



# **NetScaler with Unified Gateway**

**Configuring  
Freshservice**

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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.

Freshservice can be integrated with Identity Provider (IdP) for user authentication. This enable the users to sign in to Freshservice 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 Freshservice for Single Sign-On

Freshservice supports SP/IdP initiated flow, which is supported in Netscaler (12.1).

Before you start, you need the following:

- Admin account for Freshservice.
- Customer instance.  
For example, if your deployment URL is [https://<customer\\_domain>.freshservice.com/](https://<customer_domain>.freshservice.com/) your customer Instance is <customer\_domain>. This is required for App Catalog creation in NetScaler.
- Admin account for NetScaler.

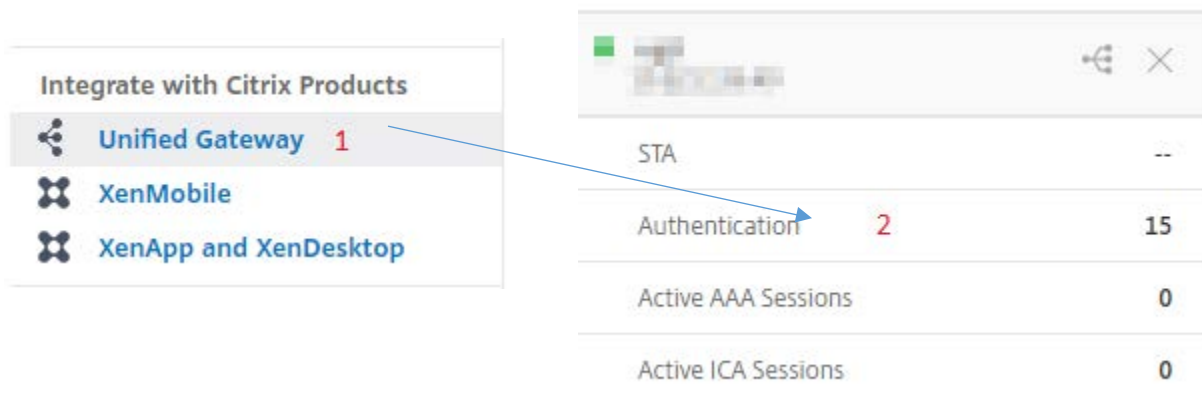
## Freshservice Configuration

The Freshservice configuration steps are as follows:

1. Configure Freshservice with the App Catalog.
2. Configure SAML Setting into Freshservice.

### Step 1: Configure Freshservice with App catalog

1. Click on Unified Gateway > Authentication



The Unified Gateway Configuration screen appears.



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

## Application

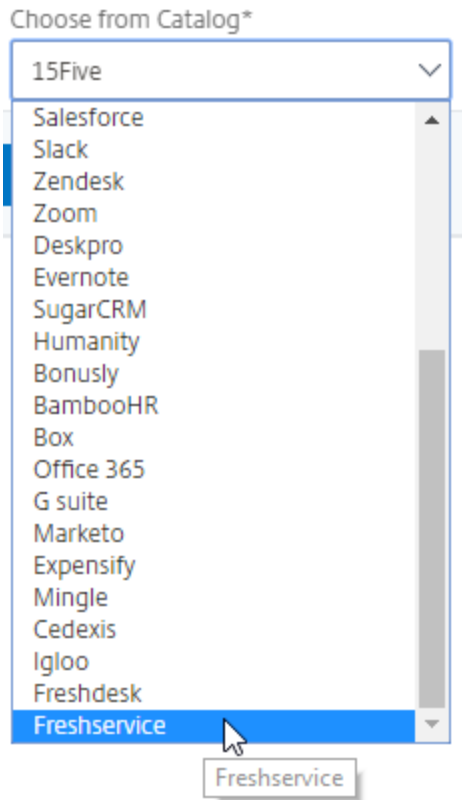
Choose Type\*

Web Application  
Select to provide access to Enterprise applications.

SaaS  
Select to provide access to SaaS applications.

XenApp & XenDesktop  
Select to provide access to hosted virtual resources.

