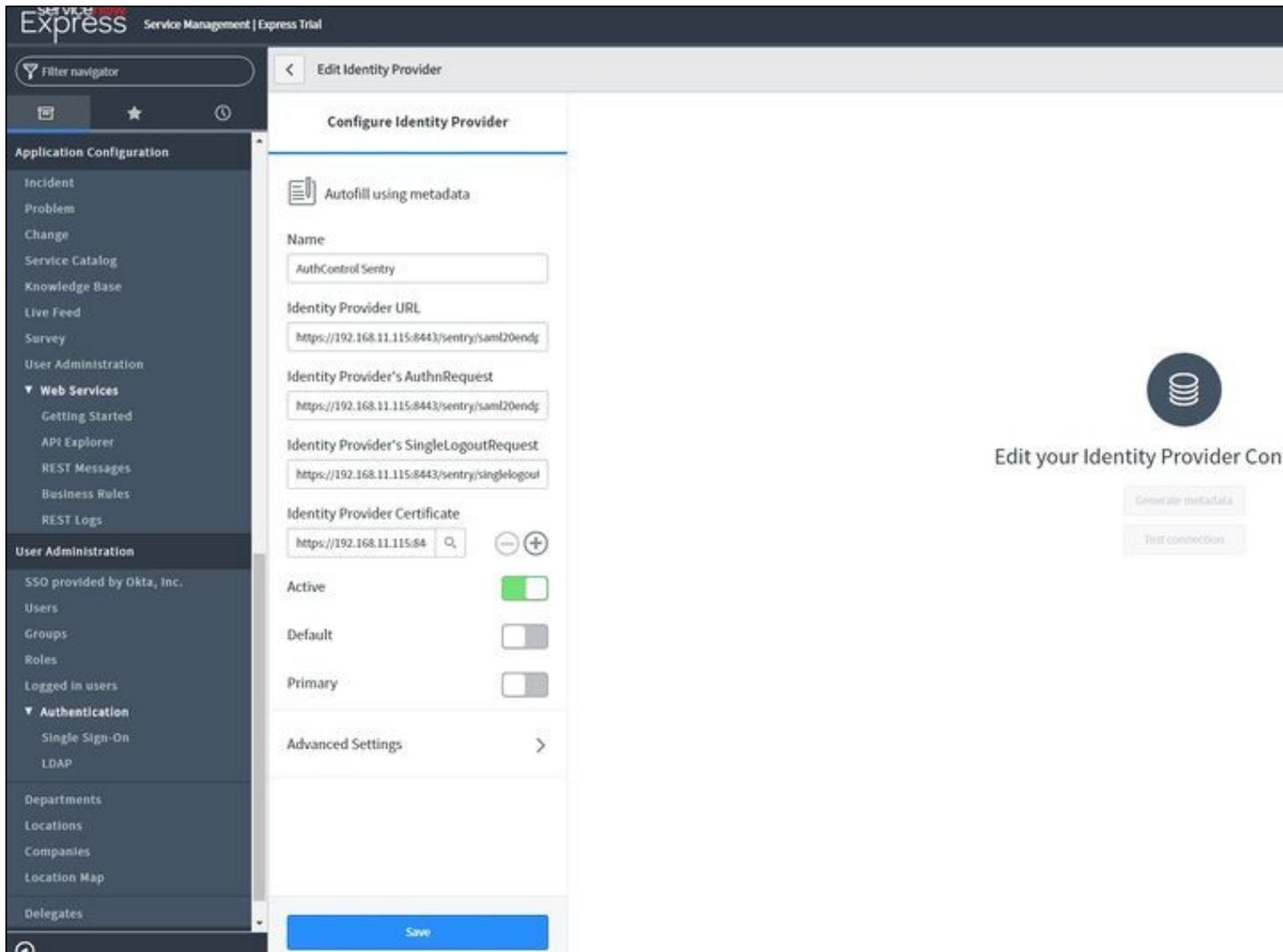
- Application Configuration
 - Incident
 - Problem
 - Change
 - Service Catalog
 - Knowledge Base
 - Live Feed
 - Survey
 - User Administration
- Web Services
 - Getting Started
 - API Explorer
 - REST Messages
 - Business Rules
 - REST Logs
- User Administration
 - SSO provided by Okta, Inc.
 - Users
 - Groups
 - Roles
 - Logged in users
 - Authentication
 - Single Sign-On
 - LDAP
 - Departments
 - Locations
 - Companies
 - Location Map
 - Delegates

