### 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.

<xs< th=""><th>d:element name="Create" type="s0:InputMapping1" /&gt;</th></xs<>	d:element name="Create" type="s0:InputMapping1" />
<x3< th=""><th>d:complexType name="InputMapping1"&gt;</th></x3<>	d:complexType name="InputMapping1">
	<xsd:sequence></xsd:sequence>
	<pre><xsd:element name="Submitter" type="xsd:string"></xsd:element></pre>
	<pre><xsd:element minoccurs="0" name="Assigned_To" type="xsd:string"></xsd:element></pre>
	<pre><xsd:element name="Status" type="s0:StatusType"></xsd:element></pre>
	<pre><xsd:element name="Short_Description" type="xsd:string"></xsd:element></pre>
	<pre><xsd:element minoccurs="0" name="Asset ID" type="xsd:int"></xsd:element></pre>
	<pre><xsd:element minoccurs="0" name="Asset Name" type="xsd:string"></xsd:element></pre>
	<pre><xsd:element minoccurs="0" name="IP Address" type="xsd:string"></xsd:element></pre>
	<pre><xsd:element minoccurs="0" name="DNS_Name" type="xsd:string"></xsd:element></pre>
	<pre><xsd:element minoccurs="0" name="Workgroup" type="xsd:string"></xsd:element></pre>
	<pre><xsd:element <="" minoccurs="0" name="Operating System" pre="" type="xsd:string"></xsd:element></pre>

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**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 <u>Standard date and time format strings</u> 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.

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- 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 <u>"Export Assets</u> <u>Options" on page 4</u>.

**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 <u>"Options for Integrating Remedy with</u> Password Safe Ticket System" on page 5.
- 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.



12 Items Remoty Field		Beyondinsight Field			
Submitter	String	(Literal Value)	-submitter source-	1	1
Status	String	(Literal Value)	New	2	1
Short, Description	String	(Literal Value)	«short_description»	3	1
Asset, JD	integer	Asset ID		4	1
Asset_Name	String	Asset Name		5	1
DNS_Name	String	Dris Name		6	1
P,Address	String	ip Address		7	1
Operating, System	String	Operating System			1
Workgroup	String	Workgroup		9	1
SmartGroup_Name	String	SmartGroup Name		10	1
Date_Added	Dote	Date Added			1
Last_Updated	Date	Last Updated		12	1

Export Password Safe Ex





SOMP Artisin
Get
SOMP Date/Time Former
SOMP Date/Time Former
Usit Operation
Tablet ID Field

String





#### **Export Assets Options**

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

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<td>edl:binding&gt;</td>	edl:binding>
<ws< td=""><td>dl:service name="RetinaCSAssetTicketService"&gt;</td></ws<>	dl:service name="RetinaCSAssetTicketService">
	<wsdl:port binding="s0:PortSoapBinding" name="PortSoap"></wsdl:port>
	<scap:address location="http://localhost/arsys/services/ARService?server=remedy001&amp;webService=RetinaCSAssetTicket"></scap:address>
<td>/sdl:service&gt;</td>	/sdl:service>

• 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.

BMC Remedy Connector		Ticket System Mappings	
Decounted Safe Ticket System Active		* Remedy Field	
- Abbried bate nexet system neare		User_Name	0
Ticket System Web Service URL		Data Type	
		String	•
Target Namespace		Operator	
urn: <service_name></service_name>	0	Is equal	-
SOAP Action		Descentional Park	
Get	0	Beyondinsight Held	-
SOAP Date/Time Format		o ser norre	
		Sort Order	
List Operation		Create Manning Cancel	
Ticket ID Field		Create mapping Cancer	
User_Name	٥		
Ticket ID Data Type			
String	*	•	

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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.

For more information on creating Smart Groups and working with Smart Rules, please see the <u>BeyondInsight User Guide</u> 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">
<Handlers>
</Handlers>
</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.

- 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.

Ticket System	•
Platform	
BMC Remedy	•
Username	
RemedyFA	
Password	
	Show
Confirm Password	
	Show
Search Connectors	
BMC	•
Alias	
Description (optional)	
Workgroup	
BEYONDTRUST WORKGROUP	•

#### **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.

Platform	
BMC Remedy Ticket System	•
Functional Account	
RemedyFA	•
Functiona	al Accounts
Name	
2 characters remaining.	
Ticket System for BMC Remedy	٢
Description (optional)	
Access Policy Certificate Common Name (optional)	
Access Policy Certificate Common Name (optional)	
Access Policy Certificate Common Name (optional)	
Access Policy Certificate Common Name (optional)	
Access Policy Certificate Common Name (optional) Access Policy Code (optional)	
Access Policy Certificate Common Name (optional) Access Policy Code (optional)	
Access Policy Certificate Common Name (optional) Access Policy Code (optional)	
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Access Policy Certificate Common Name (optional) Access Policy Code (optional) Access Policy Code (optional) Access Policy Code (optional) Access Policy Code (optional)	(optional)
Access Policy Certificate Common Name (optional) Access Policy Code (optional) Access Policy Code (optional) Access Policy Code (optional) Access Policy Code (optional) Enable Emergency Approval Without Ticket I	(optional)
Access Policy Certificate Common Name (optional) Access Policy Code (optional) Access Policy Code (optional) Access Policy Code (optional) Access Policy Code (optional) Enable Emergency Approval Without Ticket I	(optional) Number (optional
Access Policy Certificate Common Name (optional) Access Policy Code (optional) Enable Emergency Approval Without Ticket I Make Ticket System the Default	(optional) Number (optional
Access Policy Certificate Common Name (optional) Access Policy Code (optional) Access Policy Code (optional) Access Policy Code (optional) Access Policy Code (optional) Enable Emergency Approval Without Ticket I Make Ticket System the Default	(optional)
Access Policy Certificate Common Name (optional) Access Policy Code (optional) Enable Emergency Approval Without Ticket I Make Ticket System the Default	optional)
Access Policy Certificate Common Name (optional) Access Policy Code (optional) Access Policy Cod	(optional) Number (optiona

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