BeyondInsight and Password Safe
BMC Remedy Integration Guide

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Configure BeyondInsight and Password Safe with BMC Remedy Server

You can export asset data from BeyondInsight to your BMC Remedy server. Before you can configure the integration between BeyondInsight and Remedy, your Remedy system must already have forms created to accept asset information.

You can also export Password Safe events, such as new and changed managed systems and accounts, password requests, approvals, and password retrievals. You can also integrate BMC Remedy with the Password Safe ticket system.

> 📌 *Note: BeyondInsight and Password Safe cannot interface with the built-in helpdesk in BMC IT Service Management (ITSM) solution. The integration between BeyondInsight and BMC Remedy has been tested using only the BMC Action Request System (ArSYS).*

To configure BeyondInsight and Password Safe with Remedy, you must configure the following:

- Create a connector in BeyondInsight to connect to your BMC Remedy server.
- Create a Smart Group with parameters configured to include the assets and data that you want to export to the Remedy system.
- Create a functional account and ticket system (if integrating with Password Safe ticket system).

Create BMC Remedy Connector

Settings from your Remedy WSDL file are required to create the connector. Sample data from a WSDL file can be found in the screen capture. In this example, the target namespace is **urn:RetinaCSAssetTicket**; the SOAP action is **Create**.

> 📌 *Note: The order of the fields must match those specified in the export connector.*

> 💡 *Tip: Remedy web service endpoints generally use a sortable date format, such as **2009-06-15T13:45:30**; however, you can override the default format in the registry with a valid .NET date format string, such as:*
>
> ```
> HKEY_LOCAL-MACHINE\SOFTWARE\eEye\RetinaCS\RemedyExportDateFormatString
> ```
>
> *For examples of standard date format strings, please see Standard date and time format strings at https://docs.microsoft.com/en-us/dotnet/standard/base-types/standard-date-and-time-format-strings.*

1. In BeyondInsight, go to **Configuration > General > Connectors**.
2. From the **Connectors** pane, click **Create New Connector**.
3. Enter a name for the connector.

4. Select **BMC Remedy Connector** from the **Connector Type** dropdown.

5. Click **Create Connector**.

6. Set the **BMC Remedy Connector** options as follows:

   - **Connector Name:** The connector name can be any name.
   - The **Active** option is enabled by default. Data is exported to Remedy only when the connector is active.
   - **Username:** Enter a Remedy username.
   - **Password:** Enter the password for the Remedy username. Credentials provided for the Remedy system must have access to the web service and be able to create requests.
   - Enable each of the **Export** options according to what type of data you want to export, and then configure the options as defined below, in "Export Assets Options" on page 4.

   > 📌 **Note:** *Some options are only available if the option they depend on, immediately above, is enabled. Options not available are grayed out.*

   - Enable the **Password Safe Ticket System Active** option, if desired, and then configure the options as defined below in "Options for Integrating Remedy with Password Safe Ticket System" on page 5.

7. After you provide the information, click **Test Connector** to ensure a connection is established to your Remedy system.

   > 📌 **Note:** *The test creates a record in the Remedy system.*

8. Click **Create Connector**.

Export Assets Options

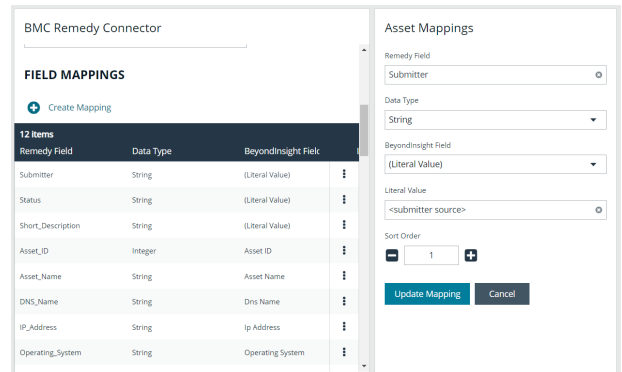- **Web Service URL:** Defines the location where data is exported.

```
        </wsdl:operation>
    </wsdl:binding>
    <wsdl:service name="RetinaCSAssetTicketService">
        <wsdl:port binding="s0:PortSoapBinding" name="PortSoap">
            <soap:address location="http://localhost/arsys/services/ARService?server=remedy001&webService=RetinaCSAssetTicket" />
        </wsdl:port>
    </wsdl:service>
</wsdl:definitions>
```

- **Target Namespace:** Enter the target namespace from the WSDL file.
- **SOAP Action:** Enter the action as defined in the WSDL file.
- **Field Mappings:** Review the list of mapped fields for the export data. The order of the fields must match the order of the fields in the WSDL file. Edit a field to change the sort order. To edit or delete a field, click the vertical ellipsis at the right end of the line for that field. To add a field, click **Update Mapping**.

