



Kaseya® BMS™ and Continuum

Integration Guide

Version 4.0.6

English

September 15, 2017

Copyright Agreement

The purchase and use of all Software and Services is subject to the Agreement as defined in Kaseya's "Click-Accept" EULATOS as updated from time to time by Kaseya at <http://www.kaseya.com/legal.aspx>. If Customer does not agree with the Agreement, please do not install, use or purchase any Software and Services from Kaseya as continued use of the Software or Services indicates Customer's acceptance of the Agreement."

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](#)

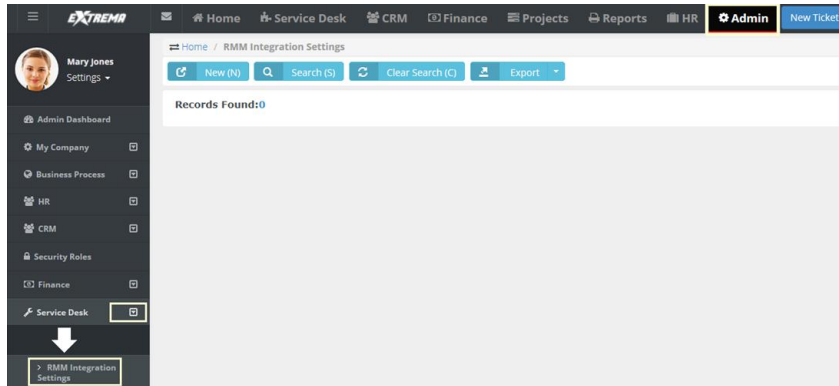
Add the following queue.

- Monitoring Alert Tickets

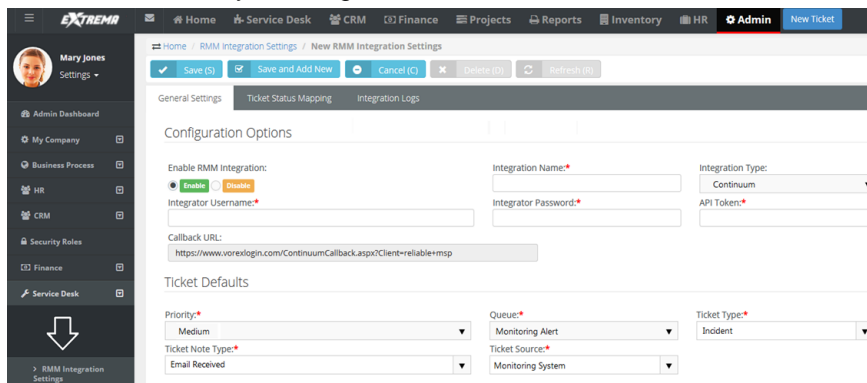
Step 2 - RMM Integration Settings

Add a Continuum integration record in Kaseya® BMS™.

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

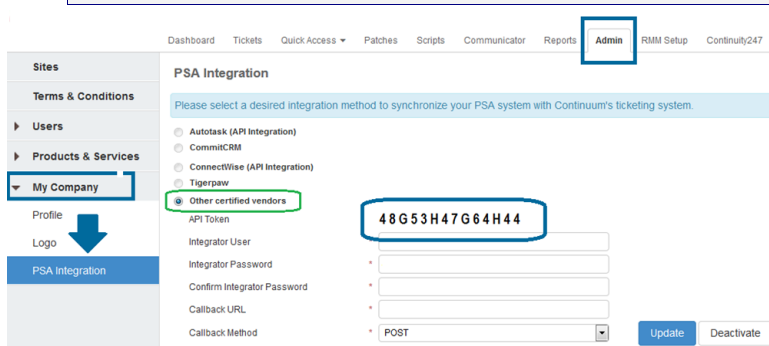


2. Click **New** to create your integration.



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.



- 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.
- 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.

Ticket Status Mapping From

VOREX STATUS	CONTINUUM
New	New
Waiting For Customer	Waiting Customer
Completed	Closed
Escalated	Approval needed by backoffice
Assigned	Scheduled
In progress	Work in progress by backoffice
Pending	Pending
NOC Completed	Noc completed

Ticket Status Mapping to

CONTINUUM STATUS	VOREX STATUS
New	New
Closed	Completed
Acknowledge	In progress

Step 4 - Account Mapping

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

Sites

Site Name	Site Code	Product
INP Main Office	INPMainOffice	
Dallas Office	DallasOffice	

- Copy the <site_code> value.

RMM Integration Settings - Continuum

- 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.

Account Name: Dallas Office
Account Type: Client
Status: Active
Business Type: General
Net Days: 0
Account Manager: Mary Jones

ACTIONS	LOCATION	ADDRESS 1	ADDRESS 2	CITY	STATE	COUNTRY	ZIP CODE	PHONE	MAIN	ACTIVE
	Dallas	14001 Dallas Parkway	Suite 1220	Dallas	TX	UNITED STATES	75240	469-291-1730	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- 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.

ACTIONS	LOCATION	ADDRESS 1	ADDRESS 2	CITY	STATE	COUNTRY	ZIP CODE	PHONE	MAIN	ACTIVE
	Dallas	14001 Dallas Parkway	Suite 1220	Dallas	TX	UNITED STATES	75240	469-291-1730	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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

Continuum Integration

In order to link this location (site) with the site record of your RMM account, you have to specify the equivalent location's from your RMM account.

Continuum Location Code:
DallasOffice

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.

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

Dashboard Tickets Quick Access Patches Scripts Communicator Reports **Admin** RMM Setup Continuity247

PSA Integration

Please select a desired integration method to synchronize your PSA system with Continuum's ticketing system.

☐ Autotask (API Integration)
☐ CommitCRM
☐ ConnectWise (API Integration)
☐ Tigerpaw
☒ Other certified vendors

1. API Token 49H52H49H57H55

2. Integrator User * TestUser

3. Integrator Password *

4. Confirm Integrator Password *

5. Callback URL * https://yourPSAurl/ContinuumCallback.aspx?Client

6. Callback Method * POST

7. **Update** Deactivate

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.