

Configuring SAML single sign-on
authentication for Quest® Rapid Recovery™

Technical White Paper

Quest Engineering
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Legend

 **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

Setting up SAML single sign-on authentication for Quest Rapid Recovery

Updated – August 30, 2022

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Executive summary

This white paper provides information about how to set up SAML single sign-on authentication for Rapid Recovery. This document is a quick reference guide and includes the three supported identity providers.

For additional information, see the Rapid Recovery documentation and other data management application best practices whitepapers at:

<http://support.quest.com/rapid-recovery>

Setting up SAML in an identity provider

The following chapter describes how to configure SAML 2.0 with Rapid Recovery based on your identity provider.

Understanding the SAML 2.0 enterprise application

Before you can establish SAML authentication with Rapid Recovery, you must install the SAML 2.0 application in an identity provider (IdP). Rapid Recovery supports the following IdPs:

- Azure Active Directory
- Okta
- OneLogin

Limitations

The SAML authentication integration with Rapid Recovery includes the following limitations:

- SAML works only when accessing Rapid Recovery through FQDN, not with an IP address
- Single log-out (SLO) is not supported.
- Firefox is not supported.
- To prevent login failures, the system clock of the machine where Rapid Recovery is installed must be synchronized with the IdP clock.
- Only users are supported. Rapid Recovery does not support IdP roles and groups.
- Rapid Recovery does not support IdP-initiated SSO. You must initiate the login from Rapid Recovery.

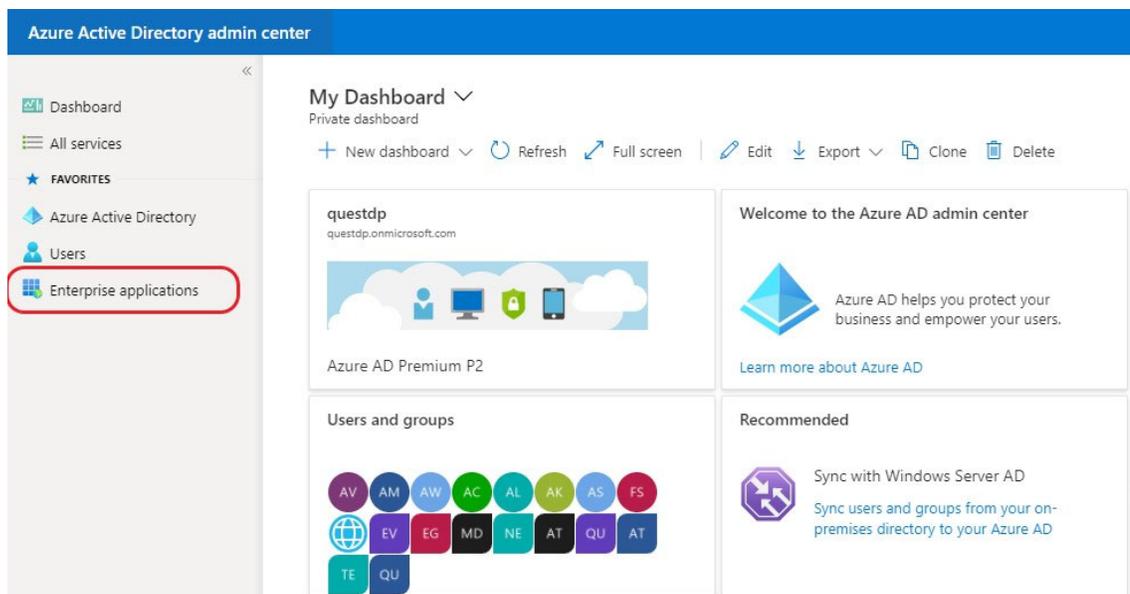
Configuring SAML in Azure Active Directory

CAUTION: After you configure the SAML settings, you must restart the Core Service for the changes to take effect. Before you restart the Core Service, you must complete all of the steps in the configuration procedure. If you restart the Core service before completing the SAML configuration, the Core Console becomes inaccessible.

To configure SAML in Azure Active Directory

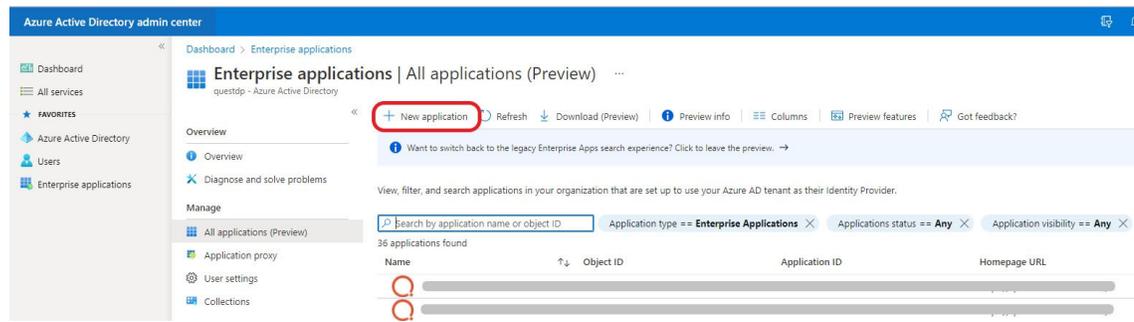
- 1 Go to <https://aad.portal.azure.com> and create an account.
- 2 Complete the steps for registering a new enterprise application in Azure Active Directory.
- 3 From the Azure Active Directory (AD) user interface (UI), in the left navigation, click **Enterprise applications**.

