

OTRS (upute na engleskom jeziku)

Introduction

The following procedure will describe how to enable federated login in OTRS using simpleSAMLphp as an authentication module. We used the following configuration:

- Linux Debian OS 5.0.8
- Apache 2.2.9
- PHP 5.2.6
- Perl 5.10.0
- simpleSAMLphp 1.5.1
- OTRS 3.0.6

but with minor modifications described procedure should also work on other similar platforms.

- [Introduction](#)
- [Step 1: Installing OTRS and simpleSAMLphp](#)
- [Step 2: Download required software](#)
- [Step 3: PHP::Session](#)
- [Step 4: Configuring OTRS](#)
- [Step 5: Configuring simpleSAMLphp](#)

Step 1: Installing OTRS and simpleSAMLphp

If you haven't done that already, install [OTRS 3.x](#) and [simpleSAMLphp](#). The following instructions should work for all versions of simpleSAMLphp from 1.5.x onwards.

Step 2: Download required software

Download [configuration files archive](#) into a temporary folder and unpack it:

```
# cd /tmp
# wget http://developer.aai.edu.hr/download/otrs3_simplesamlphp16.tar.gz
# tar xvfz otrs3_simplesamlphp16.tar.gz
```

Step 3: PHP::Session

Install **PHP::Session** Perl module:

```
# apt-get install libuniversal-require-perl
# cd /tmp/otrs3_simplesamlphp16/dpkg
# dpkg -i libphp-session-perl_0.27-1_all.deb
# mkdir /var/run/samlsessions
# chown www-data:www-data /var/run/samlsessions
# chmod 775 /var/run/samlsessions
```

Step 4: Configuring OTRS

Make sure that version of OTRS which you installed works properly with the default configuration. We will assume that OTRS is installed in folder `/opt/otrs/`

1. Log in to OTRS as user `root@localhost` and create new user account which will have admin privileges. Username must be identical to the value of attribute `eduPersonPrincipalName` in your federation (in Croatian federation this attribute is called `hrEduPersonUniqueID`). What you enter in the `Password` field is irrelevant because you'll be using your federated account to log in.
2. Copy folder `Kernel` to the appropriate place in the OTRS installation folder:

```
# cd /tmp/otrs3_simplesaml16/otrs_home/Custom
# cp -R Kernel /opt/otrs/Custom
```

1. Enter hostname and parameters for accessing OTRS database using the following:

```
# vi /opt/otrs/Custom/Kernel/Config.pm

$Self->{'DatabaseHost'} = 'localhost';
$Self->{'Database'} = 'otrs';
$Self->{'DatabaseUser'} = 'otrs';
$Self->{'DatabasePw'} = 'password';
$Self->{Home} = '/opt/otrs';
my $c_host = 'host.realm.hr';
$Self->{'Organization'} = 'Organization';
$Self->{'AdminEmail'} = 'root@realm.hr';
```

Step 5: Configuring simpleSAMLphp

Make sure you have a working installation of [simpleSAMLphp configured as a service provider](#). We will assume that simpleSAMLphp is installed in folder `/var/simplesamlphp/`

Copy folder `otrs` to appropriate place in the simpleSAMLphp installation folder:

```
# cd /tmp/otrs3_simplesaml16/simplesamlphp_home/www
# cp -R otrs /var/simplesamlphp/
```

Copy folder `metadata` to appropriate place in the simpleSAMLphp installation folder:

```
# cd /tmp/otrs3_simplesaml16/simplesamlphp_home
# cp -R metadata /var/simplesamlphp/
```

Enter hostname and parameters for accessing OTRS database:

```
# vi /var/simplesamlphp/www/otrs/lib/config.php
```

Find the following parameters and enter appropriate values depending on your host name and database access parameters:

```
define('DB_HOST', 'localhost');
define('DB_NAME', 'otrs');
define('DB_USER', 'otrs');
define('DB_PASSWORD', 'password');
define('ALLOWED_REALMS', 'realm.hr');
define('OTRS_BASE_URL', 'http://host.realm.hr/otrs');
define('SIMPLESAML_BASE_URL', 'http://host.realm.hr/simplesaml');
```

Restart Apache:

```
/etc/init.d/apache2 restart
```

and try to authenticate using federated login.