



# **NetScaler with Unified Gateway**

## **Configuring Deskpro**

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# Preface

This section provides an overview about the information included in this guide.

## Intended Audience

The information in this guide is intended for the System Administrators.

## Document Conventions

The following table lists various conventions used in this guide.

**Table 1: Document conventions used in this guide**

Convention	Description
<b>Bold</b>	Used for names of interface elements (such as names of fields, panes, windows, menus, buttons, dialog boxes) and what the user specifically selects, clicks, presses, or types.
<b>Note</b>	Used to highlight information that is important.

# Overview

The Citrix NetScaler application delivery controller (ADC) helps to load balance, accelerate, optimize, and secure enterprise applications.

Deskpro can be integrated with Identity Provider (IdP) for user authentication. This enable the users to sign in to Deskpro using the same Single Sign On (SSO).

## Terminology

An Identity Provider (IdP) provides authentication module to verify users with their corporate network. A Service Provider (SP) supports receiving SSO SAML assertions.

The following table lists various terms that are used alternatively for completing configurations for service providers and identity providers.

**Table 2: Terminology used for SP and IdP configurations**

<b>Service Provider (SP)</b>	<b>Identity Provider (IdP)</b>
Identity Provider Issuer	Issuer Name
SP Entity ID	Service Provider ID
SP Assertion Consumer Service URL	Assertion Consumer Service URL

# Configuring Deskpro for Single Sign-On

Deskpro support SP/IdP initiated flow supported in NetScaler (12.1.)

Before you start, you need the following:

- Admin account to Deskpro
- Customer instance.

For example, your deployment url is [https://<customer\\_domain>.deskpro.com/](https://<customer_domain>.deskpro.com/), your customer instance is <customer domain>.

This is necessary for App Catalog creation in Netscaler.

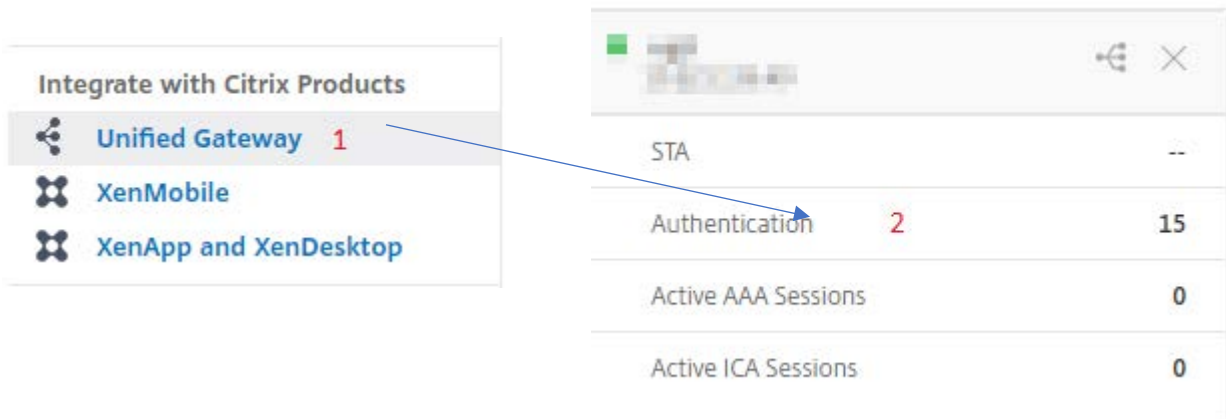
- Admin account to Netscaler.

