



# BeyondTrust

## **BeyondInsight and Password Safe BMC Remedy Integration Guide 6.9**

## Table of Contents

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<b>Configure BeyondInsight and Password Safe with BMC Remedy Server</b> .....	<b>3</b>
Create BMC Remedy Connector .....	3
Create a Smart Group .....	5
Create a Functional Account .....	6
Create a Ticket System .....	7

# Configure BeyondInsight and Password Safe with BMC Remedy Server

You can export asset and vulnerability 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 and vulnerability 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.

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

- Create a connector in BeyondInsight to your BMC Remedy server.
- Create a smart group with parameters configured to include the assets and data that will be exported 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.

```
<wsdl:definitions targetNamespace="urn:RetinaCSAssetTicket" xmlns:s0="urn:RetinaCSAssetTicket">
  <wsdl:type>
    <xsd:schema elementFormDefault="qualified" targetNamespace="urn:RetinaCSAssetTicket">
      <xsd:element name="Create" type="s0:InputMapping1" />
    </xsd:schema>
  </wsdl:type>
  <wsdl:operation name="Create" soapAction="urn:RetinaCSAssetTicket:Create">
    <xsd:complexType base="xsd:string" name="InputMapping1">
      <xsd:sequence>
        <xsd:element name="Submitter" type="xsd:string" />
        <xsd:element minOccurs="0" name="Assigned_To" type="xsd:string" />
        <xsd:element name="Status" type="s0:StatusType" />
        <xsd:element name="Short_Description" type="xsd:string" />
        <xsd:element minOccurs="0" name="Asset_ID" type="xsd:int" />
        <xsd:element minOccurs="0" name="Asset_Name" type="xsd:string" />
        <xsd:element minOccurs="0" name="IP_Address" type="xsd:string" />
        <xsd:element minOccurs="0" name="DNS_Name" type="xsd:string" />
        <xsd:element minOccurs="0" name="Workgroup" type="xsd:string" />
        <xsd:element minOccurs="0" name="Operating_System" type="xsd:string" />
      </xsd:sequence>
    </xsd:complexType>
  </wsdl:operation>
  <xsd:simpleType name="StatusType">
    <xsd:string />
  </xsd:simpleType>
</wsdl:definitions>
```

 **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\Eye\RetinaCS\RemedyExportDateFormatString**

You can view examples of standard date format strings at: <http://msdn.microsoft.com/en-us/library/az4se3k1.aspx>

1. Select **Configuration > General > Connectors**.
2. In the **Connectors** pane, click **+**.
3. Select **BMC Remedy Connector**.
4. Set the **Remedy Connector Details** as follows:
  - **Connector Name:** The connector name can be any name.
  - **Organization:** Select an organization, if applicable.
  - Check **Active**. Data is only exported to Remedy when this box is checked.
  - **Remedy Username:** Enter a Remedy username.

- **Remedy 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.
- Check the export options according to what type of data you want to export.
- Check **Integrate Remedy with Password Safe Ticket System**, if you want that option.
- Fill in the details for each option selected.

**i** For more information on setting the **Export** options and the **Integrate Remedy with Password Safe Ticket System** option, please see below sections.

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

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

6. Click **Update**.

### Export Assets and Export Vulnerabilities Options

- **Web Service URL:** Defines the location where data will be 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>
    
```

Web Service URL 

- **Target Namespace:** Enter the target namespace from the WSDL file.
- **SOAP Action:** Enter the action as defined in the WSDL file.
- **Field Mappings:** Enter 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. Use the arrows to change the order.

## Integrate Remedy with Password Safe Ticket System Option

- **Web Service URL:** Defines the location where data will be 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** is optional. You need this only if your BMC Remedy instance is localized to a non-standard date time. Formats are based on .Net **DateTime** formatting standards.
- The **List Operation** box must be selected when **List Operations** are used in the WSDL file.
- **Field Mappings:** Enter 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. Use the arrows to change the order.

Integrate Remedy with Password Safe Ticket System

Web Service URL:

Target Namespace:

SOAP Action:

SOAP Date/Time Format:

List Operation:

Ticket ID Field:

Ticket ID Data Type:

Field Mappings

Remedy Field	Data Type	Operator	Ticket Field	Literal Value
Assigned_To	String	=	UserName	
(Click to add)				

## Create a Smart Group

Assets and vulnerabilities exported are defined in a smart group.

1. Create an asset-based smart group.
2. In the **Smart Rules Manager for Assets**, under **Perform Actions**, add a new action.
3. Select **Export Data** and from the list of actions.
4. Select **BMC Remedy** from the list.
5. Select the name of the Remedy connector.
6. Select an audit group from the list.

### Perform Actions

Show asset as Smart Group

Export Data    Expiration period (in days):

 **Note:** Only vulnerabilities in the selected audit group will be exported. All vulnerabilities for all assets will be exported if no audit group is selected.

7. Enter the expiration period, in days and then click **Save**.

 **Note:** Assets and vulnerabilities (depending on what is defined in the collector details) are only exported once in the defined expiration period. However, an asset or vulnerability might be exported more than once. This might occur if, for any reason, the item is not included in the smart group but then is included again later. After the expiration period passes, the item is exported again if it remains in the smart group.

 For more information on creating smart groups and working with smart rules, please see the [BeyondInsight User Guide](#).

## Export the Data to Remedy Server

After the smart group is created, the data is set 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>
```

