Configure SSO with Google Workspace

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In order to set up your knowledge base to use SSO with Google Workspace (formerly G Suite and/or Google Apps), you'll need to:

- In Google Workspace, create a SAML app for SSO and add some KnowledgeOwl info.
- Update info in KnowledgeOwl to capture that SAML app info.

## Step 1: Create a Google SAML app for SSO

> **These instructions are adapted from the Google Workspace instructions to create your own custom SAML app in Google Workspace. We don't actively maintain the Google steps of these instructions; when in doubt, review Google's own documentation: Set up your own custom SAML application**

1. In Google Workspace Admin Console, go to **Apps > Web and mobile apps.**

2. Click on **Add app.**

3. Select **Add custom SAML app.**
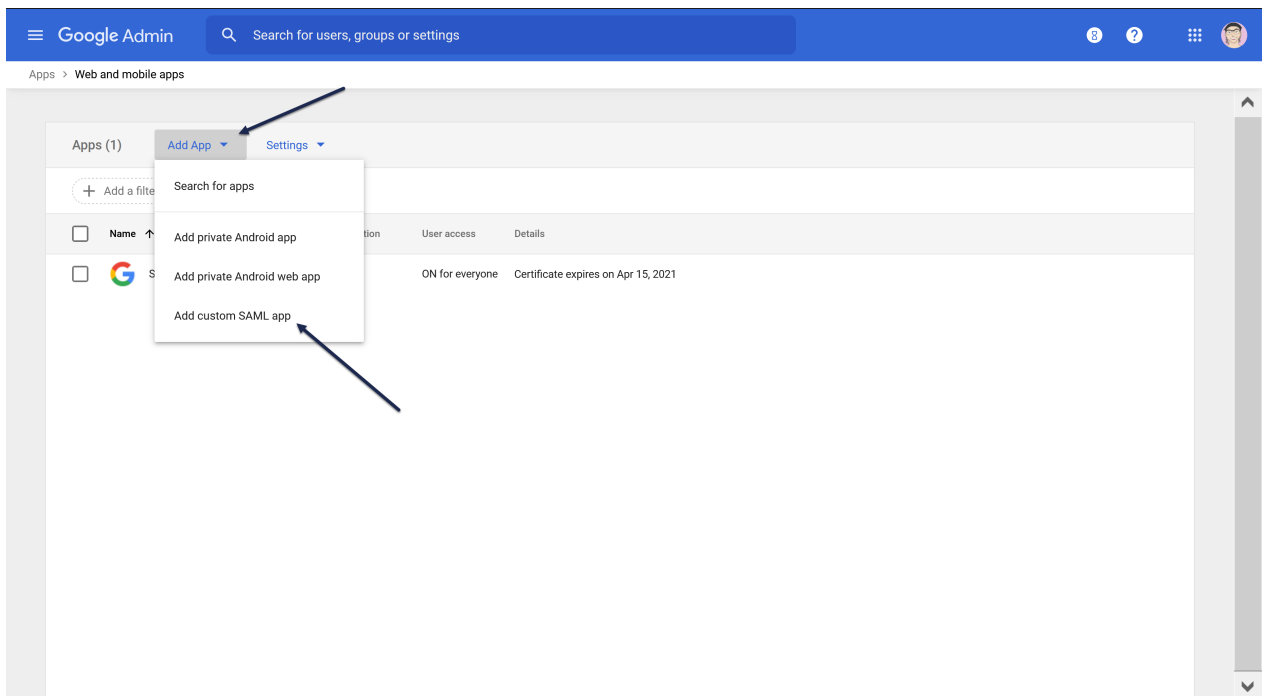
4. In the **App name** field, add a name that will help you identify this SAML app as belonging to your knowledge base, like KnowledgeOwl SSO. Here, we use Sample KB:
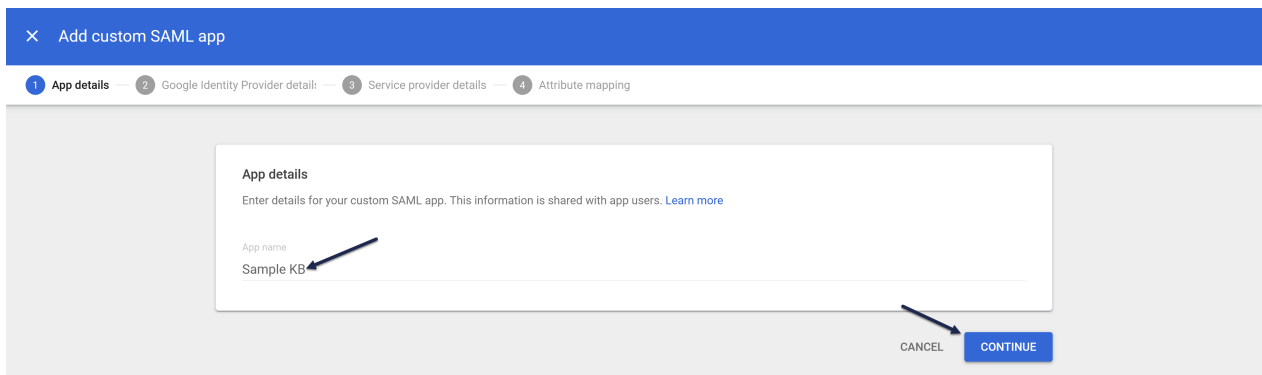
5. Then click **Continue**.

