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

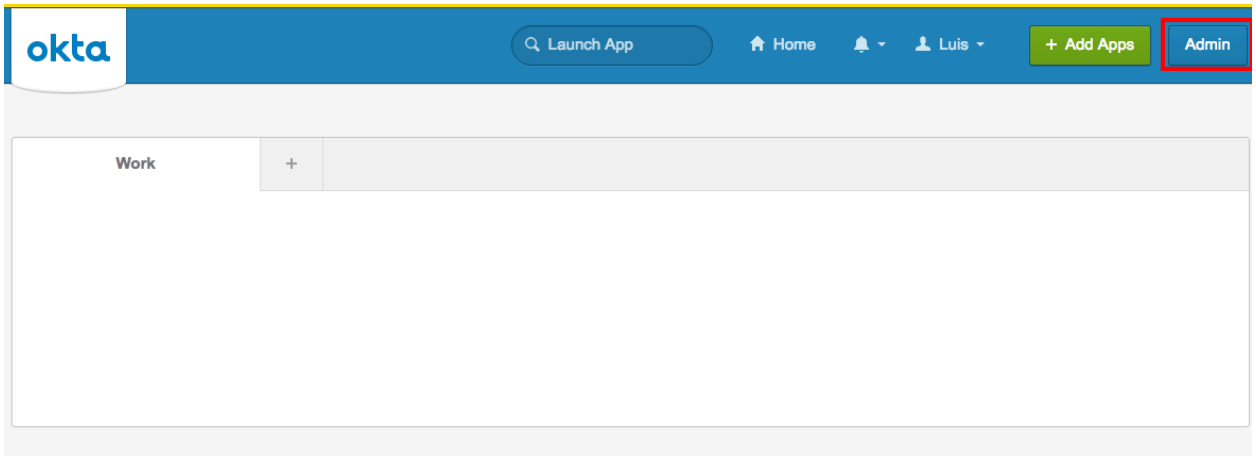
## Supported Features

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

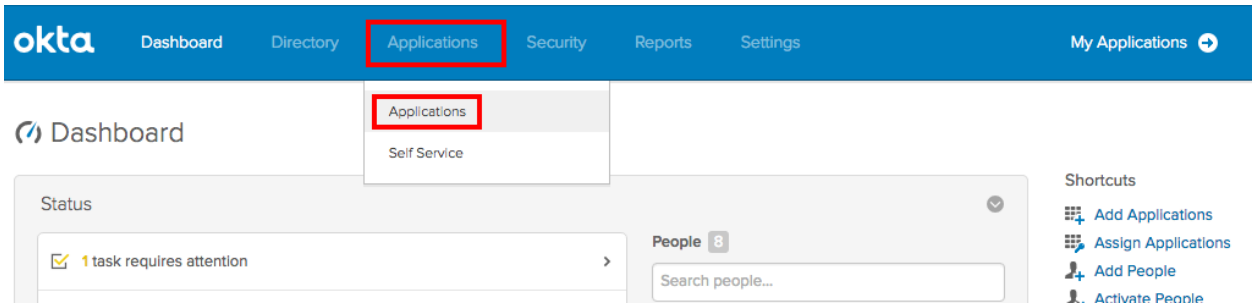
As of now, no group information or other user attributes can be translated into Account Groups, Roles or any similar ThousandEyes' structure.

## Configuration

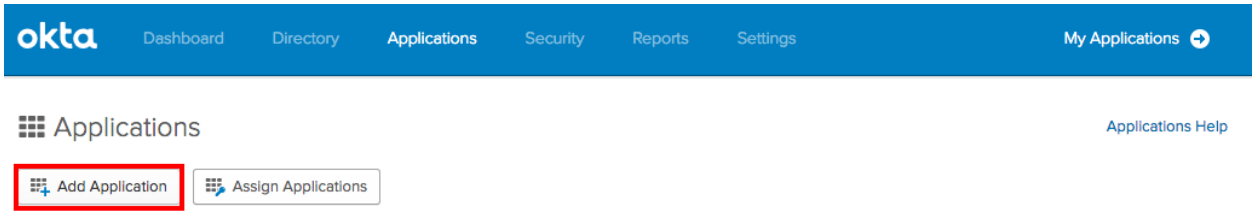
To start, open Okta and click on the "Admin" button on the top right:



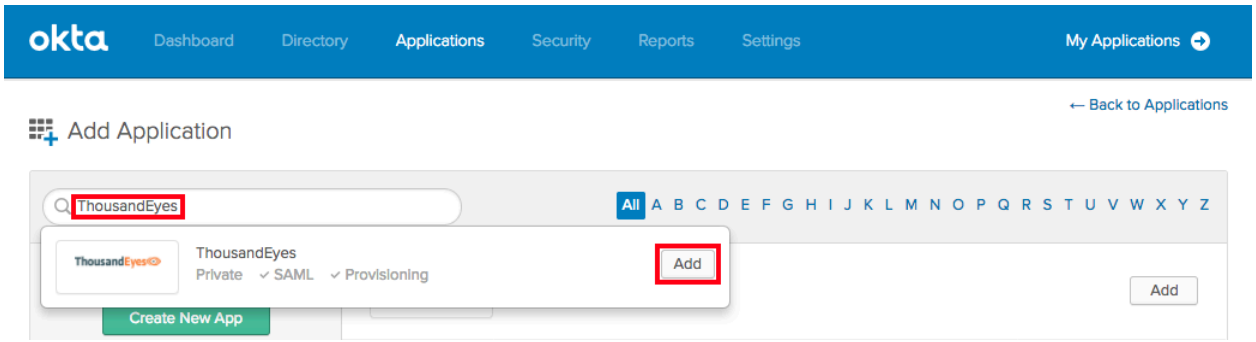

Now that you are in the dashboard, click on the Applications menu, and then on the Applications sub menu:



