ADFS as Application Source in ACCESS (Service Now)

Part 1: Creating a ServiceNow Developer Instance

This lab will address the scenario in which customers have an on-premise ADFS server. Customer that have federated their application with ADFS can now leverage the authentication methods of WorkspaceONE Access. This requires a simple setup of Claims Provider Trust with WorkspaceONE Access.

In this lab we will use **ServiceNow** as the Relying Party Trust and WorkspaceONE Access as the Claims Provider Trust.

The order of the LAB

Part 1: Setup a ServiceNow Developer Instance

Part 2: Add ServiceNow as RelyingParty to ADFS

Part 3: Adding Access As Claims Provider in ADFS

Part 4: Adding ADFS As Application Source to WorkspaceOne Access

Sign up for a ServiceNow Tenant

1. Open a **browser** on your physical or virtual machine and navigate to https://developer.servicenow.com

2. Click on **Sign up** and enter your details for the Developer Account. Make sure you use your **cloudadmin** account for e-mail. This is the one you created on Day1 of the labs. (example: **cloudadmin@sfmustermann.onmicrosoft.com**) Password can be **VMware1!.** Click **Sign Up** at the bottom of the page once all fields have been entered.

NOTE: We highly recommend documenting all of the **URLs** in this lab as well as the **credentials** in a separate note taking application.

3. Check your e-mail on the **login.microsoft.com** and click the **Verify Email** button in the **Welcome Email** that has come from Service Now. The link will take you to a page click **Sign In** on that page that says **Thank You!**





Sign Up

Please check your email for a link to activate your account.



4. Now that you have created an account. Let's sign in to the Developer Site. If you don't already see a **Sign In** Page click on **https://signon.service-now.com**

5. Type in your cloudadmin **e-mail address** and **password** to sign in. You must agree to the Developer Agreement. Scroll all the way to the bottom and check the **tick box** and click **Submit**.

6. Fill in the requested information on the use of the platform and click **Submit**.



7. On the **Service Now Developers** home Page click on the **Manage** Tab and click **Instance** and click on **Request Instance**

8. You will now be requested to give a reason for this request. Simply put what you are hoping to test. "Integration with ADFS, ServiceNow should function as the relying part trust." - Click I understand

9. Finally choose the Service now release you would like to user and click **Request Instance**. (New York is the newest and vendor recommended version)

Very Important: Make sure you note your admin user and password on the next page after the instance has been created.



10. You will now see your instances if you click on the **Manage** > Instances tab on the top menu. Note your Unique URL that should start with devXXX.service-now.com

11. Click on your unique **Dev Instance** and **sign in** with the admin credentials given to you on the page above. You will be asked to set a new password.

This completes the creation of your Instance in ServiceNow.

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JUST FOR NOTE - NO ACTION REQUIRED

The Developer instance **after 12 hours** will go dormant and it will be required to wake it up. If you see this happen log into the developer Site developer.servicenow.com

Once you have logged into the Developer portal you will have to click on **Manage** and **Instances** to then wake the environment.



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Setup User in ServiceNow

Now that we have a unique instance of **ServiceNow**, it's time to add your unique user from AD into ServiceNow.

1. In your unique instance of **ServiceNow** on the home page click on the **Filter navigator** in the top left corner.

- 2. Type **users** and from the navigation bar
- 3. Under System Security > Users and Groups select Users
- 4. At the top of the page click **New** in the Users management Interface

5. Fill in the Fields for your **unique user** and click **Submit** at the top right hand corner of the page.

For example

UserID: user35SCR

First name: User35SCR

Last name: SCR

Email: user35SCR@sanjose35.euc-livefire.com

Note: Make sure the e-mail attribute you add here matches the e-mail from AD as this will be the SAML attribute we leverage

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Setting up Identity Provider setting in ServiceNow

We will now configure the SAML settings on the your ServiceNow Instance.

