

ThousandEyes is now able to retrieve, add and modify users from SCIM 2.0 and 1.1 compatible providers, dramatically decreasing time to provision users into ThousandEyes. This document focuses on the specifics of the integration between Okta and ThousandEyes.

Table of Contents

[Prerequisites](#)

[Supported Features](#)

[Configuration](#)

[Testing the SCIM integration](#)

[Adding Users](#)

[Removing Users](#)

[ThousandEyes Customer Success Team](#)

Prerequisites

The bulk of the configuration is done in the Okta admin dashboard. From the ThousandEyes perspective, having a user in a paid account with the following [permissions](#) is required:

- View Users
- Edit Users
- API Access

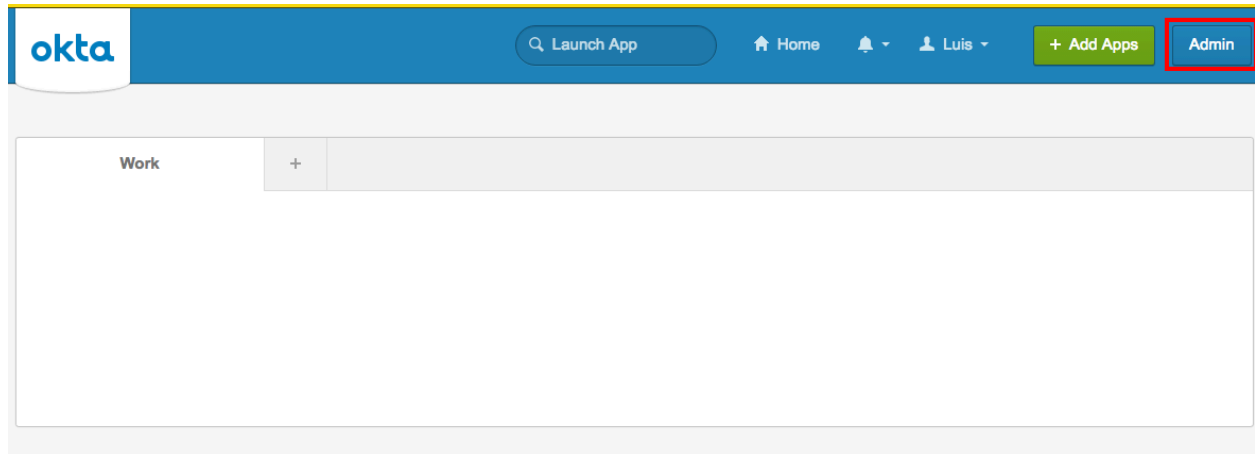
Supported Features

- User provisioning (creation)
- User deletion
- User modification
 - Display name

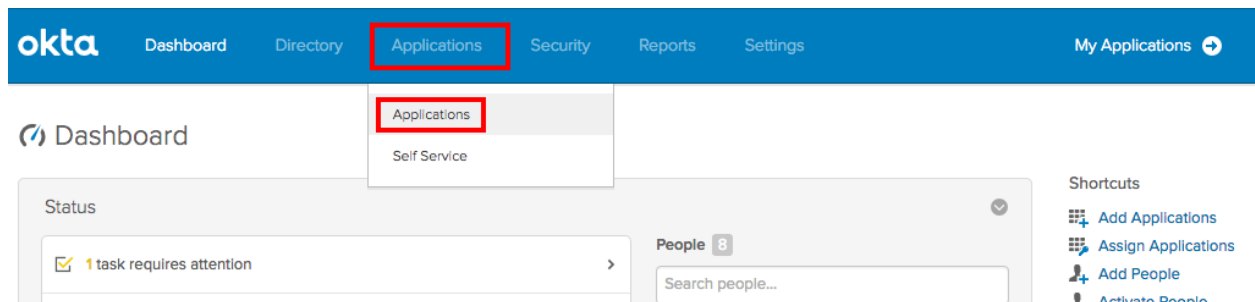
As of now, no group information or other user attributes can be translated into Account Groups, Roles or any similar ThousandEyes' structure.

Configuration

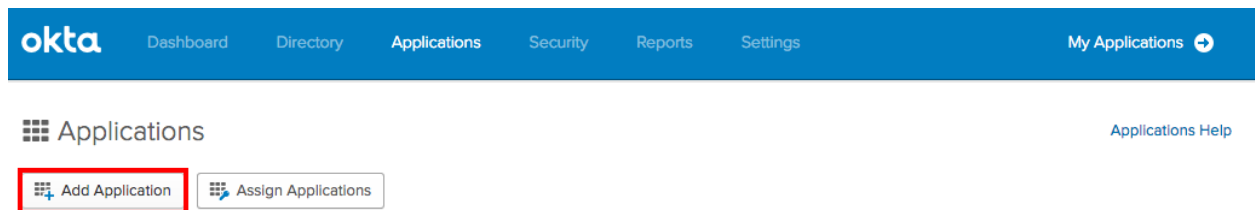
To start, open Okta and click on the “Admin” button on the top right:



