



Kaseya v2 Integration of VSA with Kaseya® BMS™

Configuration Guide

Requires BMS version 3.9 or later and VSA version 9.3.0.11 or later

English

September 15, 2017

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RMM Integration Settings - Kaseya v2

- New

Admin > Service Desk > RMM Integration Settings

The **RMM Integration Settings** page maintains configuration settings for integrating **Kaseya® BMS™** with multiple 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™**.

- **RMM Integration - Kaseya v2 (pdf)**

(http://help.kaseya.com/WebHelp/EN/BMS/EN_BMS_Kaseya_v2.pdf#zoom=70&navpanes=0)

Version Requirements

VSA must be running 9.3.0.11 or later. **Kaseya® BMS™** must be running 3.9 or later.

RMM Integration - Kaseya v2 - New

These five topics contain all instructions required for a *new* integration and should be performed in sequence.

1. **Integrating Servers v2** (*page 1*)
2. **Synchronizing Accounts v2** (*page 3*)
3. **Assets Synchronization v2** (*page 4*)
4. **Integrating Live Connect v2** (*page 5*)
5. **Activating VSA Integration v2** (*page 6*)
6. **Review Ticket Integration v2** (*page 8*)

RMM Integration - Kaseya v2 - Upgrade from Kaseya v1

- **Upgrading to RMM Integration - Kaseya v2** (*page 10*) - This single topic contains all instructions required for *upgrading*.

Integrating Servers v2

Admin > Service Desk > RMM Integration Settings > General Settings

In this first procedure you integrate your **Kaseya® BMS™** instance with a Kaseya VSA server. You also select default ticket settings for tickets sourced from the VSA.

Note: Do not attempt to configure integration inside the VSA before configuring integration in BMS. Configuring the VSA is the last step of *new* BMS / Kaseya v2 integration. To *upgrade* see **RMM Integration - Kaseya v2 - Upgrade** (*page 10*).

Integration Prerequisites

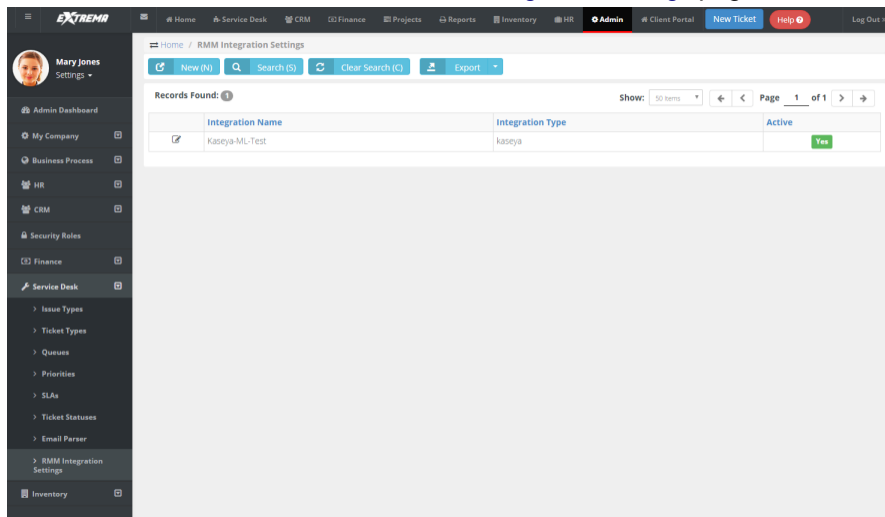
- VSA must be running 9.3.0.11 or later. **Kaseya® BMS™** must be running 3.9.
- Identify the VSA address you will be integrating with **Kaseya® BMS™**.
- Create a dedicated VSA user account used by **Kaseya® BMS™** to access the VSA. Example: `BMS_service`. The VSA user account should have access to all organizations.

