

# Configure CA Service Desk with Password Safe Ticket System

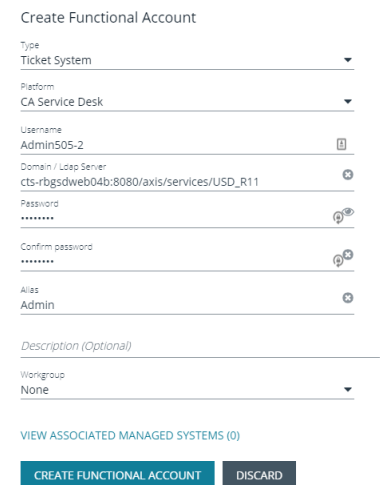
Integrating CA Service Desk Manager with Password Safe ticket system does not require a BeyondInsight connector. There are two ways to configure CA Service Desk with Password Safe:

- Use a functional account that has permissions to access CA Service Desk Manager.
- Use a PKI certificate.

## Use a Functional Account for Access

### Create the Functional Account

1. In BeyondInsight, go to **Configuration > Privileged Access Management > Functional Accounts**.
2. Click **Create New Functional Account**.
3. Under **Type**, select **Ticket System**.
4. Select **CA Service Desk** from the **Platform** list.
5. Enter a **Username**.
6. Enter the full URL to the CA Service Desk Manager API in the **Domain** field.
7. Enter the CA Service Desk Manager credentials. The user requires the **Passwordsafe\_ticket\_system** role. The unique name to find this role is **x\_bets\_bi\_integrat.passwordsafe\_ticket\_system**.
8. Enter an **Alias** and a short **Description**, if desired.
9. Select a **Workgroup**.
10. Click **Create Functional Account** when done.



### Create the Access Policies

Create two access policies for the following scenarios:

- Users that need ticket validation (approval required)
- Emergency access (auto approve)

Use the following steps:

1. In the BeyondInsight Console, go to **Configuration > Privileged Access Management Policies > Access Policies**.
2. In the **Access Policies** pane, click **Create New Access Policy**.
3. Name the policy and save it.
4. Click **+** again to create the second policy and save it.
5. In the **Access Policy** pane, select the policy that requires approval.

6. In the **Schedule** tab, click **Create New Schedule**.
7. Configure the access schedule settings: **Time**, **Recurrence**, **Range**, and **Location**.
8. For each **Type**, under **Approvers**, select at least one from each list and then click **Create Schedule**.
9. In the **Access Policy** pane, select the policy that you created for emergency access and then click **Create New Schedule**.

**CREATE NEW SCHEDULE** ➤

**Time Range** ⓘ

Start Time: 9:00 A.M. | End Time: 5:00 P.M. ⓘ

Total Time: 8hrs 0mins

All Day

**Date Range**  End Date

Start Date: June 10, 2063 ⓘ | End Date: July 30, 2020 ⓘ

**Recurrence**

Repeat

Repeat Presets: Custom

Policy Occurs: Weekly

Every: 1 Week(s) on

Days of week: Monday, Tuesday, Wednesday, Thursday, Fri...

**Location Restrictions**

Enable Location Restrictions

Location: ⓘ

X-Forwarded-For: ⓘ

[Managed Address Groups...](#)

**Policy Types**

At least one Policy Type must be enabled in order for the Access Policy to take effect.

View Password

RDP

Approvers: 1 ⓘ  Auto Approve

Concurrent: 1 ⓘ  Unlimited

**CREATE NEW SCHEDULE**

View Password

RDP

Approvers: ⓘ  Auto Approve

Concurrent: 1 ⓘ  Unlimited

Record

10. Configure the access schedule settings: **Time**, **Recurrence**, **Range**, and **Location**.
11. For each **Type**, under **Approvers**, click the down arrow in each box until **Auto Approve** appears checked, and then click **Save**.

## Create the Ticket System

1. In BeyondInsight, go to **Configuration > Privileged Access Management > Ticket Systems**.
2. From the **Ticket Systems** pane, click **Create New Ticket System**.
3. Select **CA Service Desk Ticket System** from the **Platform** list.
4. Select the functional account, and then enter a name for the system. **Access Policy Certificate Common Name** and **Access Policy Code** are not required.
5. Click the toggles to enable the features you want. The options are:
  - **Auto Approve on Ticket Number Validation**
  - **Enable Emergency Approval Without Ticket Number**
  - **Make this ticket system the default**
6. Click **Create Ticket System** when done.

