Remote Support

SecureAuth Arculix Integration

TC:3/4/2024

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Integrate BeyondTrust Remote Support and SecureAuth Arculix

Arculix by SecureAuth allows BeyondTrust customers to securely enable efficient access to Remote Support, while providing a flexible and frictionless user experience.

This integration is based on Arculix SAML (SP-initiated) integration, and is supported for Representatives and Public Portals.

This integration requires a working Arculix test User with the Arculix mobile App that can connect to the Arculix SAML Applications portal.

Before setting up the integration, create a Group Policy in BeyondTrust Remote Support for Arculix users to authenticate to Remote Support.

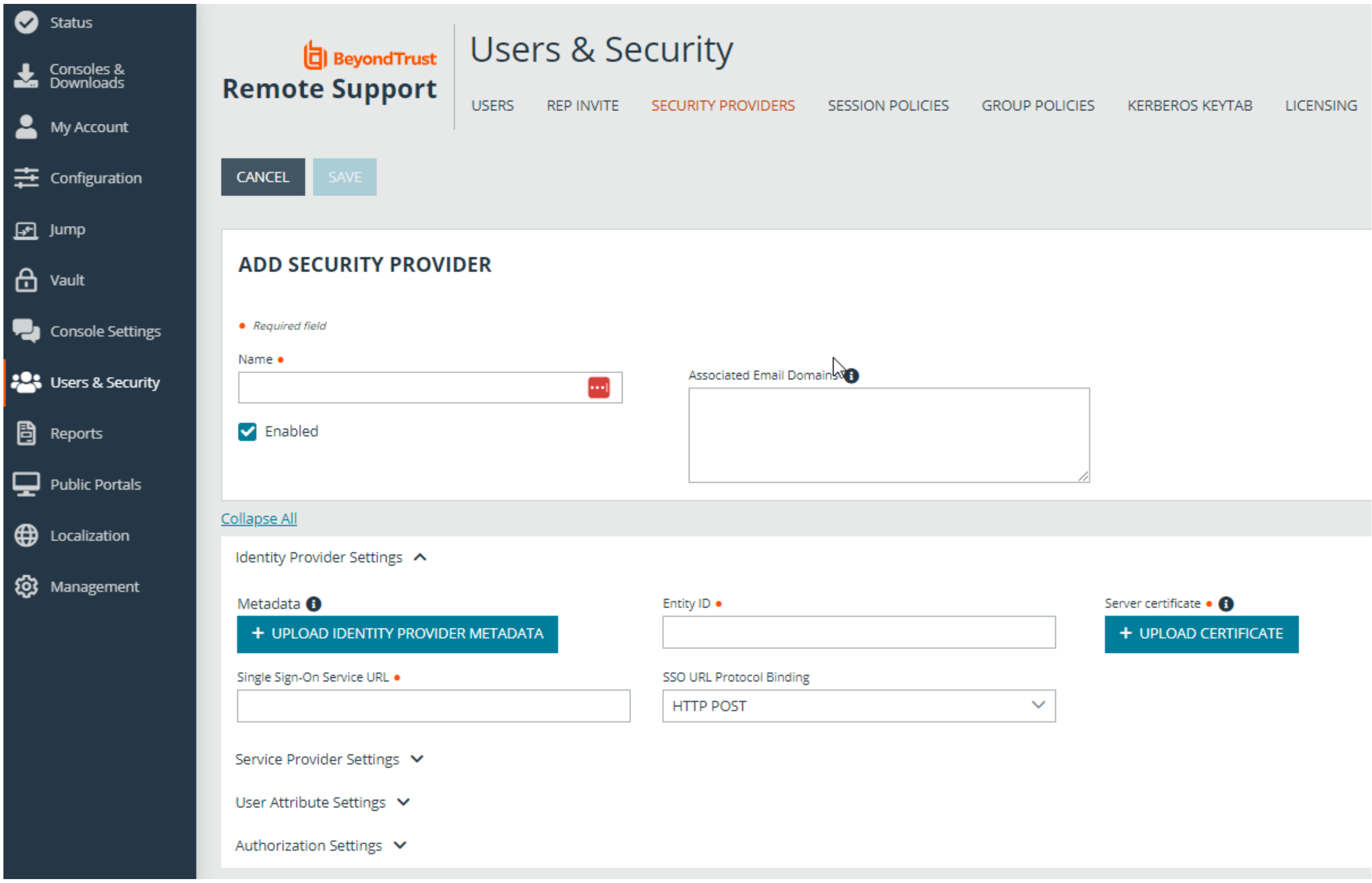
For more information, please see

- *Arculix SAML (SP-initiated) integration at https://docs.secureauth.com/arculix/en/arculix-saml--sp-initiated--integration.html.*
- *Manage users in Acrulix at https://docs.secureauth.com/arculix/en/manage-users.html.*
- *Arculix by SecureAuth overview at https://docs.secureauth.com/arculix/en/arculix-by-secureauth-overview.html.*
- *Use SAML for Single Sign-On Authentication in BeyondTrust Remote Support at https://www.beyondtrust.com/docs/remote-support/documents/authentication/rs-saml-authentication.pdf.*
- *Group Policies: Apply User Permissions to Groups of Users in BeyondTrust Remote Support at https://www.beyondtrust.com/docs/remote-support/documents/user/rs-admin.pdf.*

Configure BeyondTrust for Integration with Arculix

Go to the administrative **/login** interface of your BeyondTrust Remote Support instance and follow these steps:

1. Click **Users & Security**, then click **Security Providers**.
2. Click **+ADD**.
3. Select **SAML For Representatives** or **SAML for Public Portals**. Steps and images below are for SAML for representatives. The process is similar for public portals.



