

Carbon Black Cloud

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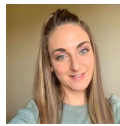
Carbon Black Cloud 2FA/SAML Federated AuthHub Migration

Follow

Christina Hovatter 13 days ago
The following migration instructions are for Super Admins who uses 2FA/SAML integration (Federated): ...

1. Carbon Black Cloud 2FA/SAML Federated AuthHub Migration

0 Recommend



Broadcom Employee
Christina Hovatter

ACTIONS

Posted 13 days ago
Edited by Christina Hovatter yesterday

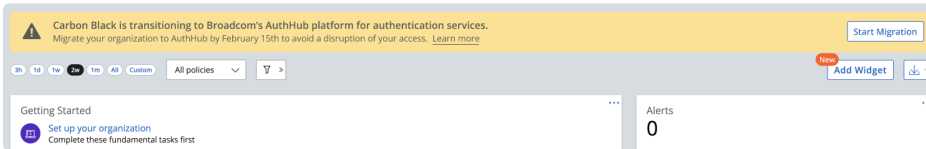
REPLY

The following migration instructions are for Super Admins who uses 2FA/SAML integration (Federated):

User authentication migration to AuthHub will occur from **January 21, 2025 through April 28, 2025**. Failure to migrate user authentication within the specified timeframe will result in the inability to access Carbon Black Cloud.

- **If you are federated with both Symantec and Carbon Black Cloud, please perform migration steps for Symantec first.**

Super admins, begin the migration to AuthHub by clicking "Start Migration" on the dashboard banner.



An overview of the migration steps:

Migration Overview

1
OVERVIEW

2
VERIFY OWNERSHIP

3
MIGRATION STATUS

4
CONFIGURE IDP

5
CONFIGURE SAML

6
FINALIZE MIGRATION

Migration steps

- Verify domain name ownership
- Verify user migration status
- Configure your Identity Provider (IdP)
- Configure SAML attributes
- Finalize Migration
- Confirm that the migration was successful

Requirements

- You will need to know which of your organization's domains should be migrated
- You will need permission to edit the DNS records of your organization's domains
- You will need permission to add a new trust in your Identity Provider (IdP)

Next
Cancel

The first step is to verify your domain name ownership. Only domains that show a "verified" status will be migrated. If you need to verify ownership of a domain, you must add a new verification record to each domain's DNS settings at your organization's domain host. See steps in this Knowledge Base Article.

Verify Domain Name Ownership ✕

Verify ownership

Only domains that are owned by your organization can be migrated. Domains are a part of a user's email address, for example, `username@yourdomain.com`. Each domain that should be migrated must first be verified.

Add DNS records

To verify ownership of a domain, you must add a new verification record to each domain's DNS settings at your organization's domain host. Verify all the domains that you would like to migrate.

For each domain that should be migrated, add a new TXT record with the following details:

TXT record name

TXT record value

Check verification status

The table below lists all of the domains associated with your organization, and their ownership verification status. Domains are verified when Carbon Black detects that a domain contains the new TXT verification record. Only domains that are verified will be migrated. Add verification records and check each domain's status. It may take up to 24 hours for the verification status to update.

[Refresh](#) [Export](#)

STATUS	DOMAIN	USERS	MIGRATION STATUS
unverified	acme.com	0	will not be migrated
unverified	acme-global.com	3	will not be migrated
verified	acme.bg	12	will be migrated
verified	acme.co.uk	8	will be migrated

Click the Next button when all the domains that should be migrated have been verified. You will not be able to proceed until at least the domain that your user account uses is verified.

[Next](#) [Back](#) [Cancel](#)

Verify your user's migration statuses.