3. Select **SaaS** from the Application type.
4. Select Freshservice from the dropdown list.




5. Fill the Application template with appropriate values.



Name

Comments

Icon URL\*



Service Provider Login URL\* 1

Service Provider ID\* 2

Assertion Consumer Service Url\* 3

IDP Certificate Name\* 4

Issuer Name 5

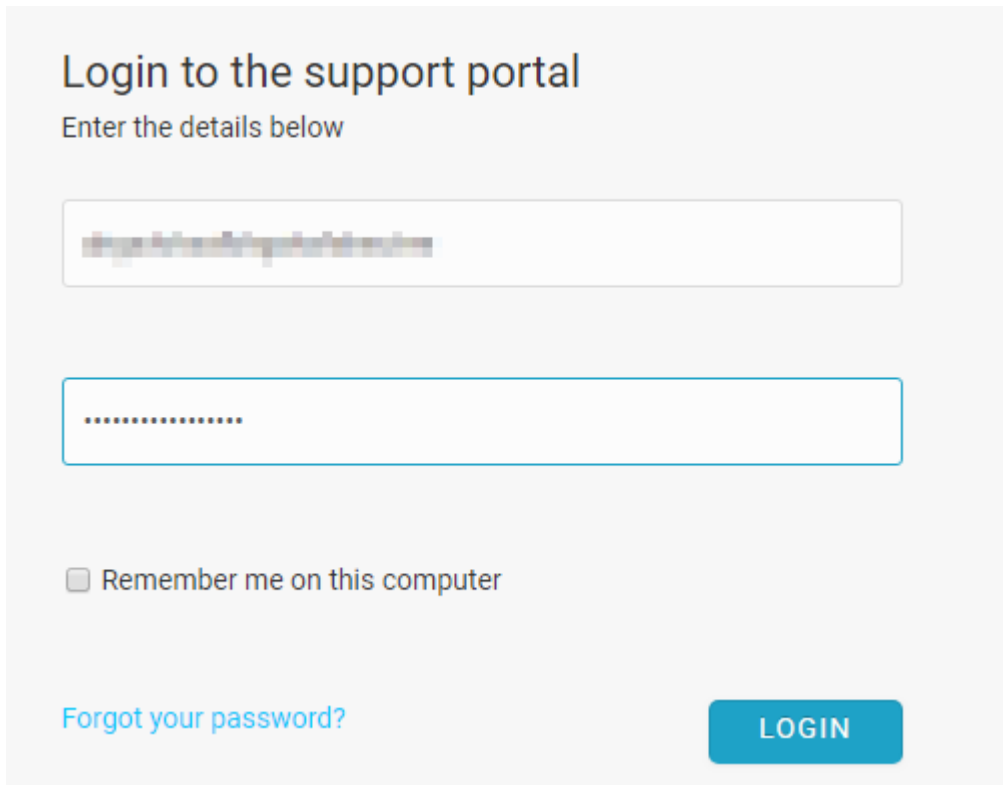
6. You must update the fields in Netscaler with the following values:

Field Name	Values
URL	https://<customer_domain>.freshservice.com/login/sso
Service Provider ID	https://<customer_domain>.freshservice.com
ACS URL	https://<customer_domain>.freshservice.com/login/saml
Signing Certificate Name	IdP certificate needs to be selected
Issuer Name	Issuer name can be filled as per your choice

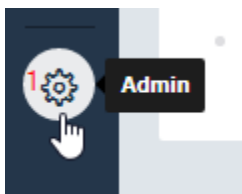
7. In place of <customer\_domain>, enter your company domain name (See **Introduction** to know more about the <customer\_domain> values).
8. After providing the required values, click **continue**. Click **done**.

## Step 2: Configure SAML Setting into Freshservice

1. Login to **Freshservice** as an Admin user.



2. Click on Admin tab in left side menu.



3. Admin window will appear, click on **Helpdesk Security** under **General Settings**.



Field Name	Values
SAML Login URL	https://ug1.<customer_domain>.com/saml/login
Logout URL	https://ug1.<customer_domain>.com/cgi/logout
Security Certificate Fingerprint	Generate the fingerprint of your IdP certificate and paste it in this section

5. Check **on** the **Secure connection using SSL** button and select the Admin user to send the notification.

customers so that they can access Freshservice without entering a separate username and password.

8  **Secure Connection using SSL**  
Secure Sockets Layer allows you to encrypt data that is transferred to and from Freshservice

Want to use Custom SSL for your support portal?

**IP Whitelisting**  
Restrict access to your support portal to only trusted locations and networks by defining the range of allowed IP addresses.

**Session Timeout**

Admin Notifications

**Send notifications to**  
Admin  9

**Notification will be sent when**

- Agent is Added or Deleted
- IP Whitelisting is modified

6. Click on **Save** button.