

# Article - Blog Módulo CRM Web Site

Customization Guide - SAP CDC - Gigya

## Version

This article was created using the SAP CDC (Customer Data Cloud) Former (Gigya)

## Brief Description

As you probably know, SAP CDC – Gigya is SAP’s Customer Identification Solution.

Inside of this solution, there are many functionalities to reinforce the security of your system and establish a security platform for your Employees and Customers.

In this document, I will talk about what reCAPTCHA is and how to implement it on SAP CDC – Gigya.

I hope you enjoy it!!

## Author

I started my career in 1992, working with corporative solutions in mining companies. In 1999, I changed my professional perspective and started my first project in CRM business, using Vantive in Telecom Industries, which I spent 8 years working as CRM Telecom Solution Architect.

Then, in 2006 I was invited to work on my first project as SAP CRM Functional Consultant in Utilities. I have plenty of experience in different modules and submodules inside of SAP CRM. I am an expert in the Interaction Center, Sales, Services, Marketing, and ERP Integrations.

Besides the baseline of SAP CRM, I had the opportunity to work in a different line of business, as Goods, Trade Promotion, Media, Call Center, Mining, Utilities, Heavy Machinery.

With the SAP Cloud technologies, I’ve become an expert in Cloud solutions and Customer Experience using the platform C4hana (C4Sales, C4Services, Marketing, Qualtrics, CDC/Gigya, CPQ/Callidus).

During those projects, the integration with SAP ERP (ECC and S4hana) became obligatory and the understanding of the integration between S4hana and C4hana was extremely necessary to adequate the CX process and ERP process.

Considering the integration between SAP C4hana and S4hana. It became so necessary, then I concentrate my energy to understand how it works. Today I am an expert in integrating SAP C4hana and S4hana using SAP Cloud Platform Integration.

Below I will describe all points of my carrer and just in case you have doubts about any points, please let me know.

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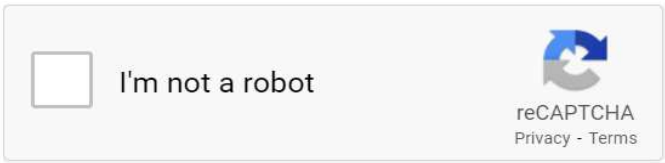
## 1. Article

### 1.1. Description

SAP CDC-Gigya was created to establish and guarantee a security platform to your eCommerce and every solution which requires Customer or Employee identification. This document has the proposal to give a piece of information to make what is good, to make much better. We will talk about reCAPTCHA. ReCAPTCHA was created to avoid massive attacks using robots and identify if you are a human or NOT during an identification into your platform. In the following section, I will explain how to implement it into your SAP CDC-Gigya.

Just to remember, when you see these images on every site you intend to connect, has those aspects of. You are using reCAPTCHA.

Asking if you a robot.



Asking some answers using images.



### 1.2. Captcha Provider

SAP CDC-Gigya currently use the Google and FunCaptcha solution. For this document, I will use the Google solution.

Select provider:

Google

Google

FunCaptcha

### 1.3. Configuring Google reCAPTCHA

First, it is necessary to create two pairs of keys to implement reCAPTCHA into SAP CDC-Gigya. Then, access the link <https://www.google.com/recaptcha/admin#list>.

Use the step by step defined on this link to create your keys <https://help.sap.com/viewer/8b8d6ffe113457094a17701f63e3d6a/GIGYA/en-US/4144cd9670b21014bbc5a10ce4041860.html>

Here, I am sharing my configurations into the Google reCAPTCHA

ReCAPTCHA v3

Google reCAPTCHA

← Configurações

Etiqueta ⓘ

reCAPTCHA v3 Risk Assessment

28 / 50

Tipo de reCAPTCHA: v3

Chaves de reCAPTCHA ▾

Domínios ⓘ

×

modulocrm.com.br

×

console.gigya.com

+

Adicione um domínio (por exemplo: example.com)

Proprietários

×

cjsgoulart@gmail.com

+

Inserir endereços de e-mail

reCAPTCHA v2

Google reCAPTCHA

← Configurações

Etiqueta ⓘ

I am not a Robot - reCAPTCHA v2

31 / 50

Tipo de reCAPTCHA: Caixa de verificação v2

Chaves de reCAPTCHA ▾

Domínios ⓘ

×

console.gigya.com

×

modulocrm.com.br

+

Adicione um domínio (por exemplo: example.com)

Proprietários

×

cjsgoulart@gmail.com

+

Inserir endereços de e-mail

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## 1.4. Configuring reCAPTCHA on SAP CDC-Gigya

With the 2 pairs of keys provided by Google, I will configure the SAP CDC. On menu Site Settings, I will select the google provider and input the 2 pairs of keys as mentioned below.

SAP

Customer Data Cloud

Basic

Site Settings

Certificate Provisioning

Copy Configuration

Providers Configurations

Permissions

SAML Login

WebSDK Configuration

SAML Identity Provider

OpenID Connect Provider

OIDC Login

Extensions

Select provider:

Google

In the configuration of your Google's reCAPTCHA app, you should whitelist all the trusted domains listed on this page (above), as well as console.gigya.com.

