


Deltek Costpoint®
GovCon Cloud
Moderate
Developer Access Setup

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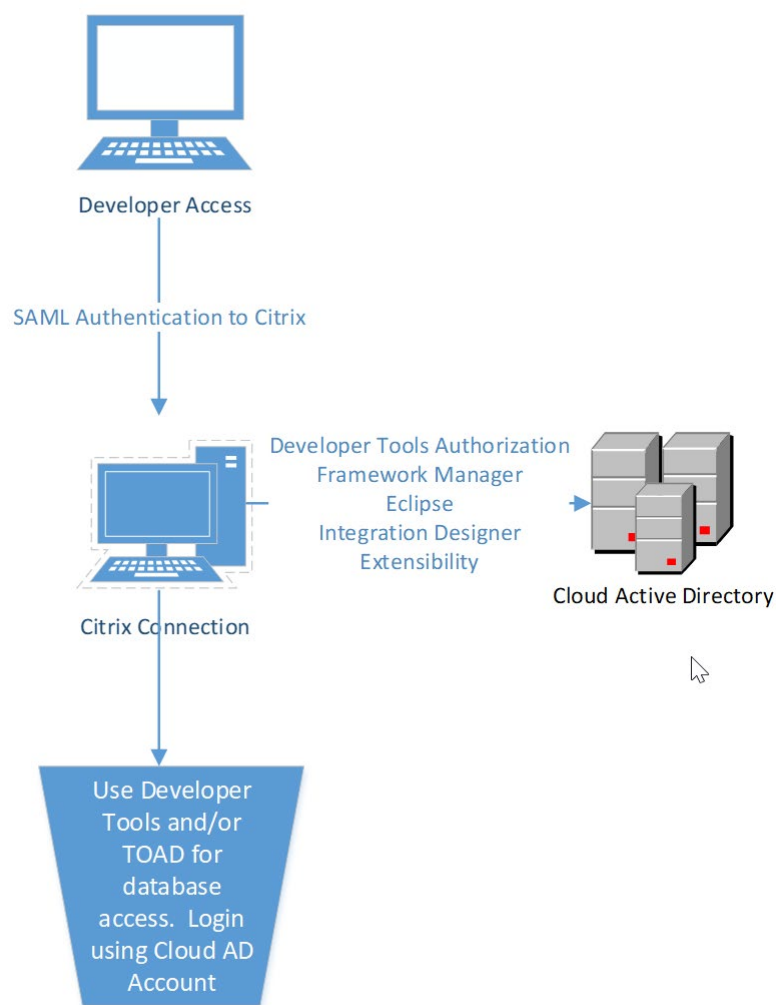
Contents

Overview	1
Prerequisites	3
Setting Up Developers	4
Things to Remember	10
Troubleshooting	11
I Can Create a Table in Dev but Not in TEST or CONFIG.....	11
How Do I Fix It?	11
My Developer Cannot Login to Citrix.....	11
How Do I Fix It?	11

