



BeyondTrust

Remote Support Ping DaVinci Connector Installation and Configuration

Table of Contents

Integrate BeyondTrust Remote Support and Ping DaVinci Connector	3
Introduction	3
Possible Use Cases	3
Prerequisites	4
API Account	4
Configure the DaVinci Connector Service	5
Start the DaVinci Site	5
Start the Connector	6
Test the Ping DaVinci RS Connector	9
Start a Workflow	9
Create a Form	11
Create an Output Form	22
Test the Workflow	29

Integrate BeyondTrust Remote Support and Ping DaVinci Connector

Introduction

BeyondTrust has partnered with Ping Identity to deliver a Remote Support (RS) connector leveraging the PingOne DaVinci no-code orchestration service. An orchestration platform integrates multiple applications and services to automate a process or provide real-time data synchronization and flow.

PingOne DaVinci is a cloud orchestration service for creating user journeys across various applications via a drag-and-drop interface. DaVinci is an open interface with integrations and connections across multiple applications and identity ecosystems. You can start by building and designing your own workflows or refine one of the existing workflow templates to customize your user journeys. Optimize your flows easily with A/B testing and deploy changes in quick succession.

Possible Use Cases

The BeyondTrust RS/PingOne DaVinci connector gives an organization the ability to terminate all RS sessions on a host (by hostname) and/or terminate all RS sessions that a particular identity (by username) might have across the environment.

These use cases provide examples of how the BeyondTrust RS connector can be used:

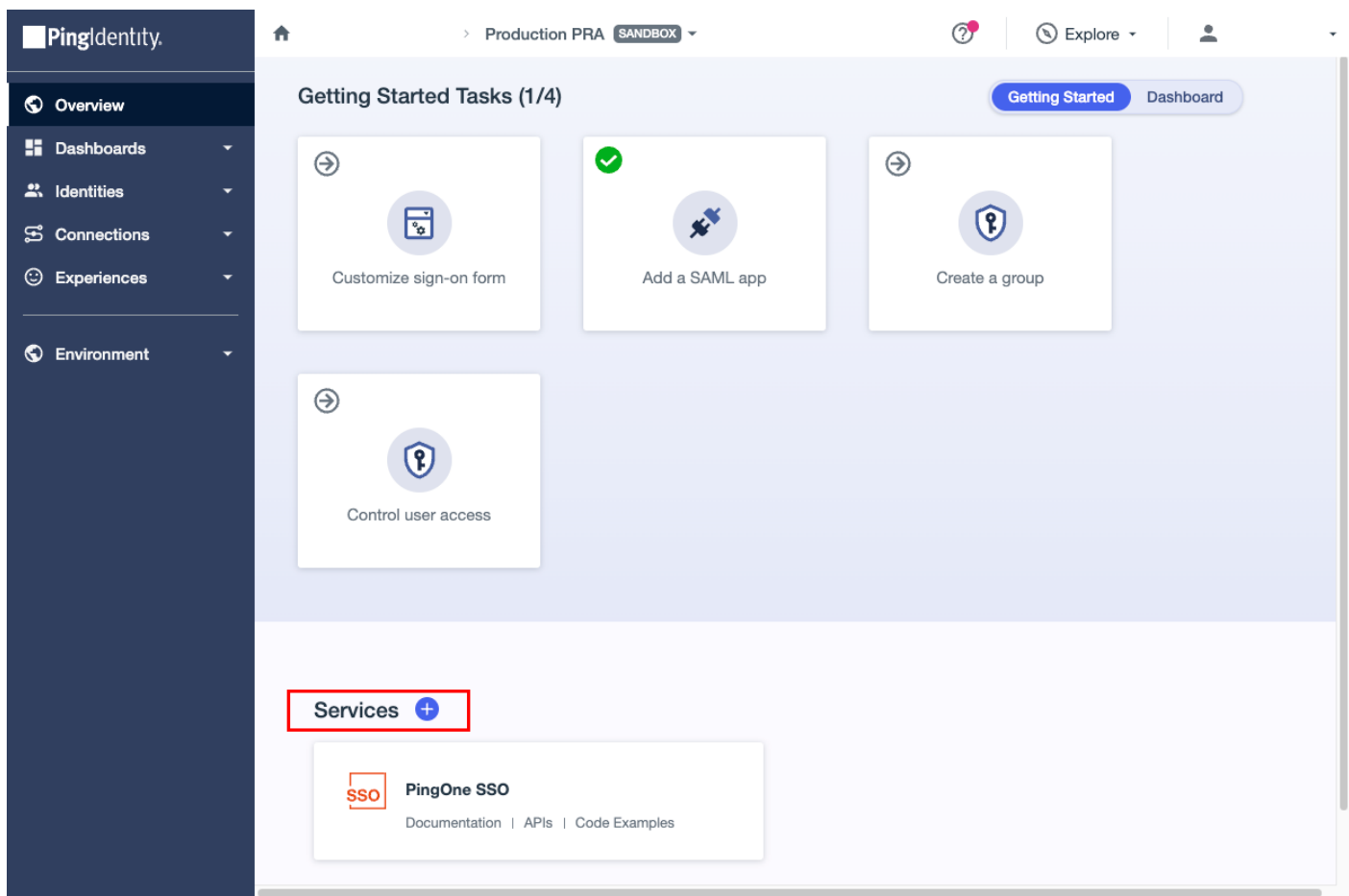
- A security incident has occurred on one or more host, requiring the termination of any RS sessions by any user on those affected hosts. The security incident can be discovered by any XDR or SOAR system that also has a DaVinci connector capable of supplying the RS connector with a hostname of the affected system.
- Regular IT tasks of user moves, changes, or deletions might require any open RS sessions in use by an identity across the infrastructure to be terminated. A DaVinci connector from any iDP that can provide the RS connector with an identity (username) can be used as part of the workflow to terminate any open RS sessions. The hostname and/or identity can also be provided to the connector through a static HTML form.

Configure the DaVinci Connector Service

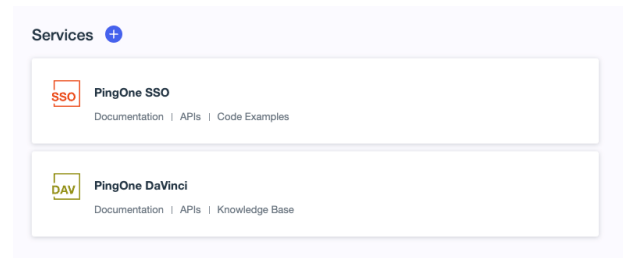
Start the DaVinci Site

Follow these steps to access and start the PingOne DaVinci site:

1. Sign into your PingOne SaaS instance.
2. Click **Services** on the **Overview** page.
3. Select PingOne from the list.



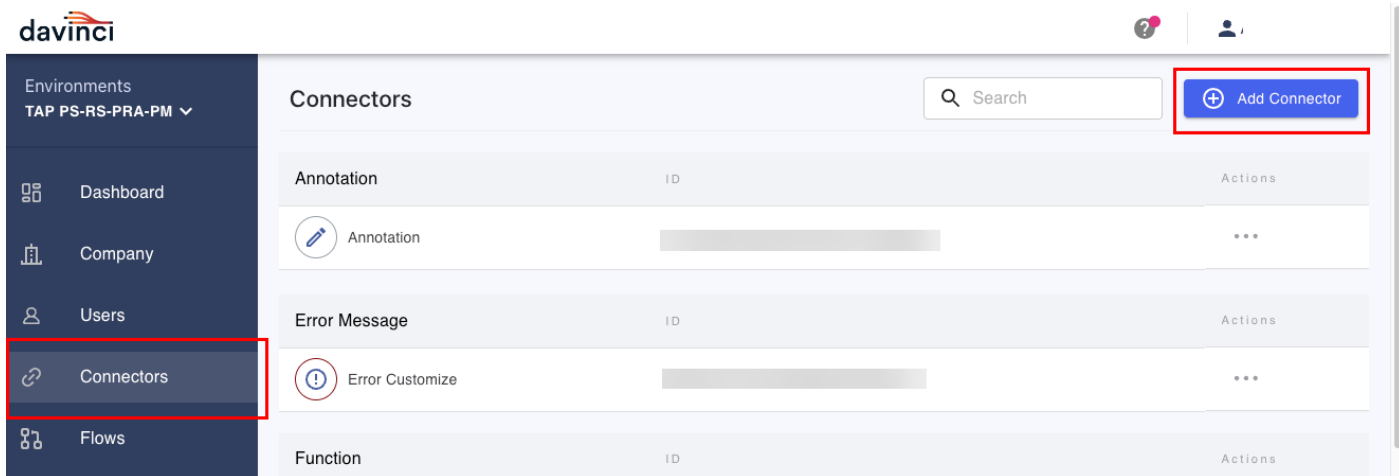
4. After a short delay, the DaVinci instance starts and there is a link to it in the list of active services.
5. Click PingOne under **Services**.
6. The DaVinci site opens.



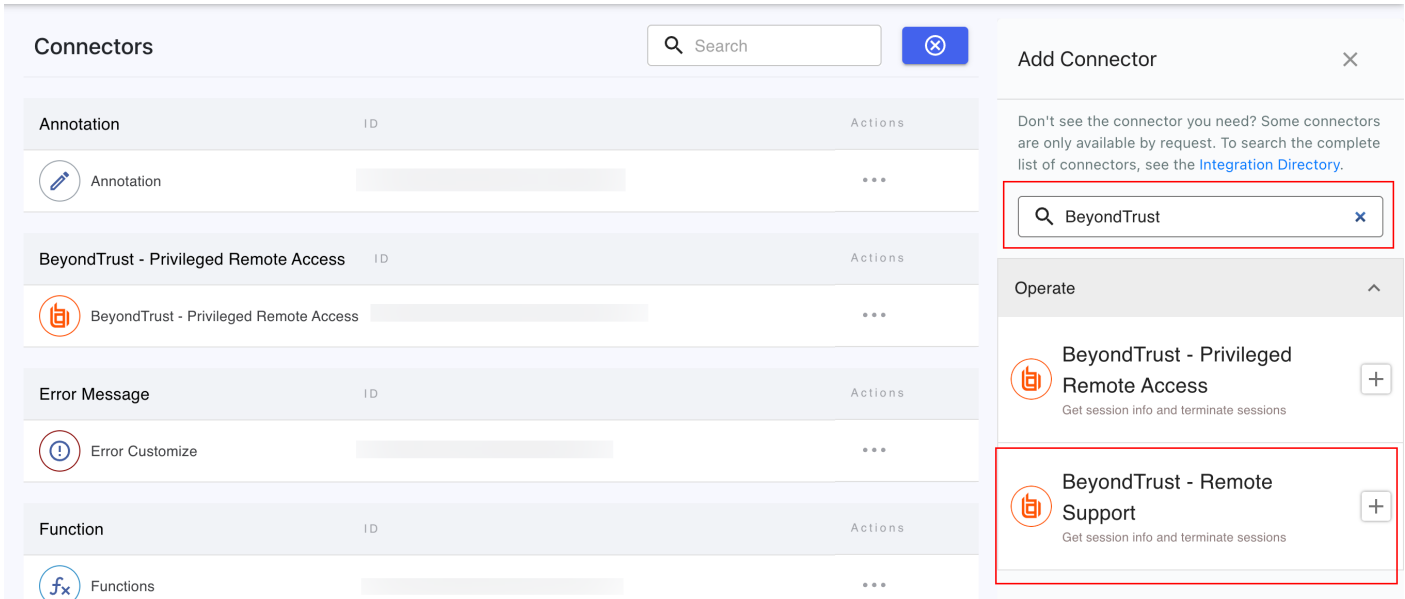
Start the Connector

Follow these steps to start the connector.