RMM Integration Settings - Kaseya v2 - New

- Identify the "root" user in **Kaseya® BMS™**. The root user is the top most employee tile in the HR > Organizational Chart page. Using this user for RMM Integration is recommended to ensure all BMS > CRM customer accounts and BMS > Service Desk tickets can be accessed.
- Disable the VSA > **Ticketing** email server by checking the **Disable email reader** checkbox on the VSA > Ticketing > Email Reader page.
- If the **Service Desk** module is installed in the VSA:
 - Click the **Disable** button on the VSA > Service Desk > Incoming Email and Alarm Settings page.
 - Uncheck the **Activate Service Desk** checkbox on the VSA > Service Desk > Global Settings page.

Procedure

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



2. Click **New**.
3. Enter the following fields in the **General Settings** tab, **Configuration Options** section.
 - **Enable RMM Integration** - Enable or Disable
 - **Integration Name** - Enter a unique name for this integration.
 - **Integration Type** - Kaseya Ver.2
 - **Integrator Username** - Enter the VSA username BMS uses to access the VSA. This should be a dedicated service account, such as BMS_service.

Note: In the VSA, each username is unique across all tenant partitions, so you do not have to specify a company name in the VSA as you do in BMS.

 - **Integrator Password** - Enter the password for the BMS service account.
 - **Server Address** - Enter the URL or IP address for the VSA. Optionally include a port.
 - **Push CRM Accounts automatically to VSA** - Enable or Disable - If enabled, new CRM customer accounts create corresponding organizations in the VSA, as soon as the CRM customer account is created. The CRM customer account and VSA organization remains mapped to each other from then on. *This option does not apply to existing CRM accounts.*
4. Select default values in the **Ticket Defaults** section. All **Kaseya® BMS™** ticket values created from an RMM ticket are initially set to these values. They can be automatically changed—based on the ticket's content—using a **Kaseya® BMS™** workflow.
 - **Priority**
 - **Queue**

- [Ticket Type](#)
 - [Ticket Note Type](#)
 - [Ticket Source](#)
5. Click **Save** to save your settings.
 6. Click **Test Connection** to ensure **Kaseya® BMS™** can connect with the VSA instance you have specified.

Home / RMM Integration Settings / Edit RMM Integration Settings: tt01admin01

Save (S) Save and Add New Cancel (C) Delete (D) Refresh (R) Test Connection (T)

General Settings Accounts Synchronization Assets Synchronization Integration Logs

Configuration Options

Enable RMM Integration: Enable Disable

Integration Name: * tt01admin01

Integration Type: Kaseya Ver.2

Integrator Username: * tt01admin01

Integrator Password: *

Server Address (Ex: https://vsa-server.com/ | http://127.0.0.1:80): * http://10.98.105.65

Push CRM Accounts automatically to VSA: Enable Disable

Ticket Defaults

Status: * New

Priority: * Medium

Queue: * Level Three Support

Ticket Type: * Problem

Ticket Note Type: * General Notes

Ticket Source: * Monitoring System

Synchronizing Accounts v2


Admin > Service Desk > RMM Integration Settings > Accounts Synchronization

Once a *Kaseya version 2 RMM Integration Settings* record has been saved, you can bulk import VSA organizations into **Kaseya® BMS™** to create corresponding CRM customer accounts. Minor spelling differences are ignored to intelligently match accounts. The **Kaseya® BMS™** remembers the mapping so you can reimport as often as you like. This would typically occur at least once during your initial configuration. You can also export *existing* CRM customer accounts to create corresponding organizations in the VSA.


Additional Guidelines

- *Running **Accounts Synchronization** initially is recommended.* Whether or not **Accounts Synchronization** is run. Once BMS integration is activated in the VSA, **Kaseya® BMS™** will create a new CRM customer account for any new VSA organization referenced by a new ticket or new asset.
- Changing the name of the organization or asset in the VSA does not update **Kaseya® BMS™** unless you run **Accounts Synchronization** and **Assets Synchronization** again.
- You can also manually associate an existing CRM customer account with an existing VSA organization, using the CRM > Accounts > (selected account) > RMM Integration tab.