## Deskpro configuration

1. Configure Deskpro with the app catalog
2. Configure IdP into Deskpro



### Step 1: Configure Deskpro with App Catalog

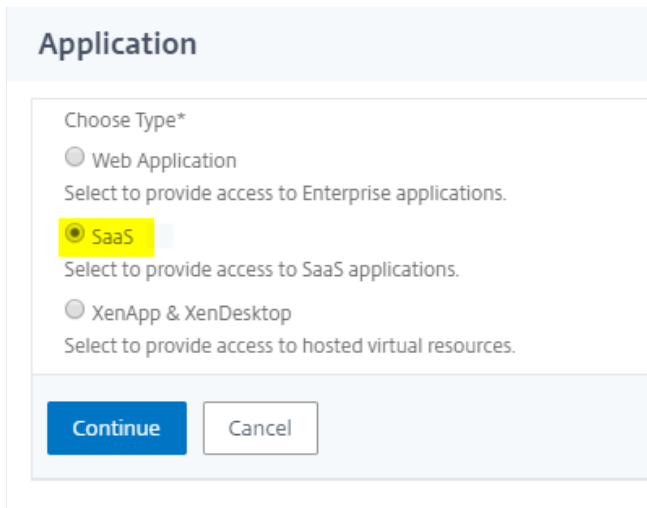
1. Click on **Unified Gateway > Authentication**.



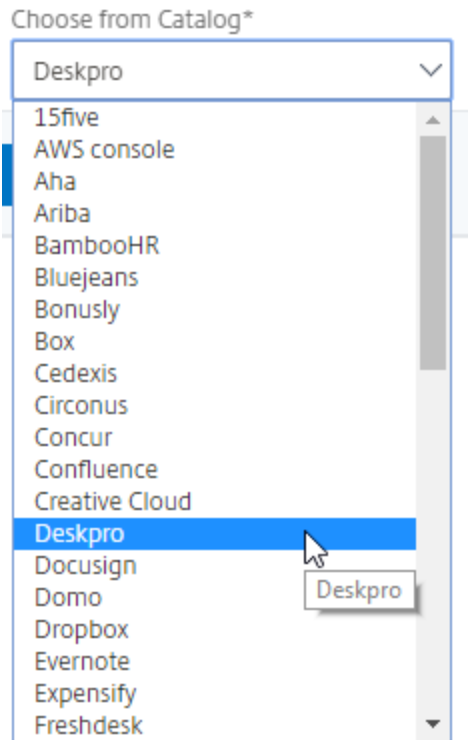
The **Unified Gateway Configuration** screen appears.



2. Go to **Applications** section. Click on  icon. Now, you can see  icon. Click on it. The **Application** window appears.



3. Select **SaaS** from the POP up window.
4. Select **Deskpro** from the drop-down list.




5. Fill the application template with the appropriate values.



Name

Comments

Icon URL\*



Service Provider Login URL\* **1**

Service Provider ID\* **2**

Assertion Consumer Service Url\* **3**

Audience **4**

IDP Certificate Name\* **5**

Issuer Name **6**

6. You must update the fields in NetScaler with the following values.

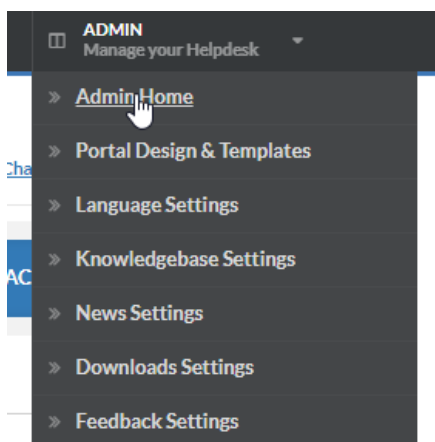
Field Name	Values
URL	<a href="https://&lt;customer_domain&gt;.deskpro.com/">https://&lt;customer_domain&gt;.deskpro.com/</a>
Service Provider ID	<a href="https://&lt;customer_domain&gt;.deskpro.com/saml/metadata/&lt;Account_ID&gt;.xml">https://&lt;customer_domain&gt;.deskpro.com/saml/metadata/&lt;Account_ID&gt;.xml</a>
ACS URL	<a href="https://&lt;customer_domain&gt;.deskpro.com/login/authenticate-callback/&lt;Account_ID&gt;">https://&lt;customer_domain&gt;.deskpro.com/login/authenticate-callback/&lt;Account_ID&gt;</a>
Audience	<a href="https://&lt;customer_domain&gt;.deskpro.com/saml/metadata/&lt;Account_ID&gt;.xml">https://&lt;customer_domain&gt;.deskpro.com/saml/metadata/&lt;Account_ID&gt;.xml</a>

Signing Certificate Name	IdP certificate needs to be selected
Issuer Name	Issuer name can be filled as your choice