Figure: Azure AD – Enterprise applications



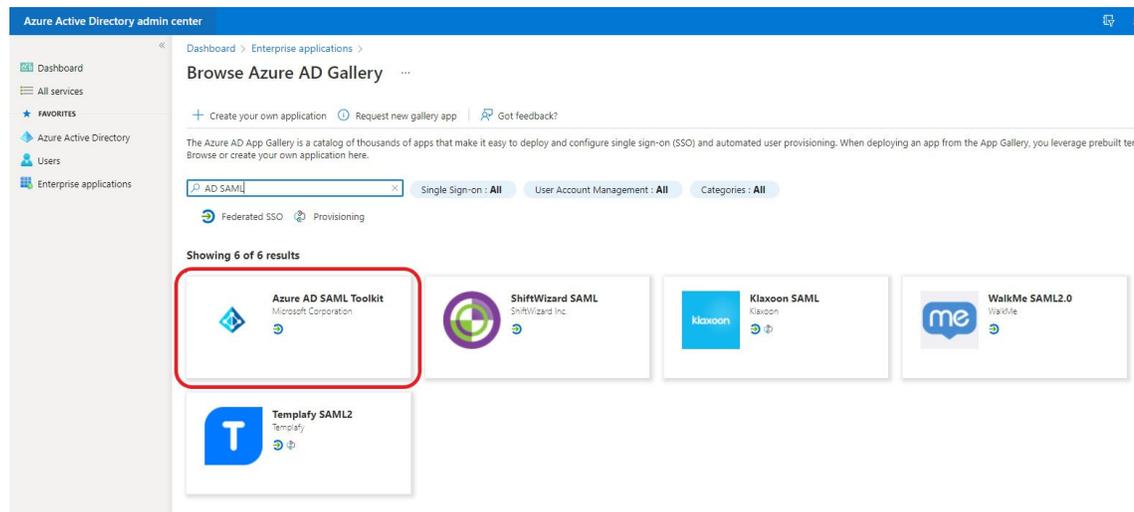
- 4 On the Enterprise applications page, click **New application**.

Figure: Azure AD – New application



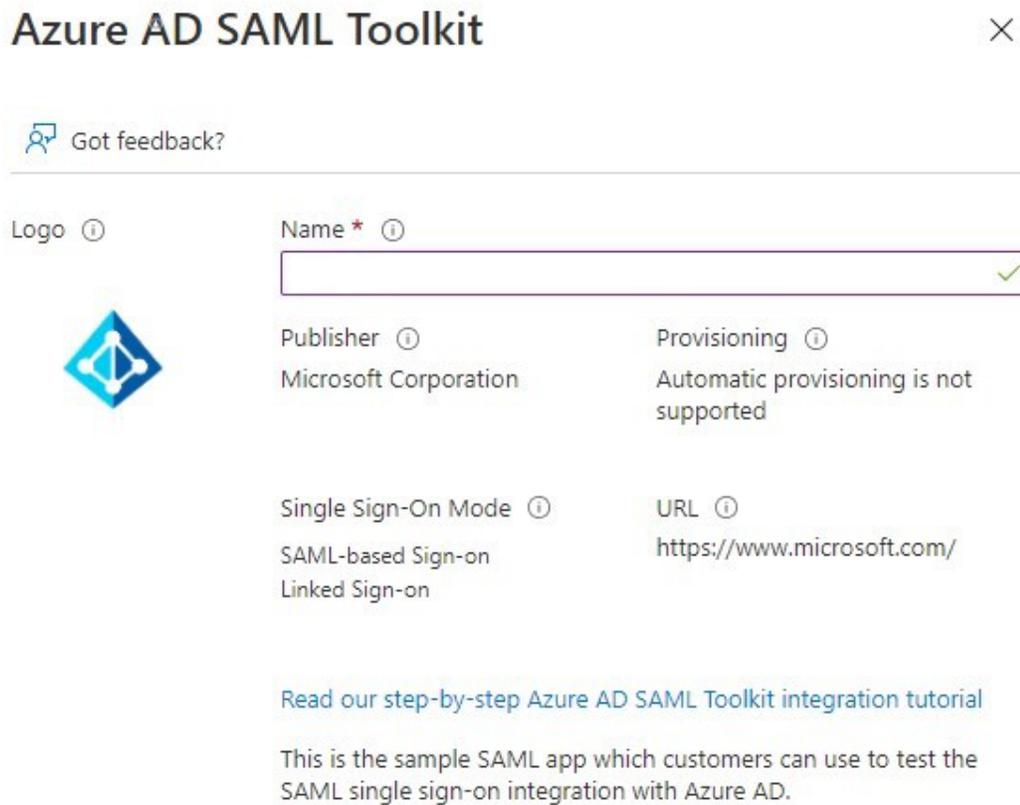
- 5 In the Azure AD Gallery, search for **AD SAML**, and then click **Azure AD SAML Toolkit**.

Figure: Azure AD Gallery



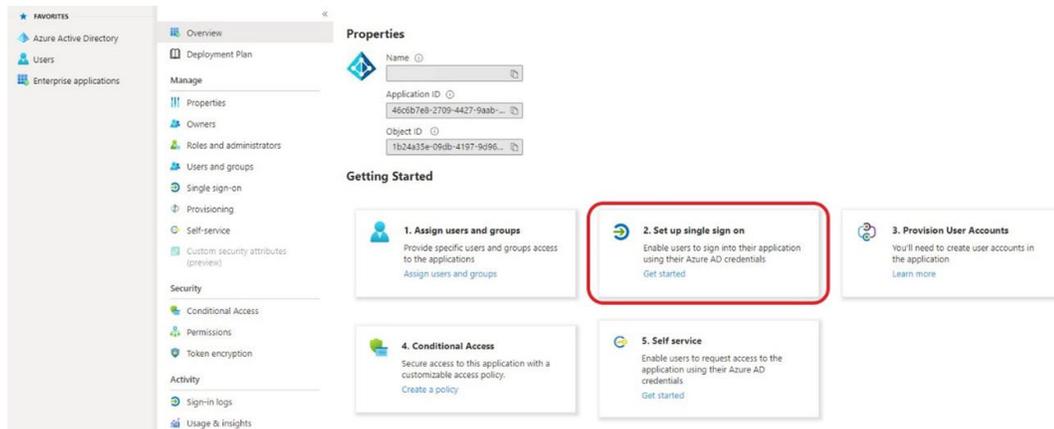
- 8 In the Azure AD SAML Toolkit, enter a name for the configuration, such as the hostname of the Rapid Recovery server.