Step 2: Add Google IdP details to KnowledgeOwl and enable SAML SSO

After you click Continue above, you'll be directed to the **Google Identity Provider detail** page. Google offers two options for getting the IdP info KnowledgeOwl will need; we'll use Option 2: Copy the SSO URL, entity ID, and certificate:

For each of these steps, you'll be adding data from Google into KnowledgeOwl, in the **Settings > SSO** page, on the **SAML Settings** tab:
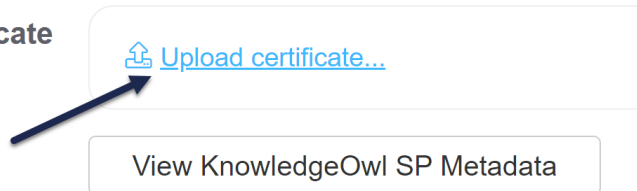
From

1. Copy the Google Apps **SSO URL** and paste it into the KnowledgeOwl **IdP Login URL**.

2. Copy the Google Apps **Entity ID** and paste it into the KnowledgeOwl **iDP entityID**.

IdP entityID	https://www.mysite.com/idp
IdP Login URL	https://www.mysite.com/saml-login
IdP Logout URL	https://www.mysite.com/saml-logout

3. Download the **Certificate** from Google.

4. Upload it to KnowledgeOwl by clicking the **Upload certificate** link in the **IdP Certificate** section:

IdP Certificate   ⬆ Upload certificate...

View KnowledgeOwl SP Metadata

5. In KnowledgeOwl, check the box to **Enable SAML SSO.**

6. Click the green **Save** button in KnowledgeOwl and click Continue in Google.

Step 3: Add your KnowledgeOwl service provider details into Google

This is for the step(s) related to **Service Provider Details** in the Google instructions. Again, this references fields in KnowledgeOwl in **Settings > SSO,** in the **SAML Settings** tab:

1. Copy the KnowledgeOwl **SP Login URL** and paste it into the Google **ACS URL** field.

2. Copy the KnowledgeOwl **SP Entity ID** and paste it into the Google **Entity ID** field.

3. Select EMAIL in the **Name ID Format,** ensure **Name ID** is set to **Basic Information > Primary email,** and click **Continue** in Google.

Step 4: Attribute mapping and enable Google app

In order for KnowledgeOwl to get information about your readers to properly log them in, you need to map attributes from Google to KnowledgeOwl. There are two required fields and several optional.