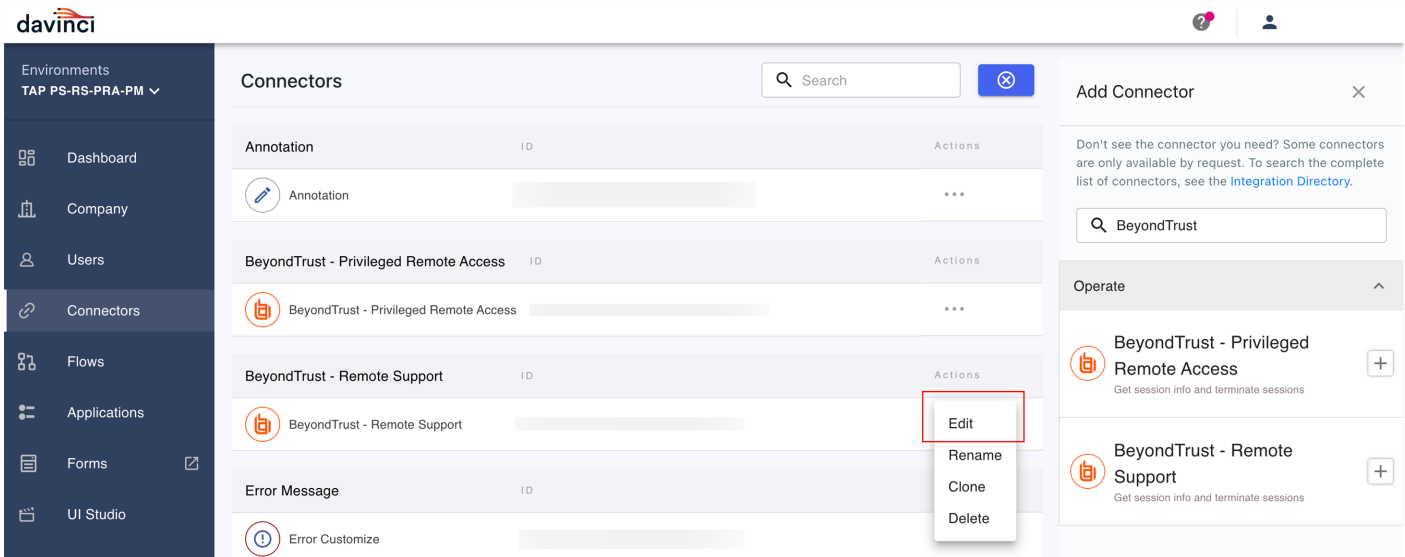
1. In the PingOne DaVinci site, click **Connectors** in the left menu, and then click **Add Connector** in the upper right.



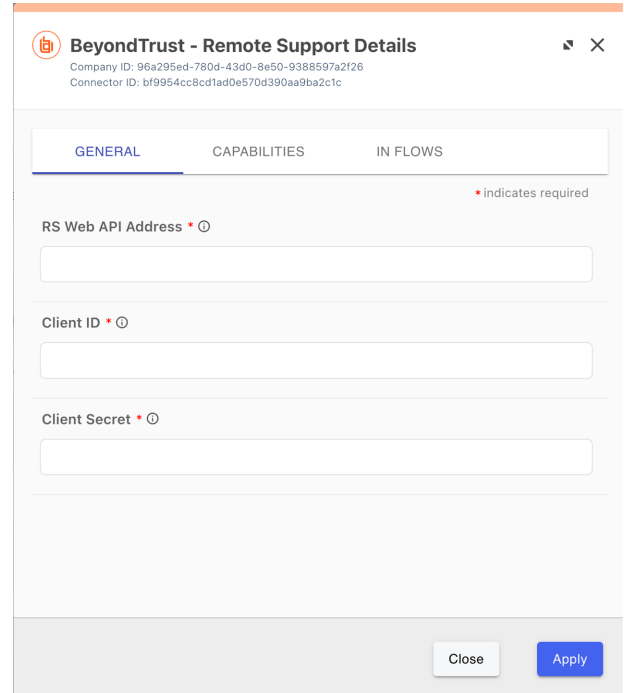
2. Search for *BeyondTrust* in the search bar.
3. Select the RS connector by clicking the plus sign (+) next to it.



4. Enter the name of your choice for the connector.
5. Click **Create**.
6. The **Connectors** window refreshes with the BeyondTrust connector, displayed with the name entered above.
7. At the right end of the line with the BeyondTrust connector, click the ellipsis.
8. Select **Edit** from the menu.



9. In the connector details screen, enter:
 - The URL for your Remote Support instance, including the *https://* suffix. For example:
https://customername.beyondtrustcloud.com .
 - The OAuth **Client ID** and the OAuth **Client Secret** for your API account in Remote Support.
10. Click **Apply** and then **Close**.



BeyondTrust - Remote Support Details ✕

Company ID: 96a295ed-780d-43d0-8e50-9388597a2f26
Connector ID: bf9954cc8cd1ad0e570d390aa9ba2c1c

GENERAL CAPABILITIES IN FLOWS

* indicates required

RS Web API Address * ⓘ

Client ID * ⓘ

Client Secret * ⓘ

Close Apply

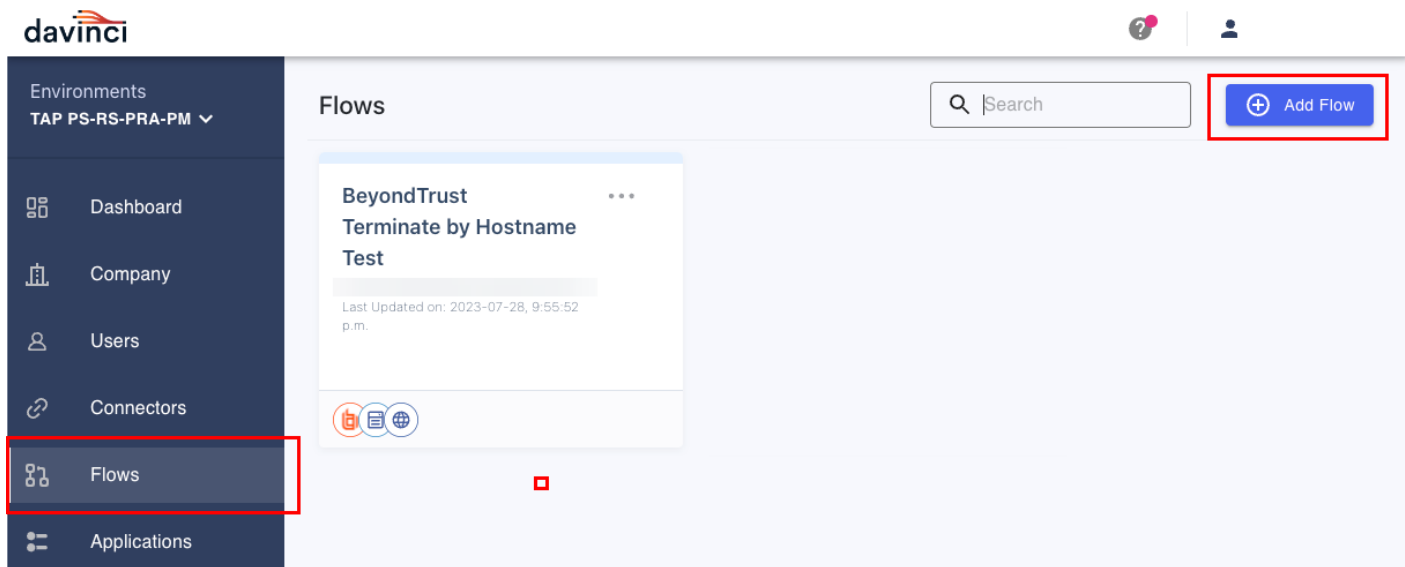
Test the Ping DaVinci RS Connector

Before you add the RS connector to a production Ping DaVinci flow, we recommend testing the integration.

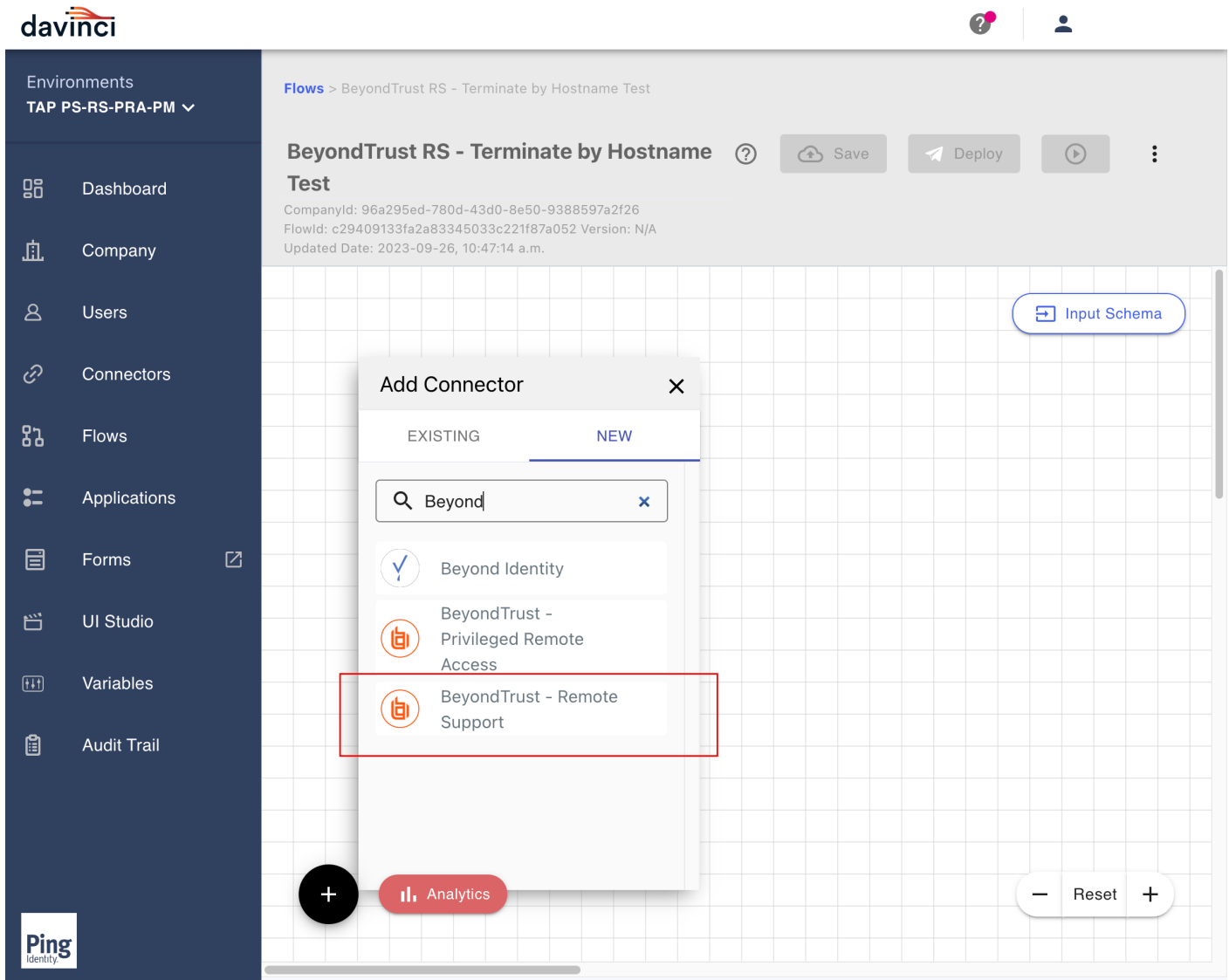
Follow these steps to test termination by hostname flow.