ADD SECURITY PROVIDER

● *Required field*

Name ●

☑ Enabled

Associated Email Domains

Collapse All

Identity Provider Settings

Metadata

+ UPLOAD IDENTITY PROVIDER METADATA

Entity ID ●

Server certificate ●

+ UPLOAD CERTIFICATE

Single Sign-On Service URL ●

SSO URL Protocol Binding: HTTP POST

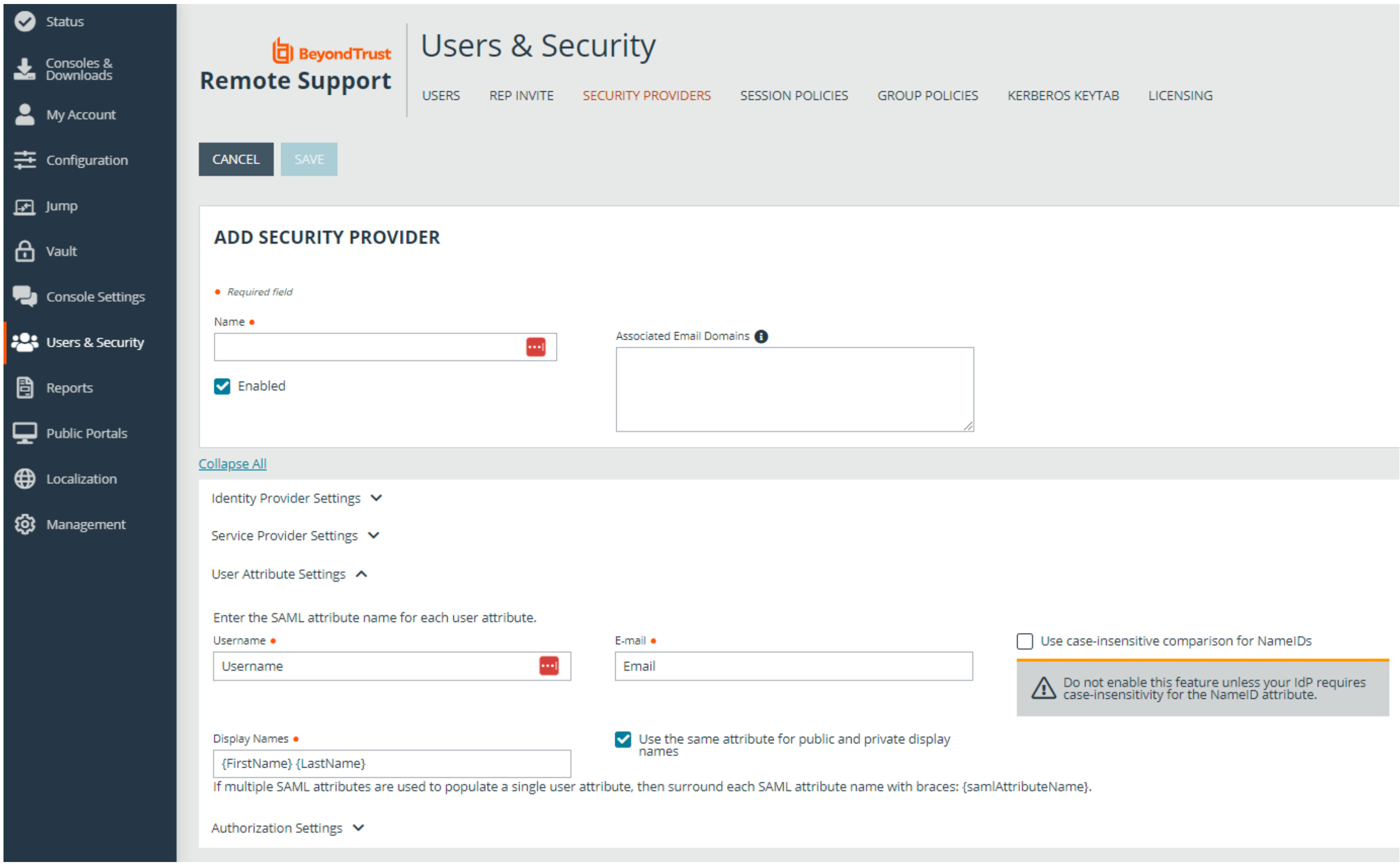
Service Provider Settings

User Attribute Settings

Authorization Settings

4. Enter your desired name, such as Arculix.
5. Refer to the Arculix documentation (link above) to obtain the **Entity ID**, **Single Sign-on Service URL**, and the **Certificate**.
6. Note the information in the **Service Provider Settings**. This is required when configuring Arculix.

7. Verify that **User Attribute Settings** match the information in Arculix.



ADD SECURITY PROVIDER

• *Required field*

Name •

☑ Enabled

Associated Email Domains

Enter the SAML attribute name for each user attribute.

