

Using Single Sign-On With cloudMatrix



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Introduction

CloudMatrix supports SAML 2.0-based secure Single Sign-On (SSO) Integration using JBoss PicketLink. This can be used to provide seamless single sign on experience for end users across enterprise systems and cloudMatrix portal. Using this capability, customers can enable SSO for cloudMatrix with ADFS (Active Directory Federation Services), CA SiteMinder, Okta SSO, Tivoli SSO and other systems. Any SSO provider who supports SAML 2.0 can be used through simple configuration and testing.

CloudMatrix is a multi-tenant solution: in a single installation of cloudMatrix CSB, multiple customers can be enabled with different URLs (aka Affiliate URLs). CloudMatrix can be deployed without Single Sign On, or can be configured with Single Sign On to have a SSO provider across all the direct and Affiliate URLs mapped to the cloudMatrix portal.

This document covers configuring JBoss EAP 6.2 for SAML/SSO configuration, and the necessary cloudMatrix configurations to enable the system to authenticate for SAML rather than LDAP.

These procedures have been tested against Okta. Other SAML systems may require minor configuration changes.

Terminologies and Concepts

- **IDP (Identity Provider):** A third party identity provider like Okta or an ADFS installation.
- **SSO (Single Sign-On):** A system by which user authentication is handled by a central mechanism across a range of applications.
- **SP (Service Provider):** The actual application or the service that the user is trying to access after authentication.
- **IDP URL:** The identity provider URL.
- **Service URL:** The URL for the service, which would be accessed after authentication.

Initial Setup

The following steps must be performed before any SAML solution can be integrated:

1. Obtain the identity provider URL from the provider after setup is finished.
2. Prepare the .xml file (`saml-configuration.xml.template`) to configure the system for SAML. Set the value to true if the system is to work in a SAML/SSO mode.
3. Configure cloudMatrix:
 - a. Configure `picketlink.xml` under both cloudmatrix and platform-admin.
 - b. Configure `jboss-web.xml` to point to the “sp” service provider security domain.
4. Prepare market maker login id. If the market maker login id different from `cm-mm-admin@gravitant.com`, then the steps mentioned in this section have to be reconfigured.
5. Perform billing Rest URL Changes.
6. Note the Affiliate white labelling on SAML.

Detailed Setup Instructions

Setup Identity Provider Configuration Example

The following steps detail SAML configuration settings for an example identity provider (in this case OKTA). After performing these configuration steps, you should get an Identity Provider URL (IDP). A prerequisite for configuration in this section is the service provider URL.

1. Create an application configuration in the IDP provider (Okta). The Audience Restriction value needs to be the alias for the keystore when it is created. Enter the command `keytool -genkey -alias cloudmatrixsso -keyalg RSA -keystore c:\temp\okta_keystore.jks -keysize 2048`. (Note: You will need to download the digital certificate from Okta. This can be placed at ~/.)

Okta Fenil Santhi - Gravitant SSO | Help | Sign out

Dashboard | People | Applications | Security | Reports | Settings | My Applications

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Add Template SAML 2.0 App

1 General Settings 2 Assign to People

General Settings - Required

Application label ⓘ
This label displays under the app on your home page

Force Authentication ☐
Prompt the user for their credentials when a SAML request has the ForceAuthn attribute set to true, even if they are already logged in to Okta. If this box is left unchecked the flag will be ignored.

Post Back URL
The Post Back URL for this application

Name ID Format
Name ID Format

Recipient
Recipient

Audience Restriction
The assertion containing a bearer subject confirmation MUST contain an AudienceRestriction including the service provider's unique identifier as an Audience
Example

authContextClassRef
Authentication Context
urn:oasis:names:tc:SAML:2.0:ac:classes:PasswordProtectedTransport

Response
Select Signed if the Response is signed

Assertion
Select Signed if Assertion is signed

Request
Select Compressed if the Request is compressed

Destination
Destination for SAML Response

Default Relay State
Default Relay State is used in IDP Initiated Single Sign-On POST
If no value is set, a blank RelayState is sent.