Overview

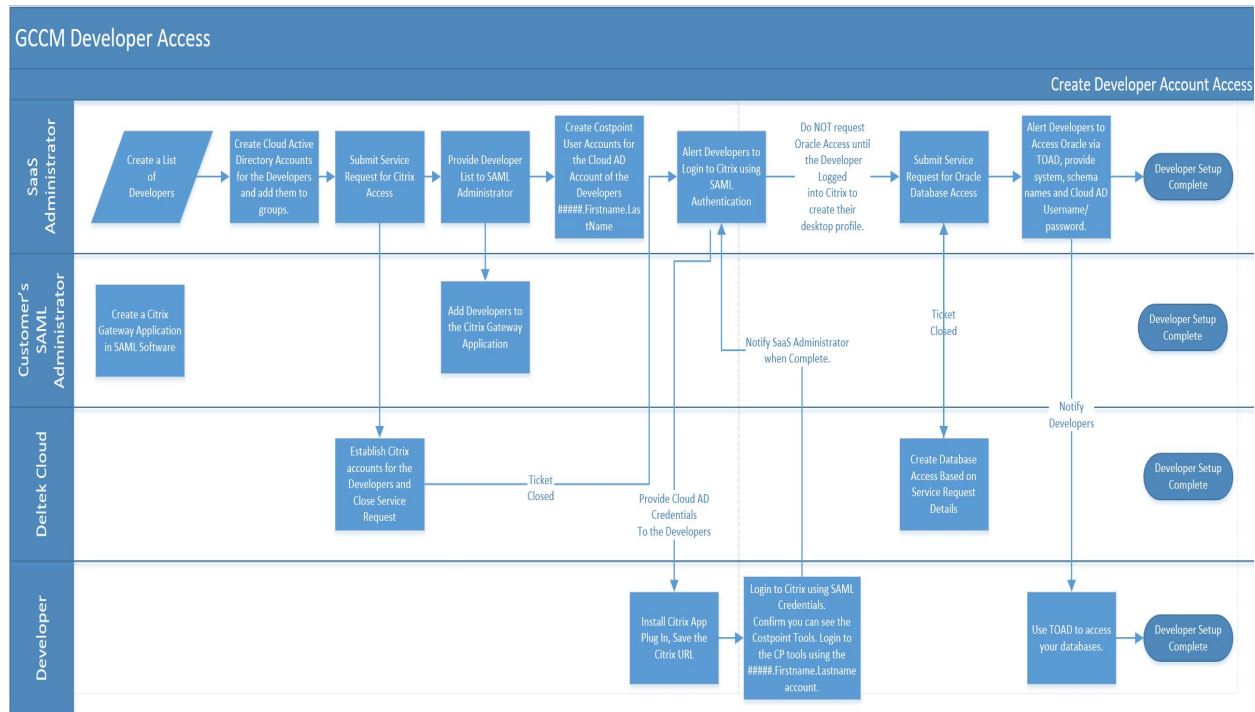
GCCM Enterprise customers often need to set up staff or consultants with Developer Access to tools like Extensibility, Framework Manager, and Oracle Database Access. Ensuring that the right people have the correct access is key to maintaining your data integrity. This guide will help walk you through the process of setting up your development teams' access to the GCCM Cloud systems.

At its most simplistic view, your developers access Citrix Web Application by logging in with SAML credentials from your SAML provider. Then the tools they need are presented to them on the Citrix desktop. The Costpoint- and Cognos-specific tools use the Cloud Active Directory account (#####.Firstname.Lastname) account to log in. For TOAD access to Oracle, you still use the Cloud Active Directory account, but you remove the periods (#####FirstnameLastname).



There are several steps to set up your developers' access. When completed in the correct sequence, your developers can easily access the tools they need the first time they log in. You will need assistance from your SAML Administrator, the developer, and the Deltek Cloud team to complete the setup of your developers. The following diagram outlines the steps in this guide.

Overview



Prerequisites

Before you can set up your developers, you need to ensure you have the following items completed:

1. Establish your SAML SSO Connectivity with Costpoint in the cloud.
2. Ensure each developer has a SAML Account to authenticate with Citrix. These steps assume the basic single sign on/SAML account creation was used for the developers.
3. Determine if you will provide one Costpoint login using the Cloud AD Authentication (required for developer tools login) or two Costpoint logins (one with Cloud AD authentication and one with SAML authentication) to replicate the end user experience for your developers. If you are unsure, check with your developer or your implementation team if you are working with Deltek Professional Services or one of our partner organizations.

Setting Up Developers

Task #	Who	Task	Description	Links to Details
1	SaaS Admin	Database Refresh	To ensure that your developers have access to your data for their development work, refresh the DEV environment with a copy of your data.	Log into support.deltek.com and enter a Cloud Solution Service Request for Database Refresh. You can set the source as Customer Provided or a system where your data was already loaded into the cloud. Set the target as DEV and select ALL schemas.
2	SAML Admin	Create SAML Citrix Gateway Application	In GCCM, your developers access Citrix and authenticate against your SAML IDP. This gives you the ultimate control as removing them from this Citrix application removes their access.	Create a Citrix Gateway Application in your SAML Provider. It will need to point to https://cp-ctx01.pss.mydeltekgcc.com and be set to Automatically log in when user lands on login page.
3	SaaS Admin	Submit Developer List to SAML Administrator	Using your internal processes, add your developers to the IDP Citrix application created in task 4.	
4	SAML Admin	Update SAML Citrix Gateway Application Users	Add the developers from the list provided in task 11 to the Citrix Gateway Application.	
5	SaaS Admin	Create Cloud Active Directory Accounts for Developers the #####.FirstName.LastName account	Once your developers log into Citrix, they use their Cloud AD account to authenticate with the tools or database, depending on the access granted. You need to create the Cloud AD accounts only for developers. Note: Passwords expire every 60 days.	Create Cloud AD Accounts for WIC Development Tool and Framework Manager Access