Start a Workflow

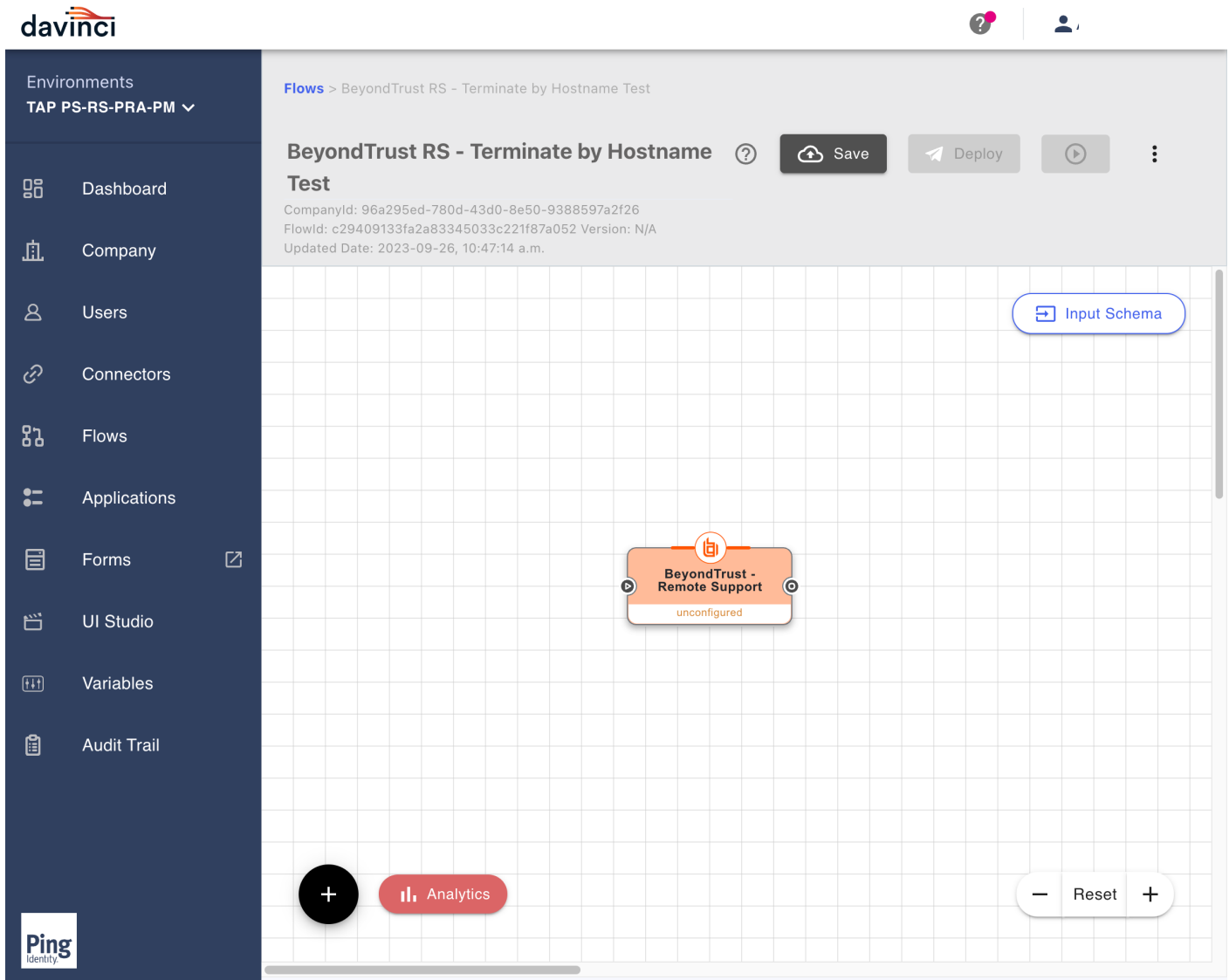
1. In the PingOne DaVinci site, click **Flows** in the left menu, and then click **Add Flow** in the upper right.



2. Select **Blank Flow** and provide a name and description of your choice.
3. Click **Create**.
4. In the blank flow page, click the plus sign (+) on the bottom right.
5. Search for *BeyondTrust* in the search bar under the **Existing List** tab.
6. Click **BeyondTrust** Remote Support.

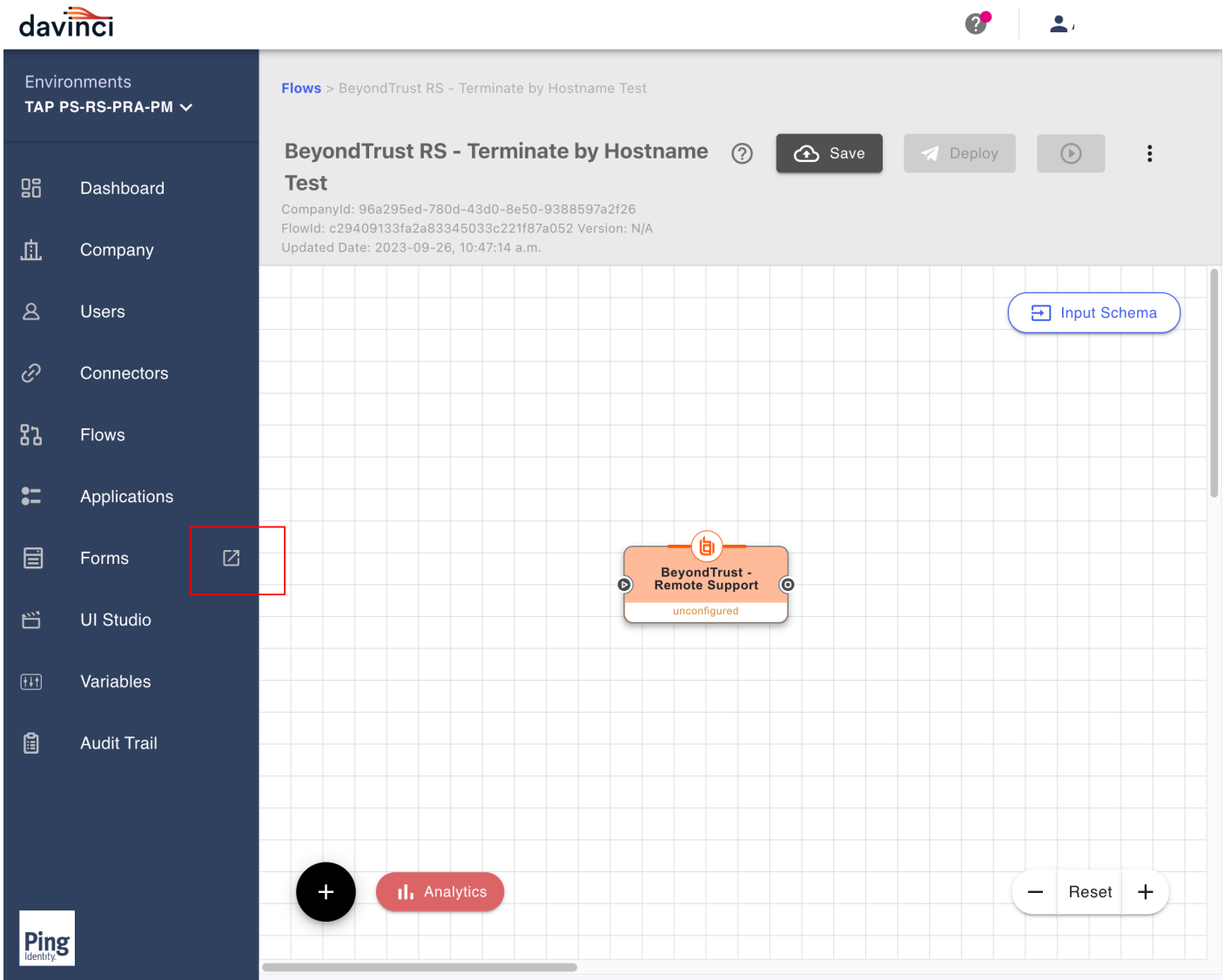


7. The BeyondTrust RS connector appears on the flow screen.

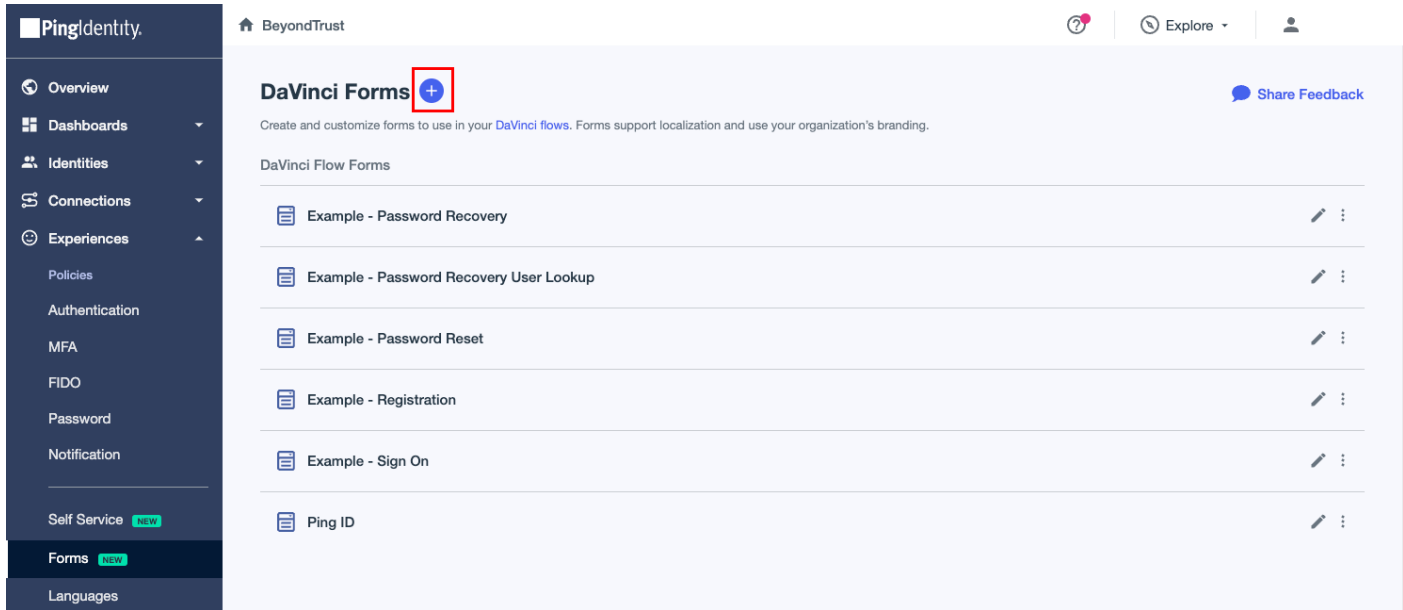


Create a Form

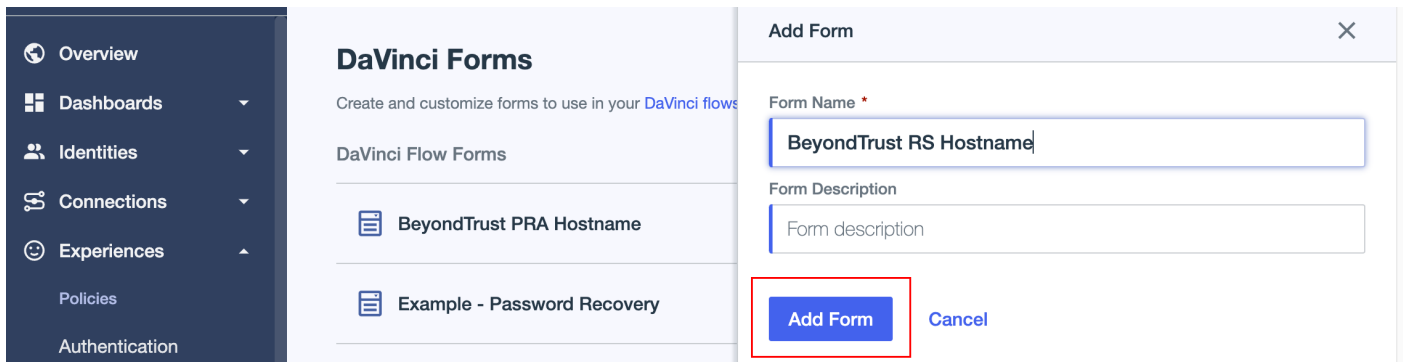
- Next you must create a form for manually entering a hostname. Click the small square external link icon next to the right of **Forms** in the left menu.