- 1. In the top left hand **Filter navigator** area type in **plugins** and click on **Plugins** below.
- 2. On the **Plugins** page to the right of **FILTERS** type "**integration**" into the **search** field.
- 3. Scroll down until you find Integration Multiple Provider Single Sign-on Installer

NOTE: Make sure it is exactly matches "Integration - Multi Provider Single Sign-on Installer"

- 4. Once you found the Plugin has opened click Install
- 5. On the Activate Plugin window. Confirm the activation on the pop-up by clicking Activate

6. After a few moments the Plugin will have installed and you can click on Close & Reload Form

7. If you now type "Multi" in to the top Left hand **Filter navigator** area. You will see the option for **Multiple Provider SSO**

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8. Under Multi-Provider SSO select Identity Providers

9. Navigate to the ControlCenter2 Virtual Machine inside the lab environment and on the desktop click on **Remote Desktop folder** and double click.the **ADFS.rdp**

10 . On the ADFS virtual machine open **Firefox** and navigate to your unique **devXXX.servicenow.com** instance. Authenticate as **admin**

11. In the **Filter navigator** area type "**Multi".** Below **Multi-Provider SSO** select **Identity Providers**

12. In the top area. Click on **New** next to the **Identity Providers**

13. Under Digest select SAML

14. When the **Import Identity Metadata** window launches. Click **Cancel** at will be manually configuring the parameters

15. Fill in the following details on the Form

- Name: ADFS
- Identity Provider URL: http://adfs.euc-livefire.com/adfs/services/trust
- Identity Provider's AuthnRequest: https://adfs.euc-livefire.com/adfs/ls
- Identity Provider's SingleLogoutRequest: BLANK
- ServiceNow Homepage: https://devXXX.service-now.com/navpage.do (replace XXX with your unique tenant)

- EntityID/ Issuer : https://devXXX.service-now.com (replace XXX with your unique tenant)
- Audience URI: https://devXXX.service-now.com (replace XXX with your unique tenant)

NOTE: You will not be able to set the Identity Provider to **Active** or **Default** yet as the Connection has not been tested.

This will be done at a later stage. Leave the rest of the values Default

16. Scroll down and you will see 3 Tabs starting with **Encryption and Signing** and ending with **Advanced.** Select **Advanced** tab

17 . Next to **Single Sign-On Script** click the **Magnifying Loop icon** and in the **new Script includes** window click **MultiSSO_SAML2_Update1**

NOTE: If your Datacenter is the New York Datacenter you might have to use the **MultiSSOv2_SAML2_internal** Single Sign On Script. This will be apparent when you get to the section **Test & Enable Authentication** and you have to **TEST Connection**

18. Click **Submit** at the bottom of the page.

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19. In the middle pane, select the ADFS Identity Provider

20. Scroll down to the bottom of the page until you find the heading **Related Links** . Next to **X.509 Certificates** Click **New**.

- 21. In the X509 New Record window add the following:
- Name: ADFS Signing
- **Copy** the text below and paste in the **PEM Certificate** box at the bottom of the page. Alternatively you can also copy the contents of the certificate located on the desktop called ADFS signing cert.cer

----BEGIN CERTIFICATE----MIIC3DCCAcSgAwIBAgIQFbvkYdFx4qVCLeNRwo1NWTANBgkqhkiG9w0BAQsFADAq MSqwJqYDVQQDEx9BREZTIFNpZ25pbmcqLSBldWMtbGl2ZWZpcmUuY29tMB4XDTE5 MDcwMzA5MDAzNFoXDTIwMDcwMjA5MDAzNFowKjEoMCYGA1UEAxMfQURGUyBTaWdu aW5nIC0gZXVjLWxpdmVmaXJlLmNvbTCCASIwDQYJKoZIhvcNAQEBBQADggEPADCC AQoCqqEBAJ4I7Uzkyui6X4br8LrrVfaRqS+Z9izZZnXDqxczONL+mQlaKks+e116 mHMEaWNuzVjaK3NqsHzPycBIGPNmSM96qdrWcC+zoz8CmmjnDbWUwlU5LywYs1QN YZvugi0DtIsnR/c6dDodAc7C44o6gUy1emwTxOHF1zx19xnCWsxGmR4q3liakWwk n4oaUwSPG3ZBwVbSnji/AZrEDiFu+nz+rkAMAmQ/YnYpwRWhR0ru/sbqjFzkvBb8 lhPdz4HJWe43Vi65Ms+9a4FW4uIqUq3jRQxqtlzfkJdlEaa2hf/k5dgkfakaAuw+ GCJyzfayIAX+i9P/TwirwTImgHqbrv0CAwEAATANBgkqhkiG9w0BAQsFAAOCAQEA Apa4igdrsvXPD3RcNgcjbYjLUu8dAKkoSIfVLjKJ7GzWEqhr5uIpgNhqgIQpK+yT rDlMG7kgewWoRhNqpccduRcceRwYXQZzWmlVxOFoCVDIGIMxmat5P2WnYQc/r8IF QjgGhXv4KyGGSLAs5jAbbInRAN+ViyN/rlji/8jAQr8Cf9o2WE/ZHP1bheGFTIam /0nOdjDSo+/3rCvx9NPuTn7B99peXeg8sUvKyH8Oj3kgglqODfY0dlhirvuMtgKM 2FdnFdT00h//1XT90A2LVWgdSeYFRWM6KMYYvvfE2DtZByHzQy3f4k3kae6TBrDe T6FSNfmpB7pYssoeOVoM6Q== ----END CERTIFICATE----

22 . Click **Submit** at the bottom of the page. Once you click back into the certificate you should see the Issuer and Subject fields filled in.