Import Accounts Procedure

1. Click **Load Accounts**.
2. Optionally filter the loading of data from the VSA into **Kaseya® BMS™** using the **Filter by Name...** field. Click **Load Accounts** again to re-display the filtered list.
3. Select the organizations you want to import into **Kaseya® BMS™**.
4. Optionally click:
 -  to edit the mapping

RMM Integration Settings - Kaseya v2 - New

-  to delete the mapping
 - (BMS account name) to display its account record in BMS
5. Click **Import Results**.

Note: If you get a 'There are no logs yet!' message you may have forgotten to select any organizations to import.

Export Accounts Procedure

Use this procedure to export *existing* CRM customer accounts in **Kaseya® BMS™** to the VSA. Any *new* CRM account you create is automatically added to the VSA without having to use this feature.

1. Click **Load Accounts**.
2. Optionally filter the loading of data from the VSA into **Kaseya® BMS™** using the **Filter** field.
3. Select the CRM customer accounts you want to export to the VSA.
4. Click **Export Results**.

Note: If you get a 'There are no logs yet!' message you may have forgotten to select any CRM customer accounts to export.

Assets Synchronization v2

Admin > Service Desk > RMM Integration Settings

This procedure provides bulk synchronization of assets. Even if this bulk procedure is not run, asset synchronization occurs automatically *for integrated organizations/customer accounts* when:

- An asset is detected using VSA > Discovery.
- A new agent is installed in the VSA.

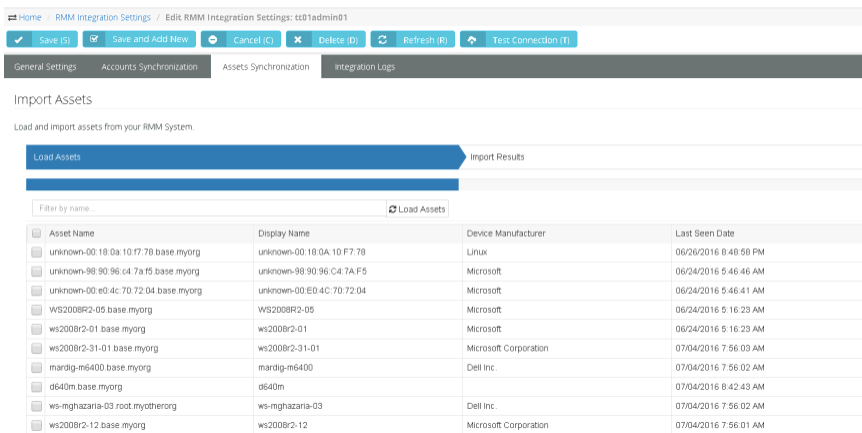
Additional Guidelines

- Changing the name of the organization or asset in the VSA does not update **Kaseya® BMS™** unless you run **Assets Synchronization**.
- Once assets are imported, you can also manually create a ticket in **Kaseya® BMS™** and select the imported asset, without having to initiate a ticket creation event in the VSA.

Procedure

1. Select the Admin > Service Desk > **RMM Integration Settings** page.
2. Click the integration record you created earlier.
3. Select the **Assets Synchronization** tab.

4. Click **Load Assets**.



5. Optionally filter the loading of data from the VSA into **Kaseya® BMS™** using filter fields.

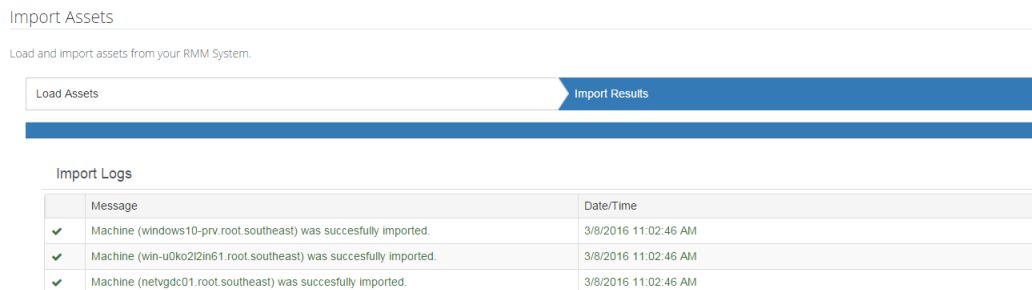
- **Asset Name**
- **Machine Group**
- **Is Computer Agent** - No or Yes - If Yes, the computer has a Kaseya agent installed.