Task #	Who	Task	Description	Links to Details
6	SaaS Admin	Establish 2FA Authentication for the Cloud Active Directory	<p>To ensure that anyone with an Active Directory account is who they claim to be, Deltek requires 2FA authentication to be set up. Deltek uses Google Authenticator; although, other one-time password authentication apps can be used.</p> <div> Note: Duo is not supported. </div>	Setting Up 2FA for Your AD Manager Account
7	SaaS Admin	Assign Developers to Cloud AD Groups for tool/data access	<p>There are predefined AD Groups that you can use to control which developers have access to what. You can grant access to just Framework Manager or to all the tools.</p>	Group Permissions for Cloud AD Accounts
8	SaaS Admin	Create Costpoint Developer Accounts	<p>Create a Development Account for the developer in Costpoint. This account uses Active Directory Authentication. The user authentication will be the developers AD Account (#####.firstname.lastname). You also need to grant them access to the extensibility tools, if needed.</p> <p>Your staff developers will end up with two accounts: the development account and their normal account with SAML authentication for timesheet entry and so on.</p> <div> Note: Active Directory account passwords expire every 60 days. </div>	Cloud AD Account <p>The screenshot at the bottom of the topic illustrates how to grant access to extensibility tools.</p>

Task #	Who	Task	Description	Links to Details
9	SaaS Admin	Setup Citrix Service Request	Complete the Service Request - Setup Citrix Access and download the form from the Service Request. Use the form to create a list of users that will need to be set up as developers, internal users, and implementation team members, if applicable.	Set Up a User with Citrix
10	SaaS Admin	Submit the spreadsheet thru SFTP access.	After you enter the Setup Citrix Access Service Request, you need to upload the spreadsheet using GoAnywhere.	Using Deltek SFTP to Send and Receive Files
11	Developer	Install Citrix Plug-In	Assuming you have not used Citrix, you will need to install the Citrix Plug-In. You may need to confirm that you have the correct version of the Plug-In to connect to the Deltek Cloud.	Install Citrix Plug-In
12	Developer	Easy Access Store URL	Bookmark the following the URL or save it as a desktop shortcut: https://cp-ctx01.pss.mydeltekgcc.com/ You must log into Citrix directly from this URL. You cannot launch the Citrix Gateway from your SAML Application list.	
13	Developer	Do NOT attempt to login!		
14	SaaS Admin	Notify Developers to Login to the Citrix Gateway	Now that the developer accounts have been created in Citrix, they can log in, which creates their profile or desktop where their applications appear. Depending upon the access you granted when you set up the Cloud Active Directory accounts, they may see the BI Framework or they may	

Task #	Who	Task	Description	Links to Details
			see the Costpoint Extensibility tools.	
15	Developer	Log into Citrix	Log into Citrix using your SAML Authentication and verify that you can see the Extensibility tool and/or Framework Manager depending upon the development work you will complete.	
16	BI Developers	Access Framework Manager	Your BI (Cognos) Framework developers have what they need to work once they log into Citrix.	BI Cognos Framework Manager Access
17	Developer	Update SaaS Admin	Notify the SaaS Administrator when you have successfully logged into Citrix. Then your Oracle Database Access can be established.	
18	SaaS Admin	Wait for the <u>developers to confirm they have logged into Citrix</u> BEFORE you continue to the rest of the tasks. Failure to do so will result in the TOAD Application not deploying to your developers correctly. The developers' profiles must exist in Citrix before you continue.		
19	SaaS Admin	Oracle Access to Non-Production Databases Service Request	Identify the Cloud Active Directory accounts you want and the level of access to the databases by system you want to grant access to.	Oracle Database Account