Username • Username

E-mail • Email

☐ Use case-insensitive comparison for NameIDs

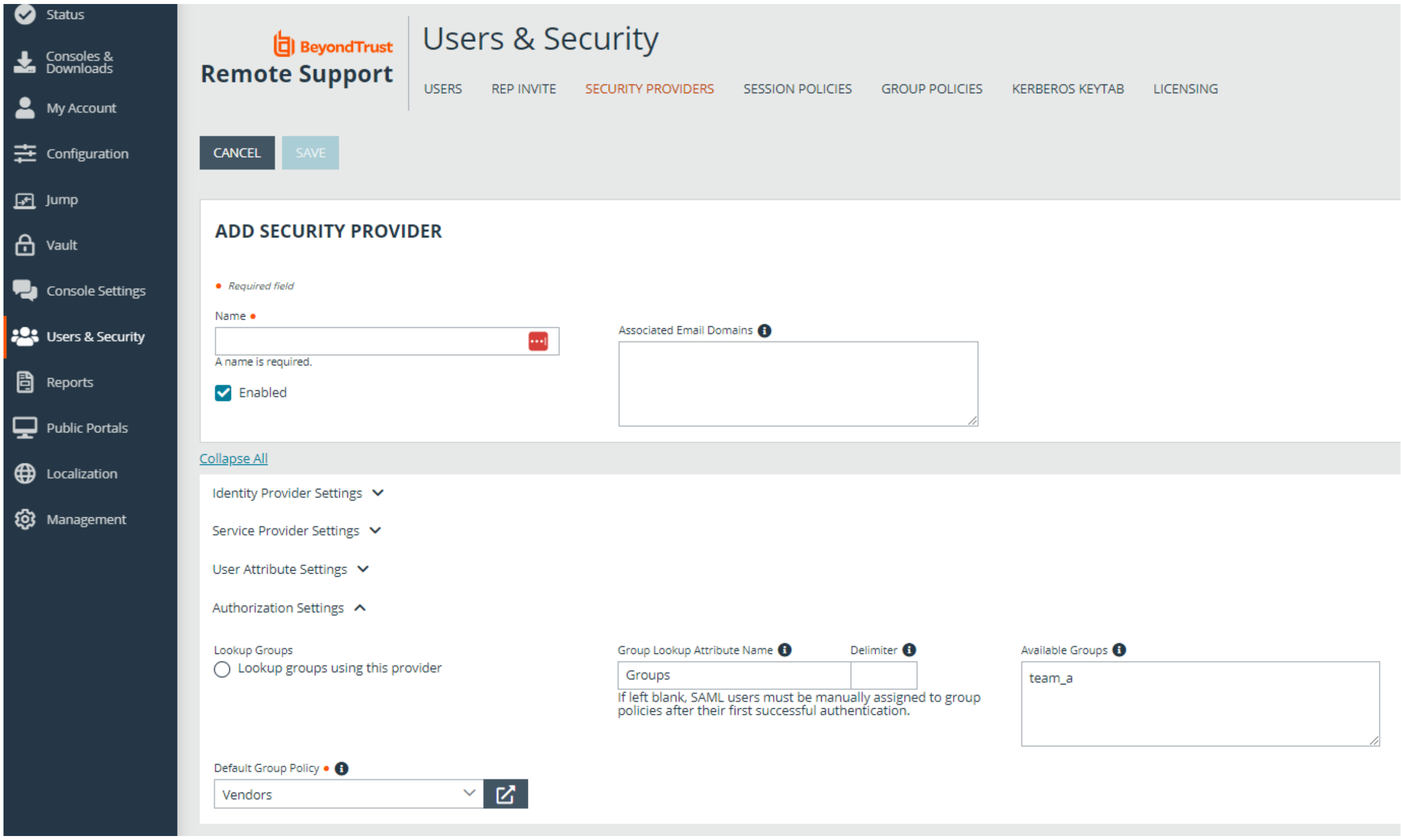
Do not enable this feature unless your IdP requires case-insensitivity for the NameID attribute.

Display Names • {FirstName} {LastName}

☑ Use the same attribute for public and private display names

If multiple SAML attributes are used to populate a single user attribute, then surround each SAML attribute name with braces: {samlAttributeName}.

8. Configure **Authorization Settings** to match Arculix and assign the default Group Policy. This step is not applicable to **SAML for Public Portals**.



ADD SECURITY PROVIDER

• *Required field*

Name •

A name is required.

☑ Enabled

Associated Email Domains

Lookup Groups

○ Lookup groups using this provider

Group Lookup Attribute Name: Groups

Delimiter

If left blank, SAML users must be manually assigned to group policies after their first successful authentication.