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23. At the top of the page click **Update** to reflect the changes made

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Let's now Generate the Metada to later import into ADFS.

24. In the middle pane select the **ADFS** Identity Provider. that you have just created.

25, At the top of the Identity Provider ADFS page next to Update click Generate Metadata

26. This will open a new tab in your browser and give you a the metadata as text format. **Copy** the text into Notepad and **Save** as **Metadata.xml** to the desktop of the **ADFS virtual machine**.

This will allow us to later import the metadata.xml into ADFS.

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Part 2 : Adding A Rely Party Trust

1. On the ADFS virtual machine open the **ADFS Management** interface from the **Start Menu**.

2. In the AD FS Manager navigate to **Relying Party Trusts** and right- click and select **Add Relying Party Trust** in the right hand **Actions** panel.

3. Select Claims Aware radio button and select Start

4. On the next screen select **Import data about the relying party from a file** and click **Browse** ... and select the **metadata.xml** file from the desktop.

Click **Next** to confirm

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5. Next to **Display name** type : **ServiceNow** and select **Next**

6. Leave the permissions as default to **permit everyone** and select **Next**

7. On the **Ready to Add Trust** page, leave as default and select **Next**

Note: The Metadata we have imported has set the values of the identifiers and endpoints for this connections.

8.On the next page select **Close**.

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9. **Double click** back into the **ServiceNow** Relying Party Trust we have just set up.

10. This will open the **Properties** of that Relying Party, navigate to the **Advanced** Tab and select **SHA-1** for the Secure Hash algorithm.

- 11. Navigate to the Endpoints tab in the Properties and click Add SAML...
- 12. Change endpoint type from SAML Assertion Consumer to SAML Logout
- 13. Under Binding ensure **Post** is selected

14. In the **Trusted URL:** area **copy** and **paste** the following : <u>https://adfs.euc-livefire.com/adfs/</u><u>ls/?wa=wsignout1.0</u>

15. Select **OK** and **OK** again to confirm changes

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16. In **Relying Party Trusts** right click **ServiceNow** and click **Edit Claim Issuance Policy**

17. Now Click **Add Rule ...** and ensure **Send LDAP attributes as Claims** (default) is selected, select **Next**

18. In the **Claim rule name:** area type **Get Attribute**

19 . In the **dropdown** under **Attribute store.** select **Active Directory**

20. Using the **dropdown** select **E-Mail-Addresses** as the **LDAP Attribute** and **E-mail Address** as the **Outgoing Claim Type**

21. Click Finish At the bottom of the page to confirm. (Dont Close the window)

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- 22. On the Edit Claim Issuance Policy for ServiceNow select Add Rule...
- 23. This time select **Transform an Incoming Claim** as the template click **Next**
- 24. Give the Rule the name: **Email to NameID**
- Select E-mail Address from Incoming claim type dropdown

- Select Name ID from Outgoing claim type
- Select Email from Outgoing name ID format

25. Click **Finish** at the bottom of the page to confirm the changes and **OK** to close **Claim Issuance Policy** page.

Select the template for the	e claim rule that you want to create from the following list. The description provides
Claim rule template:	ule template.
Transform an Incoming C	laim
Claim rule template descri	ption:
Using the Transform an type, and optionally cha that will send a role clair rule to send a group clai a value of "Admins". M incoming claims vary ba	Incoming Claim rule template you can select an incoming claim, change its claim nge its claim value. For example, you can use this rule template to create a rule n with the same claim value of an incoming group claim. You can also use this im with a claim value of "Purchasers" when there is an incoming group claim with ultiple claims with the same claim type may be emitted from this rule. Sources of used on the rules being edited.
	< Previous Next > Cancel
You can configure this rule also map an incoming clain outgoing claim type and wh Claim rule name:	to map an incoming claim type to an outgoing claim type. As an option, you can n value to an outgoing claim value. Specify the incoming claim type to map to the nether the claim value should be mapped to a new claim value.
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Part 3: Test & Enable Authentication for SAML

Let's test now the Federation between ServiceNow and ADFS before we bring WorkspaceONE Access into the picture.