The main configuration area is titled 'Configure Identity Provider' and includes the following fields and controls:

- IdP Metadata URL:** A text input field with the example 'http://idp.vsoctd.com'. Below it is a link 'Manually enter metadata XML' and two buttons: 'Fetch' and 'Cancel'.
- Name:** A text input field.
- Identity Provider URL:** A text input field.
- Identity Provider's AuthnRequest:** A text input field.
- Identity Provider's SingleLogoutRequest:** A text input field.
- Identity Provider Certificate:** A text input field with a search icon and expand/collapse buttons.
- Active:** A toggle switch that is currently turned on (green).
- Default:** A toggle switch that is currently turned off (grey).
- Primary:** A toggle switch that is currently turned off (grey).
- Advanced Settings:** A link with a right-pointing arrow.
- Save:** A large blue button at the bottom of the form.

On the right side of the page, there is a circular icon with a database symbol and the text 'Configure your Identity Provider'.

Now navigate to your AuthControl Sentry metadata page as below(https://<FQDN_OF_SENTRY_SERVER>/sentry/metadata/generatedMetadata.xml) and copy the content of this page.



After you have entered all the details as above click Save. You can test the connection after setting up Auth Control Sentry

Configure Check Password with Repository on the Swivel Core

In order to check the user's Active Directory password, ensure that the local Agent defined under Server -> Agents has got the Check Password with repository checkbox enabled. When an authentication occurs in AuthControl Sentry, the Active Directory password will then be passed to Active Directory for verification.

Setup AuthControl Sentry Application definition

Login to the AuthControl Sentry Administration Console. Click Applications in the left hand menu. To add a new Application definition for ServiceNow, click the Add Provider button and select ServiceNow SAML.

Rules

Applications

Authentication Methods

View IdP Metadata

Keys

Users Active Sessions

User History

Log Viewer

General Configuration

Application Images

SAML Application



Note: The Endpoint URL is used only if the ACS (Assertion Consumer Service) SAML (Security Assertion Markup Language) request.

Name

ServiceNow

Image

ServiceNow.png

Points

0

Portal URL

https://yourdomain.service-now.com/navpage.s

Endpoint URL

Entity ID

https://yourdomain.service-now.com

Federated Id

email

Save

Name: ServiceNow(Type an Arbitrary name for this Application)

Image: ServiceNow.jpg(selected by default)

Points: 100 (the number of points the user needs to score from their Authentication Method in order to successfully authenticate to this Application)

Portal URL: (this Portal URL is ServiceNow login URL which you can usually access on: <https://yourdomain.service-now.com/navpage.do>)

Endpoint URL: N/A

Entity ID: <https://yourdomain.service-now.com> (Entity ID is the one defined on ServiceNow > User Administration > Single Sign-On > AuthControl Sentry Idp > Advanced Settings: Entity ID)

Federated Id: email

Setup AuthControl Sentry Authentication definition

As an example here we will be using Turing authentication as the Primary method required for ServiceNow authentication.

Login to the AuthControl Sentry Administration Console. Click Authentication Methods in the left hand menu. Click the Edit button against the Turing option in the list of Authentication Methods. Give this Authentication Method 100 points. This will mean that when a login attempt is made to the ServiceNow Application, this Authentication Method will be offered during login. (Please read about AuthControl Sentry Rules and familiarize your self with AuthControl Sentry [here](#))