Attribute Statements
Default Namespace is urn:oasis:names:tc:SAML:2.0:attrname-format:unspecified
Format:
FirstName\${user.firstName}, LastName\${user.lastName}, ManagerName\${user.customField}
To include the custom attributes of the user in the format \$\${user.customField}, make sure that the field 'customField' has been set to the users profiles.
To include namespace for the attribute, Format:
AttributeName/AttributeValue/AttributeNameSpace
Can specify the namespace
firstName\${user.firstName}urn:oasis:names:tc:SAML:2.0:attrname-format:unspecified/role[ENG]urn:oasis:names:tc:SAML:2.0:attrname-format:unspecified

Group Name
When this option is set, if a user belongs to any groups in Okta, those groups will be included in the SAML Response Attribute statement. Used in conjunction with Group filter

Group filter
Create an expression that will be used to filter groups. If the Okta group name matches the expression, the group name will be included in the SAML Response Attribute statement
Example:
app1.*
would include all groups prefixed with the string "app1". Uses regular expression syntax

Application Visibility ☐ Do not display application icon to users
☐ Do not display application icon in the Okta Mobile App

Cancel Next

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- Click Next and Associate user logins to the new application (optional, as users can be associated later).

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Dashboard People Applications Security Reports Settings My Applications

Home Self Service Back to Getting Started

Add Template SAML 2.0 App

1 General Settings 2 Assign to People

Assign Template SAML 2.0 App to up to 500 People - Optional

Previous Cancel Next

People @

Search by name Select All 14

Person & Username	Status
<input type="checkbox"/> fa feni.rajumar+1@gravitant.com	Active
<input type="checkbox"/> Tong He tong.he@gravitant.com	Active
<input type="checkbox"/> Tong+2 He tong.he-2@gravitant.com	Active
<input type="checkbox"/> tong he tong.he-10@gravitant.com	Active
<input type="checkbox"/> Tong+3 He tong.he-3@gravitant.com	Password reset
<input type="checkbox"/> Market Maker cm-mm-admin@gravitant.com	Password reset
<input type="checkbox"/> User Not in database feni.rajumar+001@gravitant.com	Active
<input type="checkbox"/> Feni Santhi feni.rajumar@gravitant.com	Active
<input type="checkbox"/> Moises Soto moises.soto@gravitant.com	Active
<input type="checkbox"/> Moises+1 Soto moises.soto-1@gravitant.com	Active
<input type="checkbox"/> Moises+3 Soto moises.soto-3@gravitant.com	Active
<input type="checkbox"/> Moises+2 Soto moises.soto-2@gravitant.com	Active
<input type="checkbox"/> Rick Webster rick.webster+123@gravitant.com	Active
<input type="checkbox"/> Rick Webster rick.webster@gravitant.com	Active

First Previous 1 Next Last

Previous Cancel Next

Assigning this application
If this app is configured with SAML-related sign-on option or has provisioning enabled, you will be asked to enter additional information for each user assigned.

Need to assign to over 500 people?
After you are done adding this app you can assign it again from this app's people tab or from your organization's application list.

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3. Verify SAML Configuration by confirming that single-sign on works at login.

SAML 2.0 Configuration

SIGN ON METHODS

The sign-on method determines how a user signs into and manages their credentials for an application. Some sign-on methods require additional configuration in the 3rd party application.

SAML 2.0

SAML 2.0 is not configured until you complete the setup instructions.

[View Setup Instructions](#)

Identity Provider metadata is available if this application supports dynamic configuration.

ADVANCED SIGN-ON SETTINGS

These fields may be required for a Template SAML 2.0 App proprietary sign-on option or general setting.

SAML Issuer ID

APPLICATION USERNAME

The default username that is pre-filled when an application is assigned to a user.

Application username format: Okta username

Sign On Policy

[Add Rule](#)

Priority	Rule name	Status	Actions
1	Default sign on rule	Active	Not editable

Conditions

User assigned this app

Anywhere

Actions

Allow access

About

SAML 2.0 streamlines the end user experience by not requiring the user to know their credentials. Users cannot edit their credentials when SAML 2.0 is configured for this application. Additional configuration in the 3rd party application may be required to complete the integration with Okta.

Application Username

Choose a format to use as the default username value when assigning the application to users.

If you select None you will be prompted to enter the username manually when assigning an application with password or profile push provisioning features.

Sign On Policy

A sign on policy is a set of rules that determine how users access this application. For example, you can deny access when a specific user or group of users is off-network. Every application starts with a default rule that allows access to anyone assigned the app from anywhere.

Rule Priority

You can determine rule precedence by setting the priority number. For example, a rule with a priority value of 1 has first priority and takes precedence over all other rules.