1. Click back into the Firefox browser to your **unique Instance** of ServiceNow. Make sure you are logged in as Admin.

2. In the **ADFS** Identity Provider settings that we setup previously next to **Generate Metadata**, click **Test Connection**

3. Notice a new FireFox window opens where you will see the **Authentication Page for ADFS requesting** authentication.

Enter your **custom account UPN** and the **Password** of your unique user that you added to ServiceNow. Click **Sign in**

4. It will now run a test on the SAML login parameter. You should have all green tickboxes except for SSO Logout Test.

SSO Logout **Will FAIL** as it cannot do this test. Ignore this for now.

- 5. At the bottom of the Page select Activate
- 6. Notice at the top of the **ADFS Identity Provider** Screen . The status is now "**Active**".
- 7. Next to **Default**. Select the **checkbox** and select **Update** at the top.

< E Identity Prov ADFS	ider 🖉 🔨 🗮 👓 Update Generate Metadata Test Connection	Deactivate	$\uparrow \downarrow$
* Name	ADFS Active 🖌		,
Default	Auto Redirect IdP		
* Identity Provider URL	http://adfs.euc-livefire.com/adfs/services/trust		
* Identity Provider's AuthnRequest	https://adfs.euc-livefire.com/adfs/ls		
Identity Provider's SingleLogoutRequest			
* ServiceNow Homepage	https://dev63664.service-now.com/navpage.do		
* Entity ID / Issuer	https://dev63664.service-now.com		
* Audience URI	https://dev63664.service-now.com		
* NameID Policy	urn:oasis:names:tc:SAML:1.1:nameid-format:emailAddress		
External logout redirect	external_logout_complete.do		
Failed Requirement Redirect			
Encryption And Signing	User Provisioning Advanced		
Signing/Encryption Key Alias	Signing Signature http://www.w3.org/2000/09/xmldsig#i Algorithm		
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< E Identity Prov ADFS	ider	⁄⁄ √-	ta Supdate	Generate Metadata Test Connection	Deactivate
* Name	ADFS		Active		
Default	2		Auto Redirect IdP		
* Identity Provider URL	http://adfs.euc-livefire.com/adfs/services/	′trust			
* Identity Provider's AuthnRequest	https://adfs.euc-livefire.com/adfs/ls				
Identity Provider's SingleLogoutRequest					
* ServiceNow Homepage	https://dev63664.service-now.com/navpa	ge.do			
* Entity ID / Issuer	https://dev63664.service-now.com				
* Audience URI	https://dev63664.service-now.com				
* NamelD Policy	urn:oasis:names:tc:SAML:1.1:nameid-form	nat:emailAddress			
External logout redirect	external_logout_complete.do				
Failed Requirement Redirect					
Encryption And Signing	User Provisioning Advanced				
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8. Navigate to the **Filter navigator** on the left hand side and type "**Multi**" > Now Select **Properties** under **Administration**

9. In the **Properties** window Under **Enable multiple provider SSO** select **Yes** check box. Select **Save** at the bottom of the page.

10. To do the final test open now a new browser on your **ControlCenter2** virtual machine. Navigate to your unique tenant (ie: <u>https://dev92193.service-now.com</u>) and click **Use external login.**

11. Now type in your **custom unique user account** ie **User35crsj**, created earlier in the users section. select **Submit**

12. You should now be redirected to your ADFS authentication page. Here put in your **UPN** e.g. **user35crsj@sanjose35.euc-livefire.com** and **password** from AD and select **Sign In**

You should be authenticated as the user now to ServiceNow

	lanagement	🗊 System Administrator 🝷	Q
∀ multi ⊗	Multiple Provider SSO Properties		
E ★ ① Multi-Provider SSO	Customization Properties for Muliple Provider SSO		
Getting Started	Enable multiple provider SSO ③		
Identity Providers	⊡Yes No		
Federations	Enable Auto Importing of users from all identity providers into the user table ③		
▼ Administration	⊠ ^Y es No		
Properties	Enable debug logging for the multiple provider SSO integration 💿		
x509 Certificate	The field on the user table that identifies a user accessing the "User identification" login page. By default, it uses the 'uses	r name' field	
Installation Exits	user_name		
Single Sign-On Scripts	Save		
Multi-factor Authentication			
Properties			