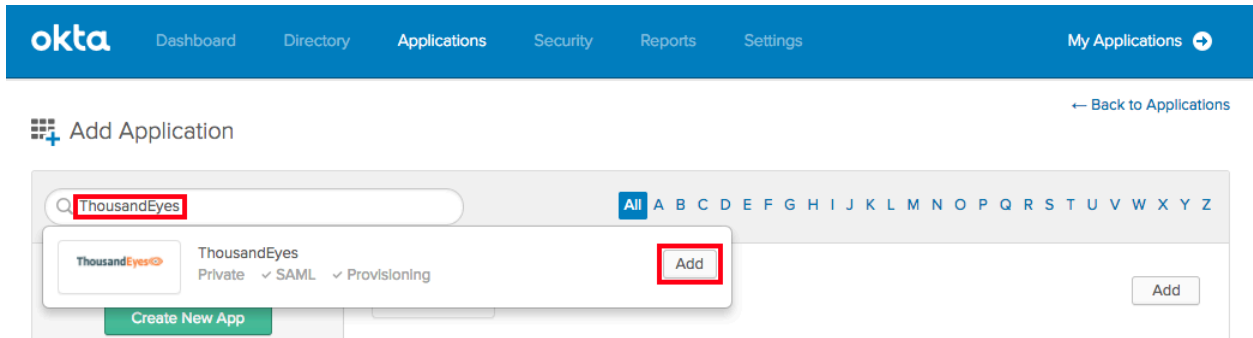
Now that you are in the dashboard, click on the Applications menu, and then on the Applications sub menu:



Click on “Add Application”:

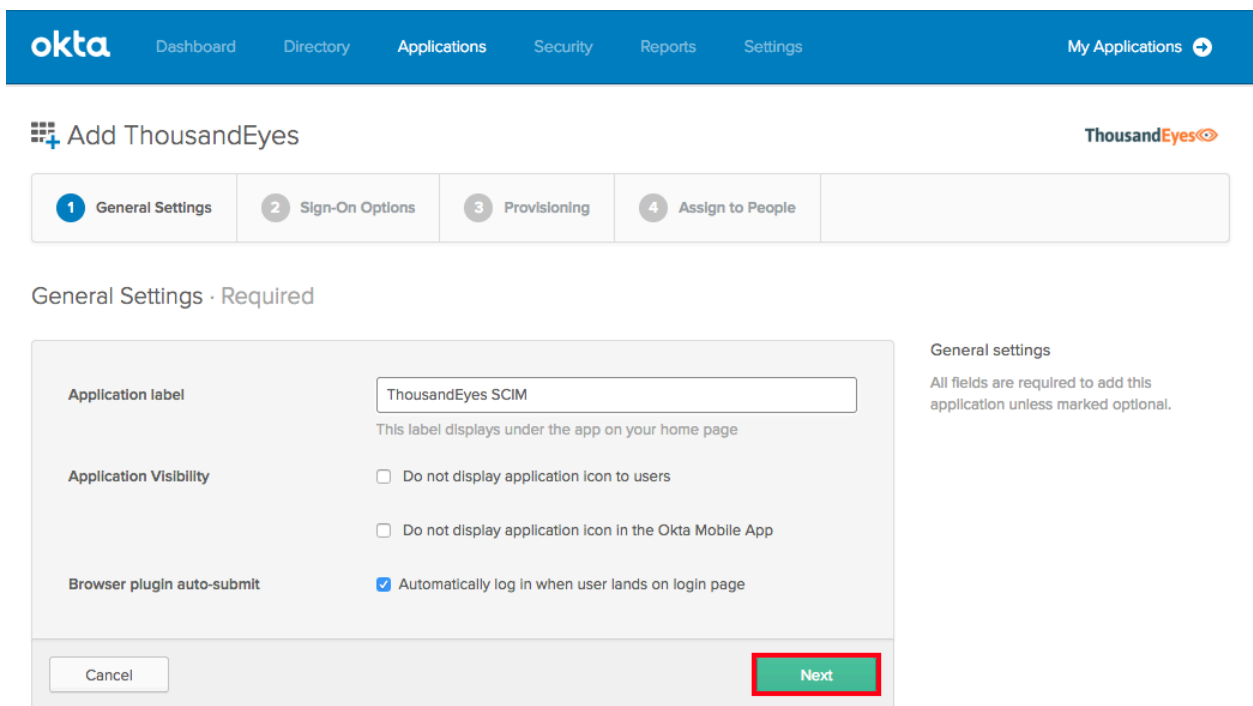


Type “ThousandEyes” in the search bar, then click on the “Add” button of the listed ThousandEyes App.



