

Netskope

INSTALLATION & CONFIGURATION



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Introduction

This document serves as a configuration guide for the Netskope Salesforce app. The first section covers the preinstallation and installation of the Netskope package. The following sections will walk you through completing the Setup Assistant so that you can access the Violations Report tab for the app. Note that this app does not officially support Salesforce Classic.

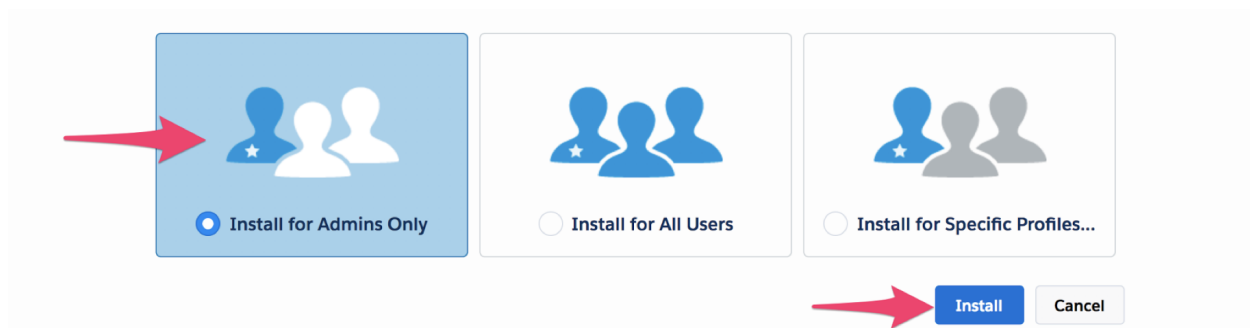
Installation

Installing the Netskope Package

Copy and paste the package install URL into your browser's address bar (please contact your administrator for the package link). If you are not already logged into the org you wish to install the package into, Salesforce will prompt you to log in.

- **Install for Admins Only** is recommended - this option allows for controlling access and permissions after the package has been installed.

For further information, [please click here to refer salesforce documentation on Package Installations](#).

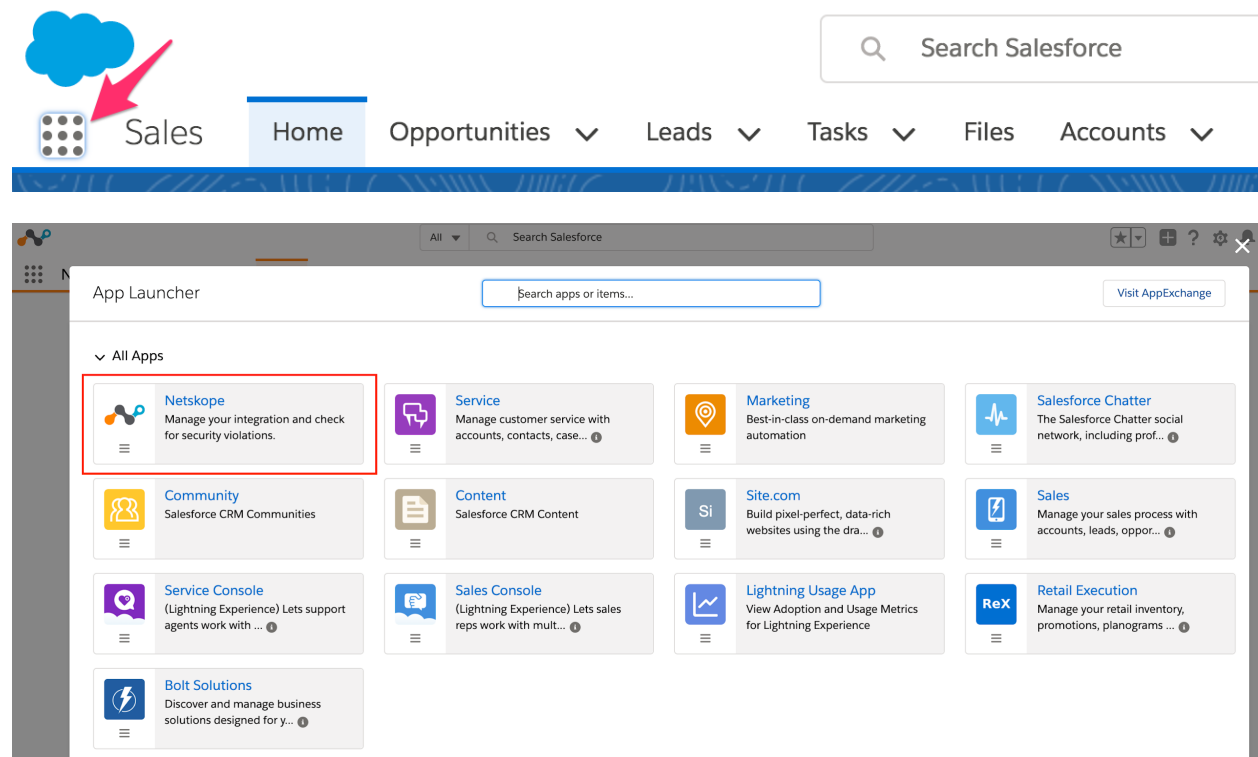


Netskope Configuration

Netskope Setup (Setup Assistant)