9. A new window opens. Here you create the test form flow. Click the plus sign (+) next to **DaVinci Forms**.



10. Enter your desired **Form Name**. A **Form Description** is optional. Then click **Add Form**.

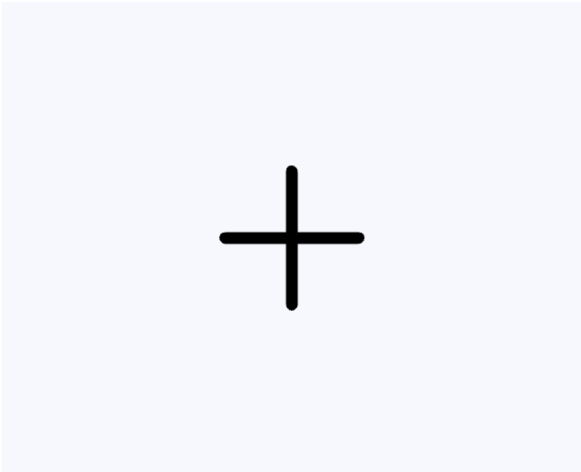


11. Click **Blank Form**.

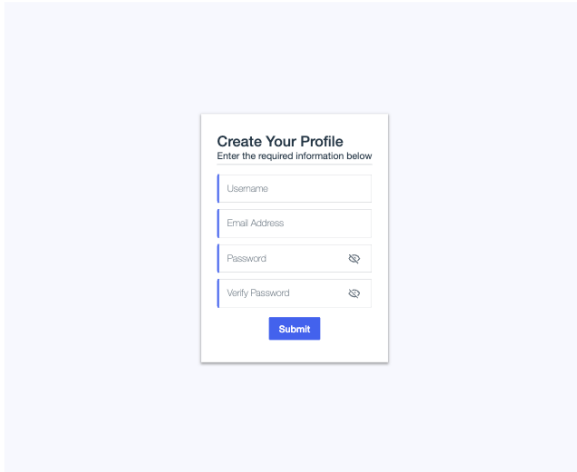
Add Form - BeyondTrust RS Hostname



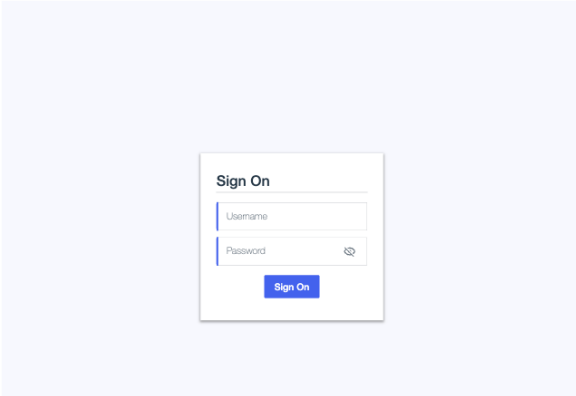
How would you like to start building your form?



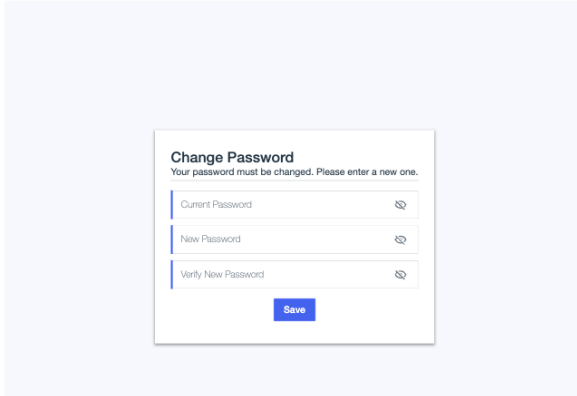
Blank Form
Used to create your own forms from nothing.



Registration
Used to create forms for new user accounts.

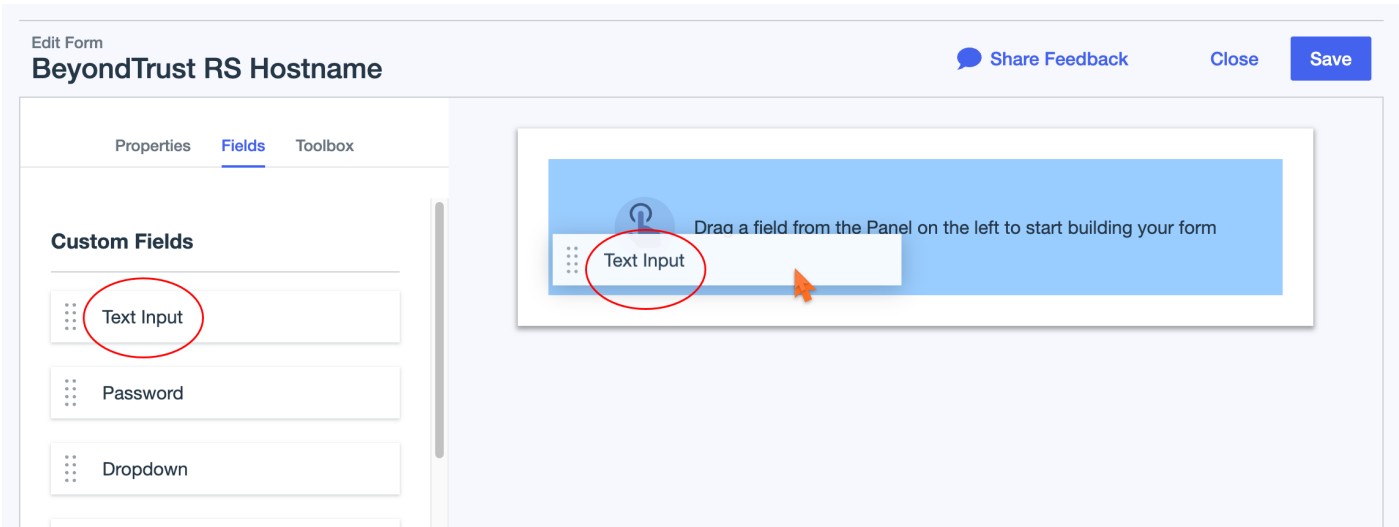


Sign On

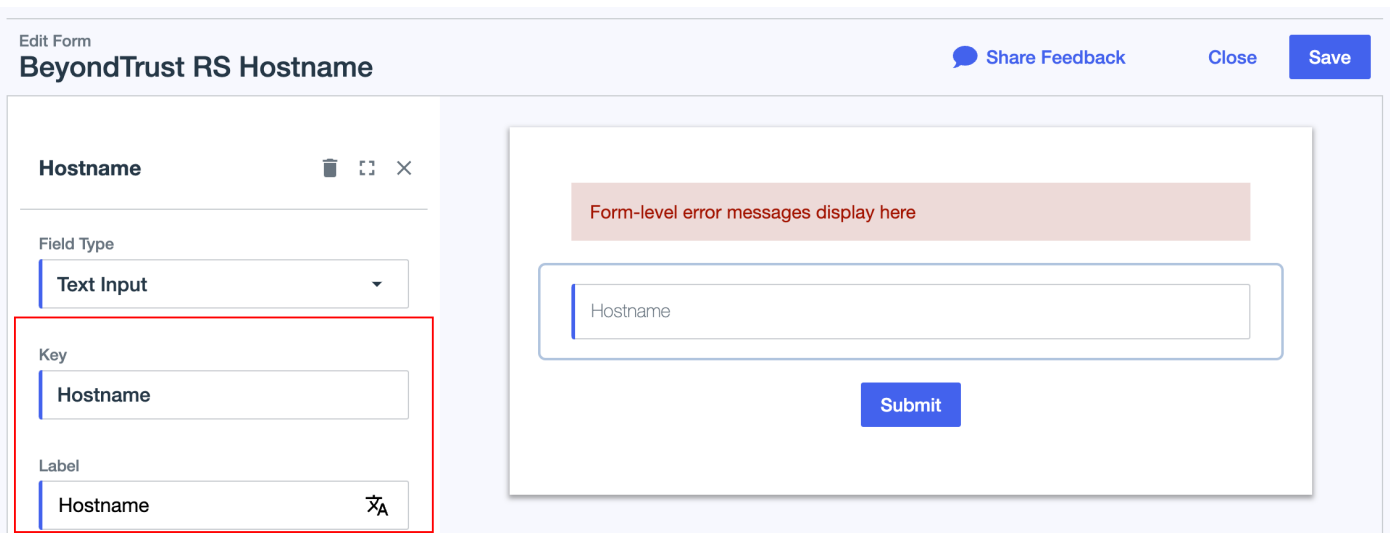


Change Password
Your password must be changed. Please enter a new one.

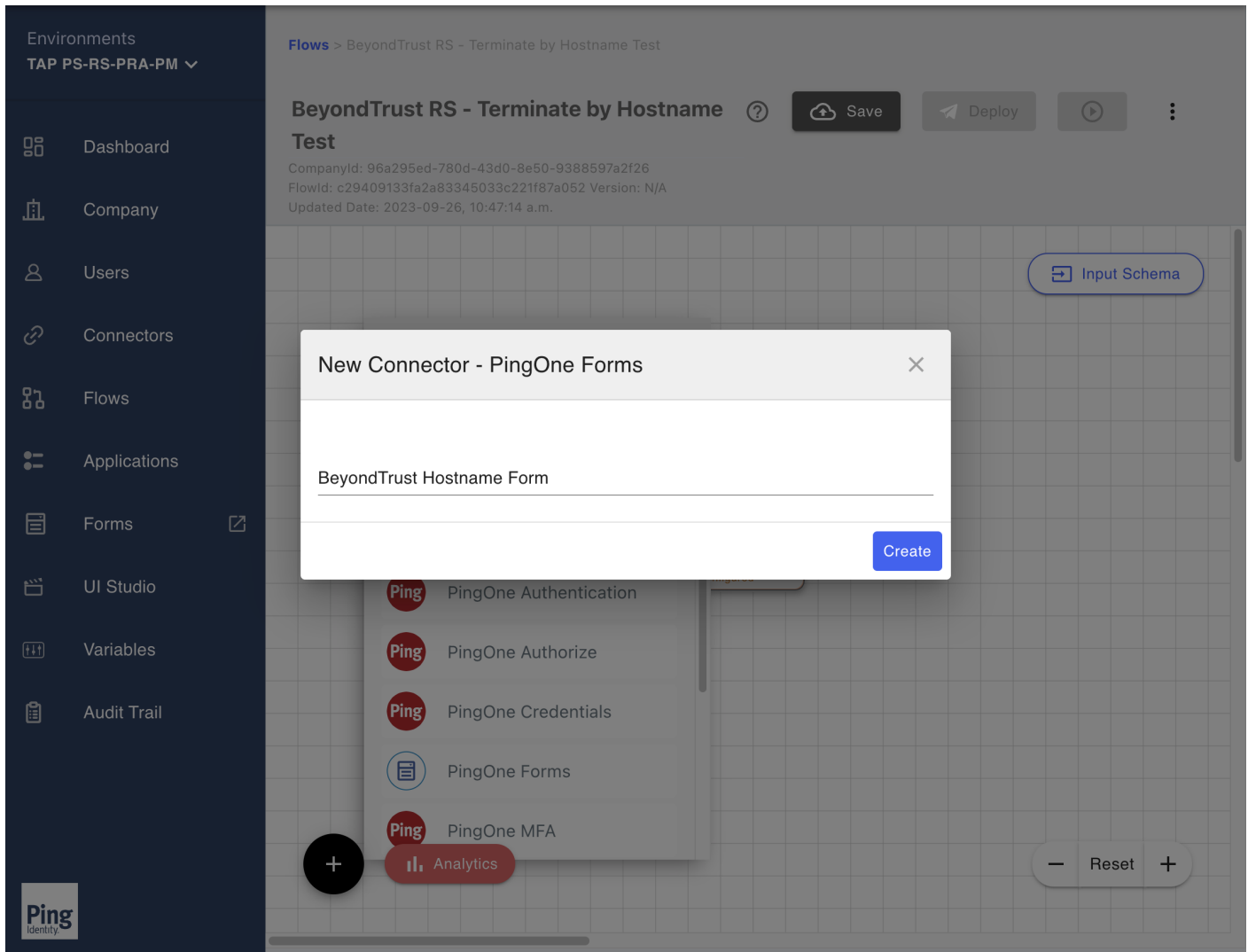
12. Drag the **Text Input** field from the list on the left to the new blank form.