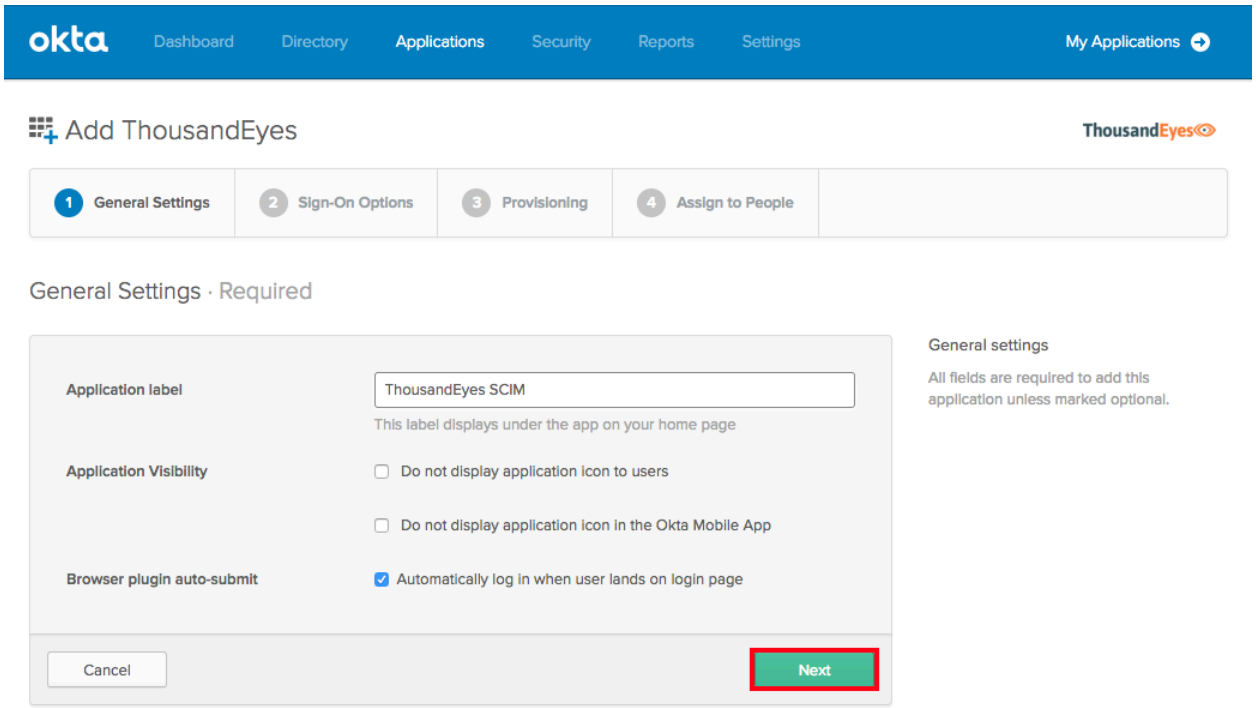

Click on “Add Application”:




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

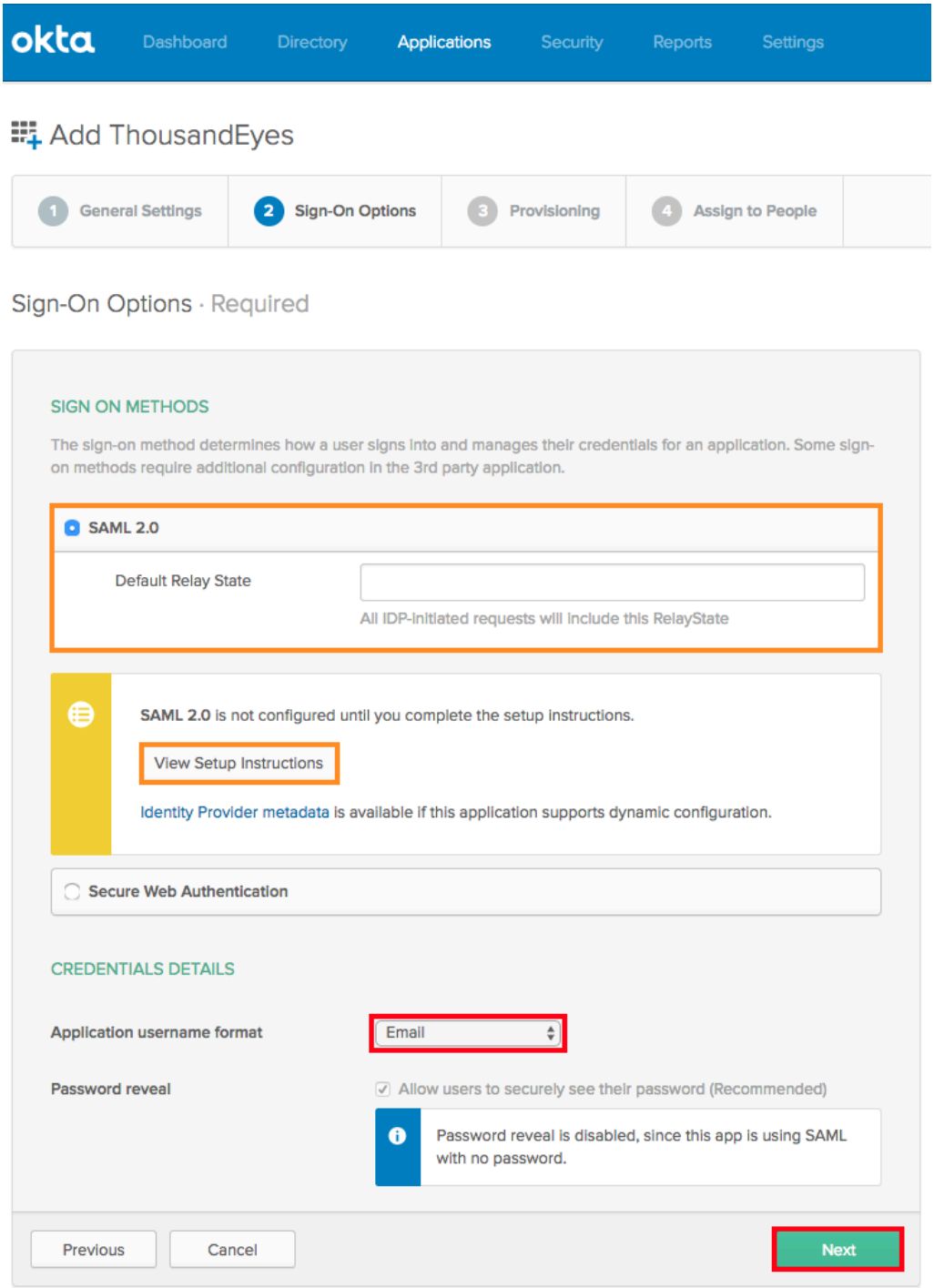



Type in a Name for your Application, then click Next:

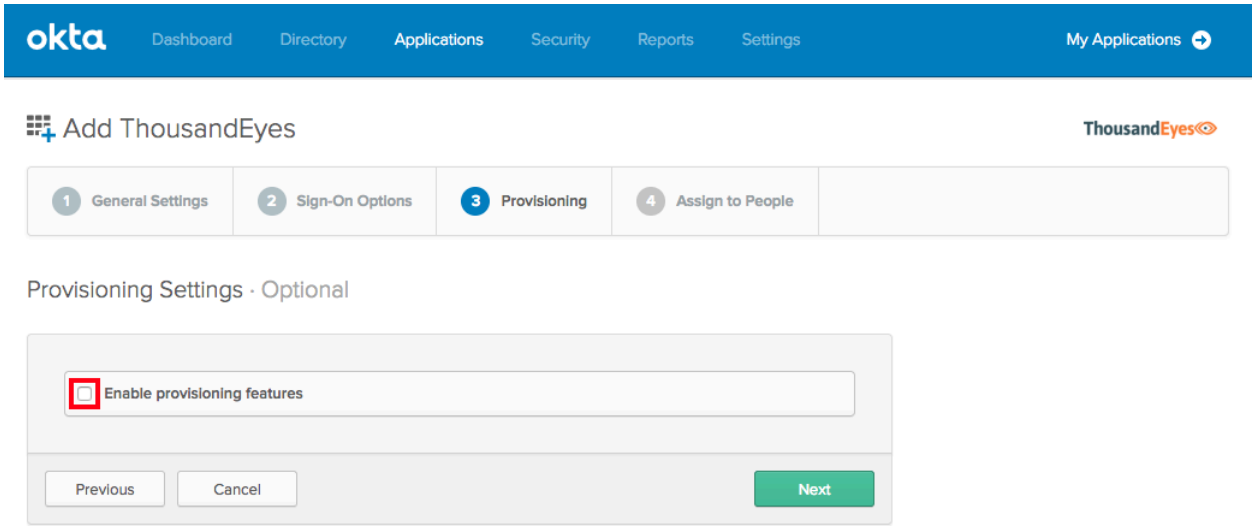



Under “Application username format” select in the drop down menu the “Email” option.