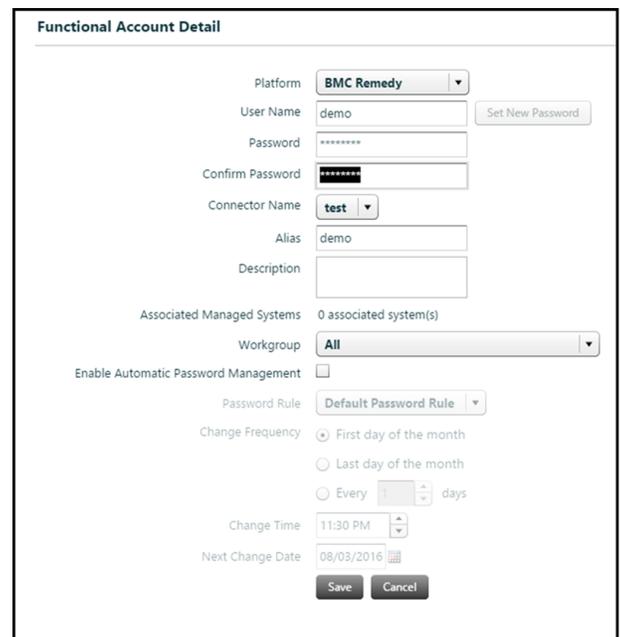
You can view export results on your Remedy system. Export results or alerts in progress are not shown in BeyondInsight.

To stop exporting data, clear the **Active** check box on the **Remedy Connector Details** page.

## Create a Functional Account

If you are integrating Remedy with the Password Safe ticket system, you must create a functional account.

1. In the console, click **Configuration**.
2. Under **Privileged Access Management**, click **Password Safe**.
3. In the **System Configuration** pane, click **Functional & Login Accounts**.
4. In the **Account Alias** pane, click **+ (Add New Account)**.
5. Select **BMC Remedy** from the **Platform** list.
6. Fill out all of the account details, and then click **Save**.

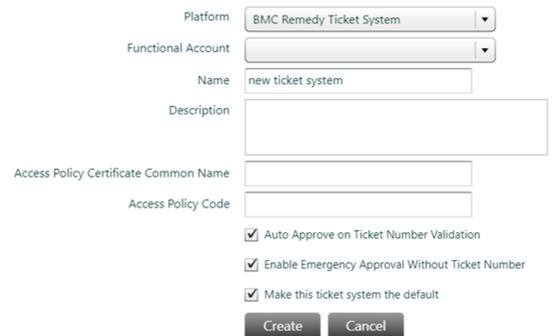



**Note:** The connector credentials must match the credentials of the functional account.

## Create a Ticket System

If you are integrating Remedy with the Password Safe ticket system, you must create a ticket system.

1. In the console, click **Configuration**.
2. Under **Privileged Access Management**, click **Password Safe**.
3. In the **System Configuration** pane, click **Ticket Systems**.
4. In the **Ticket Systems** pane, click **+ (Create New Ticket System)**.
5. Select **BMC Remedy Ticket System** from the **Platform** list.
6. Select the functional account you just created.
7. Check the boxes for the three remaining options, and then click **Create**.



The screenshot shows a configuration form for a BMC Remedy Ticket System. The form includes the following fields and options:

- Platform:** A dropdown menu with "BMC Remedy Ticket System" selected.
- Functional Account:** A dropdown menu.
- Name:** A text input field containing "new ticket system".
- Description:** A large text area.
- Access Policy Certificate Common Name:** A text input field.
- Access Policy Code:** A text input field.
- Auto Approve on Ticket Number Validation**
- Enable Emergency Approval Without Ticket Number**
- Make this ticket system the default**
- Create** and **Cancel** buttons.