Servicenow. Service Management		
User name		
Password		
Forgot Password ? Login		
Use external login		
Servicenow. Service Management		
External login		
Use local login		
Livefire		
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Part 4: Adding Access as Claims Provider in ADFS

- 1. On your **controlcenter2** open FireFox and browse to your unique Workspace ONE Access Admin tenant.
- 2. **Select** the **System Domain** from the drop down domain drop down option and authenticate using the **administrator** account
- 3. In the admin console click on **catalog** and click **Settings**

- 4. In the Left Navigation column select **SAML metadata** under **SaaS Apps**
- 5. Right click the Identity Provider (IdP) metadata and select save link as ... IDP.xml
- 6. In the browser window that opens navigate to the **Software** folder on the desktop and open the **ADFS** folder and select **Save**

🛟 Workspace ON	E	
Dashboard 👻 Users & Groups	Catalog - Identity & Access	s Management Roles
NEW	ASSIGN DELETE CATE	GORIES V MORE V SETTINGS

Settings		
Global Approvals	Download SAML Metadata Generate CSR	
SaaS Apps SAML Metadata Application Sources Virtual Apps Collections Citrix App	This is your organization's SAML-signing certificate. It is used to authentic logins from Identity Manager to relying applications, such as WebEx or Google Apps. Copy and paste the certificate below and send it to the rely applications so they can accept logins from Identity Manager. For integra with other relying applications utilizing SAML 2.0, you can use the metada URLs below.	ate /ing ting ata
Citrix Desktop	SAML Metadata Identity Provider (IdP) metadata CODV URL Service Provider Open link in new tab Open link in new window Open link in incognito window Signing Cer Open link in incognito window Expires Save link as July 5, 202 Copy link address Issuer Inspect Ctrl+Shift+I	

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Recycle Bin		
鷆 Remote Deskto		
File name:	idp.xml	
Save as type:	XML Document (*.xml)	
🔿 Hide Folders		Save

7. Open the **Remote Desktop** folder on the desktop and **RDP** to the **ADFS server**

8. In Server Manager and at the top, select Tools and select AD FS Management

9. When the AD FS Management interface is open navigate to **Claims Provider Trusts** (Only Active Directory should be present)

10 Right Click Claims Provider Trust and select Add Claims Provider Trust...

11. Click **Start** on the first Welcome page

12.Then select Import data about the claims provider from a file

13. Select **Browse** and navigate to **Desktop** > Software > **ADFS** and select the **idp.xml** and click **Open.** Click **Next**

14. On the **Specify Display Name** page and write **Workspace ONE Access Livefire** in the Display name click **Next** > **Next** > **Close**. Now you will see **Active Directory** and **Workspace ONE Access Livefire** as Claims Providers

15. Right Workspace ONE Access Livefire and select Edit Claim Rules...

Server Manager • AD FS	- 🕝 🚩 Manage Tools View Help
SERVERS All servers 1 total	Component Services Computer Management Defragment and Optimize Drives

 Que AD FS Que File Action View Window Help Image and Image and Ima		
AD FS Service Access Control Policies Relying Party Trusts Claims Provider Trust Application Groups Add Claims P	Claims Provider Trusts Display Name Active Directory VICH Locate rovider Trust	Enx Yet Yet
View New Window Refresh	> from Here	
Help		

Welcome Select Data Source Ready to Add Trust Finish	 Import data about the claims provider published online or on a local network. Use this option to import the necessary data and certificates from a claims provider organization that publishes its federation metadata online or on a local network. Federation metadata address (host name or URL):
	Example: fs fabrikam.com or https://fs fabrikam.com/ Image: Imag

🐃 Browse for Metadata	File		_				
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	< 1						
Fi	le name:	idp		~	Met	adata files (*.xml)	
						Open	Cancel

Specify Display Nan	ne
Steps • Welcome • Select Data Source • Specify Display Name • Ready to Add Trust • Finish	Type the display name and any optional notes for this claims prov Display name: Workspace ONE Access Livefire Notes:

Display Name	
Workspace ONE	Update from Federation Metadata
	Edit Claim Rules
	Disable
	Properties
	Delete
	Help

16. Now Select Add Rule...

17 .From the next page select from the drop down "Send Claim Using a Custom Rule" select Next

