NetScaler with Unified Gateway

Configuring ServiceNow

Abstract

Configuring ServiceNow for SSO enables administrators to manage their users using NetScaler.
Contents

ABSTRACT .........................................................................................................................................................0
CONTENTS .........................................................................................................................................................1
DISCLAIMER (DOCUMENTATION) ......................................................................................................................2
PREFACE .............................................................................................................................................................3
OVERVIEW .........................................................................................................................................................4
CONFIGURING SERVICENOW FOR SINGLE SIGN-ON .........................................................................................4
CONFIGURING NETSCALER FOR SINGLE SIGN-ON ............................................................................................13
TESTING THE CONFIGURATION .......................................................................................................................17
Disclaimer (Documentation)

This document is furnished "AS IS." Citrix Systems, Inc. disclaims all warranties regarding the contents of this document, including, but not limited to, implied warranties of merchantability and fitness for any particular purpose. This document may contain technical or other inaccuracies or typographical errors. Citrix System, Inc. reserves the right to revise the information in this document at any time without notice. This document and the software described in this document constitute confidential information of Citrix Systems, Inc. and its licensors, and are furnished under a license from Citrix Systems, Inc.

Citrix Systems, Inc., the Citrix logo, and Citrix Provisioning Services are trademarks of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the United States Patent and Trademark office and in other countries. All other trademarks and registered trademarks are property of their respective owners.

Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
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>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>Used to highlight information that is important.</td>
</tr>
</tbody>
</table>

Technical Support

The following table provides the technical support information for the application.
Overview

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

ServiceNow provides cloud-based solutions for IT service management in IT operations, business and software development, and security operations, and performance analytics.

You can connect ServiceNow with NetScaler by using your company's credentials to log on to your account via Single Sign-On (SSO).

Configuring ServiceNow for Single Sign-On

Configuring ServiceNow for SSO enables administrators to manage their users using NetScaler. Users can securely log on to ServiceNow using their enterprise credentials.

To configure ServiceNow for SSO through SAML, follow the steps below:

1. In a browser, type https://<your-organization>.service-now.com/ and press Enter.
   
   Note: For example, if the URL you use to access pager duty is https://myserver.service-now.com, then you must replace <your-organization> with myserver.

2. Log on to your ServiceNow account as an administrator.
3. In the upper-left corner, using the **Filter Navigator**, search for plugins, and click **Plugins** in the search results.

4. In the right pane, in **System Plugins** section, search for integration.

5. In the search results, right-click **Integration - Multiple Provider Single Sign-On Installer** and click **Activate/Upgrade**.

6. Click **Activate**.
   A progress bar indicates the completion of activation process.
7. In the left pane, scroll down to the Multi-Provider SSO section and click Multi-Provider SSO > Identity Providers.

8. In the right pane, click New.

9. Click SAML.
10. If you have the metadata URL, in the Identity Provider New Record section, in the Import Identity Provider Metadata pop-up window, click URL and enter the metadata URL and click Import. The values for the Identity Provider record fields are automatically populated.

If you have the metadata XML file, click XML. Copy the Identity Provider Metadata XML data and paste in the box. Click Import. The values for the Identity Provider record fields are automatically populated. You can update the values if required.
11. If you want to enter the values manually without uploading a metadata file, close the **Import Identity Provider Metadata** pop-up window. In the **Identity Provider New record** section, specify the following information:

![Identity Provider New record](image)

i. **Name** – type the name that you want to use for the identity provider.

ii. **Default** – select the check box if you want to set this configuration as default.

iii. **Identity Provider URL** – type the issuer name that can be used while configuring IdP NetScaler for SSO.

iv. **Identity Provider's AuthnRequest** – type the NetScaler URL followed by /saml/login. For example: https://<customerFQDN>/saml/login

v. **Identity Provider's SingleLogoutRequest** – If you users to log out from NetScaler after they log out from ServiceNow, enter the logout URL of NetScaler: https://<customerFQDN>/cgi/logout.

vi. **ServiceNow Homepage** – type the URL to access the home page: https://yourinstance.service-now.com/navpage.do

vii. **Entity ID / Issuer** – Type a unique Issuer ID. For E.g. https://<yourorg.service-now.com>

viii. **Audience URI** – type the URL in https://<yourorg.service-now.com> format.


x. **External logout redirect** – retain the default values.

12. Click **Submit**.
13. In the left pane, click `x509 Certificate` to upload `x509` certificate.

14. In the right pane, click **New**.

15. In the X.509 Certificate New record section, specify the following information:

   i. **Name** – type a certificate name.
   
   ii. **Format** – click the appropriate format: for e.g. PEM.
   
   iii. **Expiration notification** – select the check box.
   
   iv. **Type** – click the appropriate type.
v. **Notify on expiration** – click the **Add me** icon to get notified. Click the **Unlock** Notify on expiration to add more users.

vi. **Active** – select the check box.

vii. **Short Description** – type description for the certificate.

viii. **PEM Certificate** – paste the PEM certificate.