The screenshot shows the Okta dashboard with the 'Applications' tab selected. The 'Add Application' button is highlighted. A search bar contains the text 'ThousandEyes'. Below the search bar, a dropdown menu shows the 'ThousandEyes' application with the 'Add' button highlighted. The 'Add' button is also highlighted in the top right corner of the application card.

Type in a Name for your Application, then click Next:



The screenshot shows the 'Add ThousandEyes' screen. The 'General Settings' tab is selected. The 'Application label' field is filled with 'ThousandEyes SCIM'. The 'Application Visibility' section has two checkboxes: 'Do not display application icon to users' and 'Do not display application icon in the Okta Mobile App', both of which are unchecked. The 'Browser plugin auto-submit' section has a checkbox 'Automatically log in when user lands on login page' which is checked. The 'Next' button is highlighted in red.

Under “Application username format” select in the drop down menu the “Email” option.

If you wish to configure SAML 2.0 SSO click on the “View Setup Instructions” button and follow the steps on the page that is opened to finish SSO configuration on ThousandEyes’ end. Otherwise, you can ignore this part of the configuration and click “Next”.

Add ThousandEyes

1

General Settings

2

Sign-On Options

3

Provisioning

4

Assign to People

Sign-On Options · Required

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

Default Relay State

All IDP-initiated requests will include this RelayState

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.

Secure Web Authentication

CREDENTIALS DETAILS

Application username format

Email

Password reveal

Allow users to securely see their password (Recommended)

Password reveal is disabled, since this app is using SAML with no password.

Previous

Cancel

Next

In the provisioning settings, check the “Enable provisioning features” checkbox:

Add ThousandEyes



1 General Settings	2 Sign-On Options	3 Provisioning	4 Assign to People	
--------------------	-------------------	----------------	--------------------	--

Provisioning Settings - Optional

☐ Enable provisioning features

Previous

Cancel

Next

Now enter the following information in the “API Credentials” form:

- **Username:** ThousandEyes username (email) with enough privileges to create accounts.
- **Password:** API token of the selected ThousandEyes user (which can be generated from [Account Settings > Profile](#)).

☒ Enable provisioning features

API CREDENTIALS
Enter your ThousandEyes credentials to enable user import and provisioning features.

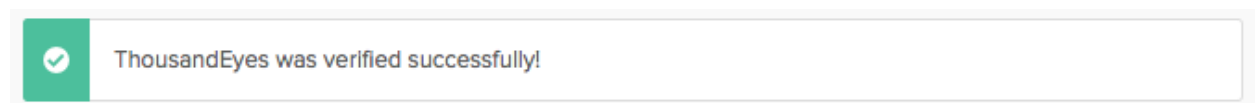
Username

User API Token

.....

Test API Credentials

Click on “Test credentials” to make sure the API token and username were entered correctly. This should return a label similar to this one:



If an error is present, verify that the selected user has the permissions stated in the Requirements section of this document. If the issues persist, please contact ThousandEyes customer success team (support@thousandeyes.com) to assist.

Under “Provisioning Features” select the following options:

- **User Import** - Enabled
- **Schedule Import** - Select a timeframe of your convenience.
- **Okta username format** - Email address



User Import

Enabled

Import users from ThousandEyes to create new Okta users. If the Okta user already exists, the two accounts will automatically be linked. Imported users are assigned ThousandEyes access when they are confirmed on the Import tab.

Schedule Import

never

Select **never** if you prefer to import manually.

Okta username format

Email address

Select the username users should enter to log into Okta.

[Advanced: Configure Import Matching Rules](#)

Max Import Unassignment

- **Create Users** - Enabled
- **Update User Attributes** - Enabled
- **Deactivate Users** - Enabled



Create Users

Creates or links a user in ThousandEyes when assigning the app to a user in Okta.

☒ Enable



Update User Attributes

Okta updates a user's attributes in ThousandEyes when the app is assigned. Future attribute changes made to the Okta user profile will automatically overwrite the corresponding attribute value in ThousandEyes.

☒ Enable



Deactivate Users

Deactivates a user's ThousandEyes account when it is unassigned in Okta or their Okta account is deactivated. Accounts can be reactivated if the app is reassigned to a user in Okta.