Verify User Migration Status ✕

✔ 25 users will be migrated

[Export](#)

FIRST NAME	LAST NAME	EMAIL
George	Sanderson	gsanderson248@gmail.com
--	--	hwaternoose@mu.edu
Mike	Wazowski	mwazowski@aol.com
Randall	Boggs	rboggs@gmail.com
Randall	Boggs	rboggs@gmail.com
Randall	Boggs	rboggs@gmail.com

⊘ 4 users will not be migrated

[Export](#)

FIRST NAME	LAST NAME	EMAIL
George	Sanderson	gsanderson248@gmail.com
--	--	hwaternoose@mu.edu
Mike	Wazowski	mwazowski@aol.com
Randall	Boggs	rboggs@gmail.com

To continue providing these users access, either verify their domains, or add them as new users in Carbon Black with an email address that uses a verified domain. This can be done before or after the migration.

[Next](#) [Back](#) [Cancel](#)

The following attributes have been populated from your existing SAML configuration. Please confirm they are correct. If changes need to be made, do so here so these values are mapped correctly in AuthHub.

Configure AuthHub Attributes ✕

Add first and last name attributes

Enter the SAML attribute keys that your IdP uses to store a user's first and last name so that these values are mapped correctly in AuthHub. For example, FirstName or given.name.

* First name attribute key

* Last name attribute key

Verify additional attributes

The following attributes have been populated from your current SAML configuration. Confirm they are correct, or change any here if needed.

* Email attribute key

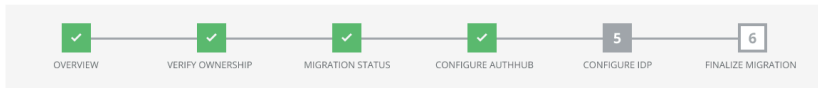
* Single sign-on URL (HTTP-redirect binding)

* X509 certificate

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Configure your Identity Provider (IdP) by creating a new trust relationship between your identity provider and AuthHub using the Audience and Recipient details in the wizard.

Configure Your Identity Provider (IdP)



Create a new trust relationship for each verified domain

Create a new trust relationship between your identity provider (IdP) and AuthHub for each verified domain, using the following details. Do not edit or delete your existing Carbon Black entry as that will be used if there is a migration error. You can download the details for each domain as an XML file by clicking the Download XML button. The XML file can then be uploaded into your IdP, if you have a Carbon Black app tile in your IdP, or would like to add one, use the direct access URL found in the "Carbon Black App Tile URL" column.

Export

DOMAIN	ENTITY ID / AUDIENCE	ASSERTION CONSUMER SERVICE URL / RECIPIENT	XML FILE	CARBON BLACK APP TILE URL
acme.bg	https://[redacted]/login/saml/consume	https://[redacted]/login/saml/consume	Download XML	https://[redacted]/login/saml/consume
acme.com	https://[redacted]/login/saml/consume	https://[redacted]/login/saml/consume	Download XML	https://[redacted]/login/saml/consume
acme.co.uk	https://[redacted]/login/saml/consume	https://[redacted]/login/saml/consume	Download XML	https://[redacted]/login/saml/consume
acme-global.com	https://[redacted]/login/saml/consume	https://[redacted]/login/saml/consume	Download XML	https://[redacted]/login/saml/consume

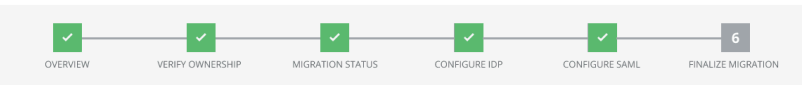
AuthHub Certificate

[Download Certificate](#)

[Next](#) [Back](#) [Cancel](#)

Before finalizing your migration to AuthHub, save credentials for a local recovery user to utilize should an error occur and you need to revert the migration.

Finalize Migration



Recovery user credentials

Save these credentials which can be used to log back into Carbon Black if a migration error occurs.

Recovery user name

mwazowski+local@monstersincorporated.com

Recovery user password

gfhe*2fsf445

Check migration status

Once AuthHub is enabled, log out and log back in to Carbon Black to confirm the new authentication service is working.

Successful log in

If you can successfully log in, the migration was successful. No further steps are needed and other users should be able to log in.

Log in error

If you cannot log in, use the recovery user credentials to log back in.

Once logged in,

- Navigate to Settings > Users
- Click on the Revert Migration button to return to the original authentication services and try the migration again.

