

BOMGAR™

**Security Provider Integration
SAML Single Sign-On**

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SAML for Single Sign-On Authentication

Integration of your Bomgar Appliance with external identity providers enables administrators to efficiently manage user access to Bomgar accounts by authenticating users against external directory stores. This guide is designed to help you configure the Bomgar Appliance to communicate with an identity provider using SAML 2.0 for the purpose of user authentication and group lookup.

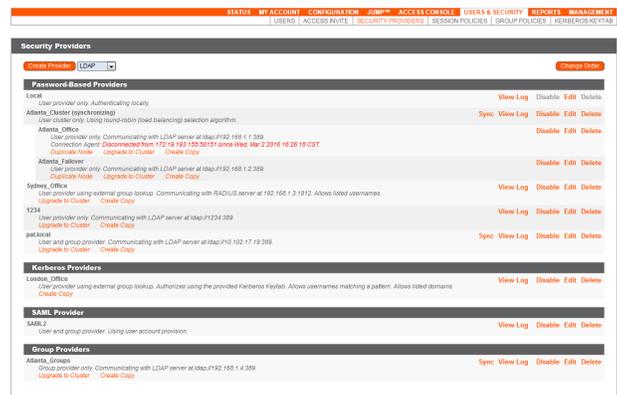
Should you need any assistance, please contact Bomgar Technical Support at help.bomgar.com.

Create and Configure the SAML Security Provider

Go to `/login > Users & Security > Security Providers`.

From the dropdown, select the type of server you want to configure. Then click the **Create Provider** button.

Note: You can configure only one SAML provider.



General Settings

Name

This unique name helps to identify your provider. The name for your SAML provider is auto-generated and cannot be edited at this time.

Enabled

If checked, your Bomgar Appliance can search this security provider when a user attempts to log in. If unchecked, this provider will not be searched.

User Provision

By default, user provisioning occurs on this provider. If you have a SCIM provider set up, you can choose to provision users through that provider instead.

Note: This setting cannot be modified after this security provider is first saved.

Identity Provider Settings

Metadata

The metadata file contains all the information needed for the initial setup of your SAML provider and must be downloaded from your identity provider. Save the XML file, and then click **Choose File** to select and upload the selected file.

Note: The fields for **Entity ID**, **Single Sign-On Service URL**, and **Certificate** are automatically populated from the identity provider's metadata file. If you cannot get a metadata file from your provider, this information can be entered manually.

Entity ID

This is the unique identifier for the identity provider you are using.

Single Sign-On Service URL

When you want to log into Bomgar using SAML, this is the URL where you are automatically redirected so you can log in.

Protocol Binding

This determines whether an HTTP POST occurs or whether the user is redirected to the sign-on URL. This should be left as redirect unless otherwise required by the identity provider.

Certificate

This certificate is used to verify the signature of the assertion sent from the identity provider.

Service Provider Settings

Metadata

Download the Bomgar metadata, which you then need to upload to your identity provider.

Entity ID

This is your Bomgar URL. It uniquely identifies your site to the identity provider.

Private Key

If necessary, you can decrypt messages sent by the identity provider, if they support and require encryption. Click **Choose File** to upload the private key necessary to decrypt the messages sent from the identity provider.

User Provision Settings *(Visible Only if This Provider is Used for User Provisioning)*

User Attribute

These attributes are used to provision users within Bomgar. The default values match Bomgar-certified applications with various identity providers. If you are creating your own SAML connector, you may need to modify the attributes to match what is being sent by your identity provider.

Authorization Settings *(Visible Only if This Provider is Used for User Provisioning)*

Group Lookups

This is the SAML attribute that contains the names of groups to which users should belong. The default name for the Bomgar applications is "Groups".

Note: If the attribute value contains multiple group names, you need to specify the delimiter used to separate their names. If the delimiter is left blank, then the attribute value may contain multiple XML nodes with each one containing a different name.

Available Groups

Allows a predefined list of groups to be associated with the security provider. This list can then be used to associate a group with the appropriate group policy.

Default Group Policy

Each user who authenticates against an external server must be a member of at least one group policy in order to authenticate to your Bomgar Appliance, logging into either the /login interface or the access console. You can select a default group policy to apply to all users allowed to authenticate against the configured server.

Note that if a default policy is defined, then any allowed user who authenticates against this server will potentially have access at the level of this default policy. Therefore, it is recommended that you set the default to a policy with minimum privileges to prevent users from gaining permissions that you do not wish them to have.

Note: If a user is in a default group policy and is then specifically added to another group policy, the settings for the specific policy will always take precedence over the settings for the default, even if the specific policy is a lower priority than the default, and even if the default policy's settings are set to disallow override.