☒ Enable

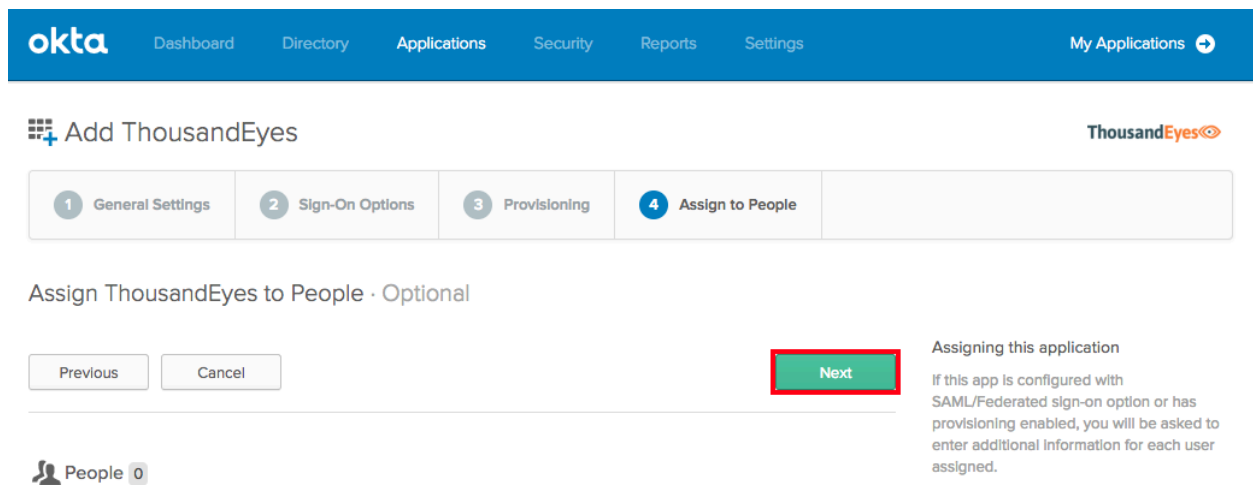
Previous

Cancel

Next

Once this is completed, click on "Next".

Optional: Add users now so they are integrated to the App. Otherwise just click on “Next”



Okta Dashboard Directory Applications Security Reports Settings My Applications

Add ThousandEyes

ThousandEyes

- 1 General Settings
- 2 Sign-On Options
- 3 Provisioning
- 4 Assign to People

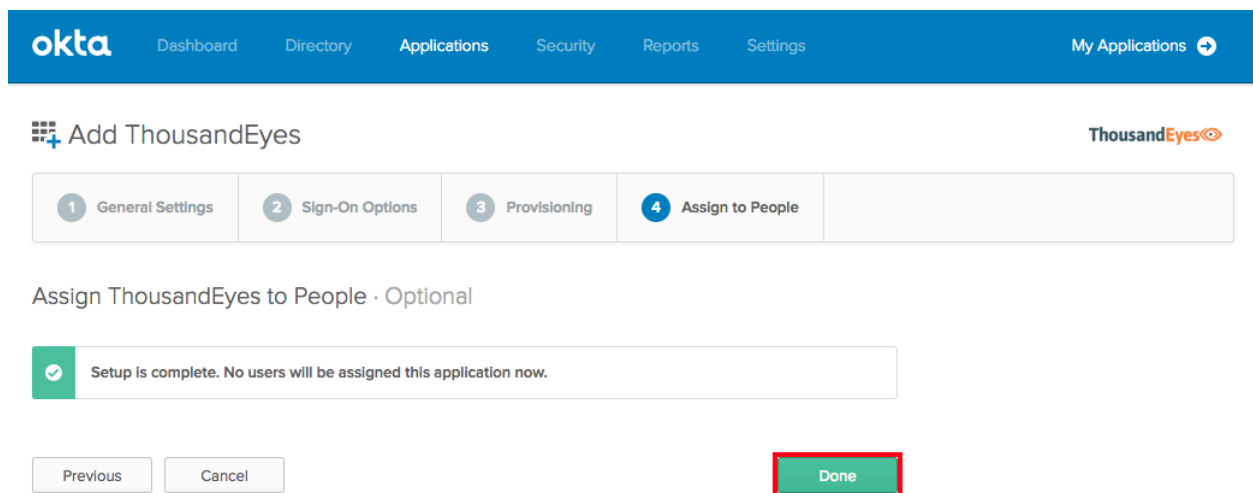
Assign ThousandEyes to People · Optional

Previous Cancel **Next**

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

People 0

And click on “Done” to finish the configuration:



Okta Dashboard Directory Applications Security Reports Settings My Applications

Add ThousandEyes

ThousandEyes

- 1 General Settings
- 2 Sign-On Options
- 3 Provisioning
- 4 Assign to People

Assign ThousandEyes to People · Optional

✓ Setup is complete. No users will be assigned this application now.

Previous Cancel **Done**

At this point of time, setup of SCIM with ThousandEyes is complete.

Testing the SCIM integration

Adding Users

To verify that the integration is working, start by **adding** some users to the Application.