Figure: Azure AD SAML Toolkit



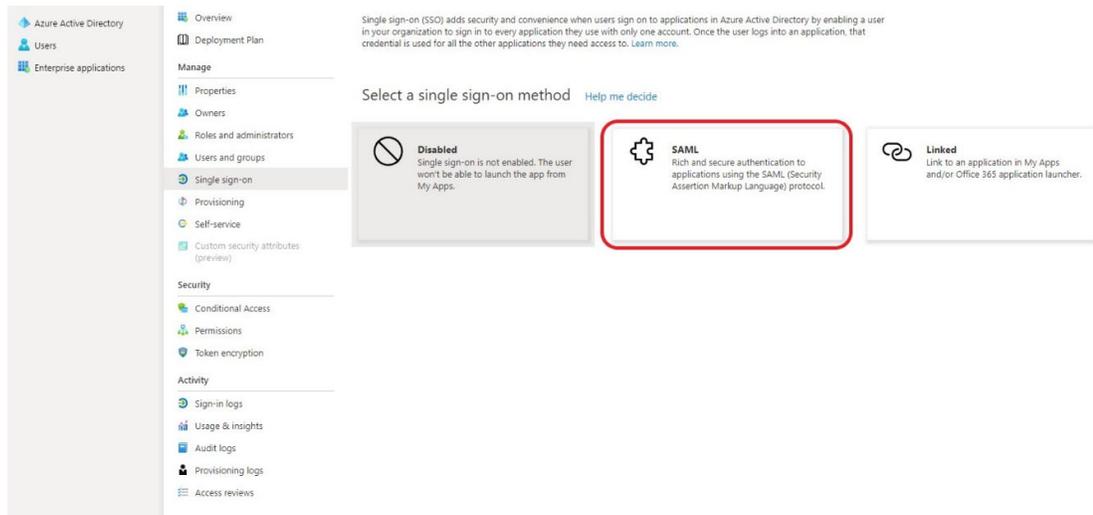
- 9 On the Overview page, under Getting Started, click **Set up single sign on**.

Figure: SAML Overview page



- 10 On the Single sign-on page, under Select a single sign-on method, click **SAML**.

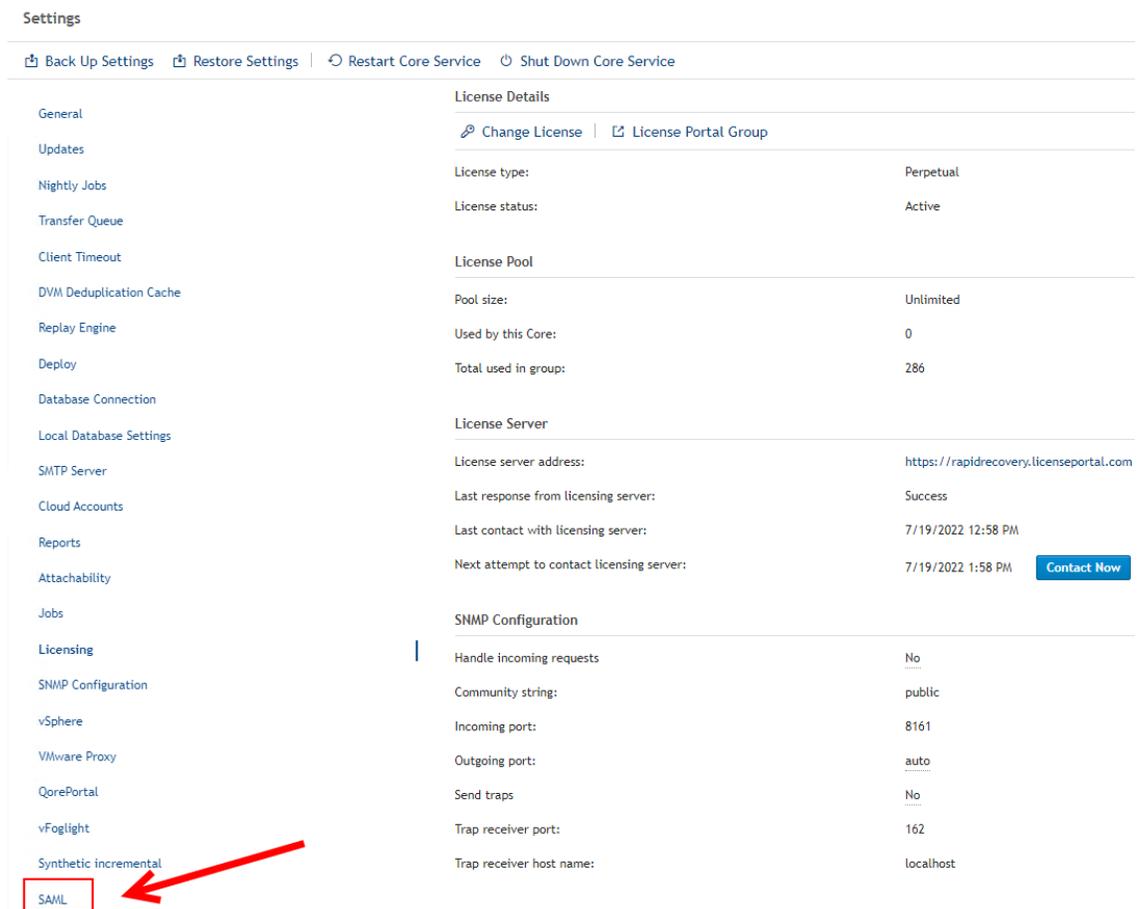
Figure: Single sign-on page



11 Go to the Rapid Recovery UI and, in the left navigation for the Core, click the **Settings**  icon.

12 On the Settings page, scroll down or click **SAML**.

Figure: Rapid Recovery Settings page



13 On the Settings page, under SAML, next to Enable configuration, click the setting. If the setting is currently No, complete the following steps:

- Click **No**.
 - Select the empty check box.
 - To apply the change, click the check mark .
- The SAML settings appear.

14 Click the **Copy**  icon for each of the following URLs:

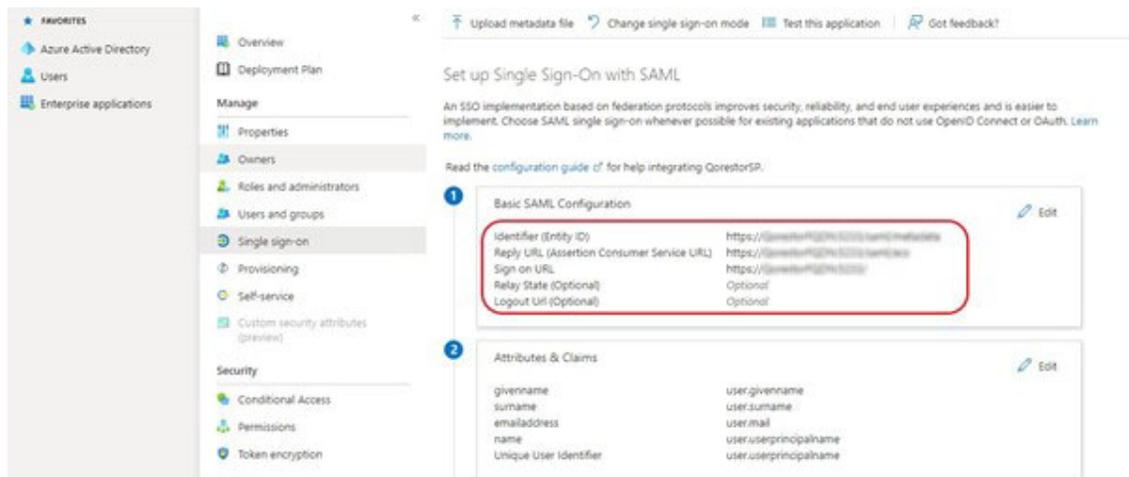
- **Sign on URL**
- **Reply URL (Assertion Consumer Service URL)**
- **Logout URL**

