

Configure ConnectWise Control for Single Sign-On

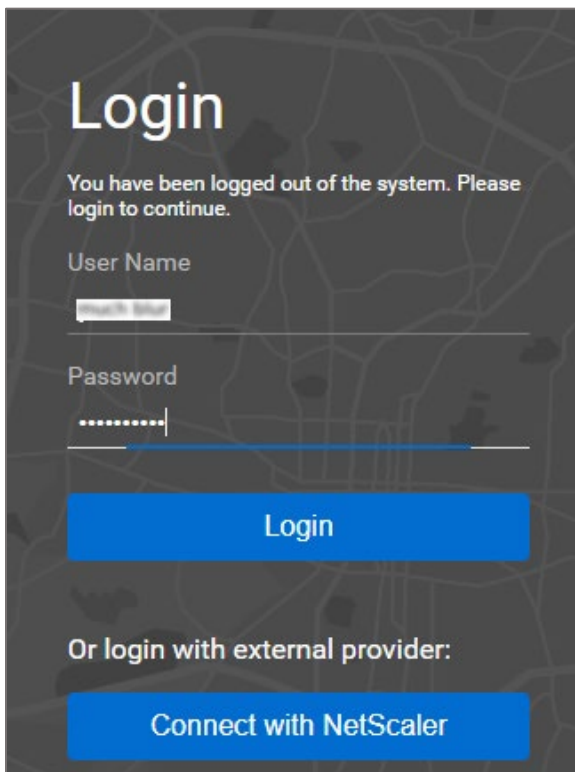
Configuring ConnectWise Control for single sign-on (SSO) enables administrators to manage users of Citrix ADC. Users can securely log on to ConnectWise Control by using the enterprise credentials.

Prerequisite

Browser Requirements: Internet Explorer 11 and above

To configure ConnectWise Control for SSO by using SAML:

1. Sign up to ConnectWise Control using your email address. The ConnectWise Control support team will send the logon URL, username, and password to the registered email address.
2. In a browser, type <https://<username>.screenconnect.com> and press **Enter**.
3. Type your ConnectWise Control admin account credentials (**User Name** and **Password**) and click **Login**.



Login

You have been logged out of the system. Please login to continue.

User Name
admin@screenconnect.com

Password

Login

Or login with external provider:

Connect with NetScaler

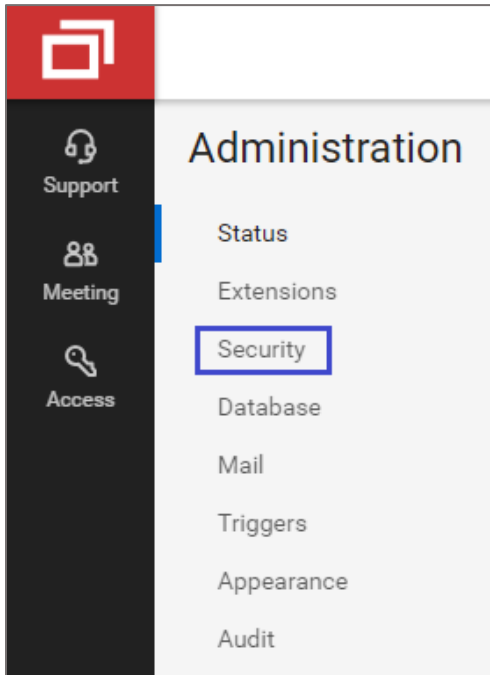
4. In the dashboard page, click **Admin** from the left panel.

The screenshot displays the ConnectWise Control dashboard. The left sidebar is dark grey with a red header containing the logo. The sidebar items are: Support (headset icon), Meeting (people icon), Access (key icon), Admin (gear icon, highlighted with a blue box), and Help (question mark icon). The main content area is light grey and shows the 'Support' page. At the top right of the main area is a '+ Start' dropdown. Below the 'Support' title is a description: 'Provide on-demand support for any device on the internet.' A blue 'Create +' button is centered below the description. A table lists session counts:

