MobileIron Access Cookbook

Access with ServiceNow and Microsoft ADFS

01/02/2018

Contents

Overview

SAML provides single sign-on service for users accessing their services hosted in a cloud environment. Generally, a service provider such as ServiceNow is federated with an identity provider such as Microsoft ADFS for authentication. The user gets authenticated by ADFS and obtains a SAML token for accessing applications in a cloud environment, such as ServiceNow.
This guide serves as step-by-step configuration manual for users using ADFS as an authentication provider with ServiceNow in a cloud environment.

Disclaimer:
This cookbook is informational to help with the setup flow and actual screenshots. The steps might vary in your deployment scenario due to changes in SP/IdP versions.

Prerequisites

- Ensure that you have a working setup of the ServiceNow and ADFS pair without MobileIron Access.

- **Metadata files for ServiceNow**
  For more information, see
  http://wiki.servicenow.com/index.php?title=Configuring_ADFS_3.0_to_Communicate_with_SAML_2.0#gsc.tab=0
  - Login to ServiceNow with admin credentials.
  - Navigate to **Multi Provider SSO** > **Identity Providers** > **ADFS Identity Provider**.
  - Note the following attributes:
    Entity ID: https://developer.servicenow.com
    Assertion Consumer Service URL:
    https://developer.servicenow.com/navpage.do

- **Metadata files for Microsoft ADFS**:
  Download your **ADFS IDP** metadata file from the following location:
  https://<ADFS Server FQDN> /FederationMetadata/2007-06/FederationMetadata.xml

Configuring ServiceNow and Microsoft ADFS with MobileIron Access

You must perform the following tasks to configure ServiceNow and ADFS with MobileIron Access:

Registering Sentry to Access

You must register Sentry to Access to fetch the latest configuration from Access.

Prerequisite

Verify that you have registered Sentry earlier. If so, then do not perform this step.

Procedure

1. **Clish** Sentry. In the configuration mode, execute the following command for registration.
   (config)#accs registration https:/<FQDN of Access server><Admin Username of Access Server>
2. Enter the **Tenant password** and complete the registration.
3. In **Access**, click the **Sentry** tab.
4. Select the appropriate Sentry instance, then click **Action** > **Assign**.
5. Click **OK**.
6. **Clish** Sentry and execute the following command in configuration mode to fetch the latest configuration from Access immediately:

   (config)# accs config-fetch update

Note: All the published configuration changes are fetched by Sentry assigned to the profile in fifteen minutes. However, if you want to see the changes immediately, then perform Step 6.

Configuring Access to create a Federated Pair

You must configure Access to create a federated pair.

Prerequisites

Verify that you have configured ServiceNow and ADFS natively.