From the home page, go to Applications > Applications

Okta Dashboard with navigation tabs: Dashboard, Directory, Applications, Security, Reports, Settings, My Applications. The Applications tab is highlighted. A dropdown menu shows 'Applications' and 'Self Service'. The main content area includes a Status section with a task requiring attention, a People section with a search bar, and an Applications section with a search bar. A Usage section shows data for the last 30 days. A Shortcuts sidebar lists actions like Add Applications, Assign Applications, Add People, Activate People, Deactivate People, and Reset Passwords. A Reports sidebar lists Okta Usage, Application Usage, Suspicious Activity, and Application Access.

Then click in the newly added app:

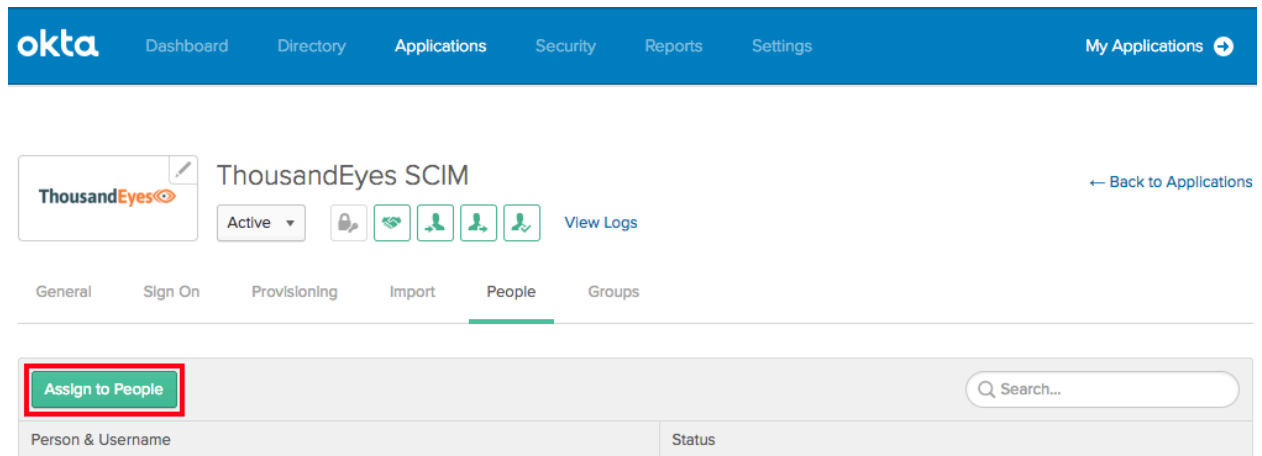
Okta Applications page. The Applications tab is highlighted. The page shows a list of applications with filters for Active (3) and Inactive (3). A table lists applications, with 'ThousandEyes SCIM' highlighted. A sidebar on the right shows 'Assignments completed' status and 'Active Applications' information.

Application	Status
ThousandEyes SCIM	Active

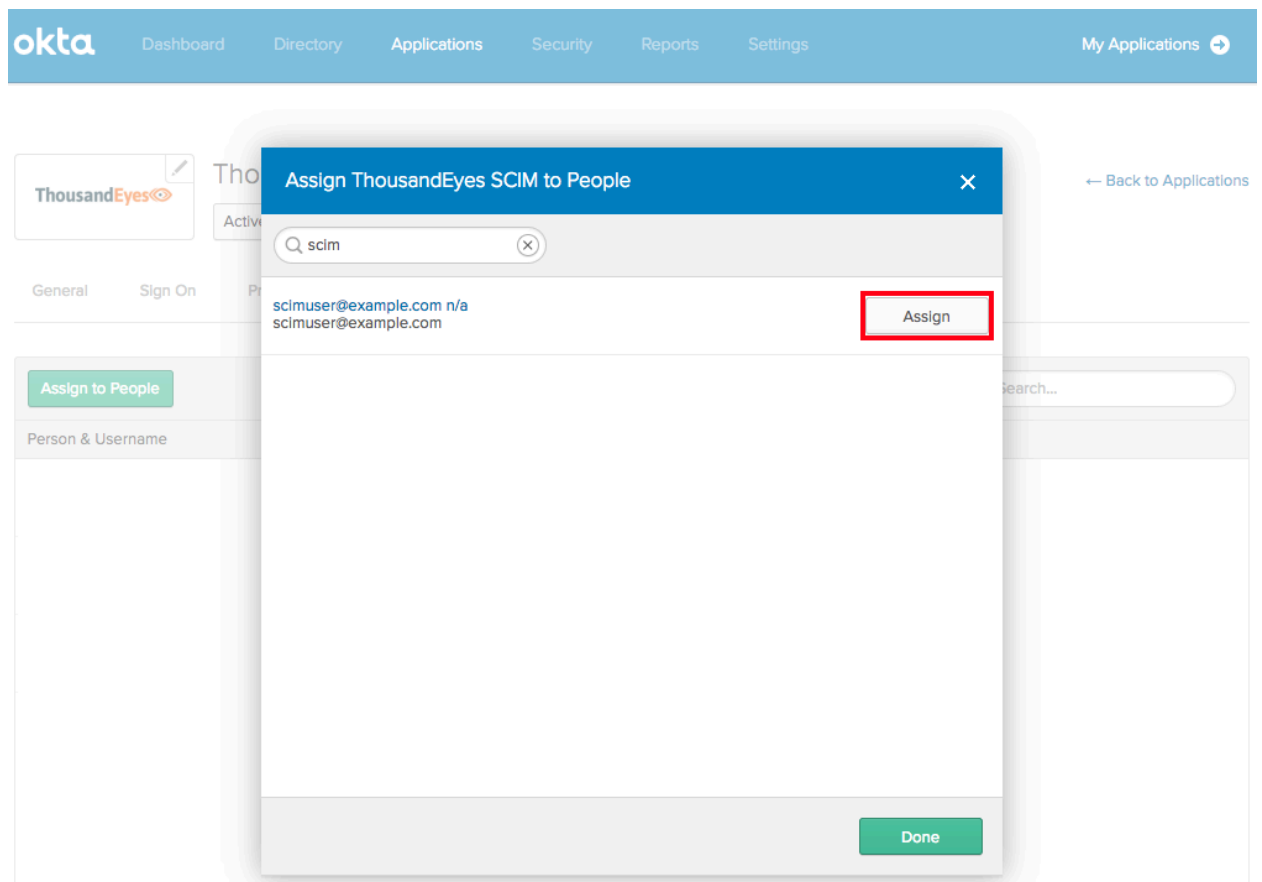
Assignments completed: 11/2/16 3:19 PM, 3 of 3 assignments completed.