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4. View Detailed SAML Configuration for the certificate and the IDP URL details.

How to Configure SAML 2.0 Template Application

INSTRUCTIONS

Attribute Grammar

The attribute statement field can be configured to map user values to SAML attributes. The SAMLResponse will be sent to the configured SP (Service Provider) endpoint.

The format for the configuration is

AttributeName Value
AttributeName Value Namespace

If no namespace is specified the default namespace used is:
urn:oasis:names:tc:SAML:2.0:attrname-format:unspecified

Each pair or triplet makes up an attribute configuration. The attribute values are delimited with "[]". The system can be configured to have multiple attribute pairs (triplets) each one is delimited by a ";".

The `AttributeValue` can be either a fixed static value or a dynamic value. Dynamic values follow the current format `$(user.FieldName)`

Supported Dynamic Values

Base User Attributes

To access Active Directory or LDAP user attribute values, the following Format is used. (Note: the instances ID has to be used to identify what application instance that the users attributes are mapped from)

```
Attribute|instanceId:fieldMapping
Attribute|instanceId:fieldMapping|Namespace
instanceId:(user.property)
```

Application Specific Attributes

LDAP

Active Directory

Workday

Examples

EXAMPLE SIMPLE:

```
email:${user.email},firstName:${user.firstName},role|ENG
```

EXAMPLE USING A NAMESPACE

```
role(ENG|urn:oasis:names:tc:SMIL:2.0:attname-format:uri,
email|(user.email)|urn:oasis:names:tc:SMIL:2.0:attname-format:uri
```

EXAMPLE USING ACTIVE DIRECTORY ATTRIBUTES:

```
dn:12341234:(user.dn)|urn:oid=1.3.6.1.5.5.7.9.1|format=uri,  
serialAccountName|12341234:(user.serialAccountName)|urn:oid=1.3.6.1.5.5.7.9.1|format=uri
```

Configuration Data

 The following information is necessary for SP Endpoint Configuration.

1. External key:
`http://www.okta.com/kms8781g52Q9B067GNS`
[Download certificate](#)
2. Public certificate: [Download certificate](#)
3. Redirect Login URL:
`https://gravitator_sso.okta.com/app/template_saml_2_0/kms8781g52Q9B067GNS/sso/saml1`
4. Provide the following IDP metadata to your SP provider

[illegible]

[More Help](#)

ATTRIBUTE FORMAT:

- AttributeName[Value]
- AttributeName[Value]Namespace
- AttributeName[\${user.field}]
- AttributeName[AppInstance:\${user.instanceField}]

JBoss and System Configuration

JBoss configuration must be updated to use SSO.

1. Modify `jboss_home/gravitant/data/saml-configuration.xml.template` to change the SSO enabled flag from false (default) to true to enable SSO for cloudMatrix.

2. If the system is running under SAML, the jboss-web.xml in this case is jboss-web-saml.xml. (If you're running LDAP, the proper XML file would be jboss-web-ldap.xml.)
3. Configure cloudMatrix XML files:
 - a. Modify `deployments\cloudmatrix.ear\cloudmatrixweb.war\WEB-INF\jboss-web.xml` via a Chef script.
 - b. Modify `deployments\cloudmatrix.ear\cloudmatrixweb.war\WEB-INF\picketlink.xml` by entering the IDP and SP URL. This `picketlink.xml` points to its own application with its own URL. It will not redirect to `/admin` if this is incorrect. Enter additional certificate configurations in this file.
4. Configure platform-admin XML files:
 - a. Modify `deployments\cloudmatrix.ear\platform-admin.war\WEB-INF\jboss-web.xml` via a Chef script.
 - b. Modify `deployments\cloudmatrix.ear\platform-admin.war\WEB-INF\picketlink.xml` by entering the IDP and SP URL. Enter additional certificate configurations in this file.
5. Deploy BouncyCastle to `${JBOSS_HOME}/modules/org/bouncycastle` (this is a PicketLink dependency).