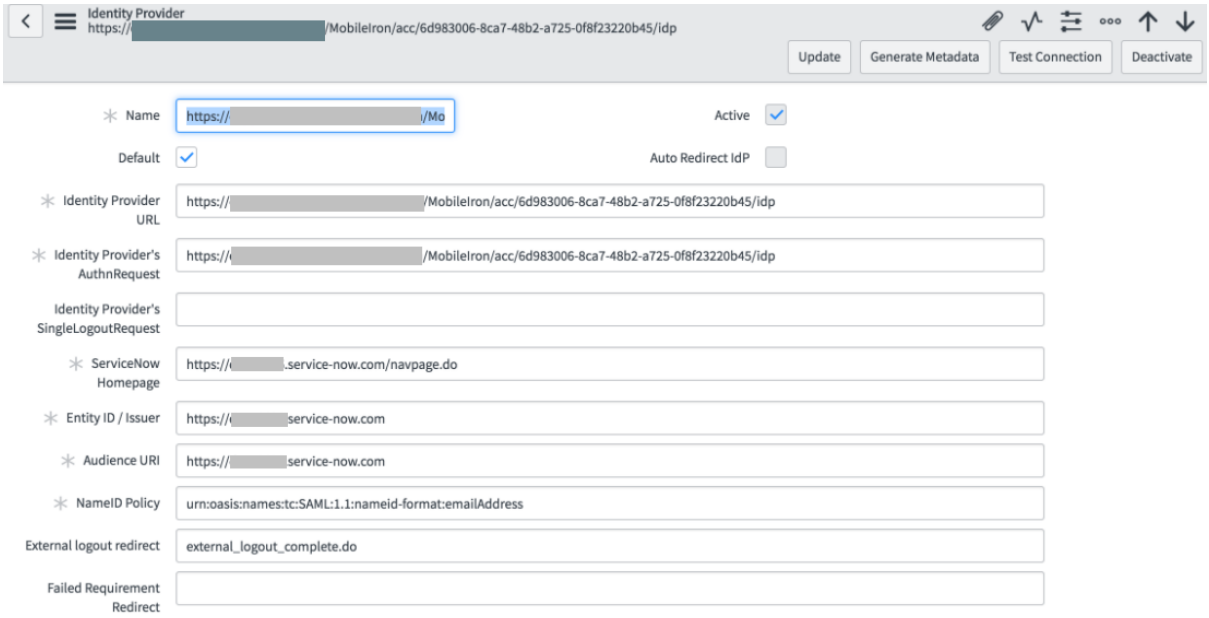
Procedure

1. Log in to **Access**.
2. Click **Profile** > **Get Started**.
3. Enter the Access host information, and upload the **ACCESS SSL certificate** in p12 format. All the other fields are set to default. Click **Save**.
4. On the **Federated Pairs** tab, click **Add New Pair** and select **ServiceNow** as the service provider.
5. Enter the following details:
    a. Name
    b. Description
    c. Upload the Access Signing Certificate or click **Advanced Options** to create a new certificate.
    d. Add the metadata file details for the service provider
    Entity ID: https://developer.servicenow.com
    ServiceNow Homepage: https://developer.servicenow.com/navpage.do
    e. (Optional) Select *Use Tunnel Certificates for SSO* to configure Cert SSO on MobileIron Core. See *Appendix* in the *MobileIron Access Guide* at https://support.mobileiron.com/docs/current/accs/
6. Click **Next**.
7. Select **Microsoft ADFS** as the Identity provider. Click **Next**.
8. Select the Access signing Certificate or click **Advanced options** to create a new certificate.
9. Upload the IdP metadata file that you downloaded. See Prerequisites. Click **Done**.
10. Download the **ACCESS SP Metadata (Upload to IDP)** and the **ACCESS IDP Metadata (Upload to SP)** files from the federated pair page.
11. On the **Profile** tab, click **Publish** to publish the profile.

Configuring ServiceNow with MobileIron Access

You must configure the service provider with the identity provider metadata file.

1. Login to ServiceNow account with admin credentials – https://developer.servicenow.com.
2. Search for **Multi** in the search filter > **Identity Providers** > **New** > **SAML** > **Import IdP Metadata** using **ACCESS IdP Metadata (Upload to SP**) downloaded in **Step 10** of Configuring Access to create a Federated Pair**.**
3. Click **Test Connection** > enter the **Username and Password** > **Sign On**. Test Connection must be successful.

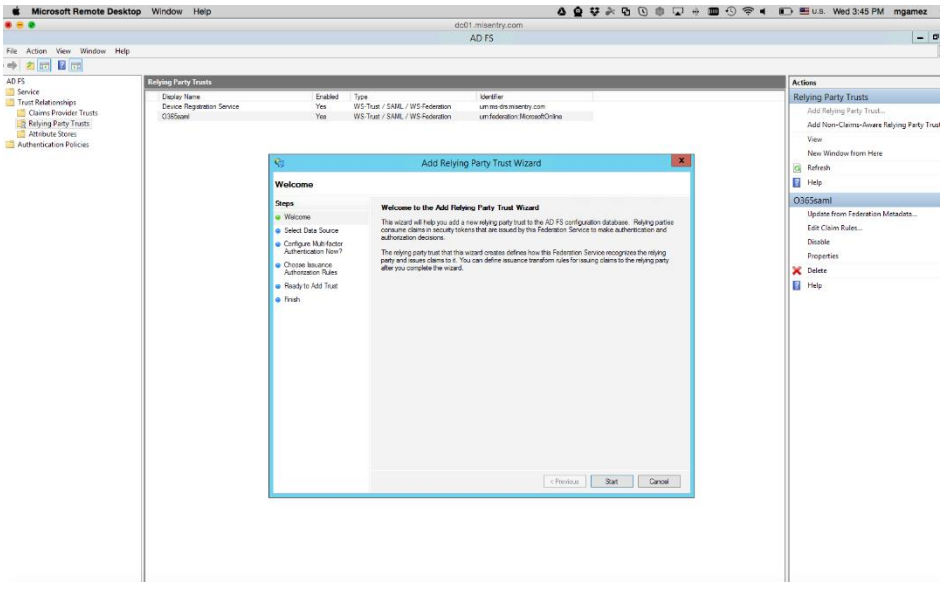


4. Click **Activate** to activate the rule. The Activate button is available after the connection is tested.
5. Click **Set as Auto Redirect IdP** to enable Auto Redirect IdP.