13. In the next page, provide names for the **Key** and **Label** fields.
14. Click **Save** in the top right, click **Save** again in the popup message, and then click **Close** in the top right.

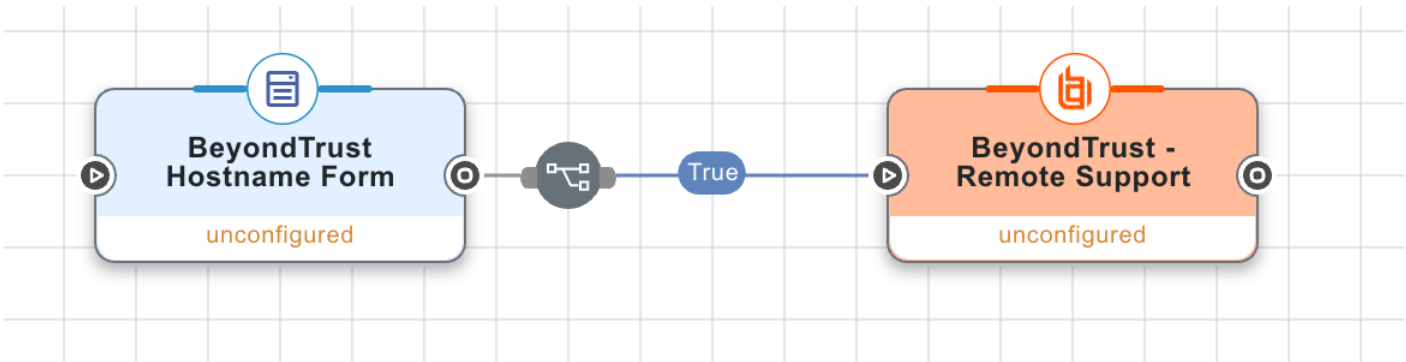


15. Navigate back to the DaVinci workflow page.
16. Click the plus sign (+), and then click the **New** tab.
17. Search for *PingOne Forms*, and then click that in the list of search results.
18. Give the new connection your desired name, and then click **Create**.

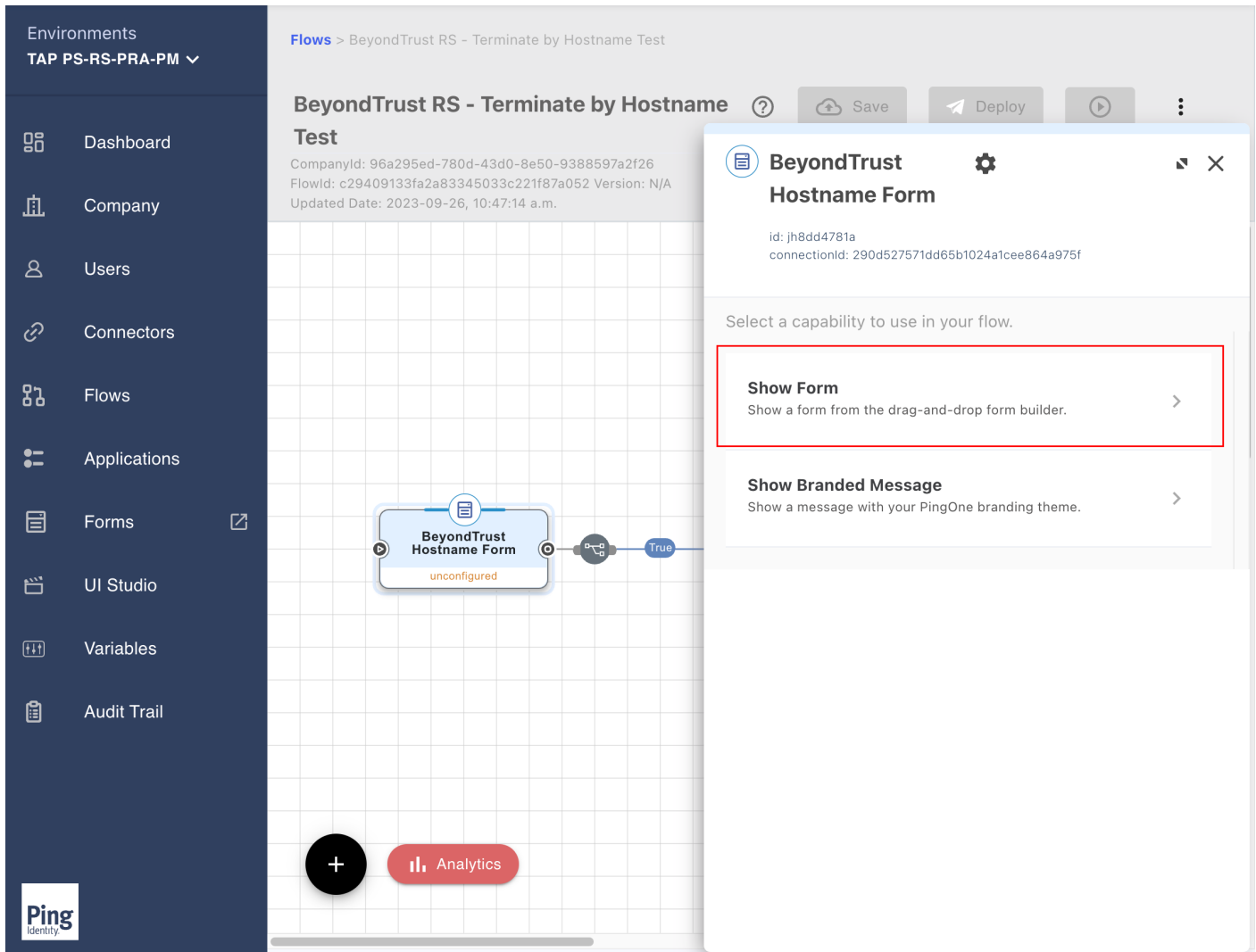


19. The form connector appears on the workflow screen.
20. Click the small connection point on the right of the form connector and, while keeping your mouse button pressed, drag the connection line from the form connector to the BeyondTrust RS connector.

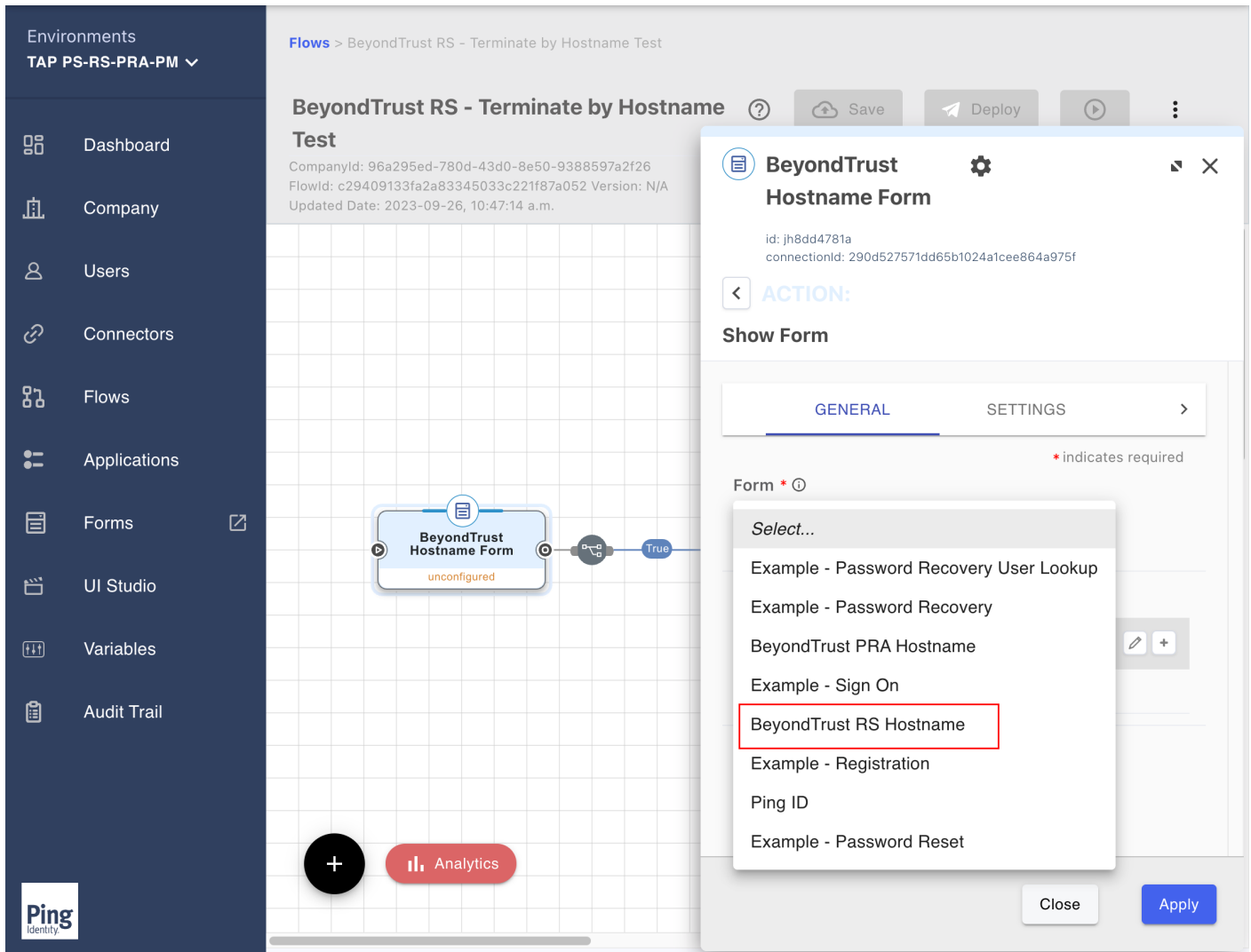
21. Confirm the result appears as follows:



22. Double-click the form you created and click **Show Form**.



23. On the **Show Form** panel, click **Select** under the **General** tab.
24. Click the hostname form you created from the list.
25. Click **Apply** and then **Close**.