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”.

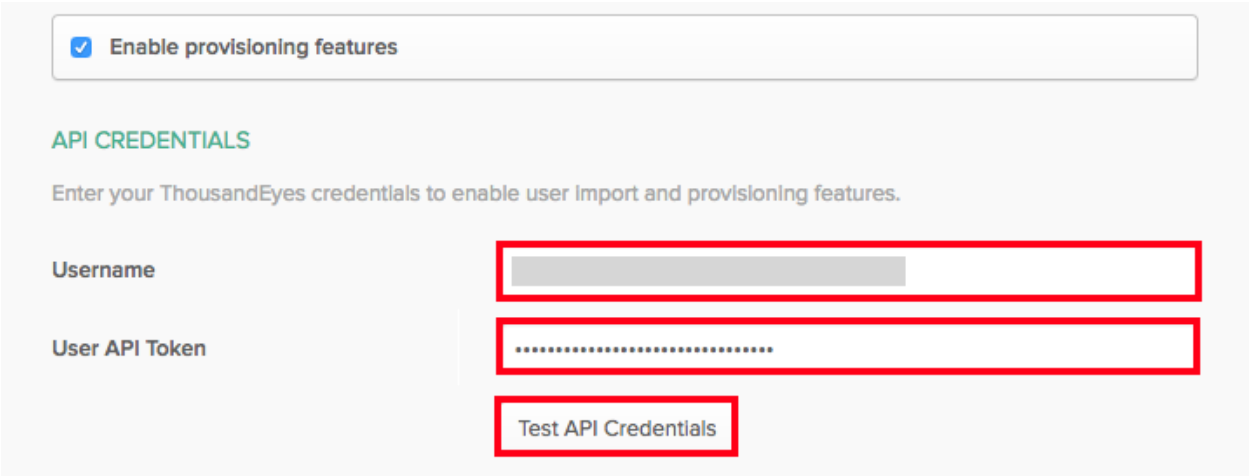



In the provisioning settings, check the “Enable provisioning features” checkbox:

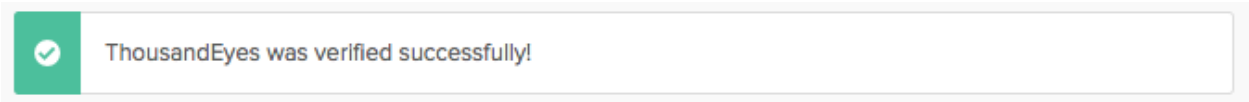



Now enter the following information in the “API Credentials” form:

- **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).



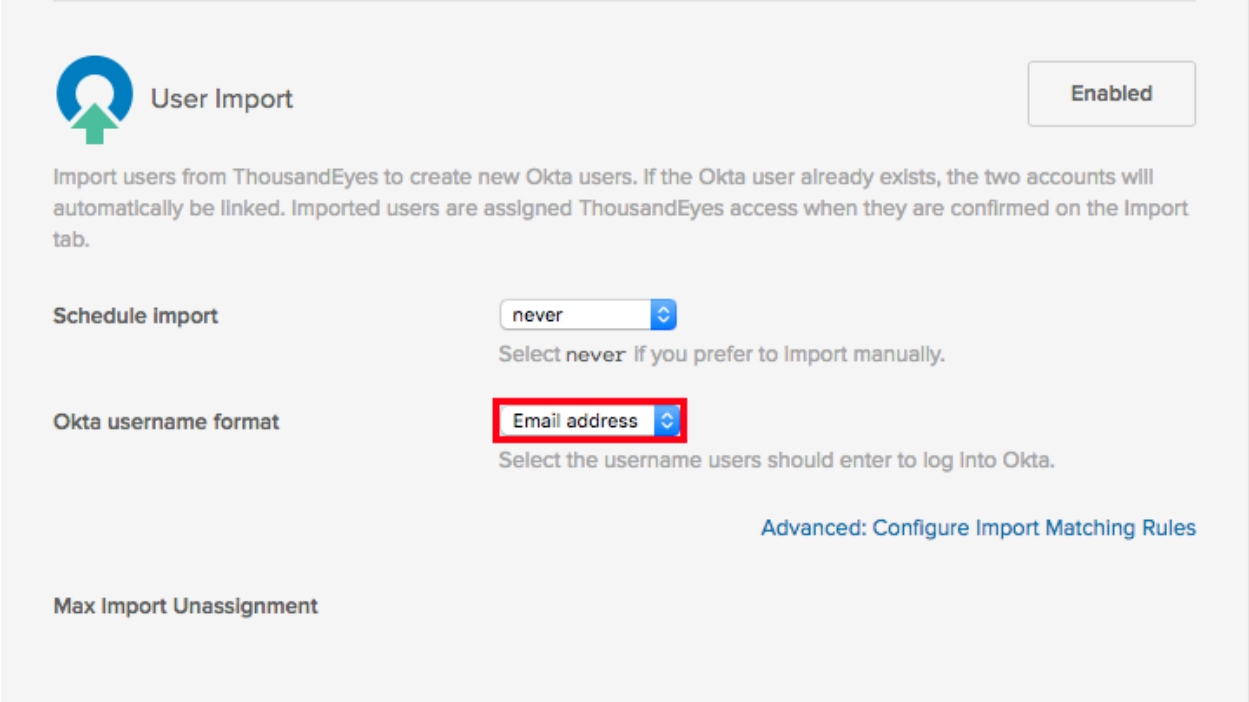

Click on “Test credentials” to make sure the API token and username were entered correctly. This should return a label similar to this one:



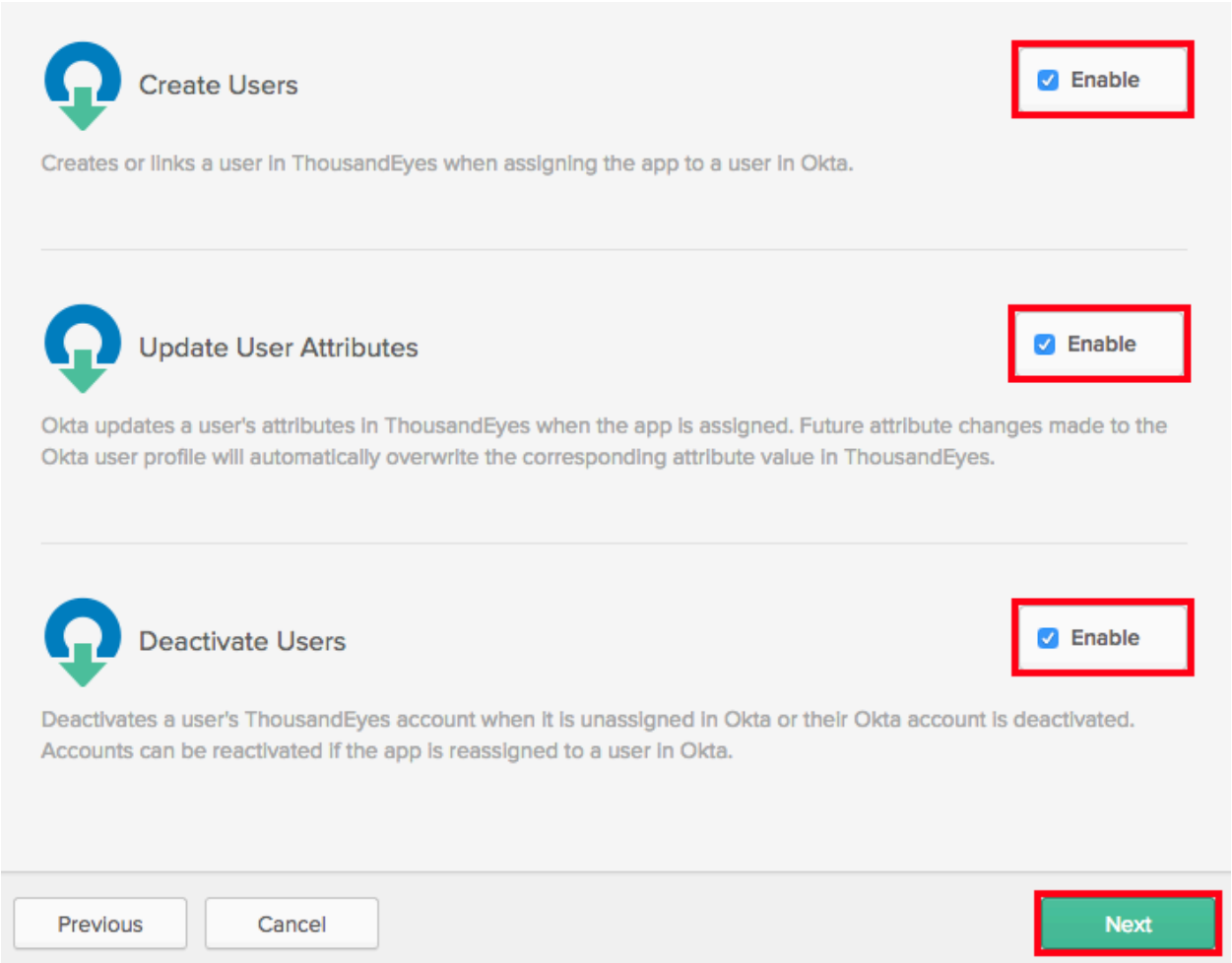

If an error is present, verify that the selected user has the permissions stated in the Requirements section of this document. If the issues persist, please contact ThousandEyes customer success team (support@thousandeyes.com) to assist.

Under “Provisioning Features” select the following options:

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

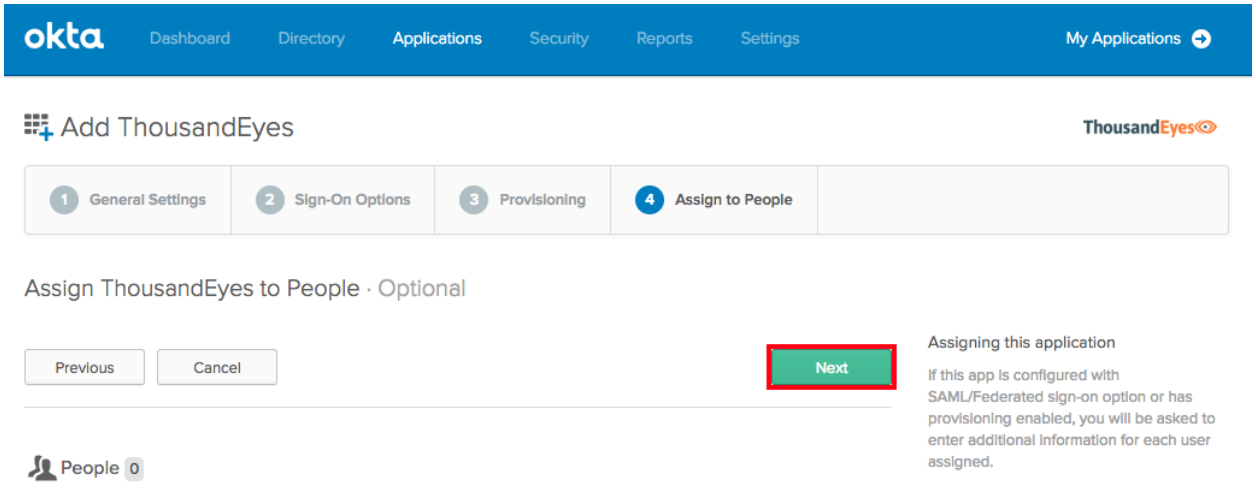



- **Create Users** - Enabled
- **Update User Attributes** - Enabled
- **Deactivate Users** - Enabled

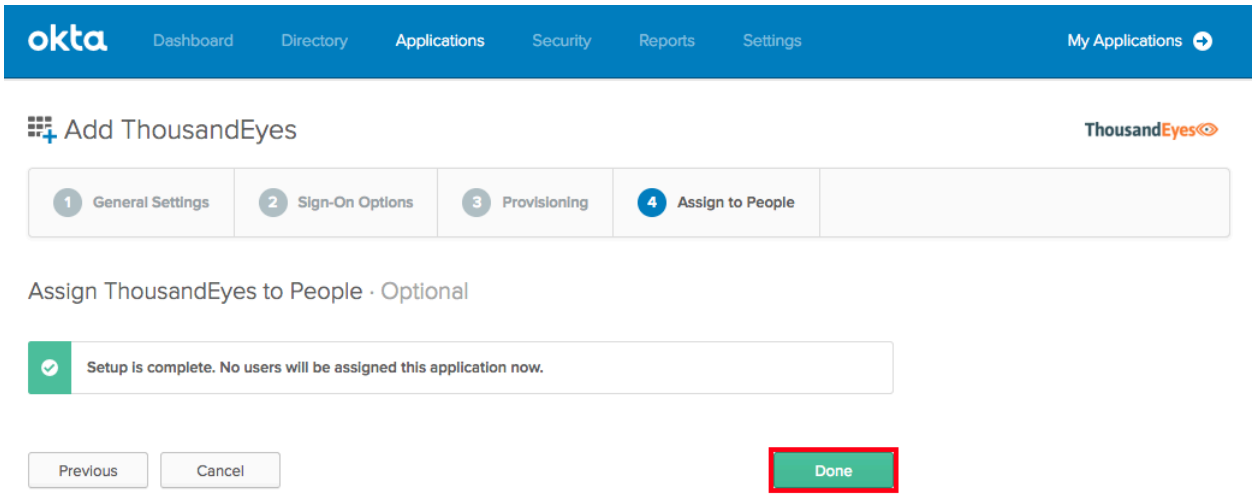



Once this is completed, click on “Next”.