Testing connection with ServiceNow tool

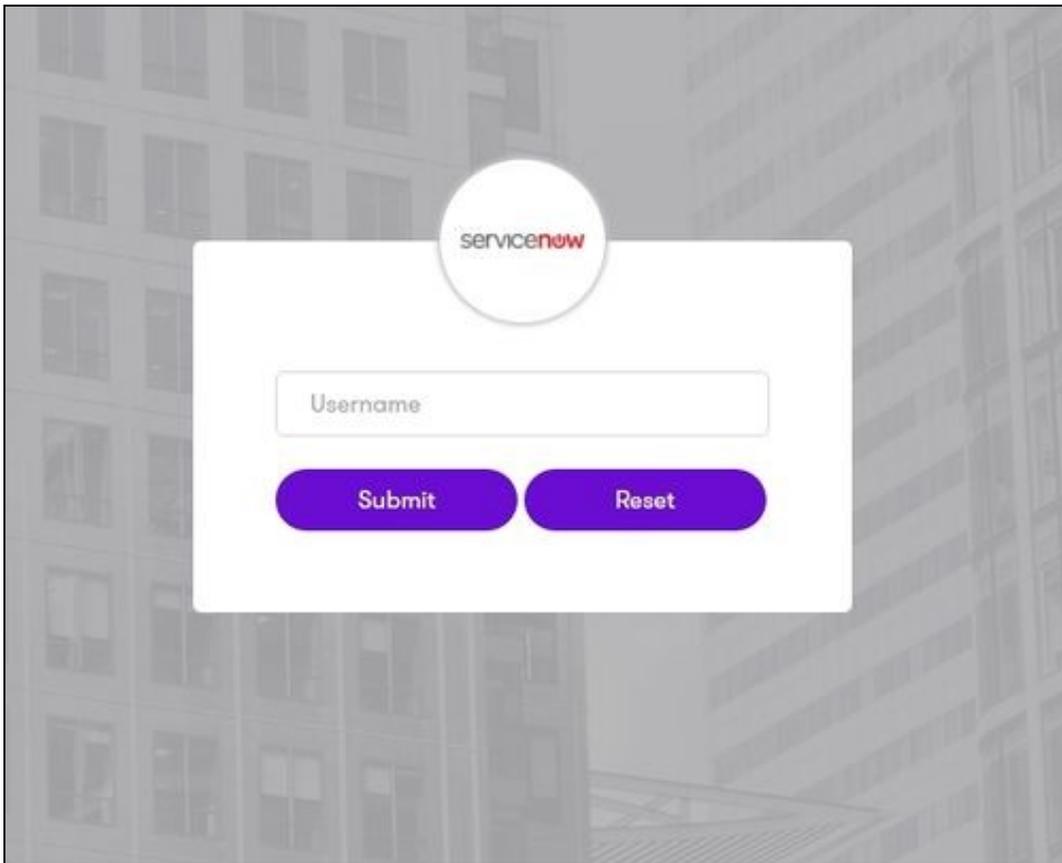
ServiceNow provides a tool to test the connection. Go to User Administration > Single Sign-On and click AuthControl Sentry Idp. After that click Test connection.

The screenshot shows the 'Edit Identity Provider' configuration page in the ServiceNow console. The left sidebar contains a navigation menu with categories like 'Application Configuration', 'User Administration', and 'Authentication'. The main content area is titled 'Configure Identity Provider' and includes the following fields and controls:

- Autofill using metadata** (checkbox)
- Name**: AuthControl Sentry
- Identity Provider URL**: <https://192.168.11.115:8443/sentry/saml20endp>
- Identity Provider's AuthnRequest**: <https://192.168.11.115:8443/sentry/saml20endp>
- Identity Provider's SingleLogoutRequest**: <https://192.168.11.115:8443/sentry/singlelogout>
- Identity Provider Certificate**: <https://192.168.11.115:84> (with search, minus, and plus icons)
- Active**:
- Default**:
- Primary**:
- Advanced Settings**: >
- Save** button