6. Select the assets you want to import into **Kaseya® BMS™**.

7. Click **Import Results**.

Note: If you get a 'There are no logs yet!' message you may have forgotten to select any assets to import.

8. Review synchronized asset properties using the BMS > Service Desk > Asset Management > Hardware Assets page.



Integrating Live Connect v2

From within a **Kaseya® BMS™** ticket you can launch a VSA **Live Connect** session to a machine by clicking the associated hardware asset.

Prerequisites

- VSA v9.4
- SSL enabled on VSA with valid certificate
- The latest version of the **Kaseya Live Connect** app from VSA v9.4.
- Allow popups for all sites on the browser you are using during configuration.

Configuration

1. Register your **Kaseya® BMS™** instance in the target VSA.
 - See the VSA > System > **OAuth Clients** (<http://help.kaseya.com/webhelp/en/VSA-Online-Help.asp?Topic=37667.htm>) help topic for instructions.
 - Provide a **Redirect URL**. The format should be:
`https://<BMS-domain-name>/OAuth/KaseyaVSACallback.aspx`
 - Provide an email address that will send you a **Client ID** and **Client Secret**.
2. Enter the **Client ID** and **Client Secret** from the mail into the **Live Connect** tab in **Kaseya® BMS™**.
3. Save the **RMM Integration Settings** record with the new **Client ID** and **Client Secret** values entered.
4. Click the **Connect via OAuth** button.
5. Save your changes to this **RMM Integration Settings** record.
6. Navigate to the **Kaseya® BMS™** > Admin > **Security Roles** page.
7. Edit the security roles used by your **Service Desk** technicians. For example: `Service Desk Manager`.
8. For each security role that applies, ensure the **Kaseya Live Connect** special feature is checked in the **Service Desk** section of the **Permissions** tab.
9. For each user that will be using the **Kaseya® BMS™ Live Connect** feature, download and install the VSA **Live Connect** app on his or her local computer.
10. Verify the **Live Connect** integration when you get to step 4 of **Review Ticket Integration v2** (page 8).
Live Connect can be launched from:
 - The Service Desk > Asset Management > **Hardware Assets** page
 - The **View Ticket** tab of an open ticket.
 - The **Search Hardware Assets** dialog used to select a hardware asset and link it to a ticket.

Activating VSA Integration v2

VSA > System > BMS Integration > Sync Configuration

In the VSA the **Sync Configuration** page configures VSA access to data in **Kaseya® BMS™**. Once the configuration is activated, **Kaseya® BMS™** creates tickets for the VSA, based on ticket creation events detected in the VSA.

Prerequisites

- The *RMM Integration - Kaseya v2* record for the corresponding **Kaseya® BMS™** company you wish to integrate must already be configured and enabled for your VSA.
- The **Activate Service Desk** checkbox in the VSA > **Service Desk** module—if installed—must be deactivated.

Actions

- **Edit** - Configures the **Kaseya® BMS™** company account that creates tickets for this VSA.
- **Test** - Tests the connection with the **Kaseya® BMS™** server and company account.
- **Resume / Enable Sync Processing**
 - Resumes creating tickets in **Kaseya® BMS™**.
 - Any ticket creation events in the VSA that have occurred since sync processing was paused are forwarded to **Kaseya® BMS™**.
- **Pause Sync Processing**
 - Halts ticket creation in **Kaseya® BMS™**.