Business Process Impact and Market Maker Login Impact (Database Update)

1. If the usual cm-mm-admin@gravitant.com login ID cannot be used for associating to a market maker, modify the config-
devo\SaaS\7.1.1\templates\jboss\Gravitant\bin\linux\setupDefaultSubscriptions.sh loader.
2. Edit the contents and replace the user login email token from cm-mm-admin@gravitant.com to the new specific user. `java $JAVA_OPTS -Xms64m -Xmx256m -classpath "$CLASSPATH" com.gravitant.bms.client.dataLoad.GraLoadDefaultSubscriptions -groupName @CUSTOMER.NAME@ -groupId CM-@CM.MKTMKR.GROUPID@ -groupCode CM -template MarketMaker -domain @CUSTOMER.DOMAIN@ -userLogin cm-mm-admin@gravitant.com -orgRole "Market Maker Administrator,Market Maker Provisioning Administrator" -subLevel Premium -partyType marketmaker -customerTemplateName CustomerGcom.`
3. If an email id other than cm-mm-admin@gravitant.com is used in the system, please execute the scripts from /Database-Upgrade/Planning/gravitant.com/7.1.5/ActivateSSO.sql and replace the cm-mm-admin@gravitant.com with the custom market maker email id.
4. Set up the custom market maker or the cm-mm-admin@gravitant.com password with the identity provider, the login should match that entered in the cloudMatrix scripts above.

Platform Administration

The following points will require follow-up for Platform Administration integration:

- Create an application on the authentication provider to handle platform admin with its own set of users.
- The Platform Administration WAR file will require its own version of picketlink.xml. The URL will point to `https://{cloudmatrix_host}/admin`.
- Modify web.xml so that *.html pages require an authenticated user.

Keystore Creation and Deployment

Each server will require a unique keystore. Each keystore contains the digital certificate for the application that was created. This keystore can contain many certificates. This will be required if affiliates are implemented. Each affiliate will have its own authentication provider application with its own URL. Each application will provide its own certificate for authentication. To add more certificates, run step 3 using a different alias.

Please note that there are two alias variables when the keystore is created and ~ refers to `/root/`. (Since root may be creating this keystore.)

Use a Bash script to generate the certificate store.

1. Download the Okta certificate. This path will be needed for step 3. For now, download to ~. The path will be `~/okta.cert`.
2. Create the keystore using a similar command: `keytool -genkey -alias cloudmatrixsso -keyalg RSA -keystore ~/okta_keystore.jks -keysize 2048`
3. Add the Okta certificate to the keystore. This is the alias for the Okta certificate: `keytool -import -trustcacerts -alias gravitant_sso -file ~/okta.cert -keystore ~/okta_keystore.jks`
4. To verify the keystore, run `keytool -list -v -keystore ~/okta_keystore.jks` and verify that the Okta keystore has been added.
5. Once the keystore is created, it will need to be placed in the following folder:
`${JBoss_HOME}/modules/com/gravitant/resources/main/`

SAML Certificate Configuration Steps

PicketLink XML Example

Below is an example of a PicketLink XML which includes SAML authentication.

```

1 <?xml version="1.0" encoding="UTF-8"?>
2 <PicketLink xmlns="urn:picketlink:identity-federation:config:2.1">
3   <PicketLinkSP xmlns="urn:picketlink:identity-federation:config:2.1">
4     BindingType="REDIRECT"
5     ErrorPage="/global_error.jsp"
6     SupportsSignature="true"
7   >
8     <IdentityURL>https://gravitant_sso.okta.com/app/template_saml_2_0/kxu6uxb2WK6KHYECFHIL/sso/saml</IdentityURL>
9     <ServiceURL>http://localhost:8080/index-userapp.jsp</ServiceURL>
10    <KeyProvider className="org.picketlink.identity.federation.core.impl.KeyStoreKeyManager">
11      <Auth Key="KeyStoreURL" Value="okta_test_keystore.jks" />
12      <Auth Key="KeyStorePass" Value="gravitant123" />
13      <Auth Key="SigningKeyPass" Value="gravitant123" />
14      <Auth Key="SigningKeyAlias" Value="gravitant_sso.okta.com" />
15      <ValidatingAlias Key="tommy" Value="gravitant_sso.okta.com" />
16      <ValidatingAlias Key="localhost" Value="gravitant_sso.okta.com" />
17      <ValidatingAlias Key="127.0.0.1" Value="gravitant_sso.okta.com" />
18    </KeyProvider>
19  </PicketLinkSP>
20  <Handlers xmlns="urn:picketlink:identity-federation:handler:config:2.1">
21    <Handler class="org.picketlink.identity.federation.web.handlers.saml2.SAML2LogoutHandler" />
22    <Handler class="org.picketlink.identity.federation.web.handlers.saml2.SAML2AuthenticationHandler" />
23    <Handler class="org.picketlink.identity.federation.web.handlers.saml2.RolesGenerationHandler" />
24    <Handler class="org.picketlink.identity.federation.web.handlers.saml2.SAML2SignatureGenerationHandler" />
25    <Handler class="org.picketlink.identity.federation.web.handlers.saml2.SAML2SignatureValidationHandler" />
26  </Handlers>
27 </PicketLink>