▼ Edit your CAPTCHA credentials for the login flow - reCAPTCHA v2

Requires that you also configure the conditions for triggering the challenge, on the [RBA page](#)

reCAPTCHA v2 Site Key6LfGu9UbAAAAAEudNFY7MY0fQh53BBxTbc

reCAPTCHA Secret6LfGu9UbAAAAACm6DEIZ7gVFyHFJEj36\_sw

▶ Enter CAPTCHA credentials for the registration flow - Invisible reCAPTCHA

▼ Edit your CAPTCHA credentials for the login flow - reCAPTCHA v3

Requires that you also configure the conditions for triggering the challenge, on the [RBA page](#)

reCAPTCHA v3 Site Key6LezvNUbAAAAAEg4i6FJMstx9jqeZq2x6XE5

reCAPTCHA Secret6LezvNUbAAAAADFFWkXnr6b40OFU4vme

## 1.5. Configuring the object reCAPTCHA into the Screen-Sets

Now, I will change the Screen-Sets Default-RegistrationLogin, and configure the screen with the widget Google-reCAPTCHA

Certificate Provisioning

Copy Configuration

Providers Configurations

Permissions

SAML Login

WebSDK Configuration

SAML Identity Provider

OpenID Connect Provider

OIDC Login

Extensions

Registration-as-a-Service

Consent

Policies

Email Templates

Screen-Sets

RBA

Security Dashboard

Webhooks

Web Screen SetsNative Screen Sets

Screen-set collections are user-facing flows such as login, registration and user profile management. You can easily customize the screens using the UI Builder, or by applying HTML and CSS. For more information see the [Developer guide](#).

Registration Conv. Rate: 29%

Screen-Sets List

Add New Collection

ID	Description	Last Modified	Actions
<a href="#">Default-LinkAccounts</a>		Jun 29, 2020, 12:43:11	...
<a href="#">Default-LiteRegistration</a>		Jun 29, 2020, 12:42:55	...
<a href="#">Default-ProfileUpdate</a>		Jun 29, 2020, 16:11:07	...
<a href="#">Default-ReAuthentication</a>		Jun 29, 2020, 12:43:04	...
<a href="#">Default-RegistrationLogin</a>		Aug 02, 2021, 15:29:36	...
<a href="#">Profile-LinkAccounts</a>	Profile Update	Jul 17, 2020, 06:47:53	...
<a href="#">Profile-LiteRegistration</a>	Profile Update	Jul 17, 2020, 06:47:53	...
<a href="#">Profile-ProfileUpdate</a>	Profile Update	Jul 17, 2020, 06:47:58	...
<a href="#">Profile-ReAuthentication</a>	Profile Update	Jul 17, 2020, 06:47:53	...
<a href="#">Profile-RegistrationLogin</a>	Profile Update	Jul 17, 2020, 06:48:12	...

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On your left, there is a widget named Google reCAPTCHA, drag and drop the component as demonstrated below, and save the screen.

Widgets

Array Manager

LoginID Availability

Google reCAPTCHA

Social Login

My Photo

2-factor Authentication

Subscription

Consent

Log in with your email and password:

Email \*

Password \*

☐ Keep me logged-in

[Forgot password?](#)

I'm not a robot

Submit

## 1.6. Configuring the Risk Based Authentication (RBA) to trigger the reCAPTCHA

Now, I will configure the RBA to trigger the reCAPTCHA when the user tried to be logging 3 times without success.

Registration-as-a-Service

Consent

Policies

Email Templates

Screen-Sets

RBA

Security Dashboard

Webhooks

Schema

Risk Based Authentication (RBA)

Save Settings

Risk Based Authentication uses risk factors to determine the appropriate level of authentication required for a given login. For example, if a user fails login a number of times, you might want to challenge their next login attempt with a CAPTCHA, or if a user logs in from another country, you might want to require that they enter a pin code sent to their mobile device. For more information, see the [Developer's Guide](#).

Global Rules

These rules are applied to all logins.

Add Rule

Description	Status	Settings
On multiple failed login attempts > logout account	<div></div>	...
On multiple failed login attempts > force CAPTCHA on account	<div></div>	...

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When you choose the RBA, SAP CDC brings a template with default values. However, allow you to change the parameters. For example, threshold and resetInterval. Those parameters allow you to control the number of accesses without success to trigger the reCAPTCHA.

**Edit Global Rule**

For more information on rules, see [Developer's Guide](#)

Description:\*

On multiple failed login attempts > force CAPTCHA on account

☒ Status

Root Factor:

```
1 {
2   "type": "failedLogins",
3   "scope": [
4     "account"
5   ],
6   "threshold": 3,
7   "resetInterval": 3600
8 }
```

Action:

```
1 {
2   "scope": [
3     "account"
4   ],
5   "type": "captcha"
6 }
```

## 1.7. Testing the Google reCAPTCHA into the SAP CDC-Gigya

Testing the solution, I tried to be logging into my platform for 3 times, at 3rd time the reCAPTCHA just appear and ask me to check if I am not a robot. I hope you enjoy this document.


**Login**

Quickly log in with your social network:

or

Log in with your email and password:

☐ Keep me logged-in [Forgot password?](#)

☐ I'm not a robot  [Privacy - Terms](#)

To login, confirm you are not a robot

[Don't have an account yet?](#)