Kaseya® BMS™ and Continuum

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RMM Integration Settings - Continuum

The **RMM Integration Settings** page maintains configuration settings for integrating **Kaseya® BMS™** with a remote monitoring and management (RMM) systems. Once integration is complete you can monitor machines and devices using an integrated RMM and manage their corresponding tickets in **Kaseya® BMS™**. Linked Continuum assets are created in Kaseya® BMS™ as the tickets are created.

RMM Integration - Continuum integrates **Kaseya® BMS™** with **Continuum**, a remote monitoring and management (RMM) system. Perform the following procedures to configure and activate integration.

> Warning: Do not perform **Step 5 - PSA Integration and Activation** *(page 4)* until all other steps are completed. Once you enter the **Callback URL** and click **Update**, Continuum will start to send alerts into Kaseya® BMS™ and the ticket creation process will start.

Continuum Integration Summary

- **Step 1 - Recommended Settings** *(page 1)*
- **Step 2 - RMM Integration Settings** *(page 2)*
- **Step 3 - Ticket Status Mapping** *(page 3)*
- **Step 4 - Account Mapping** *(page 3)*
- **Step 5 - PSA Integration and Activation** *(page 4)*

Step 1 - Recommended Settings

Add the following records in Kaseya® BMS™ to support data provided by Continuum.

Ticket Statuses

`Admin > Service Desk Folder > Ticket Statuses`

Add the following two statuses.

- `Pending`
- `NOC Completed`

Priorities

`Admin > Service Desk Folder > Priorities`

Add the following priorities.

- `Low`
- `Emergency`

Queue

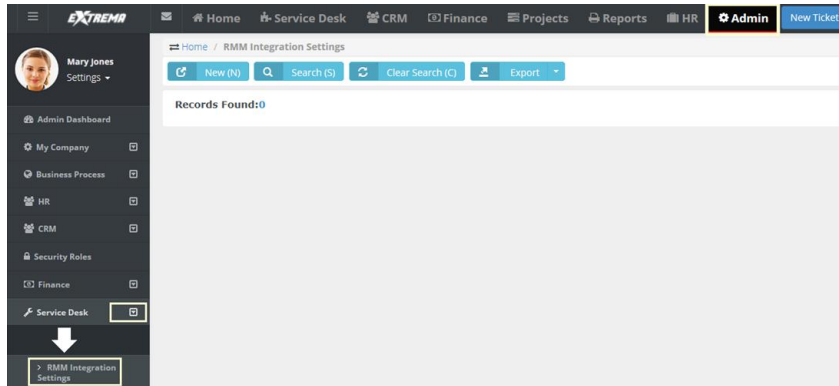`Admin > Service Desk Folder > Queues`

Add the following queue.

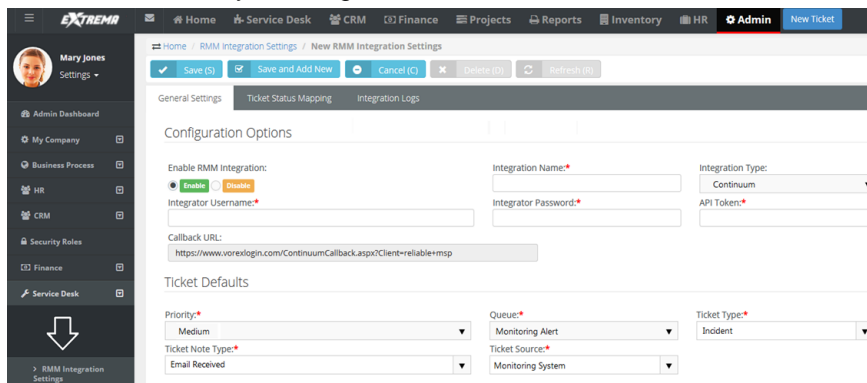- `Monitoring Alert Tickets`

Step 2 - RMM Integration Settings

Add a Continuum integration record in Kaseya® BMS™.

1. Select Admin >   Service Desk > **RMM Integration Settings**.

2. Click **New** to create your integration.

3. Enter the following in the General Settings > **Configuration Options** section.

   ➢ **Integration Name** - Enter a name that is easy to understand. You may want to add other integrations later.

   ➢ **Integration Type** - Select `Continuum` from the drop-down list.

   ➢ **Integrator Username** - Create an "integrator username" you will use later to integrate with Continuum.