```

PicketLink XML Notes:

- Line 6 will need to be set to true if we are using signed keystores for authentication. Otherwise, it should be set to false.
- Line 8 will be provided by the authentication provider when the application is created.
- Line 9 will need to point to the URL of application (affiliates have different URLs).
- Lines 14 - 17 will need to refer to the alias of the keystore.
- Line 15 will need to be added when affiliates are used. Otherwise it is not needed.

Activate Filter

Uncomment out the section in cloudMatrixWeb.war's web.xml to activate this filter, to verify that the user is active and their subscription is valid:

```

<filter>

    <filter-name>SamlResponseFilter</filter-name>

    <filter-
class>com.gravitant.cloud.common.servlet.SamlResponseFilter</filt
er-class>

</filter>

<filter-mapping>

```

```
<filter-name>SamlResponseFilter</filter-name>

<url-pattern>/*</url-pattern>

</filter-mapping>
```

SAML Based Affiliate Setup

When the user is authenticated, login servlet redirects the user to the requested URL. Using SSO, an application will need to be created for each affiliate that redirects to each URL. There are two use cases to consider:

- The user logged into the authentication provider before selecting a link to the affiliate URL.
- The user is not logged in and selects the affiliate URL. After authentication, the identity provider redirects the user to the affiliate's URL.

Affiliates have their own unique URL from the identity provider, each of which has a unique authentication URL from the identity provider, which would configure the service URL, the post back URL and the destination to the affiliate URL.

Take the final IDP authentication URL for this affiliate from the IDP and add the Affiliate Specific Application URL to `idp.registry` located under `jboss-modules/com/gravitant/resources/main` folder.

Billing Automation URL Changes

Change billing automation from `admin/api/bills/automation` to `/admin/kettle/process/automation`. This is an insecure URL and must be protected from nGinix - outside.

Note on White Labelling on SAML

Typically whitelabelling customizations include developing a custom login page for affiliates, since the login functionality is through a SAML provider. Please provide a link in this page to point to the `cloudmatrix-service url index-userapp.jsp` page.

Appendices: XML Configuration Examples

Here are some examples of the referenced .xml files. Please obtain the latest version of these files from the repository.

picketlink.xml

```
<?xml version="1.0" encoding="UTF-8"?>

<PicketLink xmlns="urn:picketlink:identity-federation:config:2.1">

    <PicketLinkSP xmlns="urn:picketlink:identity-
federation:config:2.1"

        BindingType="REDIRECT"

        ErrorPage="/global_error.jsp"

        SupportsSignature="true"

    >

<IdentityURL>https://gravitant_sso.okta.com/app/template_saml_2_0/kxu6
uxb2WKGKHYECFHIL/sso/saml</IdentityURL>

    <ServiceURL>http://localhost:8080/index-userapp.jsp</ServiceURL>

    <KeyProvider
ClassName="org.picketlink.identity.federation.core.impl.KeyStoreKey
eyManager">

        <Auth Key="KeyStoreURL" Value="okta_test_keystore.jks" />

        <Auth Key="KeyStorePass" Value="gravitant123" />

        <Auth Key="SigningKeyPass" Value="gravitant123" />

        <Auth Key="SigningKeyAlias" Value="gravitant_sso.okta.com"
/>

        <ValidatingAlias Key="tommy" Value="gravitant_sso.okta.com"
/>

        <ValidatingAlias Key="localhost"
Value="gravitant_sso.okta.com" />

        <ValidatingAlias Key="127.0.0.1"
Value="gravitant_sso.okta.com" />

    </KeyProvider>
```

```
</PicketLinkSP>
```

```
<Handlers xmlns="urn:picketlink:identity-  
federation:handler:config:2.1">
```

```
<Handler  
class="org.picketlink.identity.federation.web.handlers.saml  
2.SAML2LogoutHandler" />
```

```
<Handler  
class="org.picketlink.identity.federation.web.handlers.saml  
2.SAML2AuthenticationHandler" />
```

```
<Handler  
class="org.picketlink.identity.federation.web.handlers.saml  
2.RolesGenerationHandler" />
```

```
<Handler  
class="org.picketlink.identity.federation.web.handlers.saml  
2.SAML2SignatureGenerationHandler" />
```

```
<Handler  
class="org.picketlink.identity.federation.web.handlers.saml  
2.SAML2SignatureValidationHandler" />
```

```
</Handlers>
```

```
</PicketLink>
```