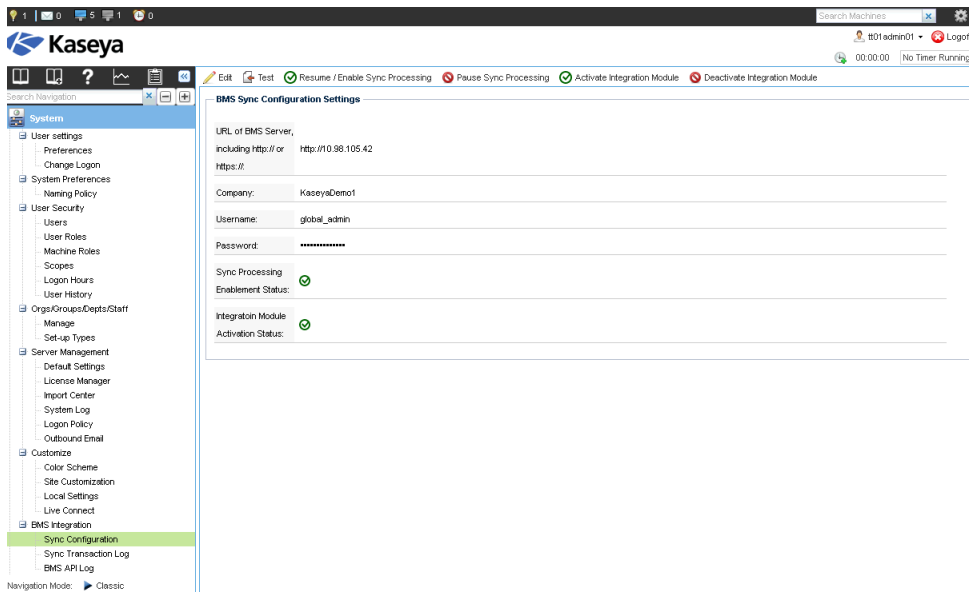
- Ticket creation events continue to be queued, ready to create tickets when you resume sync processing.
 - **Activate Integration Module**
 - The VSA > **Service Desk** and **Ticketing** modules will no longer create tickets for any ticket creation events in the VSA. This includes tickets created for alerts and for inbound emails.
 - The email readers for **Service Desk** and **Ticketing** will no longer be polled.
- Note:** Existing tickets are not processed in this initial release of *RMM Integration - Kaseya v2*.
- **Deactivate Integration Module**
 - Ticket creation events in the VSA begin creating tickets in the **Ticketing** module.

Procedure

1. In the VSA, select the System > BMS Integration > **Sync Configuration** page.
2. Click **Edit**.
3. Enter the following in the **Edit Settings** dialog.
 - **URL of BMS Server** - Enter the URL of your **Kaseya® BMS™** server.
 - **Company** - Enter your **Kaseya® BMS™** company name.
 - **Username** - Enter a **Kaseya® BMS™** login username. The **Kaseya® BMS™** "root" user account is recommended. See the prerequisites in **Integrating Servers v2** (page 1).
 - **Password** - Enter the password for your **Kaseya® BMS™** login username.
 - **Select Asset Push Rule**
 - ✓ `Agent Assets Only` - Only computers with agents installed on them are pushed to BMS.
 - ✓ `All Assets` - Devices without agents can be promoted to assets. Both computers and devices promoted to assets are pushed to BMS.
 - ✓ `None` - No assets are pushed to BMS.
4. Click **Test** to verify your VSA can access the **Kaseya® BMS™** server.
5. Click the **Activate Integration Module**.
6. Click the **Resume/Enable Sync Processing** button.
 - Both buttons must have a green checkmark to trigger the creation of tickets in **Kaseya® BMS™**.
7. Configure ticket creation events in the VSA.
8. Optionally review log entries created by the VSA for ticket requests sent to **Kaseya® BMS™**
 - System > BMS Integration > **Sync Transaction Log** - Displays a log of sync transactions between the VSA and **Kaseya® BMS™**.

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- System > BMS Integration > **BMS API Log** - Displays a log of REST API requests related to the integration between the VSA and **Kaseya® BMS™**.