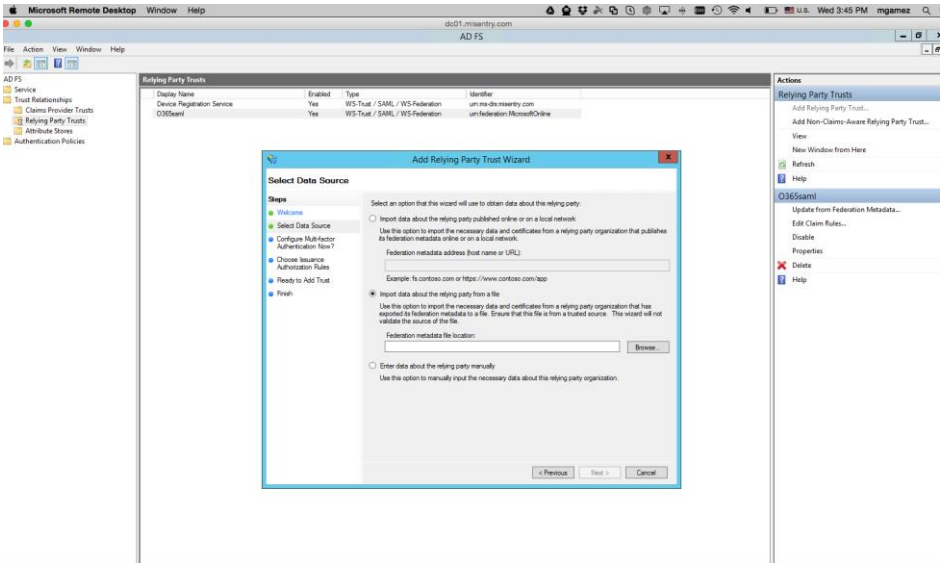
Configuring ADFS with MobileIron Access

You must configure the identity provider with the service provider metadata file. This builds the trust relationship with the service provider.

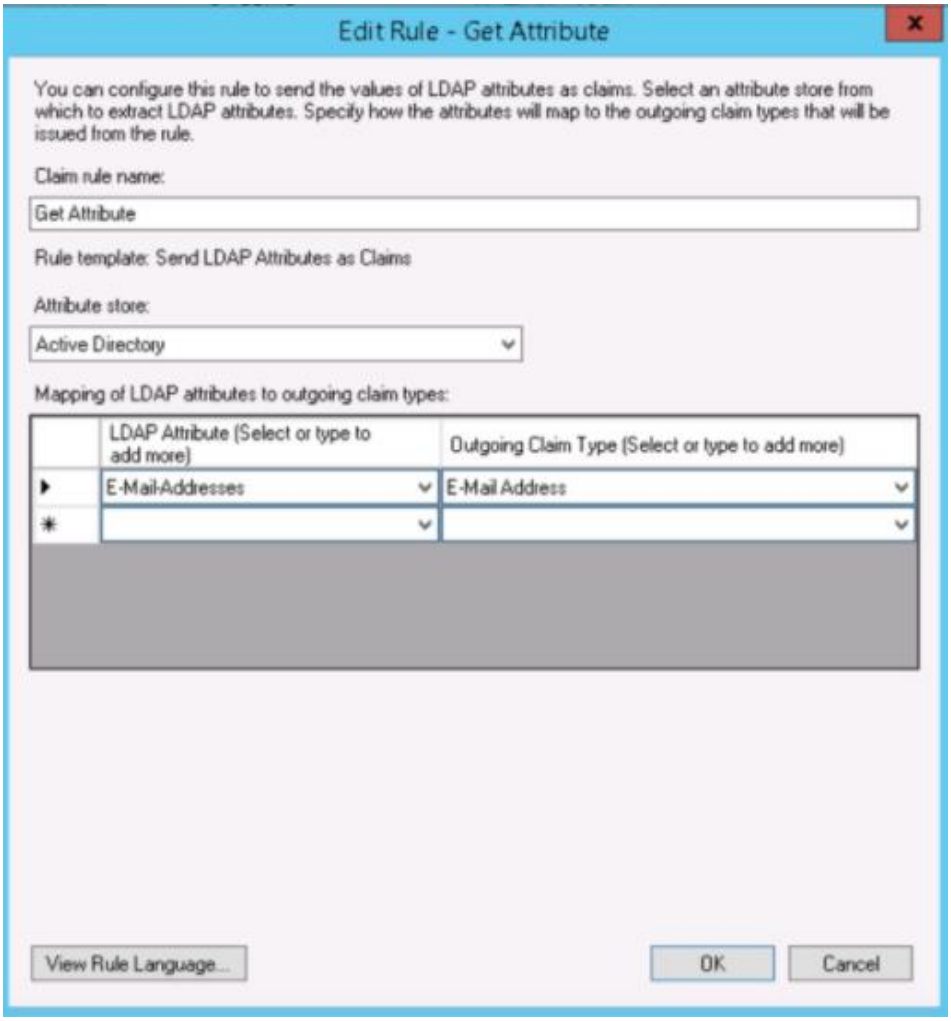
1. Use Remote Desktop services to log into an ADFS machine with Admin credentials.
2. Click **Start** > **Administrative tools** > **ADFS Management** > Expand **Trust Relationships.**
3. Click **Relying Party Trust.** In the right-hand pane, click **Add Relying Party Trust** and follow the prompts.