26. Double-click the **BeyondTrust - Remote Support** connector and select **Terminate RS Jump Session by hostname**.

Environments
TAP PS-RS-PRA-PM

Flows > BeyondTrust RS - Terminate by Hostname Test

BeyondTrust RS - Terminate by Hostname Test

CompanyId: 96a295ed-780d-43d0-8e50-9388597a2f26
FlowId: c29409133fa2a83345033c221f87a052 Version: 0
Updated Date: 2023-09-26, 11:06:29 a.m.

Save Deploy

id: 5zqtiev5o9
connectionId: bf9954cc8cd1ad0e570d390aa9ba2c1c

This connector is missing required configuration. [Configure](#)

Select a capability to use in your flow.

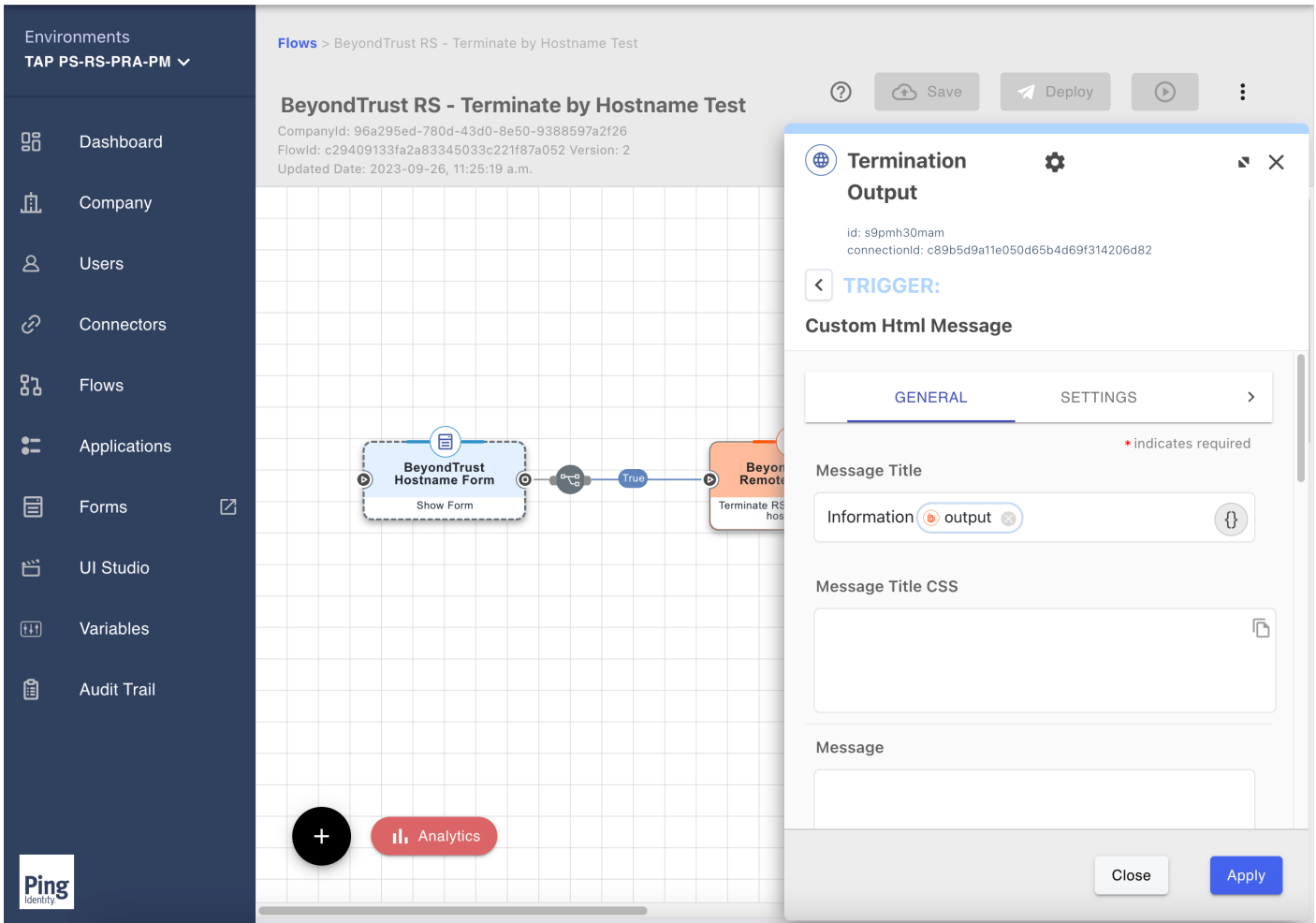
- Terminate RS jump session by hostname** >
Terminate RS jump session by hostname
- Terminate RS jump session by username >
Terminate RS jump session by username

Analytics

27. Click in the **Hostname** field and click the form you created.

The screenshot displays the BeyondTrust interface. On the left is a dark sidebar with navigation items: Dashboard, Company, Users, Connectors, Flows, Applications, Forms, UI Studio, Variables, and Audit Trail. The main area shows a flow titled "BeyondTrust RS - Terminate by Hostname Test" with a "BeyondTrust Hostname Form" connector. A configuration modal is open, showing the connector's details and a list of connections. The "BeyondTrust Hostname Form" connection is highlighted with a red box.

28. In the list that appears, click the output value you created for the hostname.

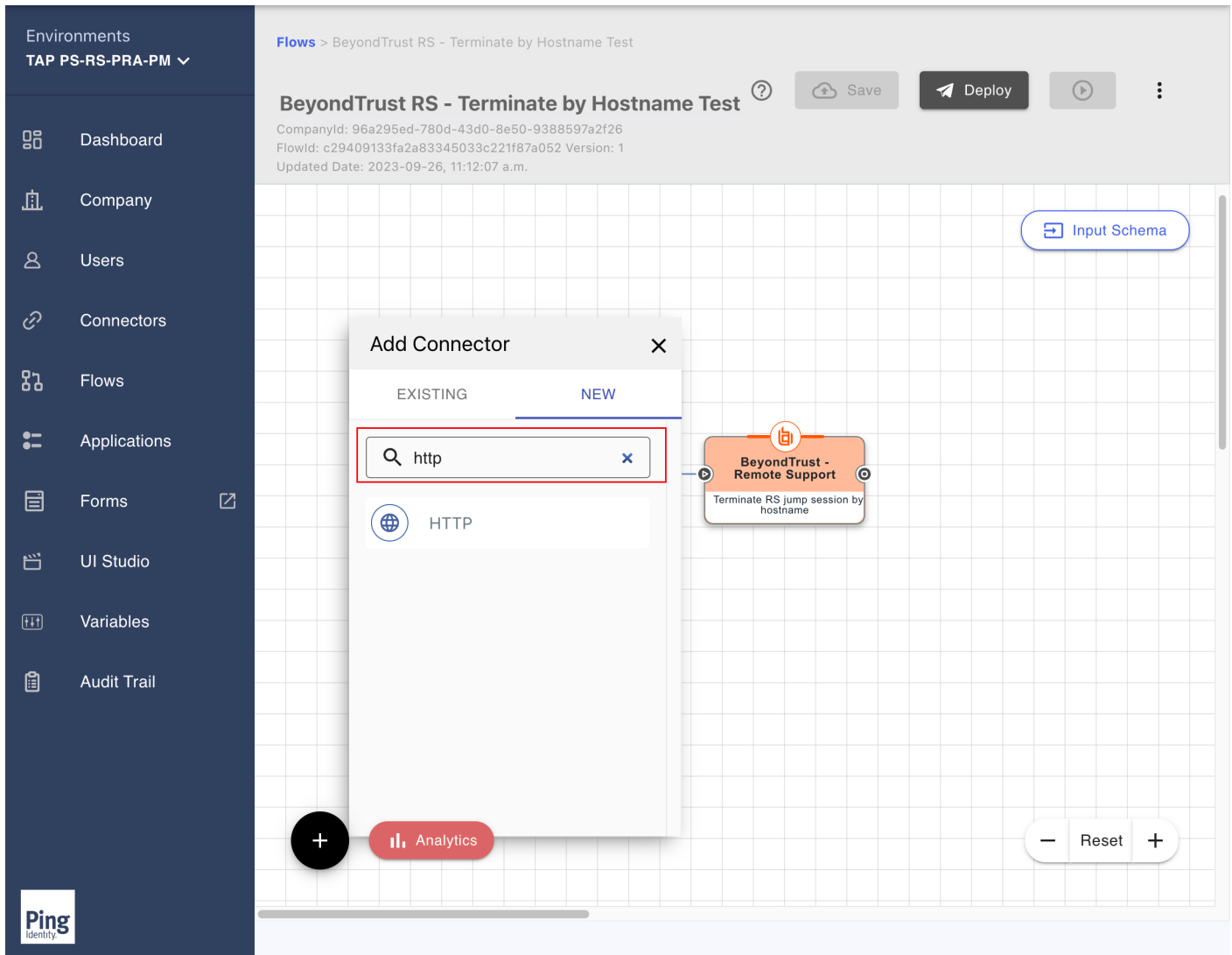


29. Click **Apply** and then **Close**.

Create an Output Form

Now you create an HTTP form to show the output of a terminated session.

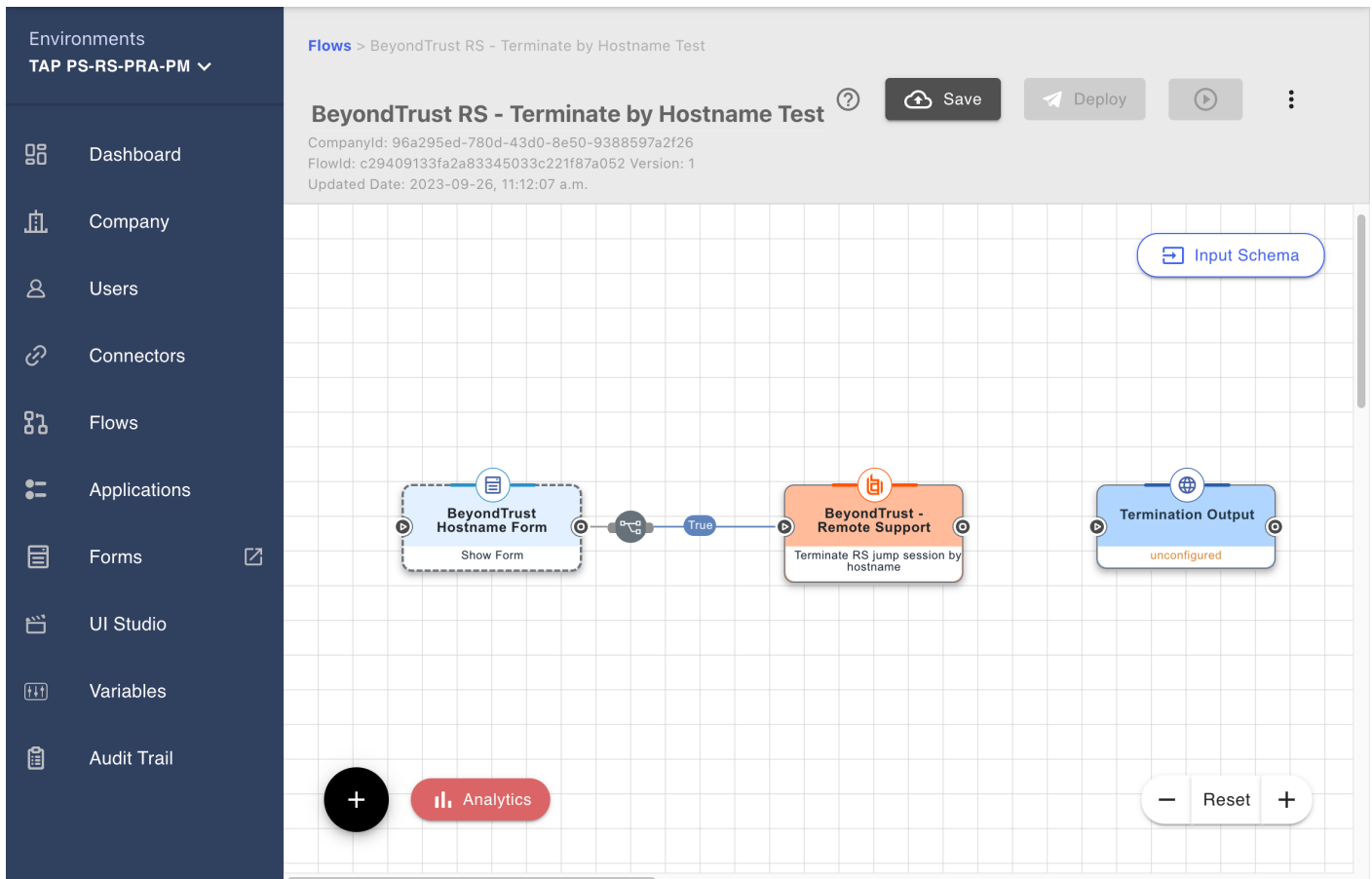
30. Click the plus sign **+**, and then click the **New** tab.
31. Search for *http*, and then click that in the list of search results.



