

KeyShield SSO

OTRS 4 and OTRS 5

Integration guid

Requirements

OTRS and KeyShield servers installed. OTRS includes several authentication providers (backend). Default provider is the internal database of the installed OTRS server. This integration supports agent and customer access control with DB or LDAP authentication providers.

If KeyShield will not provide user's identity, standard authentication dialog will be used like in case of DB or LDAP authentication.

Integration deploy

1. Extract content of the zip archive into `/opt/otrs/Custom/` folder
2. Make sure that all the files are owned by `otrs`, group `www` (or `www-data`) and read and write access rights for both the owner and the group.

Here is an example how to do that at Linux server

```
cd /opt/otrs/Custom
chown otrs:www *.pm
chmod u=rw,g=rw,o= *.pm
```

3. Open configuration file `/opt/otrs/Kernel/Config.pm` by any suitable text editor a make following modifications:

(a) Agent authentication

i. Authentication provider setup

Authentication to internal DB:

```
$Self->{'AuthModule'} = 'KShieldAuthDB';
```

or LDAP authentication:

```
$Self->{'AuthModule'} = 'KShieldAuthLDAP';
```

ii. KeyShield SSO server setup

URL of the KeyShield SSO server:

```
$Self->{'AuthModule::KShield::ServerURL'} = 'http://YOUR_KEYSHIELD_SSO_SERVER_URL';
```

If your KeyShield SSO server uses API keys, set an authorisation API key:

```
$Self->{'AuthModule::KShield::APIKey'} = 'xxx';
```

If necessary, use specified user attribute:

```
$Self->{'AuthModule::KShield::UserAttr'} = 'xxx';
```

(b) Customer authentication

i. Authentication provider setup:

Authentication to internal DB:

```
$Self->{'Customer::AuthModule'} = 'KShieldCustomerAuthDB';
```

or LDAP authentication:

```
$Self->{'Customer::AuthModule'} = 'KShieldCustomerAuthLDAP';
```

ii. KeyShield SSO server setup:

URL of the KeyShield SSO server:

```
$Self->{'Customer::AuthModule::KShield::ServerURL'} = 'http://KEYSHIELD_SSO_URL';
```

If your KeyShield SSO server uses API keys, set an authorisation API key:

```
$Self->{'Customer::AuthModule::KShield::APIKey'} = 'xxx';
```

If necessary, use specified user attribute:

```
$Self->{'Customer::AuthModule::KShield::UserAttr'} = 'xxx';
```

Function check

Correct function of the integraton needs to be tested with a browser from a Workstation with installed and authenticated KeyShield SSO client. You should be authenticated automatically when touch URL of your OTRS server