Figure: SAML configuration settings URLs

| SAML | |
|---|---|
| Enable configuration: | Yes |
| |  The Rapid Recovery Core service must be restarted after enabling and/or disabling SAML authentication. Please note that Rapid Recovery Core supports two types of authentication: Windows-based and SAML-based (Windows-based authentication is by default. After enabling SAML you are switching from Windows-based authentication to SAML and vice versa) |
| Sign on URL: | https://functest-core3:8006/apprecovery/admin/Auth/Login  |
| Reply URL (Assertion Consumer Service URL): | https://functest-core3:8006/apprecovery/admin/Auth/AssertionConsumerService  |
| Logout URL: | https://functest-core3:8006/apprecovery/admin/Auth/Logout  |

15 Return to the Azure AD UI and, on the Set up Single Sign-On with SAML page, paste the URLs into the corresponding areas.:

Figure: Set up Single Sign-On with SAML page



16 In the SAML Signing Certificate section, click **Edit**.

17 In the SAML Signing Certificate section, copy the following details:

- **App Federation Metadata URL**
- **Certificate**

- **Signing Algorithm**

18 Click **OK**.

19 To add user identities to the SAML application in Azure AD, see Microsoft Azure Active Directory documentation.

20 Return to the Rapid Recovery Core Settings page.

21 On the Settings page, under SAML, paste the SAML details in the corresponding areas.

22 Click **Check SAML**.

23 Restart the Core service.

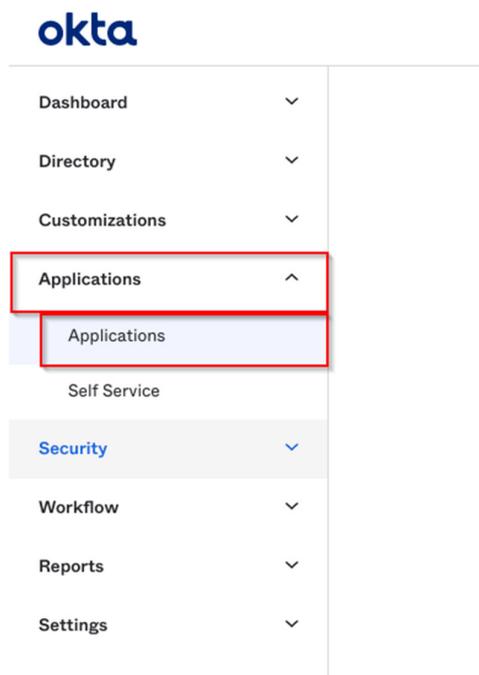
Configuring SAML in Okta

! **CAUTION:** After you configure the SAML settings, you must restart the Core Service for the changes to take effect. Before you restart the Core Service, you must complete all of the steps in the configuration procedure. If you restart the Core service before completing the SAML configuration, the Core Console becomes inaccessible.

To configure SAML in Okta

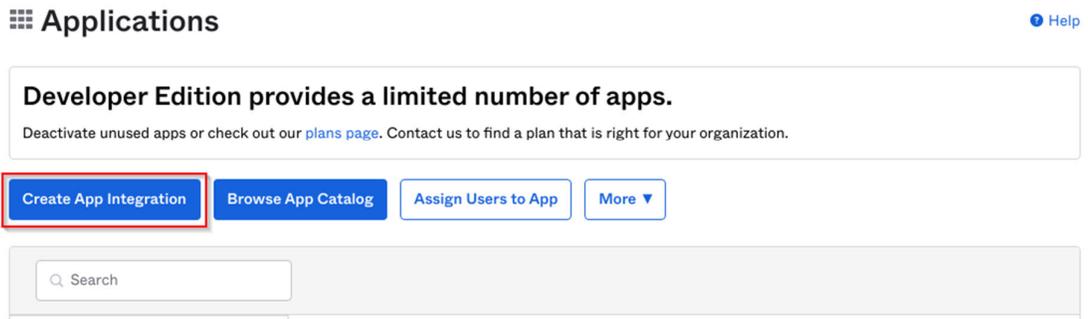
- 1 Go to <https://login.okta.com> and create an account.
- 2 In the Okta UI, in the left navigation menu, expand the **Applications** menu, and then click **Applications**.

Figure: Okta Applications menu



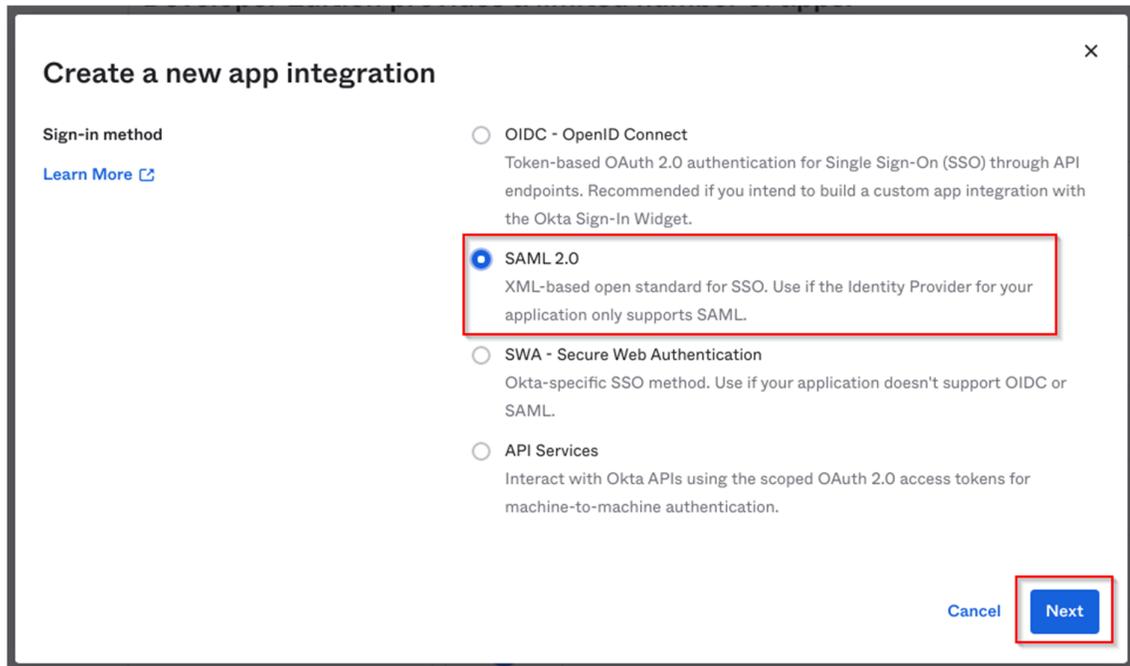
- 3 On the Applications page, click **Create App Integration**.