Active Applications: These apps are configured and can be assigned to people. Deactivating an app removes it from every user's home page. Deleting an app deactivates it and discards its settings.

Now click on “Assign to People”



Select the people you want to be pushed to ThousandEyes as users by clicking on the “Assign” button next to them.



Then click on “Save and Go Back” after reviewing the user information:

Assign ThousandEyes SCIM to People



User Name

Given name

scimuser@example.com

Family name

n/a

Primary email

scimuser@example.com

Display name

scimuser@example.com

Save and Go Back

Cancel

Repeat this for all users you want to push to ThousandEyes, when done, click on “Done”

Assign ThousandEyes SCIM to People

Q scim

×

scimuser@example.com n/a

scimuser@example.com

Assigned

Done

If the User ID (email) is already registered with ThousandEyes, then the new access, permissions and roles will be configured accordingly on this user, matching what was setup in the “SCIM Settings” section of your org’s [Security and Authentication](#) settings:

 Organization-Wide

SCIM Settings
Define the default roles and login Account Group for users created through the SCIM API.

Account Group

Roles

All Account Groups

Regular User ✕

Discard Changes

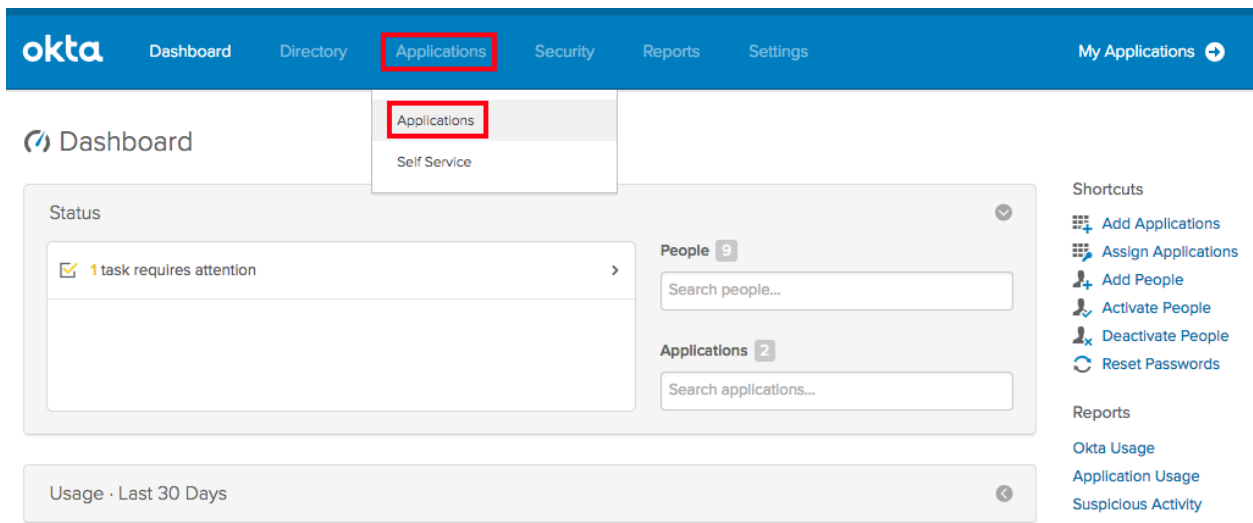
Save

If the user doesn't exist, it will be created in the application and no registration or activation will be required from the newly created user.