1. In Google, on the **Attribute mapping** page, click **Add another mapping** to map additional attributes.

2. Choose **Basic Information > Primary Email** as the Google Directory attribute and `ssoid` as the App attribute.

3. Choose **Basic Information > Primary Email** as the Google Directory attribute and `username` as the App attribute.

Attributes

Add and select user fields in Google Directory, then map them to service provider attributes. Attributes marked with * are mandatory. Learn more

Google Directory attributes	App attributes
Basic Information > Primary email	→ ssoid ✕
Basic Information > Primary email	→ username ✕

4. **Repeat for any of the optional attributes you'd like to use:**

   a. **First Name**
   Choose **Basic Information > First Name** as the Google Directory attribute and `first_name` as the App attribute.

Basic Information > First name	→ first_name ✕

   b. **Last Name**
   Choose **Basic Information > Last Name** as the Google Directory attribute and `last_name` as the App attribute.

Basic Information > Last name	→ last_name ✕

   c. **Picture / Icon**
   For the Google Directory attribute, choose the category and attribute containing the URL to the user icon (this is usually **Custom > Icon** but depends on your configuration). Use `icon` as the App attribute.

Custom > Icon	→ icon ✕

   d. **Groups**
   For the Google Directory attribute, choose the category and attribute containing the group or groups (this is usually **Custom > Groups** but depends on your configuration). Use `reader_roles` as the App attribute.

Custom >		
Groups	▼	→

reader_roles ✕

- In order for this mapping to work, KnowledgeOwl must have **Reader Groups** with names that exactly match the group names as they appear in Google.

- To assign a reader to multiple reader groups, put a comma-separate list of groups in the attribute with no spaces after the comma.

e. **Custom Fields 1-5**

If you are using Custom Fields for your readers, use the Google Directory attribute that makes sense, and use `custom_1`, `custom_2`, `custom_3`, `custom_4`, **or** `custom_5` for each of the custom fields in the App attributes, respectively.

Employee Details >
Department ▼ → custom_1 ✕

5. Click **Finish.**

6. In **Apps > Web apps,** select your SAML app.

7. Click **User access.**

8. Most likely, you'll want to turn the app **ON for everyone**; review Google's documentation on **enabling it for specific organizational units.**

9. In an Incognito window or tab, test logging in using the **SP Login URL** in KnowledgeOwl and your Google credentials. If you've set everything up successfully, login will work. If login doesn't work properly, see the Troubleshooting section below.

Step 5: Optional KnowledgeOwl settings

With your SAML SSO login working, you can now review two additional options:
- To make it so that SAML SSO is the **only** access method for your knowledge base, check the **Restrict Access to SSO** box in **Settings > SSO** and **Save.** This will override the Default Access selection in **Settings > Security**.
- If you'd like to use the SAML SSO as your <u>only</u> or <u>primary</u> reader authentication mechanism, set the **Default Login Page** in **Settings > Security** to SAML Login URL and **Save.**

See **SSO options for different knowledge base setups** for more information.

Troubleshooting Google issues

Issue	Possible Resolution

Issue	Possible Resolution
Error app_not_configured_for_user when trying to log in	This can mean you have the wrong Entity ID in your SAML app for SSO. It should literally be "https://app.knowledgeowl.com/sp" – no need to replace anything.
Redirected to the KnowledgeOwl login screen after authentication	This can mean you have the wrong ACS URL in your G Suite SAML app for SSO. It should look like the URL below, with the highlighted section replace with your KnowledgeOwl subdomain: https://gsuite.knowledgeowl.com/help/saml-login. You can view and customize your subdomain under **Settings > Basic**, or quickly check your subdomain by clicking View KB.
Redirected to the Google login screen after authentication	This can mean you have an incomplete ACS URL. It might be missing "/help/saml-login". It should look like the link below, with the highlighted portion replaced with your KO subdomain: https://gsuite.knowledgeowl.com/help/saml-login

Review Google's own documentation for help with additional errors:
https://support.google.com/a/answer/6301076?hl=en&ref_topic=7559288