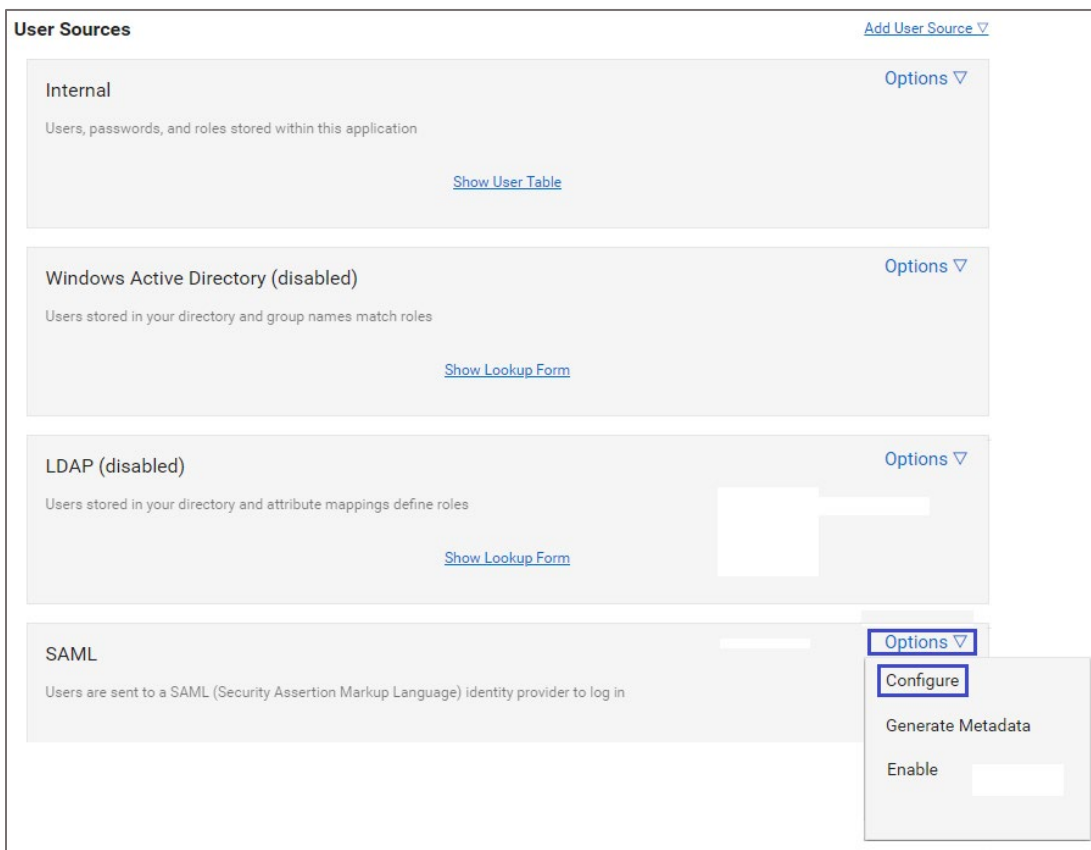
All Sessions	0
My Sessions	0
Requested Sessions	0

Below the table is a '+ Create Session Group' link. At the bottom of the main area, a grey banner contains the text 'Trial will expire in 13 days' and 'You can continue to use ConnectWise Control after your trial period by purchasing the software.' An orange 'Buy Now' button is positioned at the bottom right of the banner.

5. Click **Security** in the **Administration** panel.



6. In the **SAML** tile, click **Options** and select **Configure** from the drop-down list.



7. In the pop-up window, enter the values for the following fields:

Field Name	Description
IdentityProviderMetadataUrl	Copy and paste the IdP metadata URL. Note: The IdP metadata is provided by Citrix and can be accessed from the link below. The link is displayed while configuring SSO settings for your app. <a href="https://gateway.cloud.com/idp/saml/<citrixcloudcust_id>/<app_id>/idp_metadata.xml">https://gateway.cloud.com/idp/saml/<citrixcloudcust_id>/<app_id>/idp_metadata.xml
UserNameAttributeKey	First name
UserDisplayNameAttributeKey	Last name
EmailAttributeKey	Email address
RoleNamesAttributeKey	Role
DisplayName	Citrix

Edit Configuration
✕

Key	Value
IdentityProviderMetadataUrl	https://ssb4.mgmt.netscalergatewaydev.net/idp/saml/t...
UserNameAttributeKey	<u>FirstName</u>
UserDisplayNameAttributeKey	<u>LastName</u>
EmailAttributeKey	<u>Email</u>
RoleNamesAttributeKey	<u>Role</u>
DisplayName	<u>Citrix</u>
ExtraRoleNames	<u></u>

SAVE CONFIGURATION

8. Click **SAVE CONFIGURATION**.

9. In the **SAML** tile, click **Options** and select **Enable** from the drop-down list.

The screenshot displays the 'User Sources' configuration interface. At the top right, there is a link 'Add User Source' with a downward arrow. Below this, four user source tiles are listed:

- Internal**: Description: 'Users, passwords, and roles stored within this application'. Action: 'Options' (dropdown arrow). Link: 'Show User Table'.
- Windows Active Directory (disabled)**: Description: 'Users stored in your directory and group names match roles'. Action: 'Options' (dropdown arrow). Link: 'Show Lookup Form'.
- LDAP (disabled)**: Description: 'Users stored in your directory and attribute mappings define roles'. Action: 'Options' (dropdown arrow). Link: 'Show Lookup Form'.
- SAML**: Description: 'Users are sent to a SAML (Security Assertion Markup Language) identity provider to log in'. Action: 'Options' (dropdown arrow). The dropdown menu is open, showing three options: 'Configure', 'Enable' (highlighted with a blue border), and 'Remove'.