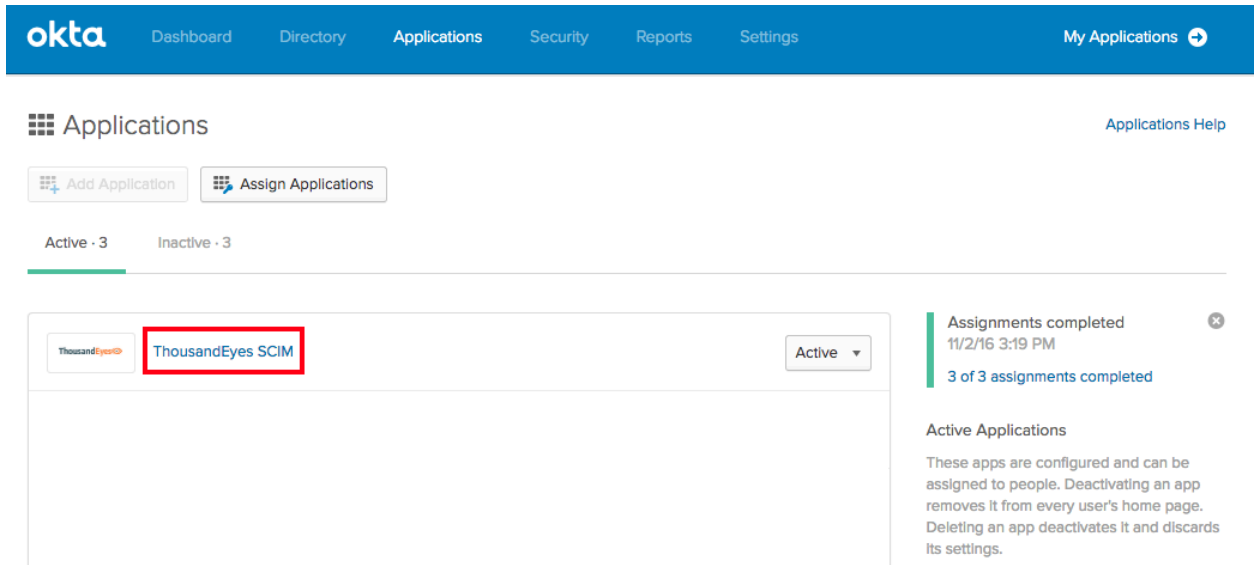
Removing Users

To **delete** an user, open the Application from Okta,

From the home page, go to Applications > Applications

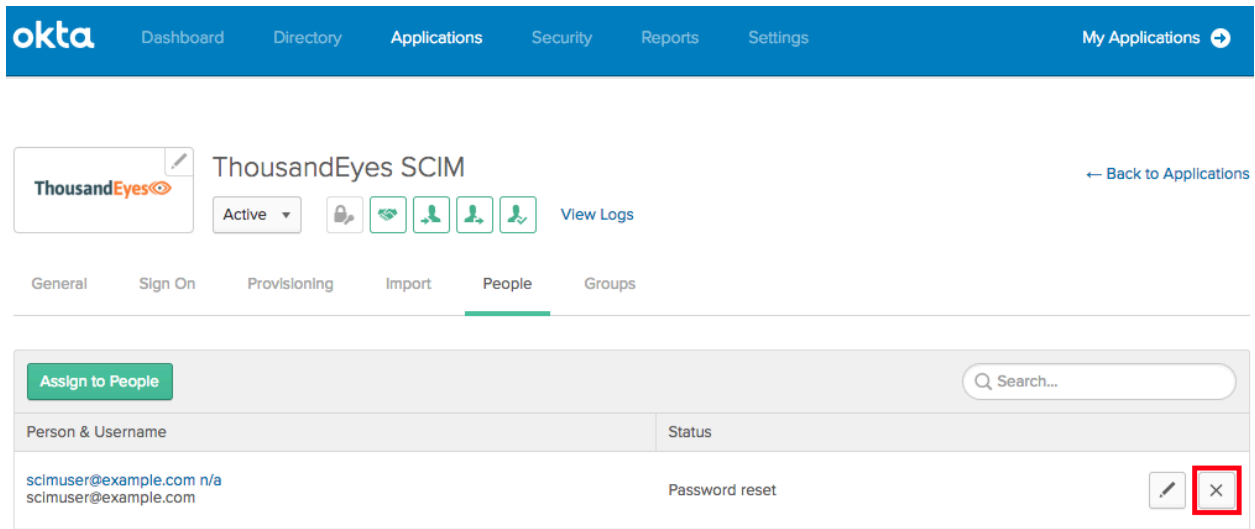


Then click in the newly added app:



The screenshot shows the Okta Applications dashboard. The top navigation bar includes links for Dashboard, Directory, Applications, Security, Reports, Settings, and My Applications. The main heading is "Applications" with an "Applications Help" link. Below the heading are buttons for "Add Application" and "Assign Applications". A status bar indicates "Active - 3" and "Inactive - 3". A card for "ThousandEyes SCIM" is highlighted with a red box, showing it is "Active". To the right, a summary box states "Assignments completed 11/2/16 3:19 PM" and "3 of 3 assignments completed". Below this, a section titled "Active Applications" explains that these apps are configured and can be assigned to people, and that deactivating or deleting an app removes it from users' home pages and discards its settings.

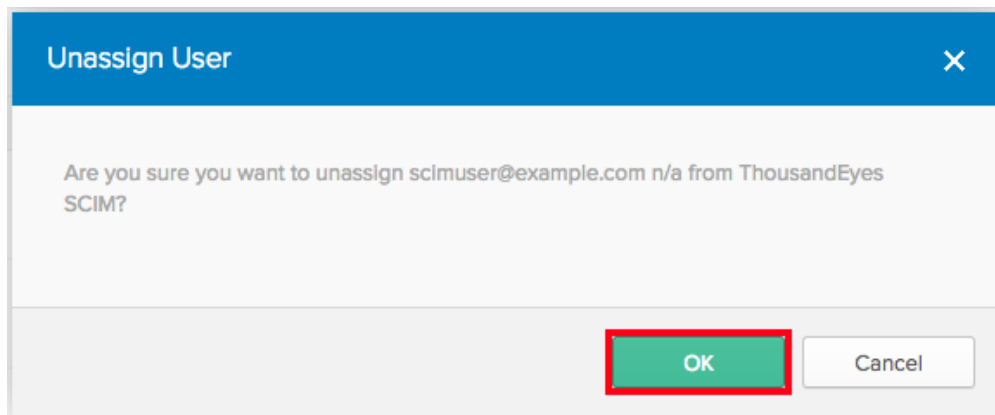
Now click on the “X” button next to the user you want to delete:



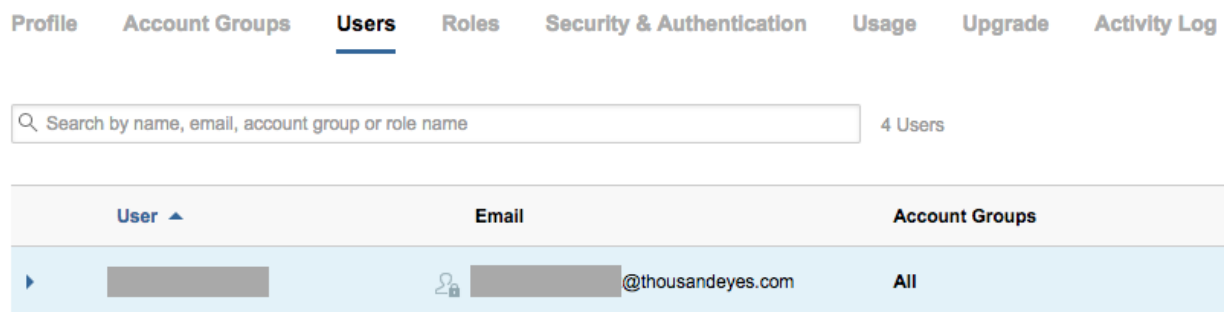
The screenshot shows the configuration page for the "ThousandEyes SCIM" application. The top navigation bar is the same as the previous screenshot. The page title is "ThousandEyes SCIM" with a "Back to Applications" link. Below the title are tabs for "General", "Sign On", "Provisioning", "Import", "People", and "Groups", with "People" currently selected. A section titled "Assign to People" includes a search bar. Below this is a table with two columns: "Person & Username" and "Status". The table contains one entry for "scimuser@example.com n/a" with a "Password reset" status. To the right of the entry are edit and delete icons; the delete icon, represented by an "X" in a square, is highlighted with a red box.

Person & Username	Status
scimuser@example.com n/a scimuser@example.com	Password reset

And confirm the prompt to verify that the user will be unassigned from the Application.



Once again, the user should be shortly deleted from ThousandEyes. This is also verifiable within the [Users section within Account Settings](#)



ThousandEyes Customer Success Team

For any issues found in this guide or any problems faced when implementing this integration, please reach support@thousandeyes.com for assistance.