Figure: Okta Application page



- 4 In the Create a new app integration window, select **SAML 2.0**, and then click **Next**.

Figure: Okta Create a new app integration window – SAML 2.0



- 5 On the Create SAML Integration page, on the General Settings tab, enter an **App name** for the integration, such as the hostname of the Rapid Recovery Server, and then click **Next**.

Figure: Create SAML Integration - General Settings tab

Create SAML Integration

1 General Settings 2 Configure SAML 3 Feedback

1 General Settings

App name: SAMLDemoAppName

App logo (optional) [gear icon] [upload icon] [delete icon]

App visibility: Do not display application icon to users
 Do not display application icon in the Okta Mobile app

Cancel Next

- 8 On the Configure SAML tab, enter the following details found on the Rapid Recovery Core Settings page:
 - **Single sign on URL**
 - **Audience URI (SP Entity ID)**
- 9 Select **Use this for Recipient URL and Destination URL**.
- 10 Optionally, to add encryption, click **Show Advanced Settings** and following the instructions provided by Okta documentation.
- 11 Click **Next**.
- 12 On the Feedback tab, select I'm an **Okta customer adding an internal app**.
- 13 Click **Finish**.
- 14 Return to the Applications page and click the **Sign On** tab.
- 15 Copy the URL for Identity Provider metadata for use in the Rapid Recovery Core settings.
- 16 Go to the Rapid Recovery UI and, in the left navigation for the Core, click the **Settings**  icon.
- 17 On the Settings page, scroll down or click **SAML**.

Figure: Rapid Recovery Settings page

Settings

[Back Up Settings](#) | [Restore Settings](#) | [Restart Core Service](#) | [Shut Down Core Service](#)

| | |
|-------------------------|---|
| General | License Details |
| Updates | Change License License Portal Group |
| Nightly Jobs | License type: Perpetual |
| Transfer Queue | License status: Active |
| Client Timeout | License Pool |
| DVM Deduplication Cache | Pool size: Unlimited |
| Replay Engine | Used by this Core: 0 |
| Deploy | Total used in group: 286 |
| Database Connection | License Server |
| Local Database Settings | License server address: https://rapidrecovery.licenseportal.com |
| SMTP Server | Last response from licensing server: Success |
| Cloud Accounts | Last contact with licensing server: 7/19/2022 12:58 PM |
| Reports | Next attempt to contact licensing server: 7/19/2022 1:58 PM Contact Now |
| Attachability | SNMP Configuration |
| Jobs | Handle incoming requests: No |
| Licensing | Community string: public |
| SNMP Configuration | Incoming port: 8161 |
| vSphere | Outgoing port: auto |
| VMware Proxy | Send traps: No |
| QorePortal | Trap receiver port: 162 |
| vFoglight | Trap receiver host name: localhost |
| Synthetic incremental | |
| SAML | |

18 On the Settings page, under SAML, next to Enable configuration, click the setting. If the setting is currently No, complete the following steps:

- Click **No**.
- Select the empty check box.
- To apply the change, click the check mark .

The SAML settings appear.

19 Click the **Copy**  icon for each of the following URLs:

- **Sign on URL**
- **Reply URL (Assertion Consumer Service URL)**
- **Logout URL**

20 Return to the Okta UI and, on the SAML Settings page, enter the following details:

- For **Single sign on URL**, enter the **Service Provider ACS (Assertion Consumer Service) URL**, and then select **Use this for Recipient URL and Destination URL**.
- For **Audience URI (SP Entity ID)**, enter the **Service Provider MetaData URL**.

- For **Name ID format**, select **Email Address**.
- For **Application username**, select **Email**.

Figure: Create SAML Integration – Configure SAML tab

Create SAML Integration

1 General Settings 2 **Configure SAML** 3 Feedback

A SAML Settings

General

Single sign on URL Use this for Recipient URL and Destination URL Allow this app to request other SSO URLs

Audience URI (SP Entity ID)

Default RelayState If no value is set, a blank RelayState is sent

Name ID format

Application username

Update application username on

[Show Advanced Settings](#)

What does this form do?
This form generates the XML needed for the app's SAML request.

Where do I find the info this form needs?
The app you're trying to integrate with should have its own documentation on using SAML. You'll need to find that doc, and it should outline what information you need to specify in this form.

Okta Certificate
Import the Okta certificate to your Identity Provider if required.

[Download Okta Certificate](#)

21 On the Feedback tab, select **I'm an Okta customer adding an internal app**, and then select **This is an internal app that we have created**.

Figure: Create SAML Integration – Feedback tab

☰ Create SAML Integration

1 General Settings

2 Configure SAML

3 Feedback

3 Help Okta Support understand how you configured this application

Are you a customer or partner?

I'm an Okta customer adding an internal app

I'm a software vendor. I'd like to integrate my app with Okta

i The optional questions below assist Okta Support in understanding your app integration.

App type

This is an internal app that we have created

[Previous](#) [Finish](#)

Why are you asking me this?

This form provides Okta Support with useful background information about your app. Thank you for your help—we appreciate it.

22 Click **Finish**.

The UI opens the page for the SAML app integration.

23 On the SAML integration page, go to the **Sign On** tab, and then right-click **Identity Provider metadata** and select **Copy link address**.