Log in Using SAML Single Sign-On

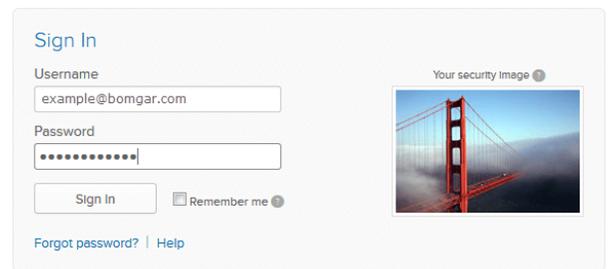
Users can utilize SAML single sign-on to gain access to the access console or /login interface. Alternatively, a login can be initiated from the identity provider's side.

Log into the Access Console Using SAML Credentials

To log into the Bomgar access console, select **SAML Credentials** from the dropdown menu.



If you have not yet logged into your identity provider, you will be redirected using the default browser.



Once authenticated, a Bomgar access console script is downloaded to gain access to the access console.

Note: The BRCS file that is downloaded is configured by default to open the access console. Most browsers can be configured to do this automatically, which will keep the user from having to execute the script with each login.

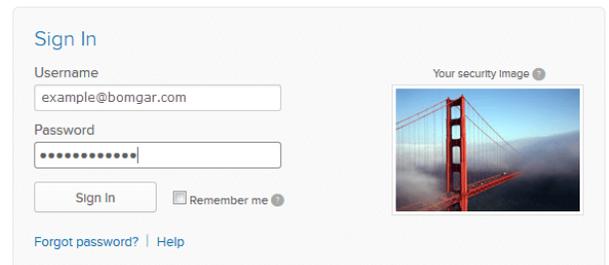
Note: Users can access the mobile access console using SAML for mobile. To learn more, please see [Log into the Access Console at www.bomgar.com/docs/privileged-access/getting-started/access-console/apple-ios/access-console.htm](http://www.bomgar.com/docs/privileged-access/getting-started/access-console/apple-ios/access-console.htm) and [Log into the Access Console for Android at www.bomgar.com/docs/privileged-access/getting-started/access-console/android/access-console.htm](http://www.bomgar.com/docs/privileged-access/getting-started/access-console/android/access-console.htm).

Log into the /login Interface using SAML Credentials

From the /login interface, select **Use SAML Authentication**.



If you have not yet logged in to your identity provider, you will be redirected to their site to enter your credentials.

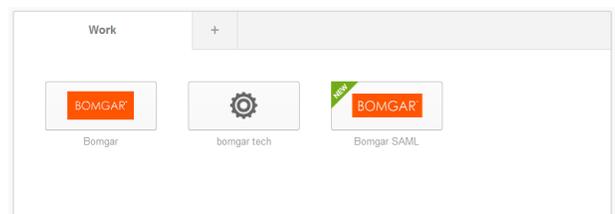


When you click **Sign In** you are taken to the /login interface.

Note: If you are already logged into your identity provider, then when you click **Use SAML Authentication** to log in, you are taken directly to the /login interface.

Log into Bomgar from the Identity Provider Side

Depending on your identity provider, you can opt to log into your Bomgar access console or /login interface from the provider's web site. In this example, the provider has icons for the Bomgar applications. Simply log into your provider and click on the application you want to use .



Manage Security Providers: SAML Servers and Others

View Log

View the status history or any errors for a security provider connection.

Disable

Disable this security provider connection. This is useful for scheduled maintenance, when you want a server to be offline but not deleted.

Security Providers		LDAP	OAuth2
Password-Based Providers			
Local	User provider only. Authenticating locally.		View Log Disable Edit Delete
Atlanta_Cluster (synchronizing)	User provider only. Using round-robin (load balancing) selection algorithm.	Sync	View Log Disable Edit Delete
Atlanta_Office	User provider only. Communicating with LDAP server at ldap://192.168.1.1:389 Connection Agent: Disconnected from 192.168.1.1:389 since Wed, Mar 2 2016 16:26:19 CST Duplicate Issue Upgrade to Cluster Create Copy		Disable Edit Delete
Atlanta_EvalServer	User provider only. Communicating with LDAP server at ldap://192.168.1.2:389 Duplicate Issue Upgrade to Cluster Create Copy		Disable Edit Delete
Sydney_Office	User provider using external group lookup. Communicating with RADIUS server at 192.168.1.3:1812. Allows listed usernames.		View Log Disable Edit Delete
1234	User provider only. Communicating with LDAP server at ldap://1234:389 Upgrade to Cluster Create Copy		View Log Disable Edit Delete
philocal	User and group provider. Communicating with LDAP server at ldap://10.17.19.209 Upgrade to Cluster Create Copy	Sync	View Log Disable Edit Delete
Kerberos Providers			
London_Office	User provider using external group lookup. Authenticates using the provided Kerberos Keytab. Allows usernames matching a pattern. Allows listed domains. Create Copy		View Log Disable Edit Delete
SAML Provider			
SAML2	User and group provider. Using user account provision.		View Log Disable Edit Delete
Group Providers			
Atlanta_Groups	Group provider only. Communicating with LDAP server at ldap://192.168.1.4:389 Upgrade to Cluster Create Copy	Sync	View Log Disable Edit Delete