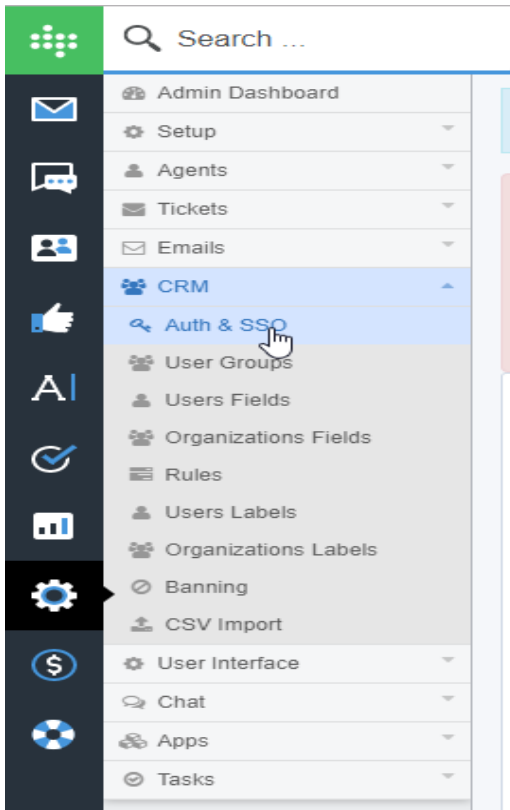
7. In place of <customer domain>, enter your company name (See **Introduction** to know more about the <customer domain> value.)
8. In place of <Account ID>, write the account ID of Deskpro . (Please see **Step 2**, to know what is your < Account ID > value.)
9. After providing the required values, click **Continue**. Click **Done**.

## Step 2: Configure SAML setting into Deskpro

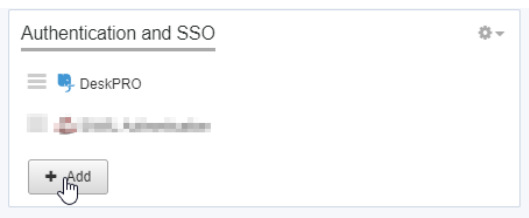
1. Login to Deskpro as an admin.



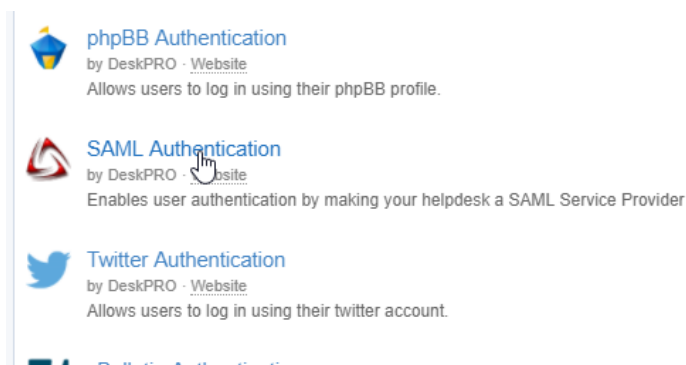
2. Click on the dropdown at the right of Admin > **AdminHome**



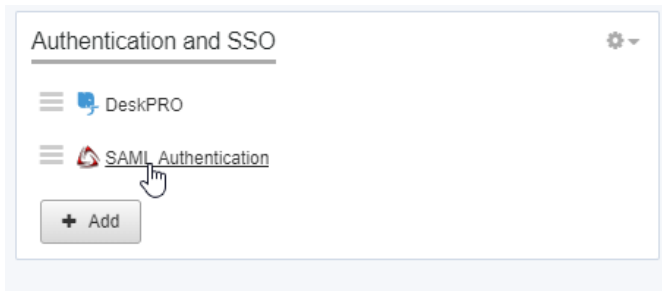
3. Select **CRM** → **Auth & SSO** in the left pane.