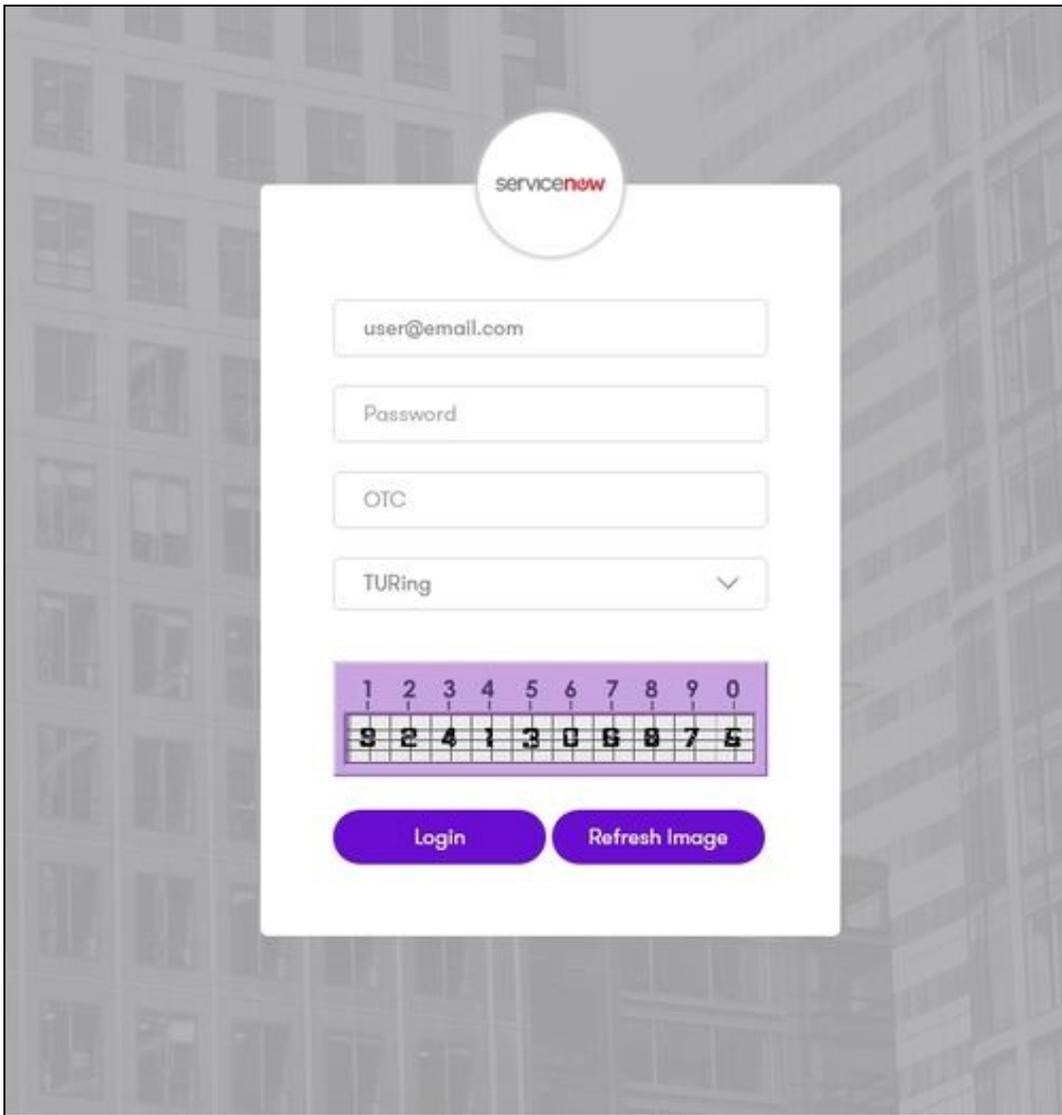
On the right side of the page, there is a circular icon with a database symbol and the text 'Edit your Identity Provider Con'. Below this are two buttons: 'Generate metadata' and 'Test connection'.

A new window will be displayed that will redirect to AuthControl sentry username page.



Once you have submitted your username. You should be presented with the page of the Authentication Method which can score enough points to match the points required by the ServiceNow Application definition.

In this login example we are using the email as a username



After we enter our authentication credentials we will see a logout screen. Close that window and on the ServiceNow page click View Log. Check that the logs indicate that the SAML authentication was successful.

Testing authentication to ServiceNow via Swivel AuthControl Sentry

This should be the final step after all previous elements have been configured.