   ➢ **Integrator Password** - Create an "integrator password".

   ➢ **API Token** - Enter the API token provided by Continuum.

   > **Note:** You can identify the *API Token* in Continuum by navigating to the *Admin > My Company > PSA Integration* page.
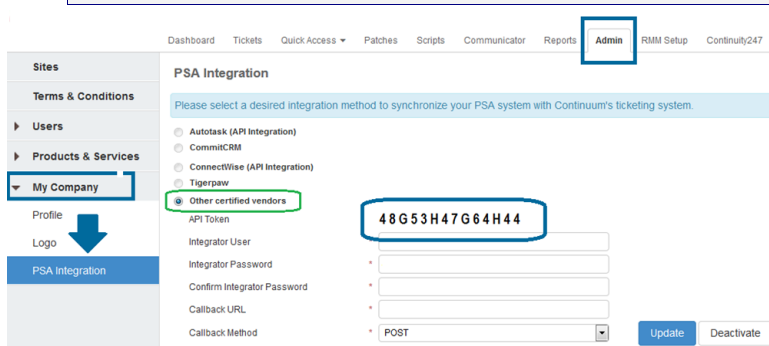
4. In Kaseya® BMS™, enter the following in the General Settings > **Ticket Defaults** section.
   - ➢ **Priority** - Select a default priority.
   - ➢ **Queue** - Select the queue you want *tickets created from Continuum monitoring alerts* to be assigned to. For example, `Monitoring Alert Tickets`, if you created that in step 1.
   - ➢ **Ticket Type** - Select a default ticket type.
   - ➢ **Ticket Note Type** - Select a default note type. `General Notes` is fine.
   - ➢ **Ticket Source** - Select a default ticket source. `Monitoring System` is recommended.
5. Click **Save**.

Step 3 - Ticket Status Mapping

Admin > Service Desk > RMM Integration > Continuum Integration > Ticket Status Mapping

In Kaseya® BMS™:
- Map Continuum ticket statuses to Kaseya® BMS™ ticket statuses.
- Map Kaseya® BMS™ ticket statuses to Continuum ticket statuses.

Step 4 - Account Mapping

1. In Continuum, select the Admin > **Sites** page.

2. Copy the `<site_code>` value.

> ➢ In Continuum, a site code equals an account in Kaseya® BMS™.

3. In Kaseya® BMS™, select the CRM > **Accounts** page.
4. Open an account that matches the `<site_code>` information.

5. Double-click a **Location** record to edit.
   > ➢ The location record should correspond to the `<site_code>` for this account. You may have several locations defined for this account.

6. Click the **RMM Integration** tab.
7. Paste the `<site_code>` into the **Continuum Location Code** field.
8. Click **Save**.

Step 5 - PSA Integration and Activation

Configure Continuum to use Kaseya® BMS™ as its PSA Integration solution.

Warning: Do not perform this step until all other steps are completed. Once you enter the Callback URL and click Update, Continuum will start to send the alerts into Kaseya® BMS™ and the ticket creation process will start.

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1. In Continuum, select the Admin > My Company > **PSA Integration** page.

2. Select the **Other certified vendors** option.
   - ➤ **Integrator User** - Enter the **Integrator Username** you specified in **Step 2 - RMM Integration Setup** *(page 2)*.
   - ➤ **Integrator Password** - Enter the **Integrator Password** you specified in **Step 2 - RMM Integration Setup** *(page 2)*.
   - ➤ **Confirm Integrator Password** - Re-enter the **Integrator Password**.
   - ➤ **Callback URL** - Enter a URL similar to the following:
     `https://bms.kaseya.com/ContinuumCallback.aspx?Client=Company_Name`

     > **Note:** You can identify the *Callback URL* in Kaseya® BMS™ by navigating to the *Admin > Service Desk > RMM Integration Settings* page. Open the **RMM Integration Settings** record you created in **Step 2** *(page 2)* and copy the value in the **Callback URL** field.

   - ➤ **Callback Method** - Select `POST` from the drop-down list.
3. Click on the **Update** button.
   - ➤ A ticket originates in Continuum and gets created in Kaseya® BMS™.
   - ➤ Linked Continuum assets are created in Kaseya® BMS™ as the tickets are created.
   - ➤ Updates to the status and notes of a Kaseya® BMS™ ticket are posted back to its corresponding ticket in Continuum.
   - ➤ If a ticket is manually created new in Kaseya® BMS™ Continuum is not updated.