

**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.

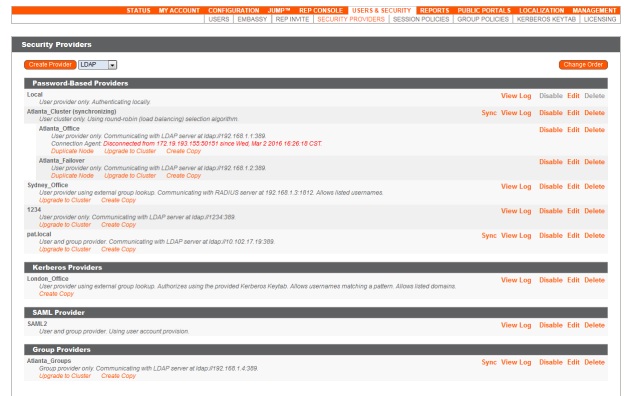
Should you need any assistance, please contact Bomgar Technical Support at [help.bomgar.com](https://help.bomgar.com).

# 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

The name for your SAML provider is auto-generated and cannot be edited at this time.

### Enabled: This provider is 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.

## 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.

### Entity ID

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

Determines whether a user posts or is redirected to the sign on URL. This should be left defaulted to redirect unless otherwise required by the identity provider.

## Certificate

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

**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.

## 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 the service 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

### User Attribute

SAML 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

### 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

Select the default group to which users will be assigned. Users will be assigned settings defined in the default group policy only if they do not belong to another group policy that defines those settings.

## Log in Using SAML Single Sign-On

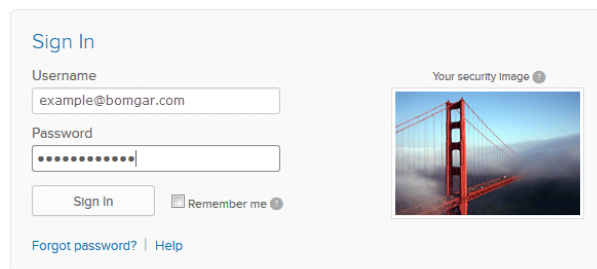
Users can utilize SAML single sign-on to gain access to the representative console or /login interface. Alternatively, a login can be initiated from the identity provider's side.

### Log into the Representative Console Using SAML Credentials

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



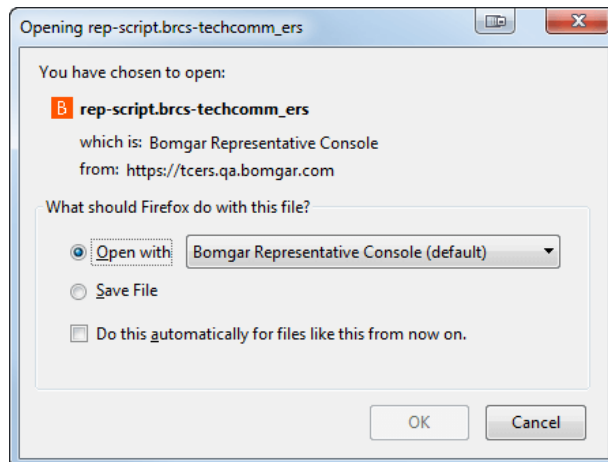
If you have not yet logged into your identity provider, you will be redirected using the default browser.



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

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

**Note:** Representatives can access the mobile representative console using SAML for mobile. To learn more, please see [Log into the Representative Console at www.bomgar.com/docs/remote-support/getting-started/rep-ios/howtousetherepconsole.htm](http://www.bomgar.com/docs/remote-support/getting-started/rep-ios/howtousetherepconsole.htm) and [Log into the Representative Console for Android at www.bomgar.com/docs/remote-support/getting-started/rep-android/howtousetherepconsole.htm](http://www.bomgar.com/docs/remote-support/getting-started/rep-android/howtousetherepconsole.htm).



### Log into the /login Interface using SAML Credentials

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

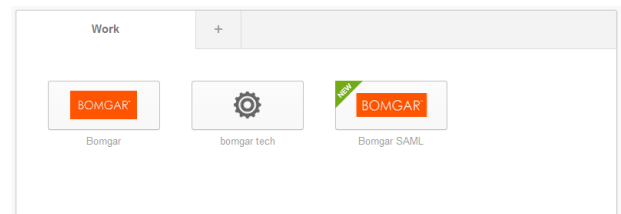
If you have not yet logged in to your identity provider, you will be redirected to their site to enter your credentials.

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 representative console or /login interface from the provider's website. 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	Change Order
<b>Password-Based Providers</b>			
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.FH2.168.1.1.309. Connection Agent: Disconnected from F12.19.162.100.20171 since Wed, Mar 2 2016 16:26:19 CST. Duplicate Issue Upgrade to Cluster Create Copy		Disable Edit Delete
Atlanta_Evaldev	User provider only. Communicating with LDAP server at ldap.FH2.168.1.2.309. Duplicate Issue Upgrade to Cluster Create Copy		Disable Edit Delete
Sydney_Office	User provider using external group lookup. Communicating with RADIUS server at 192.168.1.3.1612. Allows listed usernames. Upgrade to Cluster Create Copy		View Log Disable Edit Delete
1234	User provider only. Communicating with LDAP server at ldap.F1234.309. Upgrade to Cluster Create Copy		View Log Disable Edit Delete
philocal	User and group provider. Communicating with LDAP server at ldap.F10.102.17.19.309. Upgrade to Cluster Create Copy	Sync	View Log Disable Edit Delete
<b>Kerberos Providers</b>			
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
<b>SAML Provider</b>			
SAML2	User and group provider. Using user account provision.		View Log Disable Edit Delete
<b>Group Providers</b>			
Atlanta_Groups	Group provider only. Communicating with LDAP server at ldap.FH2.168.1.4.309. Upgrade to Cluster Create Copy	Sync	View Log Disable Edit Delete