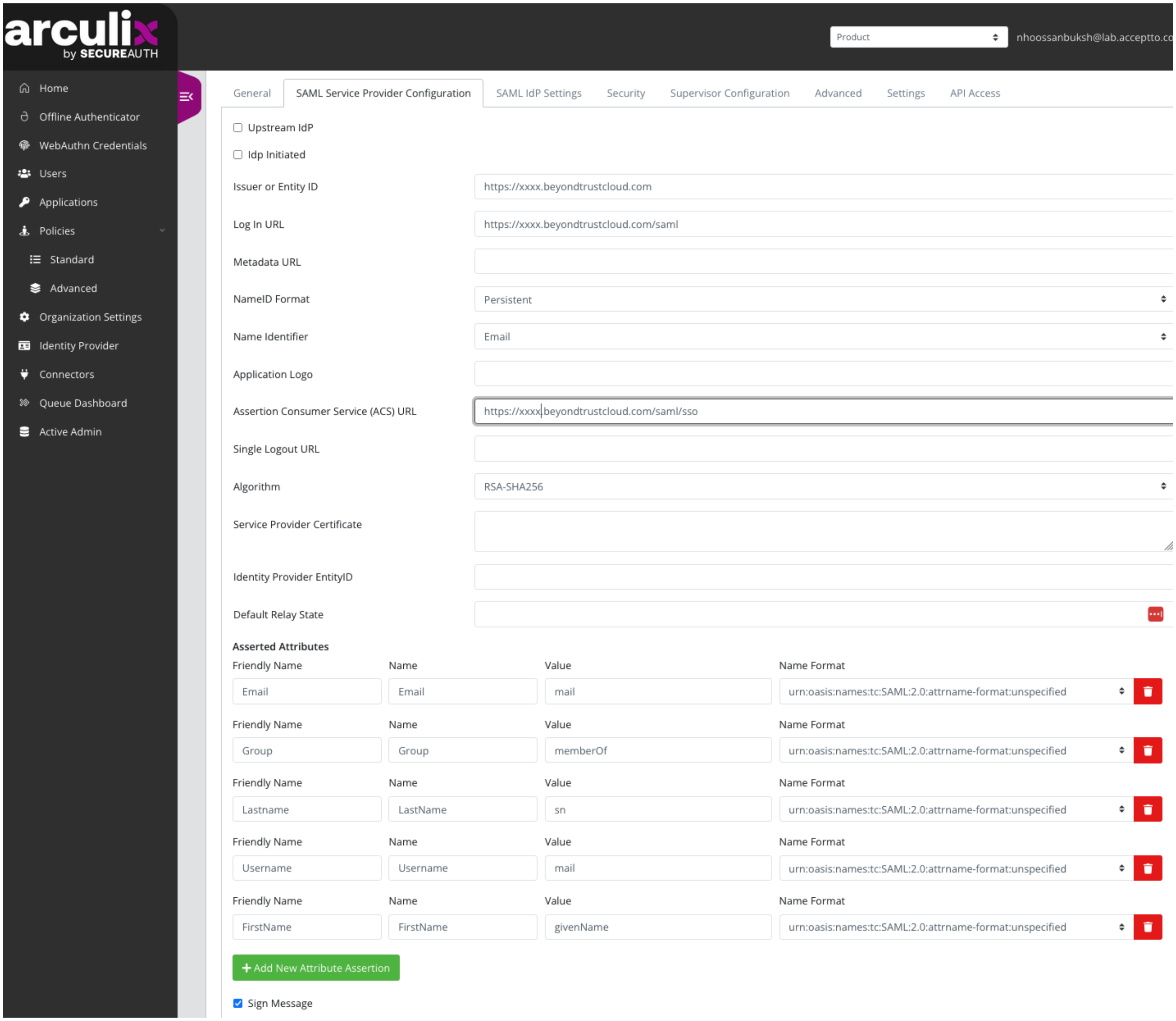
Available Groups: team_a

Default Group Policy •: Vendors

Configure SecureAuth Arculix for SAML (SP-initiated) Integration

Log in to your Arculix instance and follow these steps:

1. Create a new Application. Use a recognizable name, such as BeyondTrust Remote Support.
2. Click **SAML Service Provider Configuration**.



☐ Upstream IdP

☐ Idp Initiated

Issuer or Entity ID	https://xxxx.beyondtrustcloud.com
Log In URL	https://xxxx.beyondtrustcloud.com/saml
Metadata URL	
NameID Format	Persistent
Name Identifier	Email
Application Logo	
Assertion Consumer Service (ACS) URL	https://xxxx.beyondtrustcloud.com/saml/sso
Single Logout URL	
Algorithm	RSA-SHA256
Service Provider Certificate	
Identity Provider EntityID	
Default Relay State	