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




And click on “Done” to finish the configuration:



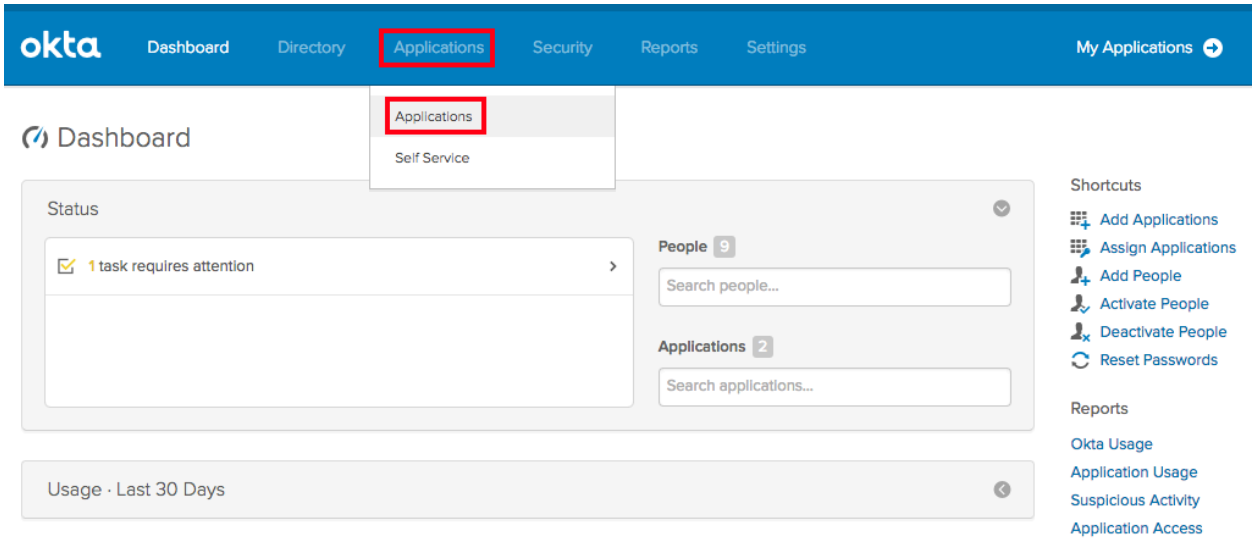

At this point of time, setup of SCIM with ThousandEyes is complete.

# Testing the SCIM integration

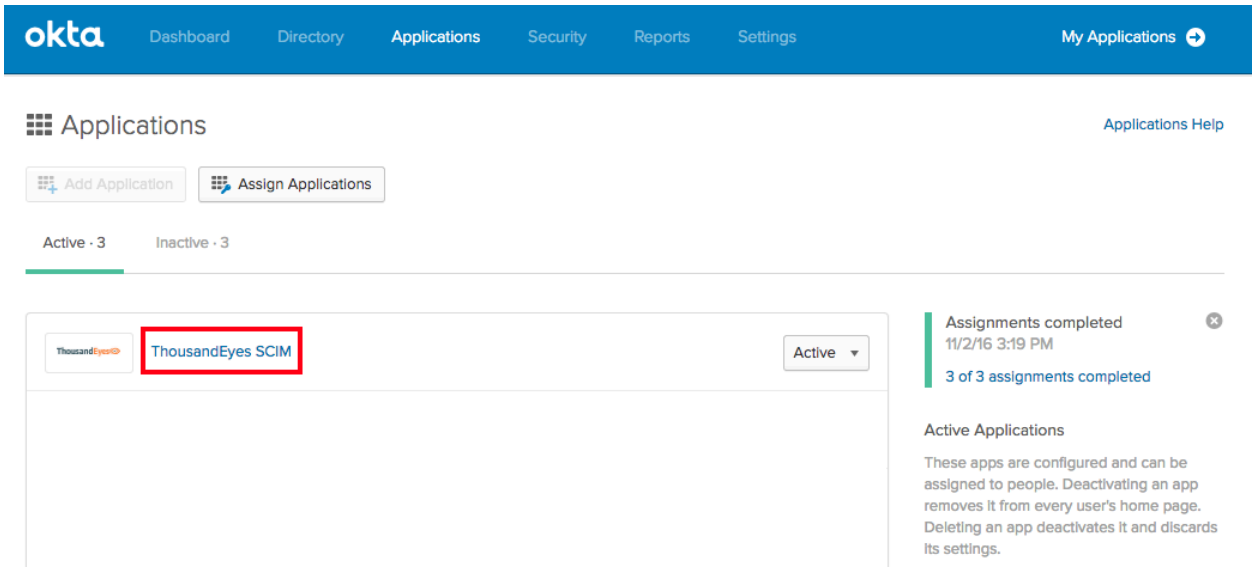
## Adding Users

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

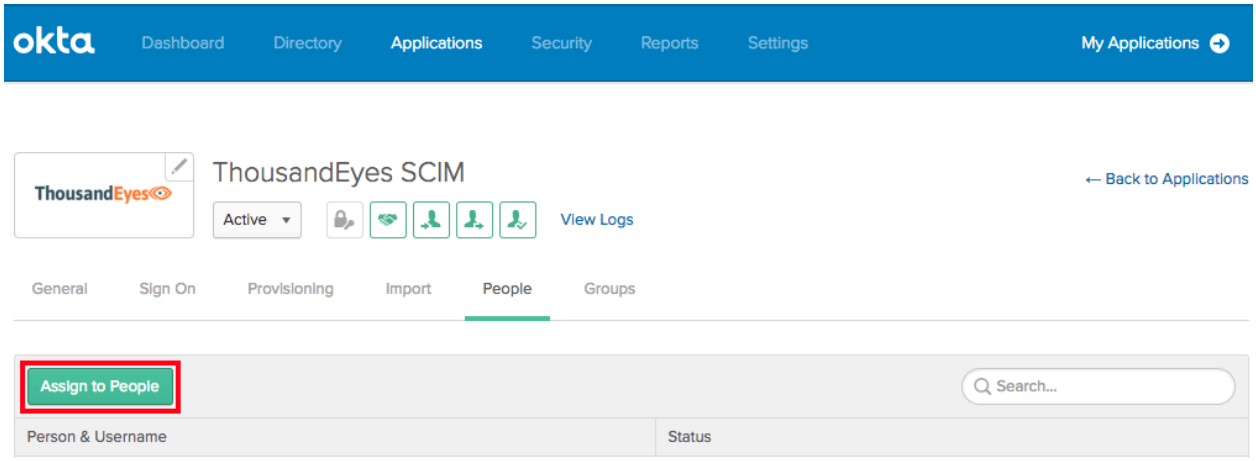
From the home page, go to Applications > Applications