32. Enter your desired name for the connector output form and click **Create**.

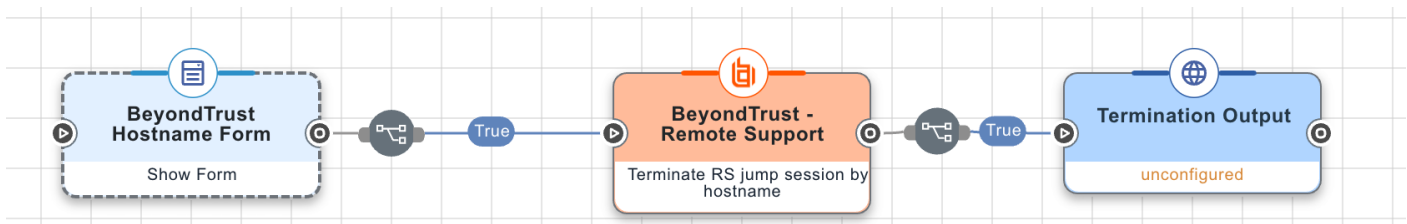


33. The HTTP output connector appears on the workflow screen.

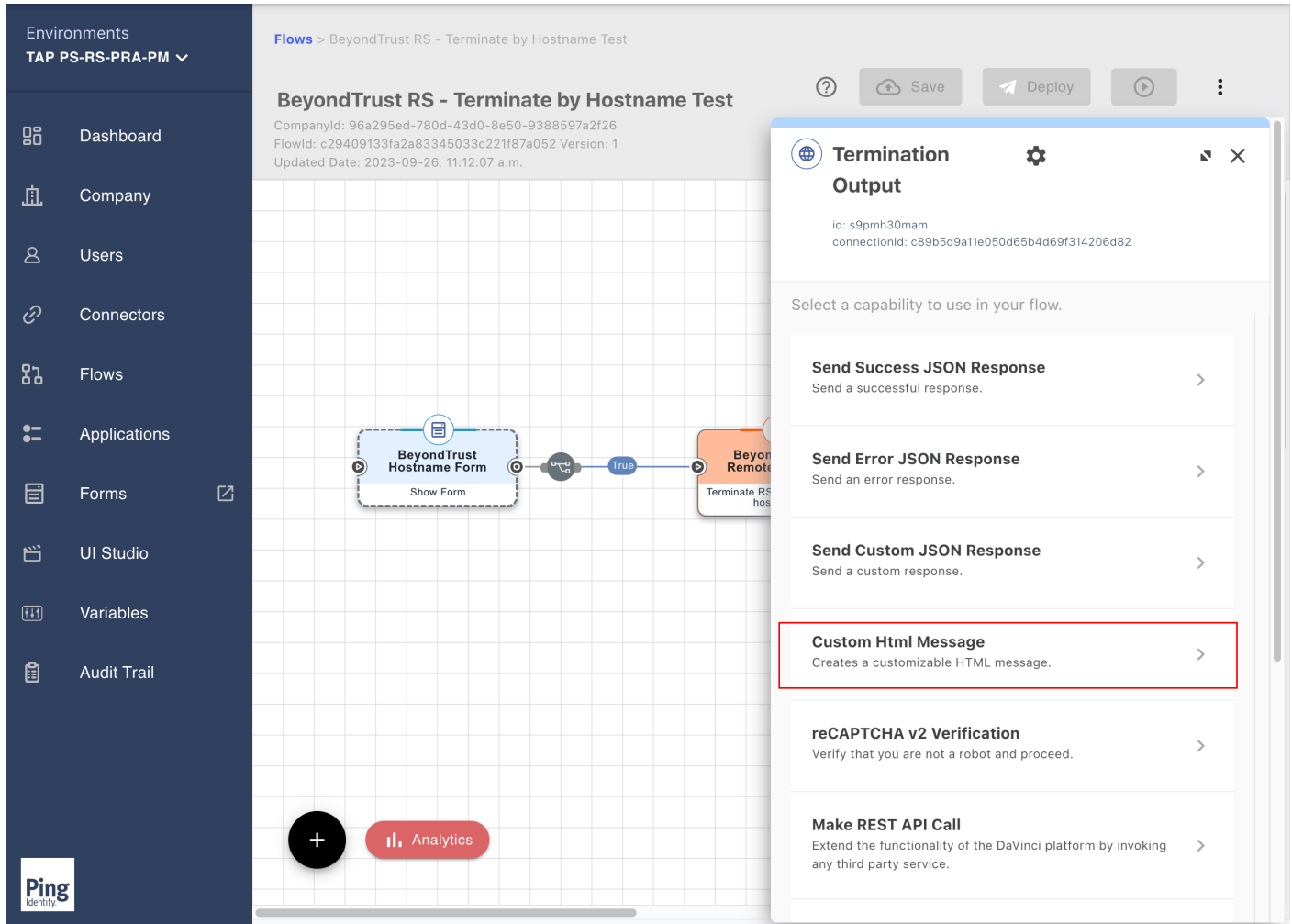


- Click the small connection point on the right of the form connector and, while keeping your mouse button pressed, drag the connection line from the BeyondTrust RS form connector to the new HTTP connector.

- Confirm the result appears as follows:



- Double-click the HTTP connector you created and click **Custom HTML Message**.



The screenshot displays the BeyondTrust interface for configuring a flow. The main area shows a flow diagram with a 'BeyondTrust Hostname Form' connector followed by a 'Beyond Remote' connector. A 'Termination Output' dialog box is open, listing various capabilities. The 'Custom Html Message' option is highlighted with a red border.

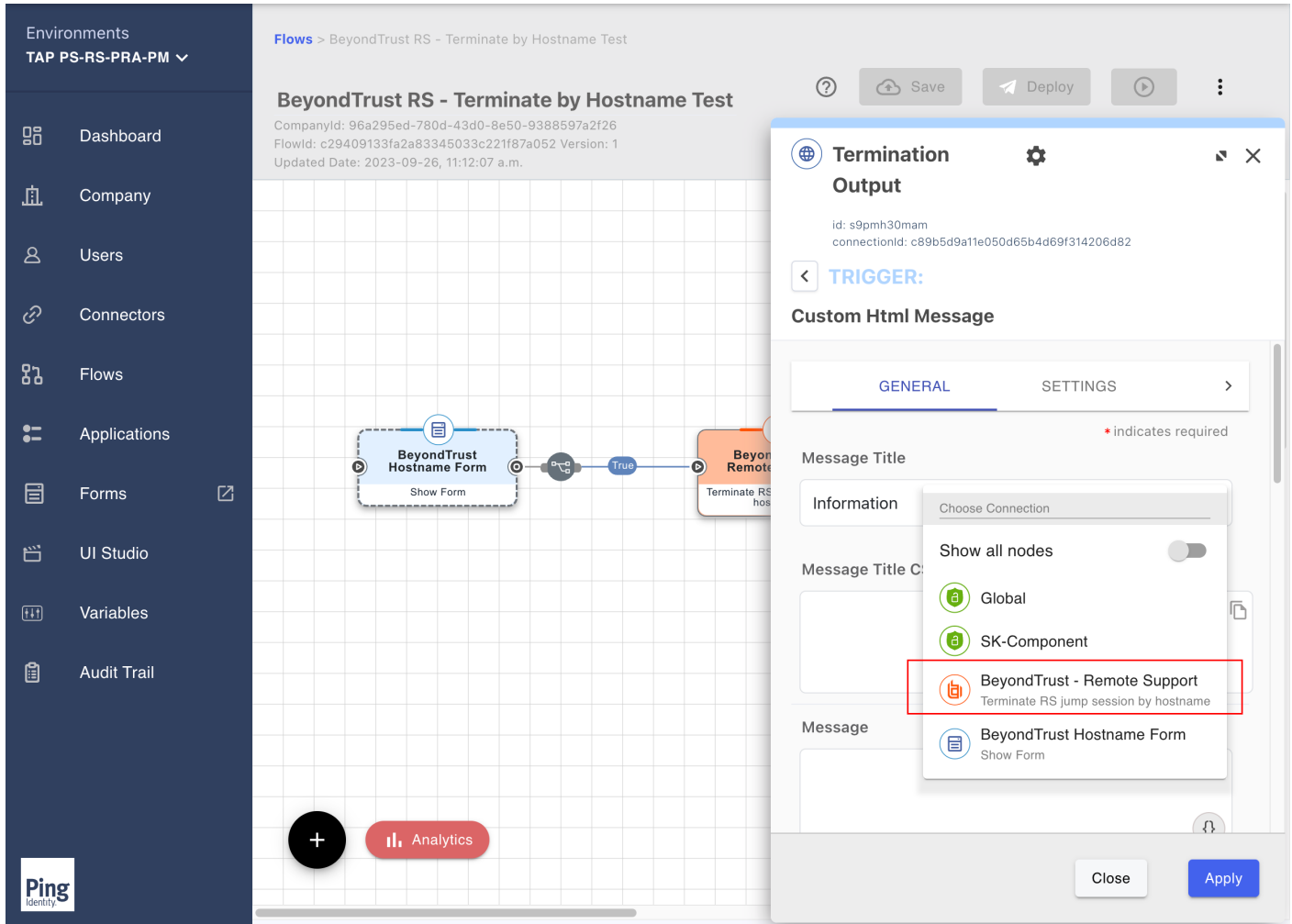
Termination Output

id: s9pmh30mam
connectionId: c89b5d9a11e050d65b4d69f314206d82

Select a capability to use in your flow.

- Send Success JSON Response
Send a successful response.
- Send Error JSON Response
Send an error response.
- Send Custom JSON Response
Send a custom response.
- Custom Html Message**
Creates a customizable HTML message.
- reCAPTCHA v2 Verification
Verify that you are not a robot and proceed.
- Make REST API Call
Extend the functionality of the DaVinci platform by invoking any third party service.