18 Type Windows Accountname Claim for the claim rule name

19 .Paste the below into the custom rule field:

```
c:[Type == "http://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier",
Properties["http://schemas.xmlsoap.org/ws/2005/05/identity/claimproperties/format"] ==
"urn:oasis:names:tc:SAML:1.1:nameid-format:unspecified"] => issue(Type =
"http://schemas.microsoft.com/ws/2008/06/identity/claims/windowsaccountname", Issuer =
"AD AUTHORITY", OriginalIssuer = c.OriginalIssuer, Value = c.Value, ValueType = c.
ValueType);
```

20. Select Finish and OK

Add Rule	Remove Rule	
	OK Cancel Apply]

🙀 Add Transform Claim R	ule Wizard	×
Select Rule Template	3	
Steps Choose Rule Type	Select the template for the claim rule that you want to create from the following list. The description provides details about each claim rule template.	
Configure Claim Rule	Claim rule template: Send LDAP Attributes as Claims Send Group Membership as a Claim Transform an Incoming Claim Pass Through or Filter an Incoming Claim Send Claims Using a Custom Filter multiple Claims Itom a single rule using this rule type. For example, you can use this rule template to create a rule that will extract attribute values for authenticated users from the displayName and telephoneNumber Active Directory attributes and then send those values as two different outgoing claims. This rule may also be used to send all of the user's group memberships. If you want to only send individual group memberships, use the Send Group Membership as a Claim rule template.	
	< Previous Next > Cancel	



Part 5:Add ADFS as Application source to Workspace ONE Access

- 1. Return to the ControlCenter2 server and open Firefox
- 2. Using your browser go to **your unique Workspace ONE Access tenant**
- 3. Login with System Domain using user:administrator password:VMware1!
- 4. Now click on Catalog and select Settings
- 5. Navigate to **Application Sources** under the **Saas Apps** on the left hand side and select **ADFS** to configure the App Source.

V 📢	Vorkspace ONE"	
Dashboar	rd 👻 Users & Groups Catalog 👻 Identity & Access Managemen	nt Roles
	NEW EDIT ASSIGN DELETE CATEGORIES ~	MORE ~ SETTINGS
	Application	Туре
	🗌 💿 AirWatch	SAML 2.0
	AirWatch Provisioning	SAML 2.0
	Excel	Web Application Link

Settings						×
Global Approvals SaaS Apps SAML Metadata Application Sources Virtual Apps Collections Citrix App	Application Configure you you wish to us Application So clicking the "A screen and so menu.	n Sources ur Application se from the list ource is setup, Add Apps" link electing your A	Source by selectin t below and follov you can then cre t, or by clicking the application Source	ng the 3rd part v the wizard ste ate the associa e New button c from the Auth	y identity provie eps. Once the ated application on the main Saa entication Type	der s by S app
Cititix Desktop	App Source	Description	Status	Assignment	Action	
	ΟΚΤΑ	_	Configured	All Users	Add Apps	×
	PING	_	Unconfigured	_	_	
		_	Unconfigured	-	-	

- 1. Open the firefox browser on a new Tab and Browse to https://adfs.euc-livefire.com/ FederationMetadata/2007-06/FederationMetadata.xml
- 2. Select **Save File** and go to the **Downloads** folder. (**Chrome** will download the file automatically)
- 3. Open the File using Notepad++ and **copy** the contents of the XML by pressing **ctrl + a** then **ctrl + c**
- 4. Then go back to the ADFS Application Source configuration on Workspace ONE Access and select **next**.
- 5. Paste the contents of the FederationMetadata.xml into the URL/XML field. Click NEXT
- 6. Click **Next** in the Access Policies and **SAVE** on the Summary Page

	Opening FederationMetadata.xml	×	
u have chosen to	open:		tionMeta 🔍
FederationM	etadata.xml		
which is: XMI	Document		ettings Tools
from: https://	adfs.euc-livefire.com		
hat should Firefo	x do with this file?		
Open with Internet Explorer (default)			
Save File			007-06
Do this sute	matically for filer like this from now an		
	matically for files like this from how on.		