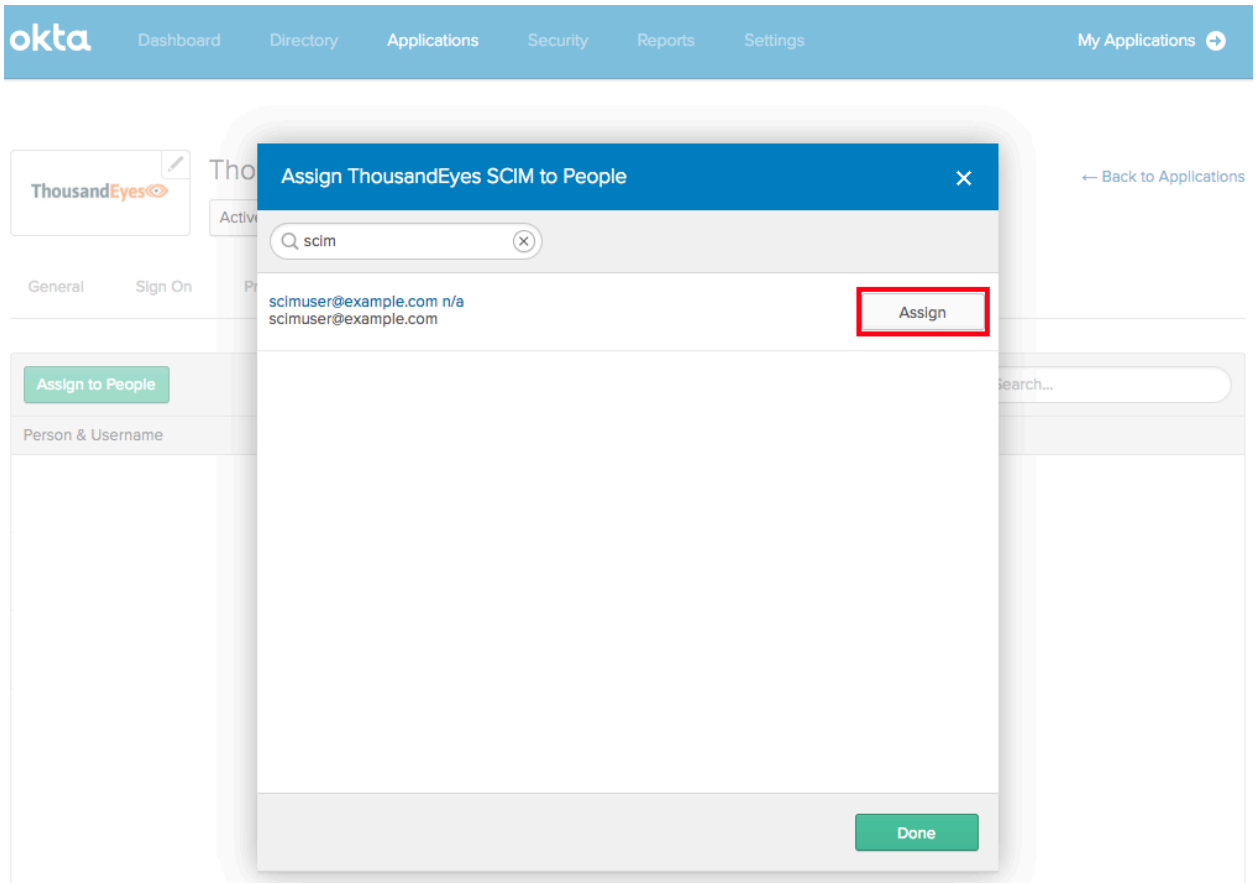

Then click in the newly added app:



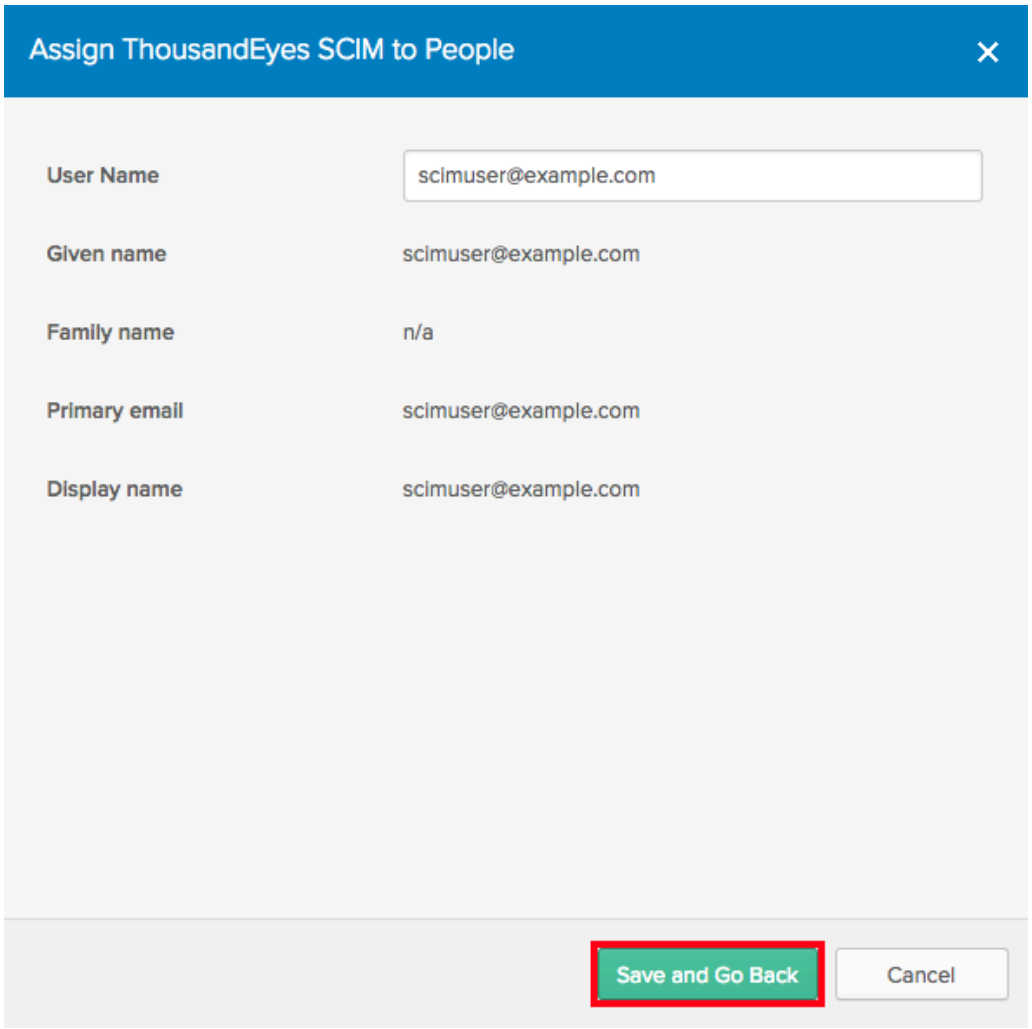
Now click on “Assign to People”