Figure: SAML app integration IdP metadata

The screenshot shows the Okta admin console interface for a SAML application named 'SAML Demo App Name'. The 'Sign On' tab is active and highlighted with a red box. A context menu is open over the 'Identity Provider metadata' link, with 'Copy link address' highlighted in red. The page displays the 'Settings' section for SAML 2.0, including a 'Default Relay State' field and a 'View Setup Instructions' button. The 'About' section on the right provides information about SAML 2.0 and mentions 'Application Username'.

- 24 To add user identities to the SAML application in Okta, see Okta documentation.
- 25 Return to Core Settings page of the Rapid Recovery Core Console.
- 26 On the Settings page, under SAML, paste the SAML details in the corresponding areas.
- 27 Click **Check SAML**.
- 28 Restart the Core service.

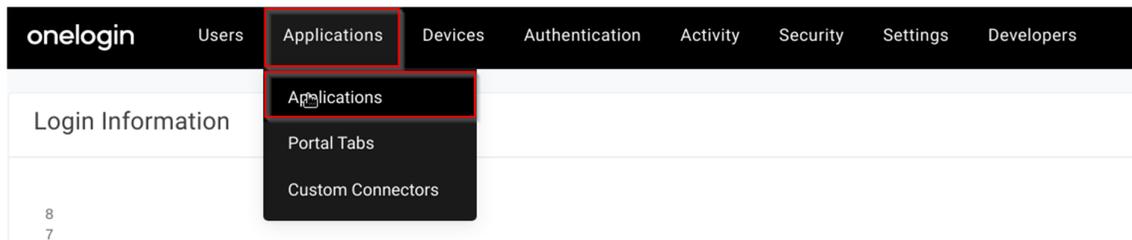
Configuring SAML in OneLogin

CAUTION: After you configure the SAML settings, you must restart the Core Service for the changes to take effect. Before you restart the Core Service, you must complete all of the steps in the configuration procedure. If you restart the Core service before completing the SAML configuration, the Core Console becomes inaccessible.

To configure SAML in OneLogin

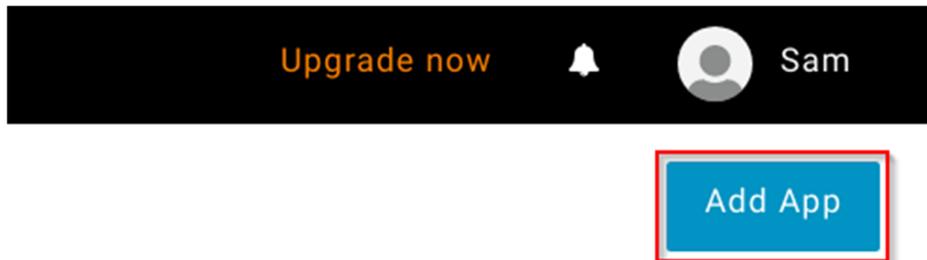
- 1 In the OneLogin UI, in the **Applications** menu, click **Applications**.

Figure: OneLogin Applications



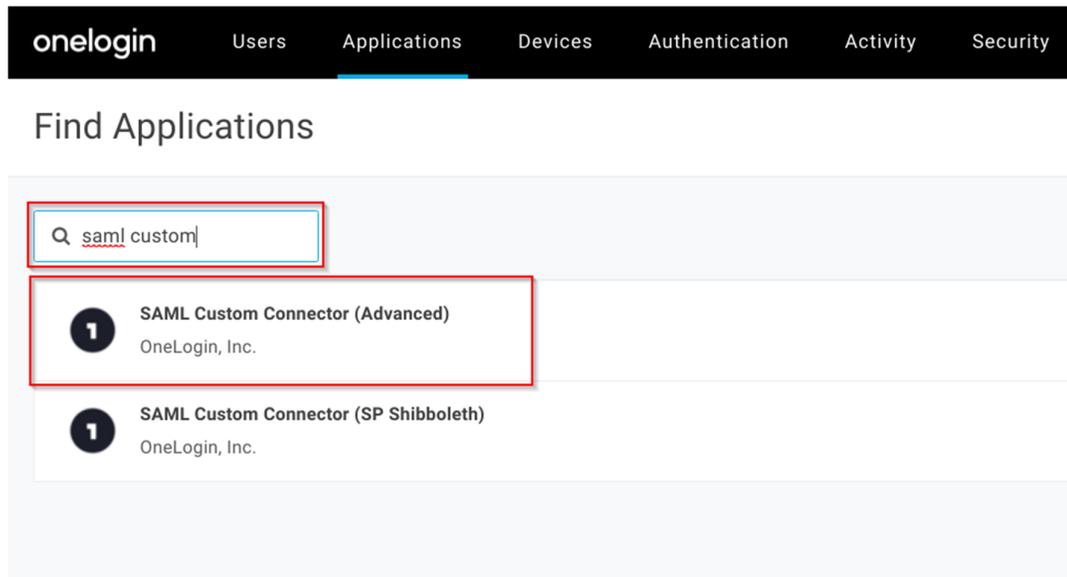
- 2 On the Applications page, click **Add App**.