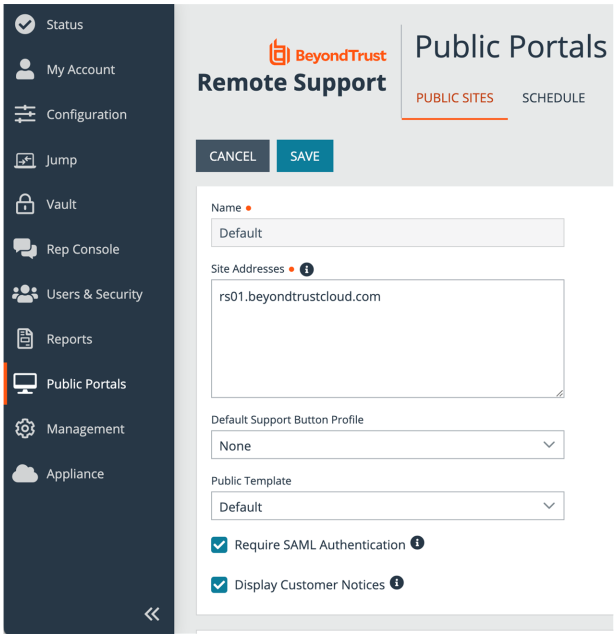
Asserted Attributes

Friendly Name	Name	Value	Name Format
Email	Email	mail	urn:oasis:names:tc:SAML:2.0:attrname-format:unspecified
Group	Group	memberOf	urn:oasis:names:tc:SAML:2.0:attrname-format:unspecified
Lastname	LastName	sn	urn:oasis:names:tc:SAML:2.0:attrname-format:unspecified
Username	Username	mail	urn:oasis:names:tc:SAML:2.0:attrname-format:unspecified
FirstName	FirstName	givenName	urn:oasis:names:tc:SAML:2.0:attrname-format:unspecified

☑ Sign Message

3. Do not check **Upstream IdP** or **IdP Initiated**.
4. Select **Email** for the **Name Identifier**.

5. For **Issuer or Entity ID**, use generated **Entity ID** from the SAML Configuration in Remote Support, in the **Service Provider Settings**.
6. For **Assertion Consumer Service (ACS) URL**, use generated **Assertion Consumer Service URL** from the SAML Configuration in Remote Support, in the **Service Provider Settings**.
7. Include the following **Asserted Attributes**:
    - Name: e.g. beyondtrust.demo@arculix.xyz
    - EmailAddress
    - GivenName
    - Surname
    - Group: This needs to correspond to a Group Policy in Name in Remote Support.
8. For **SAML for Public Portals**, one more configuration step is required in BeyondTrust Remote Support.
    - Click **Public Portals**, then click **Public Sites**.
    - Edit the portal.
    - Ensure **Require SAML Authentication** and **Display Customer Notices** are checked.
    - This step does not apply to **SAML for Representatives**.



Name: Default

Site Addresses: rs01.beyondtrustcloud.com

Default Support Button Profile: None

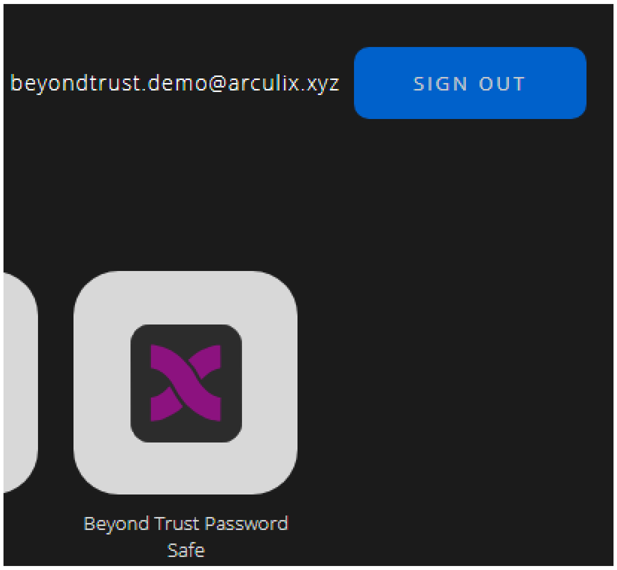
Public Template: Default

☑ Require SAML Authentication

☑ Display Customer Notices

9. Assign the new application to a test user.

10. Test the application:
    a. Click the App in the Arculix portal for the test user.
    b. Single Sign-On authenticates to Remote Support.
    c. The test user should have access to Remote Support as per the Group Policy.



Should you need any assistance, please log into the Customer Portal at https://beyondtrustcorp.service-now.com/csm to chat with Support.