The Netskope Setup Assistant will need to be completed to save down an API Key (provided by Netskope) to enable the Netskope Violations Report. To start Setup Assistant, navigate to **App**

Launcher > Netskope Setup > Setup Assistant



System Connections

- Click **Get Started**

The screenshot shows the Netskope application interface. At the top, there is a navigation bar with the Netskope logo, a search bar labeled 'Search Salesforce', and several utility icons. Below the navigation bar, the main content area features the Netskope logo and a prominent blue 'Get Started' button. A progress indicator shows '1 System Connections' as the current step, with the instruction 'Connect to Salesforce with your Netskope account'. A dark grey banner below this contains the text 'Need help?' and contact information: 'support@netskope.com · 1-800-979-6988'. At the bottom, a white box provides a detailed description of the application's purpose and includes a 'Helpful Links' section with links to 'netskope.com' and 'Netskope Support'.

System Connections
Connect to Salesforce with your Netskope account

Need help? support@netskope.com · 1-800-979-6988

The Netskope application for Salesforce allows your administrator to assess security violations within the org by analyzing files stored within it. By taking the files and checking for security violations, Netskope provides insight into the areas of concern for your Salesforce org. A dashboard is included in this application which provides visualization of violations found by the Netskope Security Cloud based on date range, a total count of violations, and a list of all impacted users.

Helpful Links

- netskope.com
- [Netskope Support](#)

- Select New Account to register for an account, if you have an existing Netskope account select “Existing Account”
- Click Next

Registration

Select an option

New Netskope Account
If you are new to Netskope and need a tenant URL and API Key.

Existing Netskope Account
If you already have a Netskope Account with a tenant URL and API Key.

[Exit](#) [Next](#)

Guidance

In order for the Netskope Violations Report app to work, you must first create a remote site in setup with your tenant URL and authorize your API key. If you need assistance adding your tenant URL to Remote Site Settings visit [Salesforce Help](#). If you do not know your key, please contact Netskope at support@netskope.com.

- Enter your Tenant URL and API Key, then click **Authorize**
- If you do not have your Netskope Tenant URL and API Key, you will need to obtain it from your IT/Security department (who manages your Netskope tenant).

Netskope | Violations Report | Setup

System Connections

API Key Collection

Not Connected

In [Remote Site Settings in Setup](#) create a New Remote Site by copying your tenant URL from below:

* Tenant URL

API Key

Authorize

Back Exit Finish

API Key Collection

Guidance

In order for the Netskope Violations Report app to work, you must first create a remote site in setup with your tenant URL and authorize your API key. If you need assistance adding your tenant URL to Remote Site Settings visit [Salesforce Help](#). If you do not know your key, please contact Netskope at support@netskope.com.

- You may see an error that looks like this:

Netskope | Violations Report | Setup

Unauthorized endpoint, please check Setup->Security->Remote site settings. endpoint = https://alliances.goskope.com/api/v1/alerts

API Key Collection

Not Connected

In [Remote Site Settings in Setup](#) create a New Remote Site by copying your tenant URL from below:

* Tenant URL

API Key

Authorize

API Key Collection

Guidance

In order for the Netskope Violations Report app to work, you must first create a remote site in setup with your tenant URL and authorize your API key. If you need assistance adding your tenant URL to Remote Site Settings visit [Salesforce Help](#). If you do not know your key, please contact Netskope at support@netskope.com.

- Since you are attempting to authorize to an external site from within Salesforce (the **Tenant URL**), you will need to add that URL as an authorized remote site
- Copy the Tenant URL and click on the **Remote Site Settings in Setup** link to be sent to the Remote Site configuration page in Salesforce through a new browser tab
 - The following section includes instructions to add your Tenant URL as a Remote Site in Salesforce

Remote Site Settings for different URL's

Since the Netskope Setup Wizard requires entry of an endpoint URL that is specific to your Netskope instance, a Remote Site needs to be created in Salesforce to grant access to the external service. Attempting to complete the Setup Wizard without adding in a Remote Site will result in an error telling you to do so. After the remote sites have been added, then you can go back to the Setup Wizard in order to complete the System Connections portion of Netskope's Setup.

- Navigate to **Setup > Security > Remote Site Settings**
- Click **New Remote Site**

Dashboard Flag

- Once the System Connections step is finished and Setup is complete, the flag will be set

Sharing Settings

Additional Notes

To change how some of the wording appears in your salesforce org you would open Developer Console, open AccountRequestHelper, find the object and field you wish to edit, and change the string to your liking. Do not touch any of the fields that do not have strings. for example

```
'Tenant name to be ' + (String)formValueMap.get('tenantHostname');
```

You can edit the first sentence in the 'Tenant name to be' but do not touch anything else or the webservice can fail.