Figure: OneLogin Add App



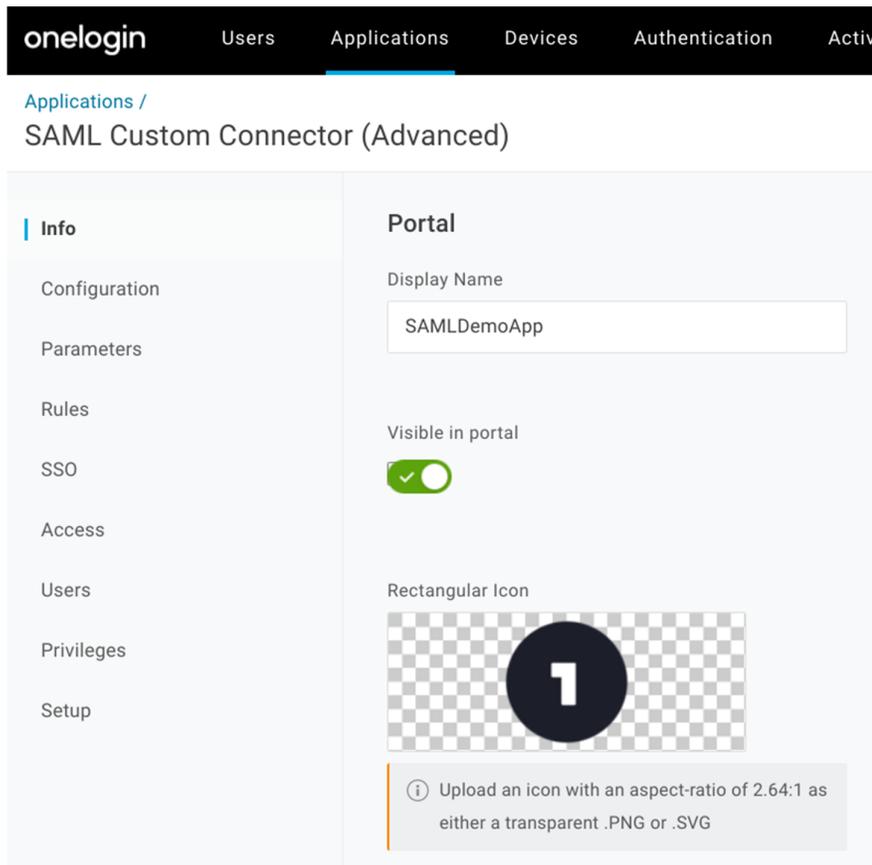
- 3 On the Find Applications page, search for **saml custom**, and then click **SAML Custom Connector (Advanced)**.

Figure: Find Applications page – SAML application



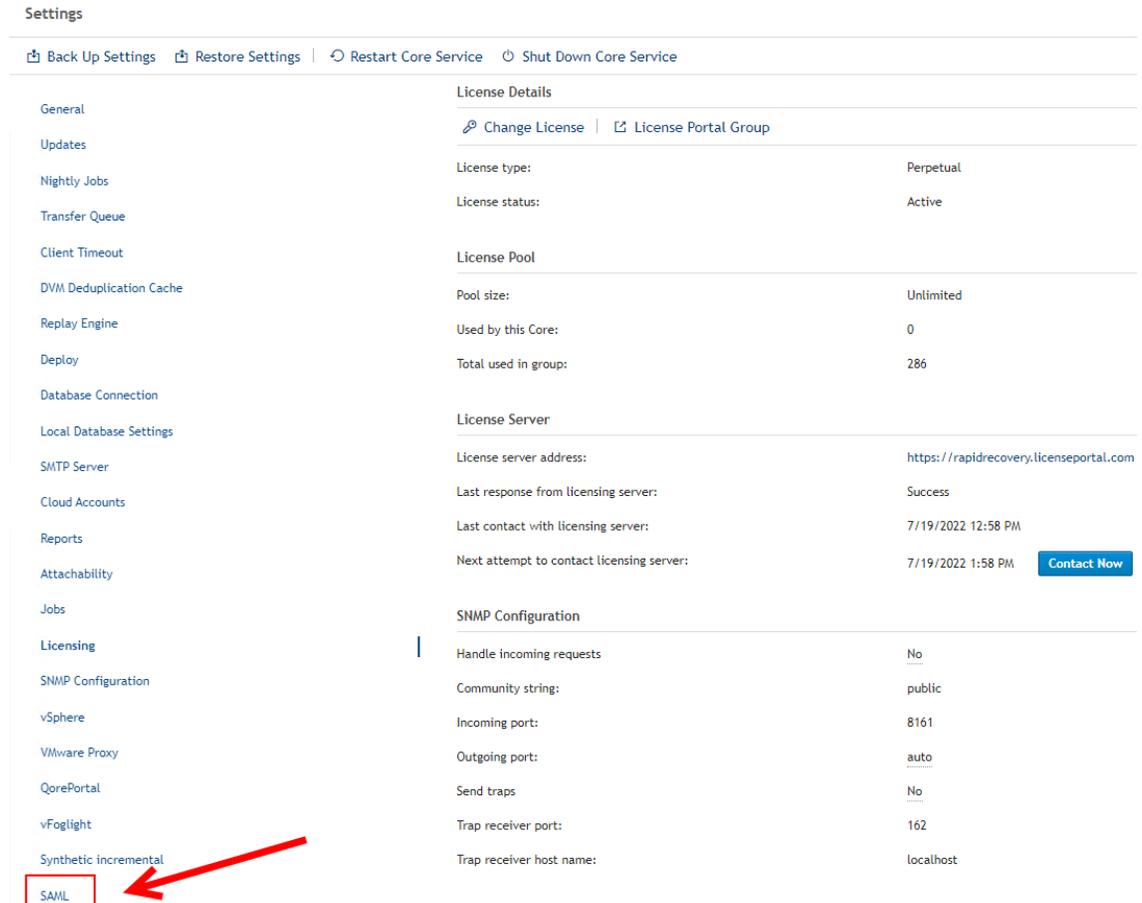
- 4 On the Info page of SAML Custom Connector (Advanced), enter a **Display Name** for the application integration, such as the hostname of the Rapid Recovery Server, and then select **Visible in portal**.

Figure: SAML Custom Connector (Advanced) – Info page



- 21 Go to the Rapid Recovery UI and, in the left navigation for the Core, click the **Settings**  icon.
- 22 On the Settings page, scroll down or click **SAML**.

Figure: Rapid Recovery Settings page



The screenshot shows the 'Settings' page with a left-hand navigation menu. The 'SAML' option is highlighted with a red box and a red arrow. The main content area is divided into several sections:

- License Details:** Includes 'Change License' and 'License Portal Group' links. It shows 'License type: Perpetual' and 'License status: Active'.
- License Pool:** Shows 'Pool size: Unlimited', 'Used by this Core: 0', and 'Total used in group: 286'.
- License Server:** Shows 'License server address: https://rapidrecovery.licenseportal.com', 'Last response from licensing server: Success', 'Last contact with licensing server: 7/19/2022 12:58 PM', and 'Next attempt to contact licensing server: 7/19/2022 1:58 PM' with a 'Contact Now' button.
- SNMP Configuration:** Shows settings for 'Handle incoming requests' (No), 'Community string' (public), 'Incoming port' (8161), 'Outgoing port' (auto), 'Send traps' (No), 'Trap receiver port' (162), and 'Trap receiver host name' (localhost).

- 23 On the Settings page, under SAML, next to Enable configuration, click the setting. If the setting is currently No, complete the following steps:

- Click **No**.
 - Select the empty check box.
 - To apply the change, click the check mark .
- The SAML settings appear.