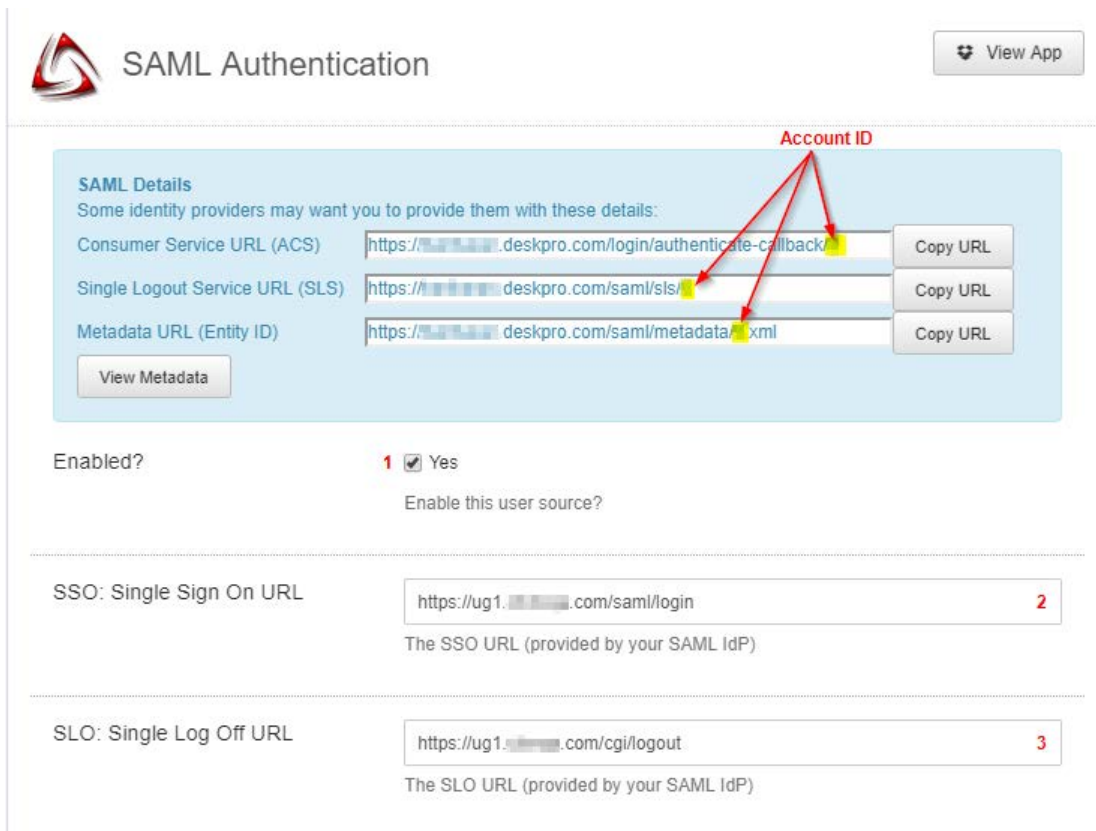
4. Click "ADD"



5. Select "SAML Authentication" from the list.



6. Click on SAML Authentication.





Filter

You can filter based on info provided by the usersource. [Learn about this feature](#)

7. **SAML Authentication** window will open > Fill the template with appropriate values.

Field Name	Values
Enabled?	Should be <b>checked</b>
SSO: Single Sign On URL	<a href="https://ug1.&lt;customer domain&gt;.com/saml/login">https://ug1.&lt;customer domain&gt;.com/saml/login</a>
SLO: Single Log Off URL	<a href="https://ug1.&lt;customer domain&gt;.com/cgi/logout">https://ug1.&lt;customer domain&gt;.com/cgi/logout</a>
Metadata: Issuer XML metadata URL	<a href="https://ug1.&lt;customer domain&gt;.com/metadata/samlidp/ SAML_Deskpro">https://ug1.&lt;customer domain&gt;.com/metadata/samlidp/ SAML_Deskpro</a>
x509 Certificate	Upload IdP certificate
x509 Certificate Fingerprint	Upload IdP certificate fingerprint ( <b>Optional</b> )
Sign Authentication Request	“I want to sign SP authentication requests” should be <b>unchecked</b>
Custom Metadata XML	“Insert custom XML into the SP metadata. This is optional” should be <b>unchecked</b>
Name ID Format	urn:oasis:names:tc:SAML:1.1:nameid-format:emailAddress
Login Button Text	Netscaler_SSO
SSO Method	Disabled

8. In place of <customer domain> write your company name (Please see Section **Introduction**, to know what is your <customer domain> value.)

9. Click on **Install App**.