Options for Integrating Remedy with Password Safe Ticket System

- **Ticket System Web Service URL:** Defines the location where data is exported.
- **Target Namespace:** Enter the target namespace from the WSDL file.
- **SOAP Action:** Enter the action as defined in the WSDL file.
- **SOAP Date/Time Format:** (Optional). Required if your BMC Remedy instance is localized to a non-standard date and time format. Formats are based on .NET **DateTime** formatting standards.
- **List Operation:** This option must be enabled when **List Operations** are used in the WSDL file.
- **Field Mappings:** Click **Create Mapping** to add the fields that you want to include in the export data. The order of the fields must match the order of the fields in the WSDL file. Edit a field to change the sort order. To edit or delete a field, click the vertical ellipsis at the right end of the line for that field.
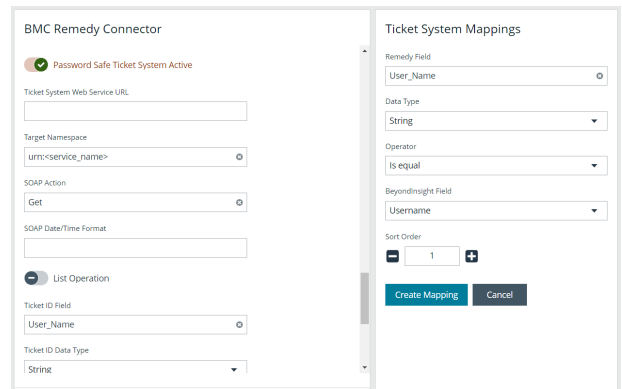
Create a Smart Group

Assets exported are defined in a smart group.

1. From the left menu in BeyondInsight, click **Smart Rules**.
2. Click **Create Smart Rule** to create a new asset based Smart Rule.
3. Select a category and provide a name and description for the rule.

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4. Select the filter criteria for the rule to include your desired assets.

5. Under **Actions**, select **Export Data** from the list of actions.

6. Select **BMC Remedy** from the list of export types.

7. Select the name of the Remedy connector from the list of export connectors.

8. Enter the expiration period in days and then click **Create Smart Rule**.

> 📌 **Note:** *Assets are only exported once in the defined expiration period, depending on what is defined in the collector details. However, if the item remains in the Smart Group after the expiration period passes, it may be exported again.*

> ℹ️ *For more information on creating Smart Groups and working with Smart Rules, please see the BeyondInsight User Guide at https://www.beyondtrust.com/docs/beyondinsight-password-safe/bi/user/smart-rules/index.htm.*

Export the Data to Remedy Server

After the Smart Group is created, the data is ready to be collected and exported every hour on the hour.

You can change the default export time in the **RemManagerSvc.exe.config** file located in the BeyondInsight install directory.

```
<!-- Data export processor. This exports Assets and/or Vulnerabilities to external systems such as BMC Remedy. -->
<Process name="DataExportProcessor" assembly="" order="13" active="true" accessType="internal">
  <Handlers>
    <Handler name="DataExportHandler" handlerType="1" runFrequency="1" frequencyType="h" referenceTime="1:00" namespace="" order="0" active="true">
    </Handler>
  </Handlers>
</Process>
```

You can view export results on your Remedy system. Export results or alerts in progress are not shown in BeyondInsight.

To stop exporting data, uncheck the **Active** box on the Remedy connector details.

Create a Functional Account

To integrate Remedy with the Password Safe ticket system, you must create a functional account.

1. In BeyondInsight, go to **Configuration > Privileged Access Management > Functional Accounts**.

2. Click **Create New Functional Account**.

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3. Select a **Ticket System** from the **Entity Type** list.

4. Select **BMC Remedy** from the **Platform** list.

5. Enter a **Username** and **Password**.

6. Select a configured BMC Remedy connector from the **Search Connectors** list to communicate with the BMC Remedy server.

7. Enter an **Alias** and a short **Description**. The **Alias** is a user-defined label that can be used to provide more descriptive text than the username. The **Alias** value displays in the selectors elsewhere in the app.

8. Select a **Workgroup** from the list.

9. Click **Create Functional Account**.

> 📌 **Note:** *The connector credentials must match the credentials of the functional account.*

Create New Functional Account

Entity Type
Ticket System ▼

Platform
BMC Remedy ▼

Username
RemedyFA

Password
••••••••••••• Show

Confirm Password
••••••••••••• Show

Search Connectors
BMC ▼

Alias

Description (optional)

Workgroup
BEYONDTRUST WORKGROUP ▼

Create Functional Account Discard

Create a Ticket System

To integrate Remedy with the Password Safe ticket system, you must create a ticket system in BeyondInsight.

1. In BeyondInsight, go to **Configuration > Privileged Access Management > Ticket Systems**.

2. From the **Ticket Systems** pane, click **Create New Ticket System**.

3. Select **BMC Remedy Ticket System** from the **Platform** list.

4. Select the functional account you just created.

5. Provide a name and description for the ticket system.

6. Enable the options for features you want. Options are:

   - **Auto Approve on Ticket Number Validation**
   - **Enable Emergency Approval Without Ticket Number**
   - **Make Ticket System the Default**

7. Click **Create Ticket System** when done.

📌 ***Note:** The **Access Policy Certificate Common Name** and **Access Policy Code** fields are not used.*