ADFS Application S	ource	×
1 Definition	Definition	
2 Configuration 3 Access Policies	Application Source Name * ADFS	
4 Summary	Description	
		li
	CANCEL	хт



ADFS Application Sour	rce		\times	
1 Definition	Single Sign-On			
2 Configuration	Authentication Type			
3 Access Policies				
4 Summary	Configuration			
	URL/XML * Name= http://scnemas.microsoft.com/2012/01/requestcontext/claims/client-request-io NameFormat="um:oasis:names:tc:SAML:2.0:attrname-format:uri" FriendlyName="Client Request ID" xmlns="um:oasis:names:tc:SAML:2.0:assertion"/> <contactperson contactType="support"><emailaddress></emailaddress><telephonenumber></telephonenumber> Pelay State UPL</contactperson 	•		
				•
	CANCEL BACK	NEXT		

ADFS Application Sour	ce	\times
1 Definition	Definition	
2 Configuration	Name ADFS	- 1
3 Access Policies	Description	- 1
4 Summary	-	
	Configuration	- 1
	Authentication Type SAML 2.0	- 1
	Configuration	
	Manual	
	Single Sign-On URL	
	https://adfs.euc-livefire.com/adfs/ls/	
	Recipient URL	
	https://adfs.euc-livefire.com/adfs/ls/	
	Al noisailaa	-
	CANCEL BACK SA	AVE

- 1. Now head back into the **ADFS settings** by selecting **ADFS** in the **Application Source** page.
- 2. Navigate to **Configuration** on the left hand side and change **Username Format** to **Unspecified**
- 3. Enter the following value under Username Value
 - NB! there are no spaces in the below syntax

\${user.domain}\\${user.userName}

4. Click on **Advanced Properties** and set **Signature Algorithm** to **SHA256 with RSA** and **Digest Algorithm** to **SHA256**

- 5. Select **NEXT** at the bottom of the page
- 6. Click **SAVE** on the Summary page

SAML Metadata	Application Source is setup, you can then create the associated applications by clicking the "Add Apps" link, or by clicking the New button on the main SaaS app screen and selecting your Application Source from the Authentication Type menu.					
Application Sources						
Virtual Apps Collections						
Citrix App						
Citrix Desktop						
	App Source	Description	Status	Assignment	Action	
	ΟΚΤΑ	_	Configured	All Users	Add Apps	×
	PING	_	Unconfigured	_	_	
	ADFS	_	Configured	All Users	Add Apps	×

2 Configuration	http://adfs.euc-livefire.com/adfs/services/trust
3 Access Policies	Username Format *
4 Summary	Username Value \${user.domain}\\${user.userName}
	Relay State URL
	Open in VMware Browser
	CANCEL BACK

Signature Algorithm	
SHA256 with RSA	
Digest Algorithm	
SHA256	

Adding ADFS app to Workspace ONE Access

In certain scenarios admins might want to provide access to the Relying party configured in ADFS directly in the Workspace ONE catalog. This is made possible via the ADFS integration. We are essentially using a redirect to the Relying Party. Let's add the socialcast application to the catalog.

- 1. Log into you unique Workspace ONE Access Admin console using the local directory
- 2. Now navigate to **Catalog** then select **NEW** and give it the name: **ServiceNow**
- Click on Select File below Icon and select the ServiceNow.png file in the Downloads folder and select Open. click NEXT
- 4. In the **Configuration page** select **ADFS Application Source** under Authentication Type.
- 5. Now type in the Target URL _RPID=https://DEVXXX.Service-Now.com (whereXXX is your unique tenant) and select **NEXT**
- 6. Click NEXT on the Access Policies Page, and SAVE & ASSIGN on the Summary page
- 7. In the **Assign page** assign the application to the **Marketing@euc-livefire.com** group
- 8. Start typing **marketing@euc-livefire.com** and you will see the Group showing up click it to confirm
- 9. Now set the **Deployment Type** group to **automatic** and select **SAVE**

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New SaaS Applica	tion	×
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1 Definition	or browse from catalog	
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Edit SaaS Application		
1 Definition	Single Sign-On	
2 Configuration	Authentication Type	
3 Access Policies	ADFS Application Source	
4 Summary	Target URL *	
	RPID=https://dev63664.service-now.com	
	Open in VMware Browser	
	No 🚺	

1. **Close** the browser and all windows to ensure firefox or chrome has closed properly. Now **reopen** firefox and navigate to your u**nique Workspace ONE Access SaaS instance**.

2. Now log in as your **Unique User** in the domain **euc-livefire.com** you will then notice in the catalog the socialcast application.

3. Now click on **Open** under ServiceNow icon and you will be redirected to ServiceNow and authenticated without additional credentials as your unique user.