To obtain your IdP certificate, follow the steps below:

i. Remotely access your NetScaler instance using PuTTY.

ii. Navigate to /nsconfig/ssl folder (using shell command cd /nsconfig/ssl) and press Enter.

iii. Type cat <certificate-name> and press Enter.

iv. Copy the text from -----BEGIN CERTIFICATE----- to -----END CERTIFICATE-----.

v. Paste the text in a text editor and save the file in an appropriate format such as <your organization name>.pem

ix. Click **Submit**.

16. In the left pane, click **Identify Providers**.
17. Click the Identity Provider that you have added.

18. On the identity Provider details page, scroll down to the Related Links section. In the X.509 Certificate row, search for the X.509 certificate, and add the appropriate certificate for the identity provider by clicking **Edit**.

**Note:** To add a new x.509 certificate, click **New** and to add or remove the certificates, click **Edit**.

19. To save the changes, in the upper right corner on the identity provider details page, click **Update**.
20. To obtain metadata to be used for IdP configuration, click **Generate Metadata**. 
**Note:** You must click **Generate Metadata** to complete the updates.

The service provider metadata appears in a new window. Save the metadata in xml format to use it while configuring IdP for SSO.

![Metadata Image]

You have completed the required configuration on the service provider which is in this case – ServiceNow.
Configuring NetScaler for Single Sign-On

For configuring NetScaler for ServiceNow, you must retrieve and set specific values such as assertion consumer URL, and entity ID.

To configure NetScaler for single sign on through SAML, complete the following steps:

1. Connect to VPN using NetScaler with Unified Gateway.
2. Log on to NetScaler using your user name and password.
3. Click Configuration > Unified Gateway.
4. In the **Dashboard** area, click the configured NetScaler Gateway appliance.

5. Click the edit icon for **Applications** section.

6. For adding a SaaS application, click the plus icon that appears in the edit mode.

7. Click **SaaS > Continue**.
8. Click Choose from Catalog.

9. In the Choose from Catalog list, click ServiceNow.

![SaaS Application: Catalog vs. Customized]

10. Click Continue.

11. In the Create Application from Template section, type the name of your SaaS application, in this case ServiceNow, and relevant comments.

![Create Application from Template]

**Note:**

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 the SAML values that you need to copy while configuring SSO for SP and paste the values to appropriate fields while configuring SSO for IdP NetScaler.

**Table 2: SSO field values used for SP and IdP configurations**

<table>
<thead>
<tr>
<th>Service Provider (SP) ServiceNow</th>
<th>Identity Provider (IdP) NetScaler</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entity Id/ Issuer</td>
<td>Service Provider ID</td>
</tr>
<tr>
<td>Identity Provider URL</td>
<td>Issuer Name</td>
</tr>
</tbody>
</table>
12. In the area below the logo, specify the following information:

i. **Service Provider Login URL** - type the ServiceNow URL in https://<your-organization>.service-now.com format.
   
   **Note:** For example, if the organization’s URL is https://myserver.service-now.com, you must replace <your-organization> with myserver.

ii. **Service Provider ID** - enter the URL that you entered in the Entity ID/Issuer field while configuring ServiceNow.

iii. **Assertion Consumer Service Url** - type the URL that you entered in the ServiceNow Homepage field while configuring ServiceNow.

iv. **IdP Certificate Name** - click the appropriate certificate name.
   
   The IdP certificate appears last in the hierarchy in the **Server Certificate** section on the **Unified Gateway Configuration** page.

v. **Issuer Name** - type the issuer ID that you entered in the Identity Provider URL field while configuring ServiceNow. For example: MyServer_NS_ServiceNow

13. Click **Continue**.

14. Click **Done**.

   The ServiceNow logo appears.

15. Click **Done**.

   You have completed the NetScaler configuration for ServiceNow.
Testing the Configuration

Testing the IdP Initiated Flow

To test the IdP initiated configuration, follow the steps below:

1. Access the IdP URL.
2. Log on to NetScaler appliance using your enterprise credentials.
3. Click Clientless Access.
4. On the home page, click Apps tab.
5. Click ServiceNow.
   Your ServiceNow profile appears.
   You have completed testing the IdP initiated flow.

Testing the SP Initiated Flow

To test the SP initiated configuration, follow the steps below:

1. Access the organization's URL for ServiceNow.
2. Type your organizational user name.
   You are redirected to NetScaler appliance's log in page.
3. Log on to NetScaler appliance using your enterprise credentials.
   Your ServiceNow profile appears which indicates that you have successfully logged on to ServiceNow.