37. In the Message section, click the `{}` and click **BeyondTrust - Remote Support**.



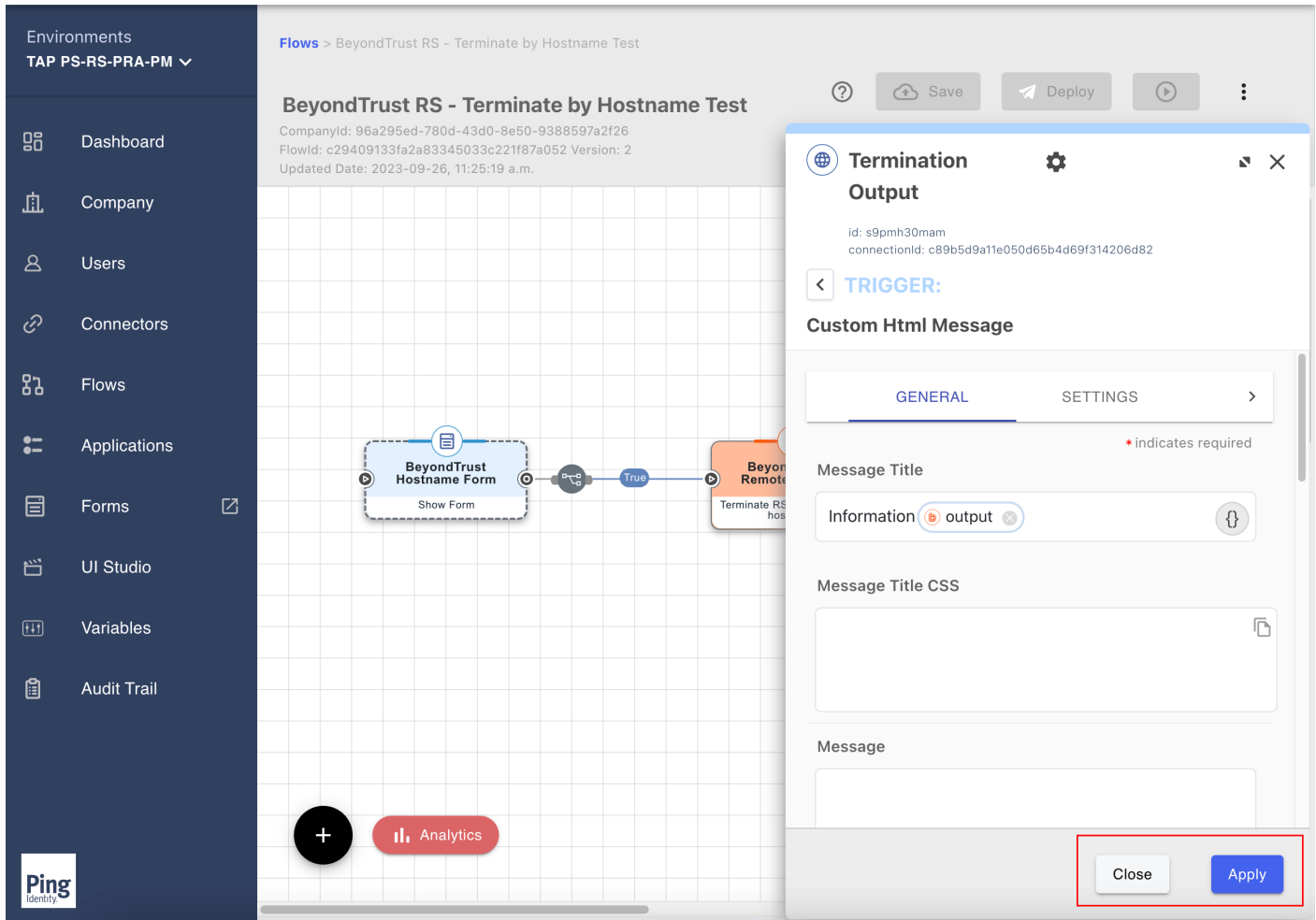
The screenshot displays the BeyondTrust configuration interface. On the left is a navigation sidebar with options like Dashboard, Company, Users, Connectors, Flows, Applications, Forms, UI Studio, Variables, and Audit Trail. The main area shows a flow titled 'BeyondTrust RS - Terminate by Hostname Test'. The flow consists of a 'BeyondTrust Hostname Form' node (labeled 'Show Form'), followed by a connector node, a 'True' condition node, and finally a 'BeyondTrust Remote Support' node (labeled 'Terminate RS hop').

An overlay window titled 'Termination Output' is open, showing details for a specific connection (id: s9pmh30mam, connectionId: c89b5d9a11e050d65b4d69f314206d82). It has tabs for 'GENERAL' and 'SETTINGS'. Under 'GENERAL', there is a 'Message Title' section with a 'Message Title C' field. A 'Choose Connection' dropdown menu is open, listing several options: 'Global', 'SK-Component', 'BeyondTrust - Remote Support' (highlighted with a red box), and 'BeyondTrust Hostname Form'. The 'BeyondTrust - Remote Support' option has a sub-label 'Terminate RS jump session by hostname'. At the bottom of the dialog are 'Close' and 'Apply' buttons.

38. From the menu that appears in the next screen, select the entire output object by clicking the plus sign (+) to the right of the object row.

The screenshot displays the BeyondTrust management console. On the left is a dark navigation sidebar with menu items: Environments (TAP PS-RS-PRA-PM), Dashboard, Company, Users, Connectors, Flows, Applications, Forms, UI Studio, Variables, and Audit Trail. The main area shows a flow titled "BeyondTrust RS - Terminate by Hostname Test" with a "BeyondTrust Hostname Form" connector and a "Beyond Remote" connector. A "Termination Output" dialog box is open, showing a "TRIGGER:" section and a "Custom Html Message" configuration. The "GENERAL" tab is active, displaying fields for "Message Title" (set to "BeyondTrust - Remote Support") and "Message Title CSS". A red box highlights a plus icon in the "output (object)" section. At the bottom of the dialog are "Close" and "Apply" buttons.

39. Click **Apply** and then **Close**.



The screenshot displays the BeyondTrust management console. On the left is a navigation sidebar with options like Dashboard, Company, Users, Connectors, Flows, Applications, Forms, UI Studio, Variables, and Audit Trail. The main area shows a workflow titled "BeyondTrust RS - Terminate by Hostname Test" with a sequence of steps: "BeyondTrust Hostname Form" (Show Form), a connector, a "True" condition, and "Beyond Remot...".

An overlay window titled "Termination Output" is open, showing configuration options for a custom HTML message. The window includes fields for "Message Title" (set to "Information"), "Message Title CSS", and "Message". The "Information" field has a dropdown menu showing "output". At the bottom right of the window, there are "Close" and "Apply" buttons, with the "Apply" button highlighted by a red box.

Test the Workflow

40. In the upper-right corner of the screen, click **Deploy**.
41. Wait for the *Successfully Deployed flow* message to appear in the lower-left corner of the screen.

Environments
TAP PS-RS-PRA-PM

Flows > BeyondTrust RS - Terminate by Hostname Test

Save Deployed

BeyondTrust RS - Terminate by Hostname Test

CompanyId: 96a295ed-780d-43d0-8e50-9388597a2f26
FlowId: c29409133fa2a83345033c221f87a052 Version: 4
Updated Date: 2023-09-26, 11:36:39 a.m.

Input Schema

```
graph LR; A[BeyondTrust Hostname Form  
Show Form] --> B[True]; B --> C[BeyondTrust - Remote Support  
Terminate RS jump session by hostname]; C --> D[True]; D --> E[Termination Output  
Custom Html Message];
```

Analytics

Reset

Successfully deployed flow

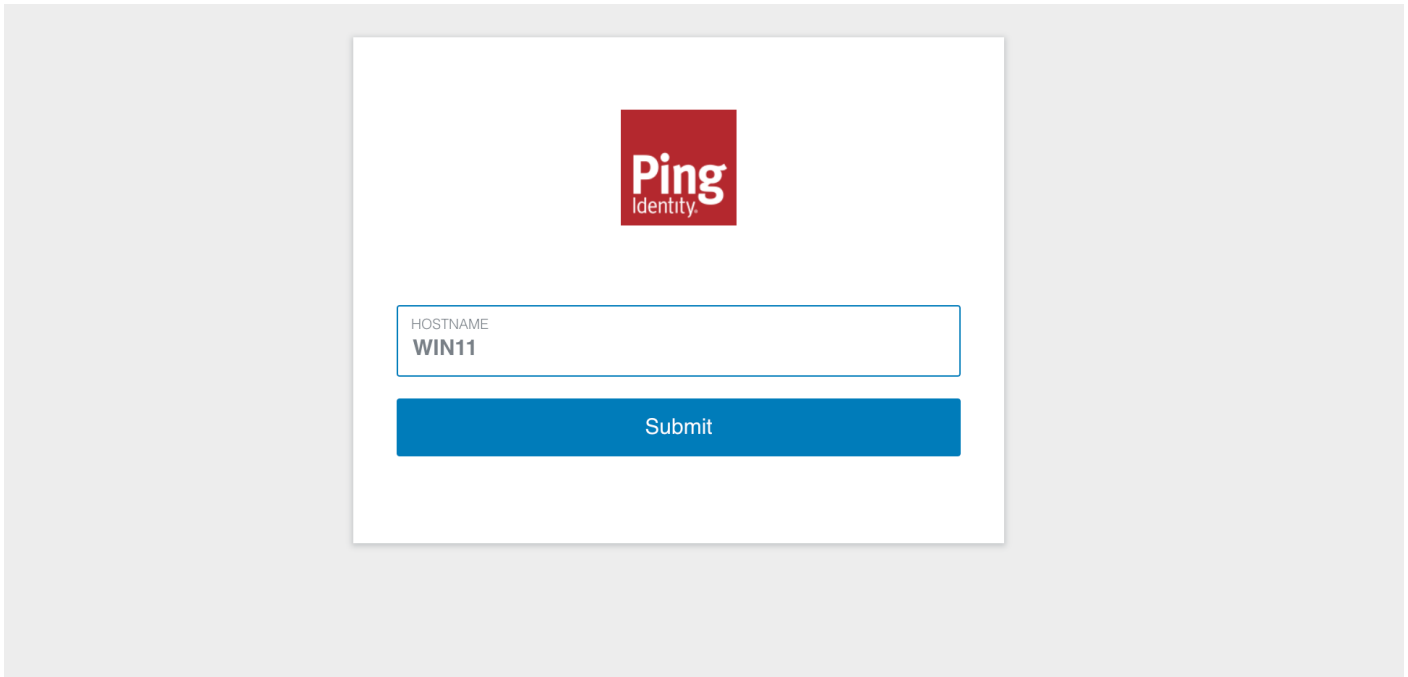
42. Log in to your Remote Support representative console or web rep console.
43. Initiate a session to any host you have access to.



44. Back on your DaVinci workflow page, click **Try Flow** in the upper right.

The screenshot shows the BeyondTrust Flow Designer interface. On the left is a navigation sidebar with options like Dashboard, Company, Users, Connectors, Flows, Applications, Forms, UI Studio, Variables, and Audit Trail. The main area displays a flow titled "BeyondTrust RS - Terminate by Hostname Test". The flow is composed of three steps: 1. "BeyondTrust Hostname Form" (Show Form), 2. "BeyondTrust - Remote Support" (Terminate RS jump session by hostname), and 3. "Termination Output" (Custom Html Message). Above the flow, there are buttons for "Save", "Deployed", and "Try Flow" (highlighted with a red box). Below the flow, there are buttons for "Analytics" and "Reset".

45. A web browser page opens, with a field to enter a hostname.
46. Enter the hostname of the session you initiated in your Remote Support representative console or web rep console.
47. Click **Submit**.



48. The session terminates, and a status window provides details of the session, including the result **Successfully Terminated Session**.
49. If the session does not terminate as expected, review the configuration and test steps or contact Support.