	*	
	Workspace ONE*	
username		
NACCIDEN		
password		
password	euc-livefire.com	
password	euc-livefire.com Sign in	
password	euc-livefire.com Sign in Forgot password?	
password	euc-livefire.com Sign in Forgot password? inge to a different domain	

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Part 6 : ExtraCurricular: Setting Workspace ONE Access as the default claim provider

There might be a use-case where an organisation in an SP-INIT Flow wants the configured relying party in ADFS always use a specific claims provider. Through powershell admins have the ability to set the **default claims provider** for specific **relying parties**.

On the **ADFS Server** do the following. Clear the cache on your Firefox browser and re-launch

1. navigating to <u>https://devXXX.service-now.com/</u> (where XXX is your unique instance) and clicking on "use external login", then specify your **unique user** and click **Submit**.

You will be redirected and ADFS Claims providers screen and notice you have **WorkspaceONE Access** and **Active Directory** listed. We want to ensure that we are automatically redirected to WorkspaceONE Access instead of seeing this prompt.

2. Open powershell and type

Get-AdfsRelyingPartyTrust

3. You will now be able to see that ServiceNow is set to use both Active Directory and Workspace ONE Access LiveFire as the claims provider (IF empty it is set to use both)

4. Let's now set Workspace ONE Access as the default claims provider

In the same power shell windows now execute the below

```
Set-AdfsRelyingPartyTrust -TargetName "ServiceNow" -ClaimsProviderName @("WorkspaceONE Access Livefire")
```

Plese note: the name of your claims provider should exactly match your adfs configuration

5. Confirm the changes by typing the same command to get the relying party trust information. You will notice now that **WorkspaceONE Access** is listed as the only ClaimsProvierName

Get-AdfsRelyingPartyTrust

6. Now close your browser and re-open <u>to https://devXXX.service-now.com</u> (where XXX is your uniques instance)

7. Click on **Use External Login** on the next page type in your **unique user** notice now that you will automatically be re-directed to WorkspaceONE click **Next.** After authenticated you will automatically be logged into ServiceNow.

Observe you weren't prompted to chose the claim provider as in the original test.

NOTE: In order to reverse the above simply re-add Active Directory as another claims provider or leave blank to set to defualt.

Set-AdfsRelyingPartyT Access", "Active Direc	rust -TargetName "ServiceNow" -ClaimsProvider tory")	Name @("WorkspaceONE
	ServiceNow × ←	
	Service Management External login User ID: user33AK Submit Use local login	



EncryptionCertificateRevocationCheck	CheckChainExcludeRoot
PublishedThroughProxy	False
WSFedEndpoint	CheckChainExcludeRoot
AdditionalWSFedEndpoint	
ClaimsProviderName	
ClaimsAccepted	
EncryptClaims	True
Enabled	True
EncryptionCertificate	
Identifier	{https://dev63664.service-now.com}
NotBeforeSkew	0
EnableJWT	False
AlwaysRequireAuthentication	False
Notes	
OrganizationInfo	
ObjectIdentifier	ed7e51+8-c9e9-e911-810a-0050560145e0
ProxyEndpointMappings	
ProxyTrustedEndpoints	
ProtocolProfile	WsFed-SAML
RequestSigningCertificate	· 1/2
EncryptedNameIdRequired	False
SignedSamTRequestsRequired	False
SamlEndpoints :	<pre>{Microsoft.IdentityServer.Management.Resources.SamlEndpoint, Microsoft.IdentityServer.Management.Resources.SamlEndpoint, Microsoft.IdentityServer.Management.Resources.SamlEndpoint, Microsoft.IdentityServer.Management.Resources.SamlEndpoint}</pre>
SamlResponseSignature	AssertionOnly
SignatureAlgorithm	http://www.w3.org/2000/09/xmldsig#rsa-sha1
TokenLifetime	0
AllowedClientTypes	Public, Confidential
IssueOAuthRefreshTokensTo	AllDevices
RefreshlokenProtectionEnabled	: True
RequestMFAFromClaimsProviders	False
ScopeGroupId	
Name	ServiceNow
AutoUpdateEnabled	False
MonitoringEnabled	False
MetadataUrl	
ConflictWithPublishedPolicy	False
IssuanceAuthorizationRules	
IssuanceTransformRules	@RuleTemplate = "LdapClaims"

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🔛 Apps 💊 Horizon 🔇 Citrix	🔇 GetPodIP 💋 vSphere 🔇 VRA 🌵 AppVol	
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<u>Use external login</u>	1	
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AutoUpdateEnab]ed	: False	

Workspace ONE*	
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Remember this setting	
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