In a web browser, visit the the URL that you setup on AuthControl Sentry as Endpoint URL e.g. <https://yourdomain.service-now.com/navpage.do>

Alternatively you can visit your AuthControl Sentry Page with your public DNS entry of your Swivel AuthControl Sentry server, e.g. <https://mycompanysentrydomain/sentry/startPage> On a Start Page you will be able to see a new ServiceNow Icon on which you can click and proceed with authentication (as you would by going straight to the ServiceNow page)

Please select an application





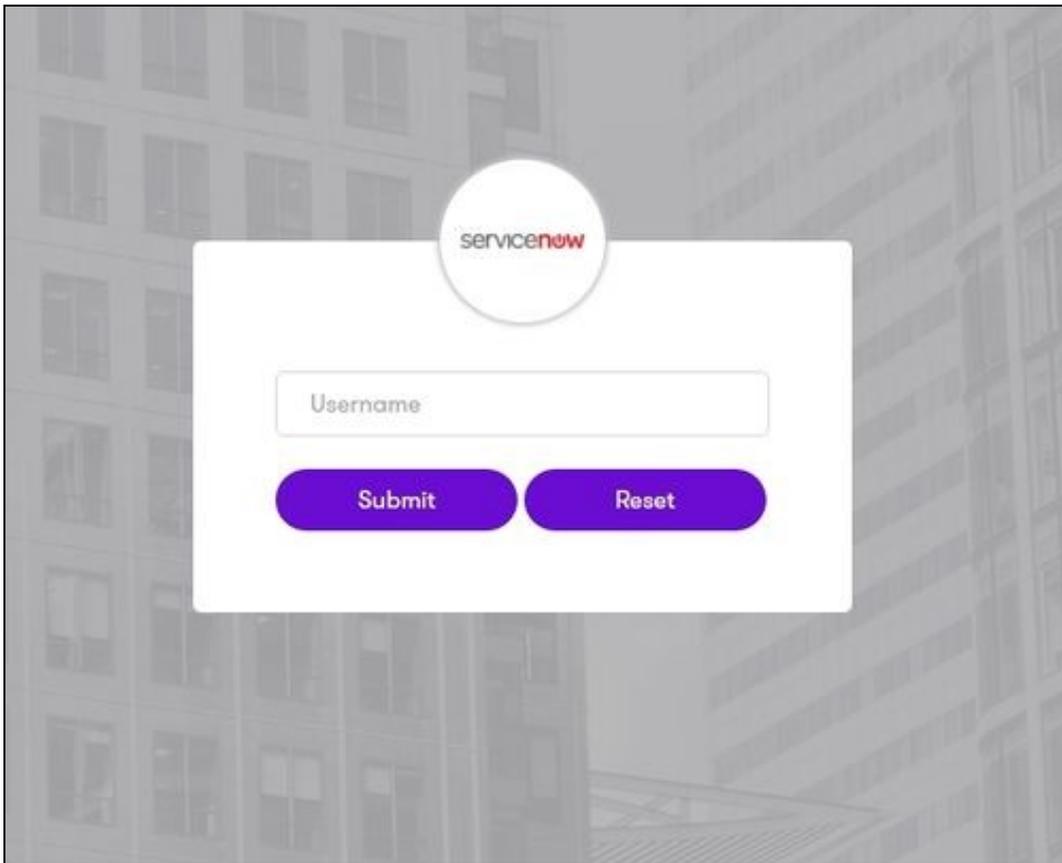






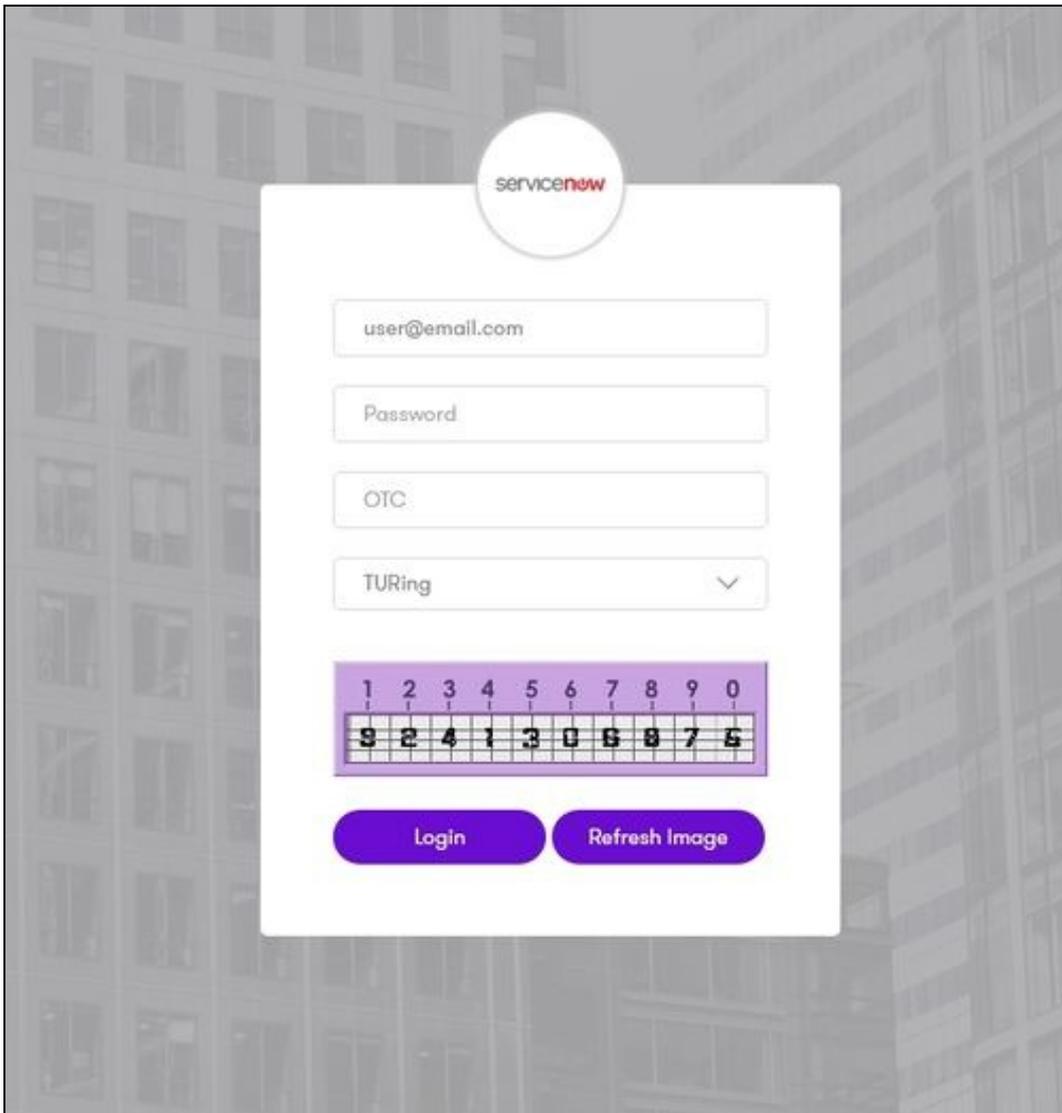


When you visit this URL you will notice that the domain should redirect to the identity provider login URL that you setup.



Once you have submitted your username. You should be presented with the page of the Authentication Method which can score enough points to match the points required by the ServiceNow Application definition.

In this login example we are using the email as a username



After we enter our authentication credentials we successfully will see the ServiceNow account that we tried to access.

Troubleshooting

There are various logging components available for this particular integration which can aid in diagnosis at different points during authentication.

- The Swivel Core has a Log Viewer menu item which can reveal information concerning user status e.g. is the user locked, has a session been started for the image request;
- The Swivel AuthControl Sentry has a View Log menu item which provides details about the SAML assertion and response received from ServiceNow
- The ServiceNow has a Test Connection feature that provides details about the SAML response received from AuthControl Sentry

It is crucial when troubleshooting, to pinpoint where the authentication is failing. For example, you may find that the Swivel Core logs show a successful authentication (which would indicate that the user has entered their Password and OTC correctly), but the AuthControl Sentry logging shows that there is a problem with the SAML assertion.

If you have issues login in with then SAML authentication to the admin console you can always access by https://yourdomain.service-now.com/side_door.do

Two common issues which can be diagnosed with the validator are:

- Certificate or decryption issues;
 - ◆ Can AuthControl Sentry find the Certificate locally, is it the correct one?
 - ◆ Has the correct Metadata been uploaded to the ServiceNow?
 - ◆ Does the Repository -> Attribute name being used actually map to a Repository attribute? Has a User Sync occurred in the Swivel Core since modifying this?