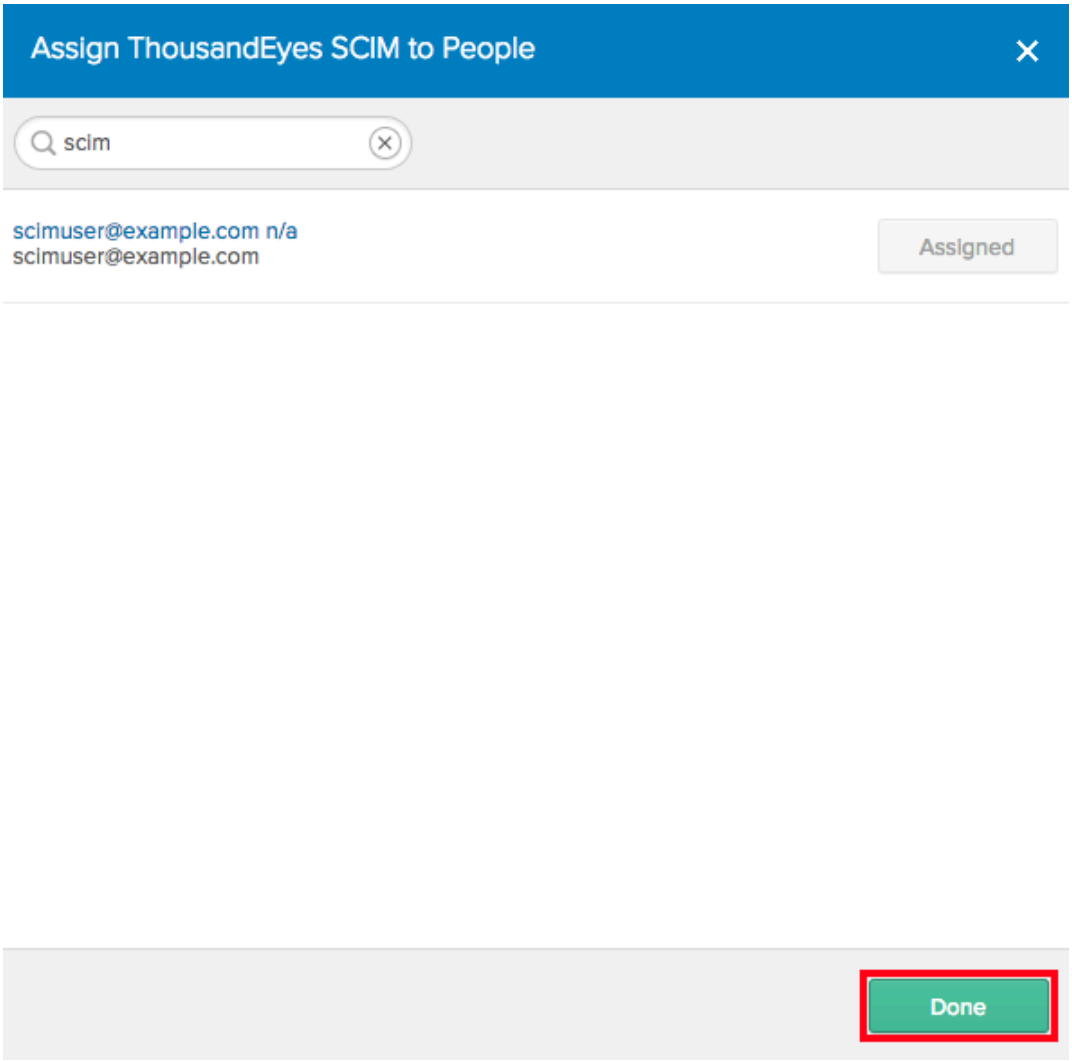

Select the people you want to be pushed to ThousandEyes as users by clicking on the “Assign” button next to them.



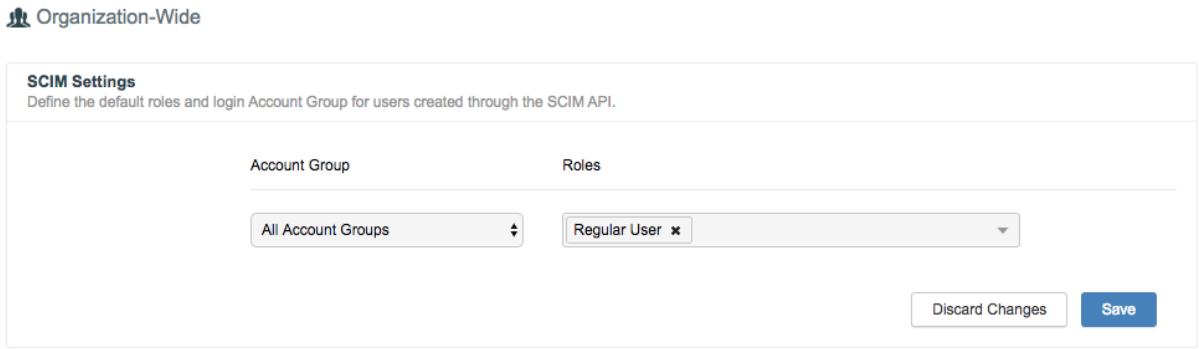

Then click on “Save and Go Back” after reviewing the user information:


Assign ThousandEyes SCIM to People
User Name
scimuser@example.com
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”

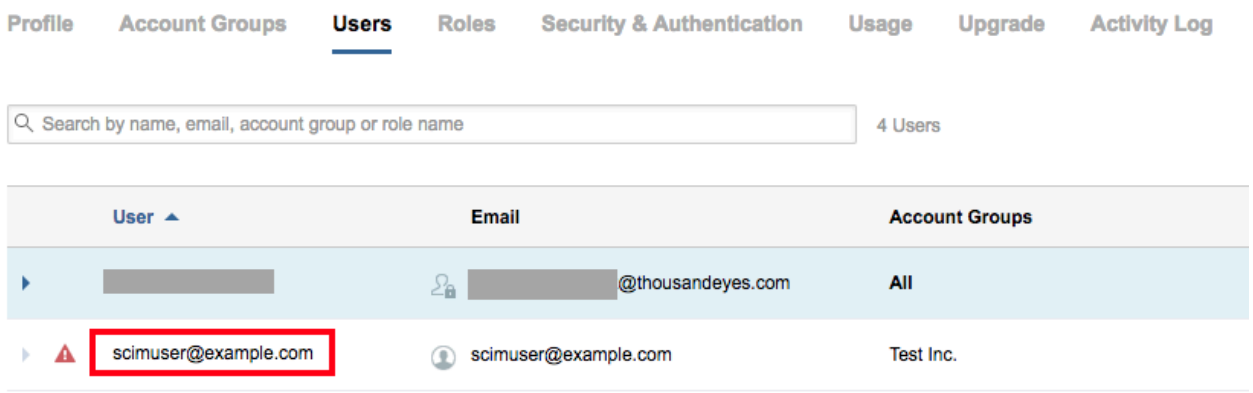



If the User ID (email) is already registered with ThousandEyes, then the new access, permissions and roles will be configured accordingly on this user, matching what was setup in the “SCIM Settings” section of your org’s [Security and Authentication]() settings:



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.

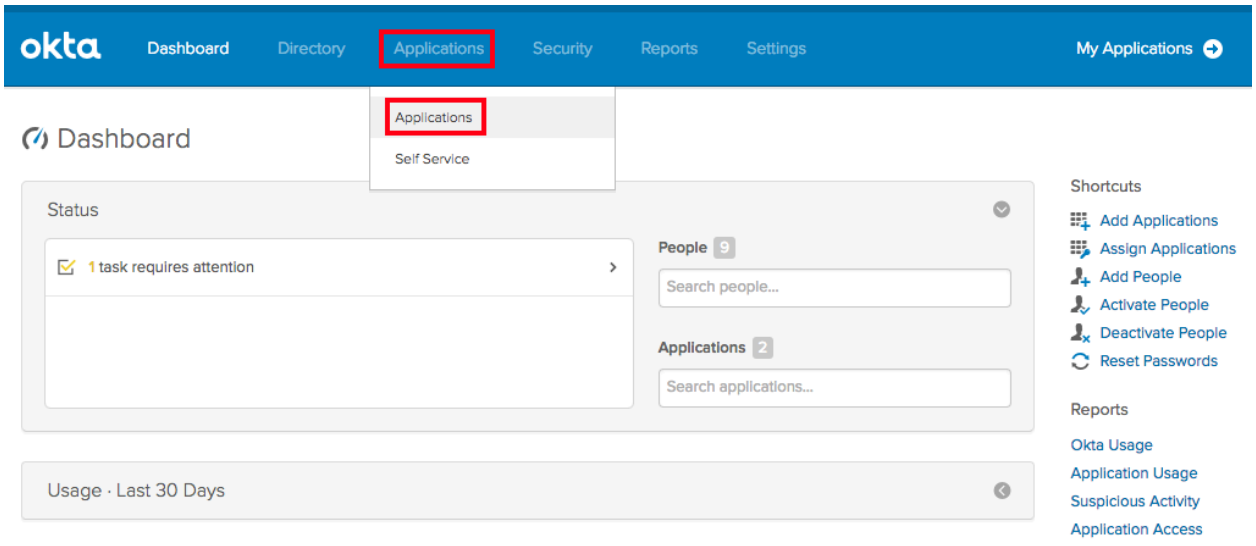
Within ThousandEyes, the user should be visible shortly after it was associated with the service from Okta. To validate this, go to the Users section within Account Settings and verify the newly added user is present there:



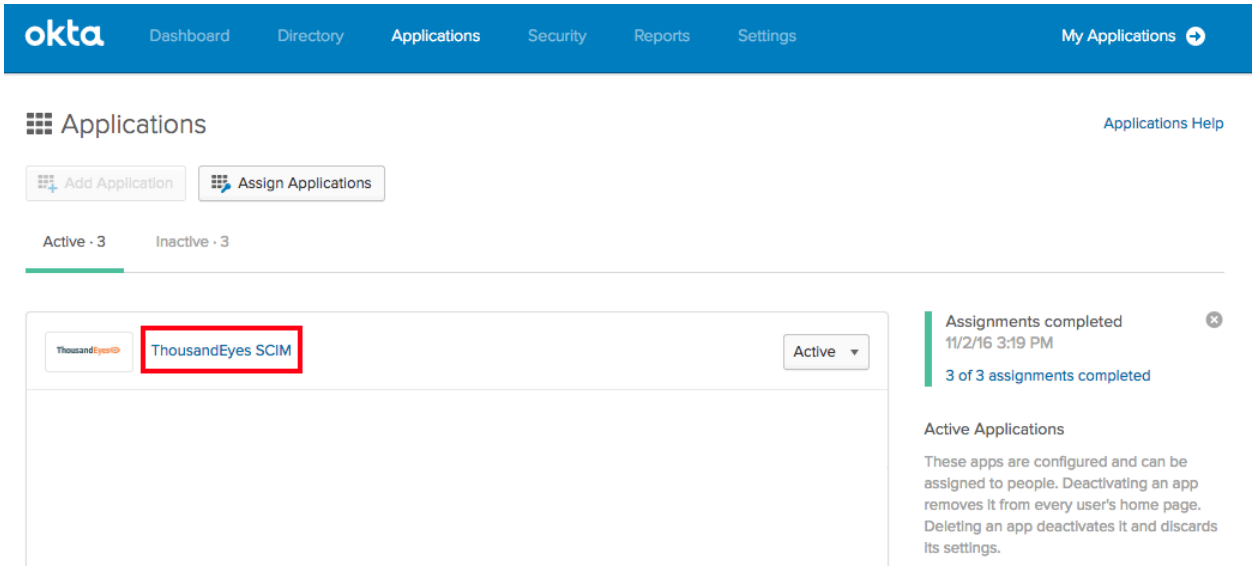
# Removing Users

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

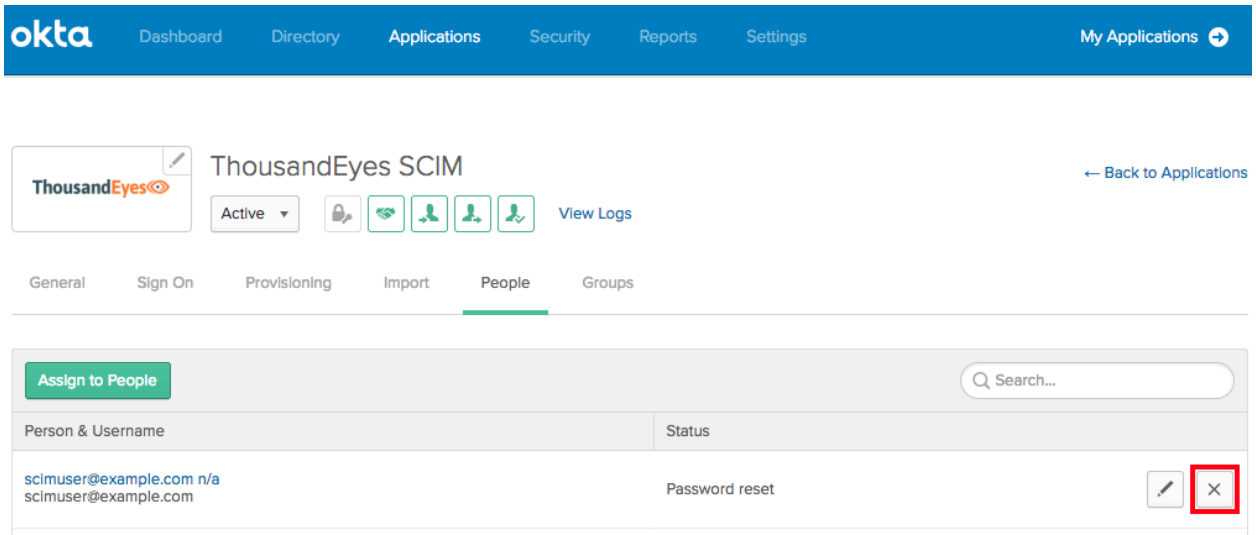
From the home page, go to Applications > Applications



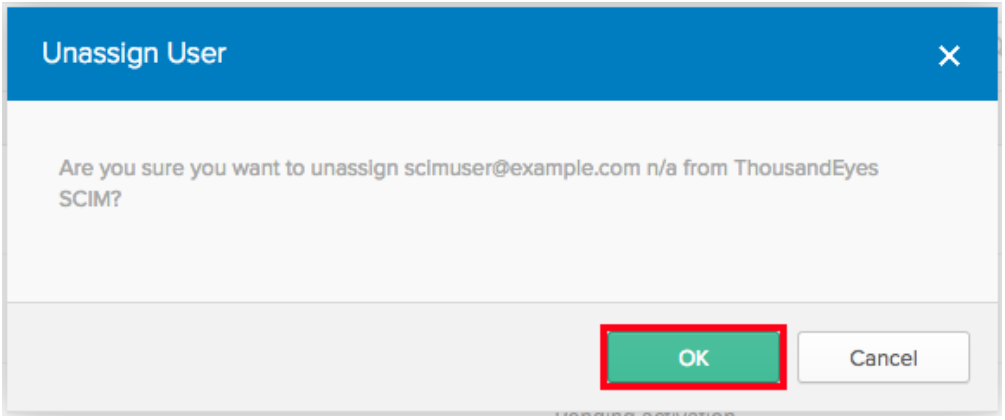
Then click in the newly added app:



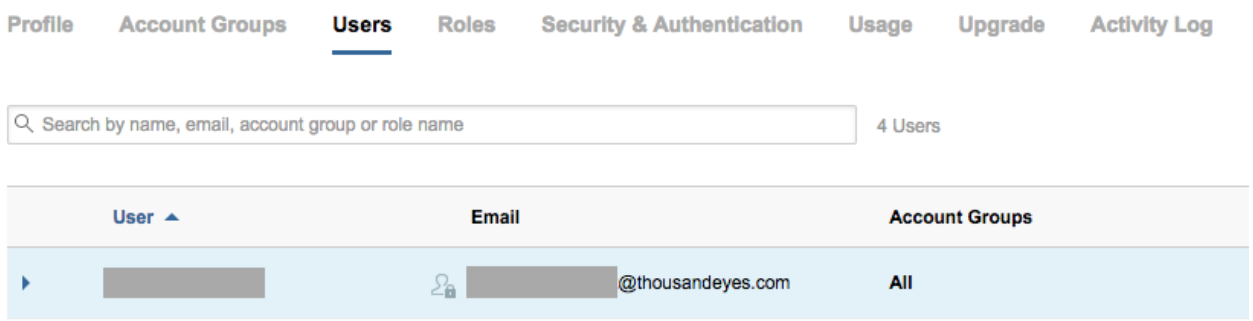

Now click on the “X” button next to the user you want to delete:



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.