Task #	Who	Task	Description	Links to Details
			<p>Tip: Either grant access to all your non-Production systems or track the access you granted. This helps with troubleshooting later as you start to use more systems.</p>	
20	SaaS Admin	Provide Developers with Database, Host Name and Cloud AD Information	The SaaS Admin will be contacted with the database names, developers' passwords, and host names for the databases. The SaaS Admin will need to pass this information on to the developers.	<p>The Oracle Database Account credentials expire every 60 days. No notification is provided that these credentials will expire. The SaaS Customer Admin must proactively reset these credentials to avoid them from expiring.</p> <p>If the credentials do expire, please submit the SaaS Admin Password Reset service request</p>
21	Developers	Access Oracle Using TOAD	To access the Oracle databases, you use a program called TOAD. See the details for additional login information and how to create connections to your databases.	SQL Access Using TOAD
22	Developers	Create New Connections in TOAD	If you are new to TOAD, check out our guide to create new connections within TOAD.	Create a New Connection in TOAD
23	Developers	Review the Software Development Life Cycle (SDLC)	Before your custom work can be deployed into the Non-Production or Production environments, the code must go through a security and database review as part of the overall compliance. You will need to be familiar with the SDLC and the SLOs for how long the security review takes.	SDLC

Setting Up Developers

Task #	Who	Task	Description	Links to Details
24	Developers	Guides	Now that your developers have access to the tools they need to work, they should bookmark the Developer Resources page of the CCIC. There are many helpful guides in the CCIC for your developers.	Developer Guides
25	SaaS Admin	Promote Development Package	<p>Promote Development Package Service Request is how you get the Cloud Operations team to take your extensions and deploy them into other systems.</p> <p>Best practice is to promote your development package from DEV to a Non-Production Environment (TEST, CONFIG, SBOX). For Production, you should promote the development package from a Non-Production Environment.</p> <p>When an extension is promoted from DEV to any other system, it will automatically go through a security review which can take 3 – 7 business days. Deltek verifies that your changes do not create any security concerns or accidental data loops that could crash the database servers. After the package is approved, the team deploys it during the next available maintenance window. If you promote a development package from a Non-Production system (TEST, CONFIG, SBOX) to Production, the security review does not trigger.</p>	

Things to Remember

- TOAD Access Account Passwords reset every 60 Days. If you fail to update your password, the SaaS Administrator can enter a SaaS Admin Password Reset Service Request to have a new password generated. In which case, you will receive a call from Deltek's operations team or your Customer Success Manager with the new password. For security purposes, Deltek cannot leave a voicemail nor text your password.
- Cloud Active Directory accounts expire every 60 days. Your developers will need to set a calendar reminder to reset their password before it expires.
- Development Packages coming from DEV to any other system will trigger a security review that can take 3 – 7 business days. After the package clears the security review, the Cloud Operations team will deploy your package in the next available maintenance window. Work with your Customer Success Manager to understand timelines around these activities. Please note that the volume of custom package activities from our customers causes these timelines to fluctuate.

Troubleshooting

Here are some common issues that customers run into when establishing their developers' access.

I Can Create a Table in Dev but Not in TEST or CONFIG

Oracle grants access based on the least level of access requested. What we often see is that when customers turn in their Oracle System Access Service Request, they select Grant access across the board. When completing the Oracle Database Access Request form, the first column for access is **Read Only** in Non-Prod, the second column is **Read/Write** in Non-Prod, and the last column is DEV, which is **Read/Write** access.

How Do I Fix It?

Resubmit the Oracle Database Access Service Request. On the form in the **Read Only** column for the developer with trouble, set the Read Only access to **Remove**, and then **Grant** in the Read/Write and the DEV environment. After you submit the updated Service Request, the Read Only access will be removed, and your developer will be able to function as expected in Oracle.

My Developer Cannot Login to Citrix

This one is a bit harder to troubleshoot, but start with the basics:

- Does the developer have a working SAML account?
- Is the developer in the Citrix Application Gateway application in your SAML provider?
- Did the developer launch the Citrix Application Gateway from within the SAML Application list? If yes, this will not work as the wrong SAML Authentication is triggered. The developer must go directly to the URL provided in Task #12.
- Is the Citrix client on your developer's machine corrupted? Try uninstalling and reinstalling.

How Do I Fix It?

Assuming none of the items listed above helped the developer access Citrix, open a Submit A Case via the Delttek Support Site. One of our technical support staff will work with your developer to determine why they cannot log in.



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