### New Ticket System Details

Platform  
CA Service Desk Ticket System

Functional Account  
Admin

Name  
Desk1

Description (Optional)

Access Policy Certificate Common Name (Optional)

Access Policy Code (Optional)

- Auto Approve on Ticket Number Validation (Optional)
- Enable Emergency Approval Without Ticket Number (Optional)
- Make Ticket System the Default

**CREATE TICKET SYSTEM** **DISCARD**



**Note:** You need only to check the first box. The second and third boxes are optional.



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



**Note:** For any tickets being verified using this ticket system, you must ensure within the CA Service Desk Manager that the **Requester** is populated in the **Assignee** field. The **User ID** here must match the Password Safe User ID.

## Configure Global Settings

1. In the BeyondInsight Console, go to **Configuration > Privileged Access Management > Global Settings**.
2. Ensure the following options are enabled in the **Requests** section:
  - **Require a ticket System and Ticket Number for requests**
  - **Reason is required for new requests**
3. Select other settings as needed.
4. Click **Update Request Settings**.

### REQUESTS

- Require a ticket system and ticket number for requests
- Display who has approved sessions
- Reason is required for new requests
- Auto-select access policy for OneClick
- Bypass SSH landing page for OneClick
- Bypass SSH landing page for regular or ISA requests

UPDATE REQUESTS SETTINGS

## Use a PKI Certificate Access Policy

An alternative way to set up access to CA Service Desk Manager is to use a PKI certificate.

### Import the PKI Certificate

1. Enable PKI login in CA Service Desk Manager. Instructions are in **Java\PKI\_loginServiceManaged\_JAVA\_steps.doc**, located on the CA SDM server.
2. Copy and install the certificate generated above to the Password Safe server.
  - Open the Microsoft Management Console (**mmc.exe**).
  - Add the **Certificates** snap-in.
  - Select computer account and local computer.
  - Expand the **Personal** folder, and then right-click the **Certificates** folder.
  - Select **All Tasks > Import**.
  - Click **Next** and browse to the certificate location.
  - Set file types to **All Files (\*.\*)**.
  - Select the certificate and open it.
  - On the **Private key protection** page, enter the certificate password and then check the **Mark this key as exportable** box.

This allows you to back up or transport your keys at a later time.

- On the **Certificate Store** page, select **Personal**.
  - Click **Finish**.
3. Assign **IIS\_IUSRS** permissions to use keys.
    - Right-click the certificate, and then select **All Tasks > Manage Private Keys**.
    - Add local computer **IIS\_IUSRS**.
    - Assign **Full Control**.

## Create the Functional Account

1. In BeyondInsight, go to **Configuration > Privileged Access Management > Functional Accounts**.
2. Click **Create New Functional Account**.
3. Under **Type**, select **Ticket System**.
4. From the **Platform** list, select **CA Service Desk**.
5. In the **Domain** box, enter the URL to the CA Service Desk web service.
6. Enter a username and password. The information is not used in this implementation, so it can be anything.
7. Enter an **Alias** and a short **Description**, if desired.
8. Select a **Workgroup**.
9. Click **Create New Functional Account** when done.

## Create the Access Policies



**Note:** Two access policies are required, as documented above for functional account access. Please see "[Create the Access Policies](#)" on page 1 .

## Create the Ticket System

1. In BeyondInsight, go to **Configuration > Privileged Access Management > Ticket Systems**.
2. From the **Ticket Systems** pane, click **Create New Ticket System**.

3. Select **CA Service Desk Ticket System** from the **Platform** list.
4. Select the **Functional Account**, and then enter a name for the system.
5. Enter **ServiceDesk DEFAULT** in the **Access Policy Certificate Common Name** field.
6. Enter **DEFAULT** in the **Access Policy code** field.
7. Click the toggles to enable the features you want. The options are:
  - **Auto Approve on Ticket Number Validation**
  - **Enable Emergency Approval Without Ticket Number**
  - **Make Ticket System the Default**

New Ticket System Details

Platform  
CA Service Desk Ticket System

Functional Account  
Admin

Name  
CA Ticket System

Description (Optional)

Access Policy Certificate Common Name (Optional)  
Service\_Desk\_DEFAULT

Access Policy Code (Optional)  
DEFAULT

Auto Approve on Ticket Number Validation (Optional)

Enable Emergency Approval Without Ticket Number (Optional)

Make Ticket System the Default

**CREATE TICKET SYSTEM** **DISCARD**



**Note:** You need only to check the first box. The second and third boxes are optional.

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