If migration errors continue to occur, contact [Broadcom support](#)

Enable AuthHub

Click the Enable AuthHub button to begin using the AuthHub authentication service. Note that you must add the additional SAML attributes and configure your identity provider before clicking Enable AuthHub in order to migrate successfully.

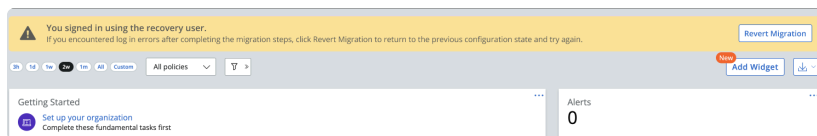
I confirm that all migration steps have been completed

[Enable AuthHub](#)

[Back](#) [Cancel](#)

If you can successfully log back into Carbon Black and click "Complete Migration," the migration was successful, and no further steps are needed. Thank you for your time and effort!

However, if an error occurs, login using the recovery credentials. You will see the recovery user banner on the dashboard. Click "Revert Migration."



Revert Migration

Clicking on the Revert Migration button will return your organization to its previous authentication configuration, allowing users to log in using their previous credentials. You can then start the migration process again.

Reverting back will,

- disable off AuthHub
- revert the SAML configuration back to the previous state

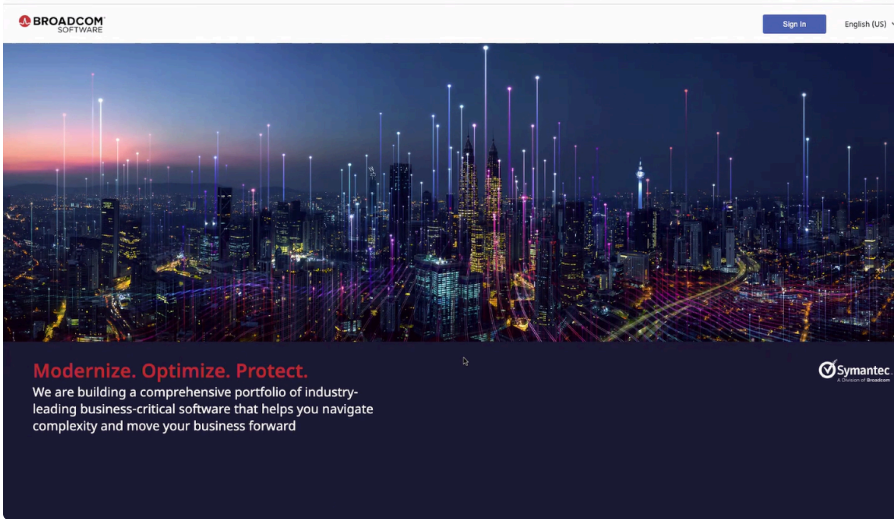
After clicking on the Revert Migration button, log out and log back in using your previous credentials.

I confirm that I would like to return my organization to its previous authentication configuration

[Revert Migration](#)

[Cancel](#)

When you sign out of CBC, you will be redirected to the Broadcom page. To access CBC again, please manually enter the CBC URL in your browser. We are aware of this temporary inconvenience and are working to improve this process for a smoother user experience.



Your security partners,
Carbon Black by Broadcom

2. RE: Carbon Black Cloud 2FA/SAML Federated AuthHub Migration

0 Recommend



rj0501

ACTIONS

Posted 5 days ago

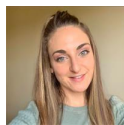
REPLY

Any reason as to why the 'Start Migration' banner has not appeared on our CBC dashboard? We are currently using 2FA with our accounts.

> ORIGINAL MESSAGE

3. RE: Carbon Black Cloud 2FA/SAML Federated AuthHub Migration

0 Recommend



Broadcom Employee
Christina Hovatter

ACTIONS

Posted 5 days ago

REPLY

rj0501, we are starting with a gradual rollout to ensure a smooth transition. You should see the 'Start Migration' banner in the CBC dashboard by February 7th at the latest.

> ORIGINAL MESSAGE

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