jboss-web.xml

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<jboss-web>
```

```
<security-domain>sp</security-domain>
```

```
<valve>
```

```
<class-  
name>org.picketlink.identity.federation.bindings.tomcat.sp.  
ServiceProviderAuthenticator</class-name>
```

```
</valve>
```

```
</jboss-web>
```

jboss-deployment-structure.xml

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<jboss-deployment-structure xmlns="urn:jboss:deployment-
structure:1.2">

    <deployment>

        <exclude-subsystems>

            <subsystem name="jaxrs" />

        </exclude-subsystems>

        <dependencies>

            <module name="javax.faces.api" slot="main"
            export="true"/>

            <module name="com.sun.jsf-impl" slot="main"
            export="true"/>

            <module name="org.hibernate.validator" export="true"
            />

            <module name="javax.validation.api" export="true" />

            <module name="org.codehaus.jettison" export="true" />

            <module name="org.apache.log4j" export="true" />

            <module name="org.apache.commons.beanutils"
            slot="main" export="true" />

            <module name="org.apache.commons.collections"
            slot="main" export="true" />

            <module name="org.apache.commons.logging" slot="main"
            export="true" />

            <module name="org.apache.httpcomponents" slot="main"
            export="true" />

            <module name="org.apache.commons.lang" export="true"
            />

            <module name="com.google.guava" slot="main"
            export="true" />

            <module name="javax.inject.api" slot="main"
            export="true" />

        </dependencies>

    </deployment>

</jboss-deployment-structure>
```

```
<module name="org.joda.time" slot="main" export="true"
/>

<module name="net.sf.ehcache" slot="main"
export="true" />

<module name="org.jgroups" slot="main" export="true"
/>

<module name="com.gravitant" slot="main" export="true"
/>

<module name="com.gravitant.resources" slot="main"
export="true" />

<module name="com.gravitant.cloud.common.idp"
slot="main" export="true" />

<module name="org.jboss.as.web" slot="main"
export="true">

    <imports>

        <include path="/org/**" />

        <exclude path="/META-INF/**" />

    </imports>

</module>

<module name="org.jboss.remote-naming" slot="main"
export="true" />

<module name="org.hornetq" slot="main" export="true"
/>

<module name="org.picketlink" slot="main"
export="true" />

</dependencies>

</deployment>

</jboss-deployment-structure>
```

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This document explains how to configure an Agent on SFB and configure a service in Gravitant cloudMatrix™.

Cloud providers are third parties which provide different cloud based products and services. They update their products, services, and pricing from time to time. Gravitant cloudMatrix, being web based portal, updates itself accordingly. The offline documentation for cloudMatrix (such as PDF files) may contain broken hyperlinks due to the dynamic nature of services of different cloud providers. While Gravitant makes every effort to keep this document up to date with the latest developments, it makes no guarantee that this document is fully accurate every time due to such changes.

This document is up to date until the date of publication on its cover page. Please make sure that you regularly check for the newer version of this document, if any, from Gravitant and use the most recent version for your work.

The screenshots in this guide are taken with full administrative rights for the sake of completeness of procedures. Depending on your user role and your organization's privileges, the screens that actually display for you may be different.

This guide is intended for cloudMatrix users, who need to perform their user role specific tasks for building, deploying, and configuring the Agent on SFB and configuring a service on cloudMatrix. It assumes that its users are well acquainted with Internet browsing, terms and concepts in cloud computing, and the workflow for using cloudMatrix.

Since cloudMatrix is designed to deliver high usability and high flexibility in performing different tasks, there can be multiple ways to perform a given task in cloudMatrix. However, keeping in mind less experienced users as well, this document is designed to provide a structured approach for performing different tasks. Experienced users can always explore different ways just by the intuitive nature of the cloudMatrix user interface.