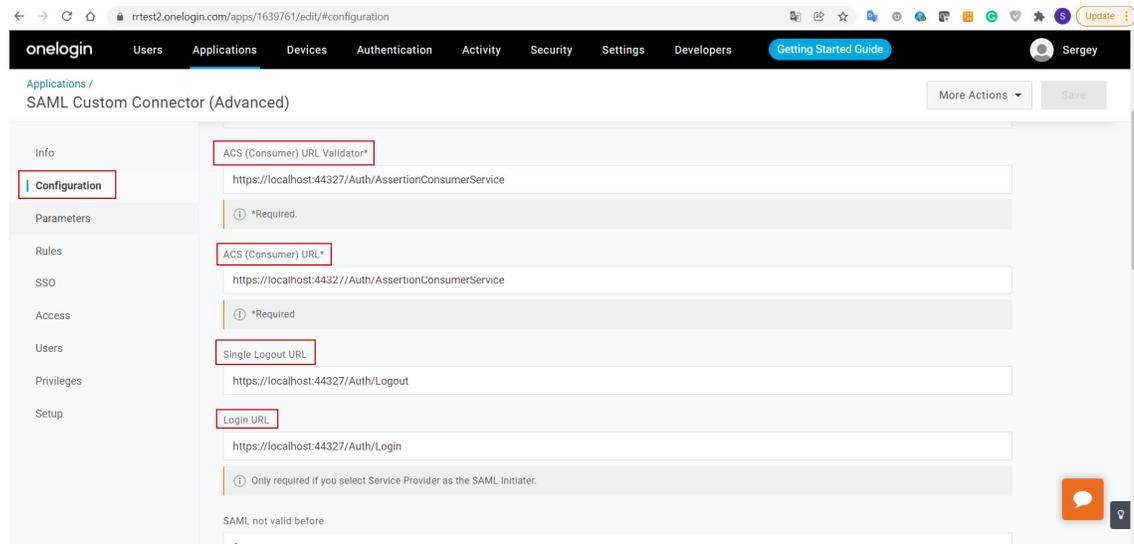
- 24 Click the **Copy**  icon for each of the following URLs:

- **Sign on URL**
- **Reply URL (Assertion Consumer Service URL)**
- **Logout URL**

- 25 Return to the OneLogin UI and, on the Configuration page, enter the following details:

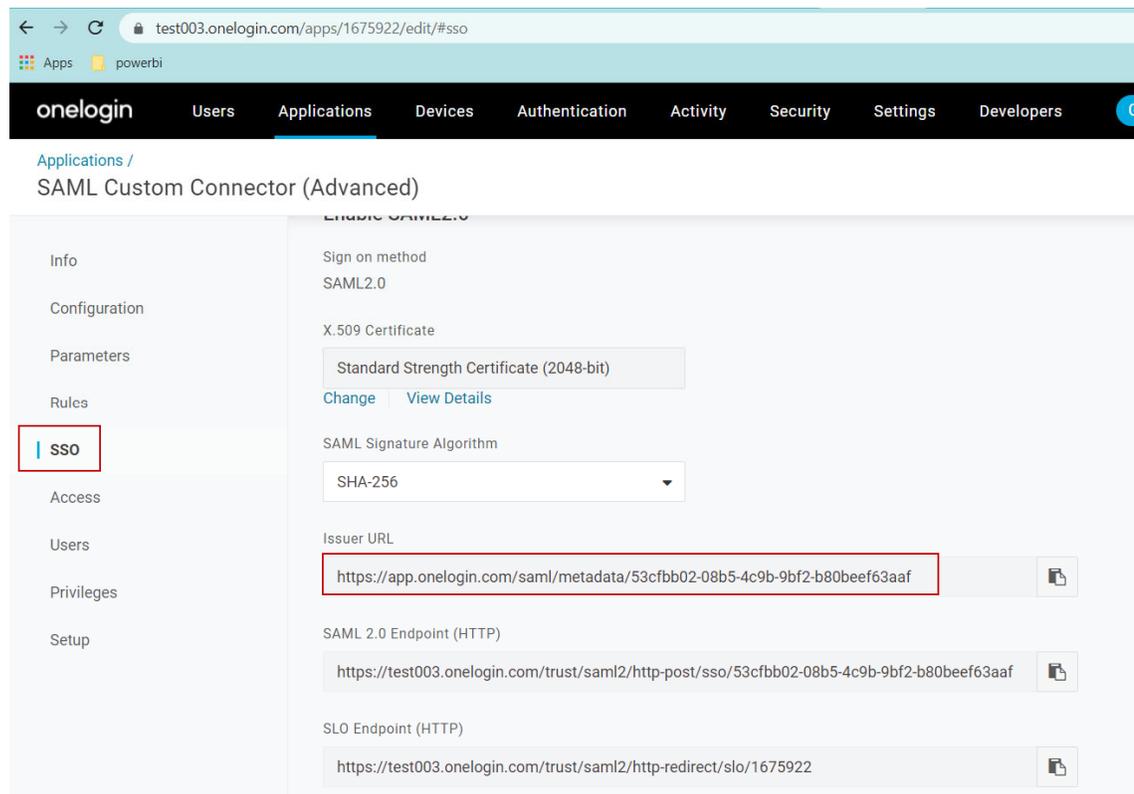
- For **Audience (EntityID)**, enter the **Service Provider MetaData URL**.
- For **Recipient**, enter the **Service Provider ACS (Assertion Consumer Service) URL**.
- For **ACS (Consumer) URL Validator***, enter string in the following format:
`^https:\\/[IP or hostname + port pattern]\\/aprecovery\\/admin\\/auth\\/AssertionConsumerService`
- For **ACS (Consumer) URL***, enter the **Service Provider EntityId**.

Figure: SAML Custom Connector (Advanced) - Configuration page



- 5 On the SSO page, to copy the **Issuer URL**, click the icon on the right side of the URL.

Figure: SAML Custom Connector (Advanced) – SSO page



- 6 Click **Save**.
- 7 To add user identities to the SAML application in OneLogin, see OneLogin documentation.
- 8 Return to Core Settings page of the Rapid Recovery Core Console.
- 9 On the Settings page, under SAML, paste the SAML details in the corresponding areas.
- 10 Click **Check SAML**.
- 11 Restart the Core service.

Managing SAML in the Rapid Recovery UI

For information about managing the SAML integration, see the *Rapid Recovery User Guide*.