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Web Services and Applications Deployment Guide

SAML authentication

SAML authentication

Contents

- **1 SAML authentication**
 - 1.1 Configuring SAML
 - 1.2 Generating security keys
 - 1.3 Next step

Web Services supports Security Assertion Markup Language (SAML) for single sign-on (SSO) authentication to the Agent Desktop and custom integrations.

Configuring SAML

To enable SAML, make the following configuration changes in the `serverSettings` section of the **application.yaml** file on each of your Web Services nodes:

Start

1. Set the following options in the SSL and CA section:
 - **caCertificate** — should point to a JKS key storage that includes the SAML encryption key. See [Generating security keys](#) for details.
 - **jksPassword** — should be the password for the **caCertificate** key storage.
2. Set the following option in the SAML section:
 - **samlSettings** — the following properties are mandatory:
 - `encryptionKeyName`
 - `signingKeyName`
 - `identityProviderMetadata`

3. Save the changes to the file. Your configuration should look something like this:

```
# SSL and CA
caCertificate: /Users/samluser/Documents/Keys/keystore.jks
jksPassword: password

# SAML
samlSettings:
  serviceProviderEntityId: genesys.staging.GWS
  encryptionKeyName: client
  signingKeyName: client
  identityProviderMetadata: /Users/samluser/Documents/Metadata/idp-metadata.xml
```

4. To activate SAML authentication, append the browser URL for Workspace Web Edition with `?authType=saml`.
5. To enable extended SAML logging, add the following string to **logback.xml** file: `<logger name="org.springframework.security.saml2" level="%LEVEL%"/>`, where valid values for LEVEL are INFO (preferred) or DEBUG.

End

Generating security keys

You can use the `keytool` utility that comes with the Java SDK to generate a JKS key store. Use the following command:

SAML authentication

```
keytool -genkey -keystore <path_to_jks_file> -alias <key_name> -keypass <key_password>  
-storepass <store_password> -dname <distinguished_name>
```

If you already have a JKS key store, you can add a key to it by executing the command above with the same file name and the new key name and key password. For example:

```
keytool -genkey -keystore /opt/keystore.jks -alias encryption_key -keypass genesys -storepass  
genesys -dname "CN=GWS, OU=R&D, O=Genesys, L=Daly City, S=California, C=US"
```

Next step

- [Back to Configuring security](#)