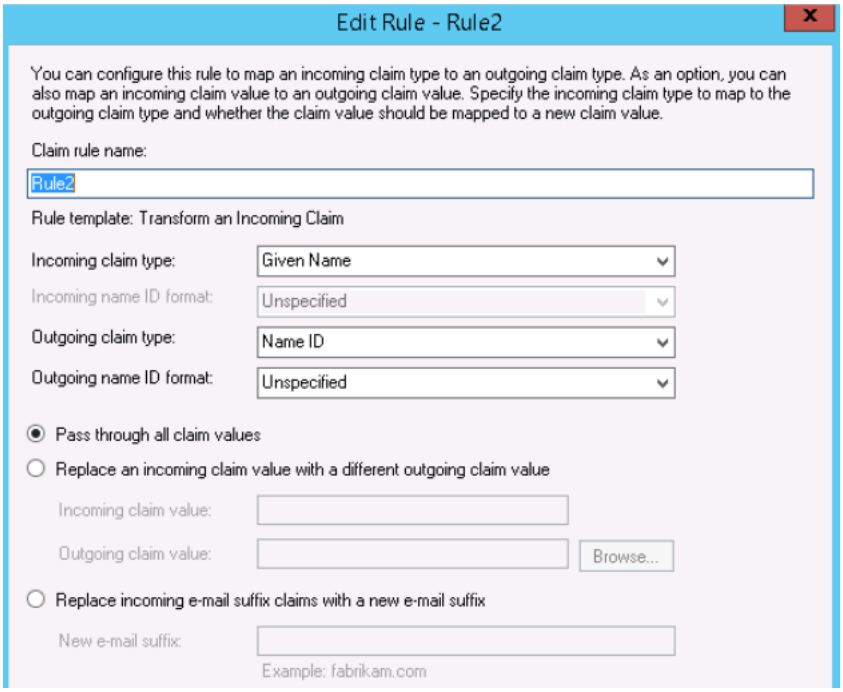
4. Click **Start** and select **Import data about the relying party from a file**. Click **Next**.



5. Click **Browse** and select the service provider proxy metadata file that you downloaded in **Step 10** of Configuring Access to create a Federated Pair and click **Next**.
6. Clear the Open the Claims when this finishes checkbox and close the page.
7. Right-click the relying party trust and select **Properties**.
8. Click **Advanced** and select **SHA-1** for secure hash algorithm.
9. Browse to the Endpoints tab and add a SAML Assertion Consumer with a Post binding and a URL of https://developer.servicenow.com/navpage.do.
10. Right-click on relying party trust and select **Edit Claim Rules**.
11. On the Issuance Transform Rules tab, select **Add Rules**.
12. In the **Claim Rule Template** drop-down, select **Send LDAP Attributes as Claims.**
13. Click **Next.**
    a) On the **Configure Claim Rule** step, enter the following details and click **Finish**.



14. Add another rule and select the option **Transform an Incoming Claim**. Click **Next**.
15. Enter a name for the rule. The incoming type is Given Name and Outgoing Type is Name ID. The outgoing name ID format must be **Unspecified**.



16. Click **Apply** and **OK.**

Verification

ServiceNow and Microsoft ADFS is now configured with MobileIron Access. You must validate the new federation settings.

- Login to ServiceNow domain with a test user: https://developer.servicenow.com/navpage.do
- Click **Use External Login** > Enter **Username** and **Password** > follow the prompts.
- Register the mobile device with Core. Launch the ServiceNow application and proceed with logon.
- SAML SSO traffic should be redirected to Access instead of going directly to ADFS. **Note**: This works only if this option is chosen while adding the Federated Pair.