Review Ticket Integration v2

Service Desk > Tickets > (selected ticket) > Edit > RMM Integration

Once integration is configured, you can test it by triggering a system-generated ticket in the VSA, then view the corresponding ticket in the **Kaseya® BMS™**.

Note: Closing the BMS ticket also closes the alarm in the VSA that was created by the same alert. This feature requires the System > Configure > Enable auto close of alarms and tickets checkbox be checked in the VSA.

Procedure

1. In the VSA, use a monitoring event to create a **Ticketing** ticket for an agent in an integrated organization and machine group.
2. In **Kaseya® BMS™** select the Service Desk > Tickets page.
3. Select the **Kaseya® BMS™** ticket created for the VSA monitoring event.

- The **Ticket View** > Affected Assets section identifies the machine, group and organization of the agent account in the VSA.

The screenshot shows the 'Ticket View' for ticket #20G_20170331-1. The ticket title is 'router connection issue'. The status is 'New', priority is 'Medium', and total time spent is 0 hours. The affected assets section is highlighted with a red box and contains the following information:

- Hardware:** VMware-42 31 58 7d 90 35 49 95-7e d1 c5 c3 87 d4 1d 21) - ag-white-w732.root.aspen
- Live Connect:** A button with a lightning bolt icon.

4. Click **Live Connect** to start a session to this machine.
 - A separate **Live Connect** window opens. If this is the first time during your session you have used Live Connect, you will be required to enter a VSA username and password. Your credentials determines the **Live Connect** assets you are authorized to access.
 - If no **Live Connect** asset is shown, you can add one manually. Click Edit, then click the plus icon next to the **Affected Hardware Asset** field. In the Search dialog you can start a **Live Connect** session on any of the assets listed, without having to link it to the ticket.
5. Select the **RMM Integration** tab.
 - The **Ticket Reference** identifies the value shown in the **Record Reference** column in the **Sync Transaction Log** page in the VSA.
 - The **Status** column in the **Sync Transaction Log** displays the BMS ticket number created.

The screenshot shows the 'RMM Integration' tab selected. The 'Kaseya Integration' section displays the following information:

- Ticket Reference:** 61857311623925112197245141

6. Select the Service Desk > Assets Management > **Hardware Assets** page.
 - Click any row that displays a **Live Connect** icon. A separate **Live Connect** window opens.
 - If a lightning bolt icon displays, this is the first time during your session you have used **Live Connect**. Click the icon to enter a VSA username and password. Your credentials determines the **Live Connect** assets you are authorized to access.

RMM Integration Settings - Kaseya v2

- Upgrade

Customers who have already integrated their VSA with **Kaseya® BMS™** using *RMM Integration - Kaseya v1* may wish to upgrade to *RMM Integration - Kaseya v2*. Upgrading to *RMM Integration - Kaseya v2*:

- Provides better performance and efficiency.
- Enables users to take advantage of future integration enhancements.
- Provides enhanced logging and tracking of integration transactions.
- Enables temporary pausing of ticket creation events without loss of data.
- Eliminates duplicate creation of tickets in both the VSA and BMS.
- Supports cutover from either the VSA Service Desk module or the VSA Ticketing module.
- Supports both on premises and SaaS VSA implementations.
- Closing the BMS ticket also closes the alarm in the VSA that was created by the same alert. This feature requires the System > Configure > **Enable auto close of alarms and tickets** checkbox be checked in the VSA.

Upgrade Prerequisites

- VSA must be running 9.3.0.11 or later. **Kaseya® BMS™** must be running 3.9.
- The following two files are required to complete the uninstall of your existing *RMM integration - Kaseya v1* configuration. You can download them from the **Kaseya Community** (<http://community.kaseya.com/resources/m/tpipinfo/86618.aspx>). Copy these two files to the `//Kaseya/BMSSync` folder of your VSA. **Do not run these files until instructed to do so in the procedure below.**
 - `RemoveBMSSync.bat` - You will run this from a command line on the system hosting your VSA.
 - `RemoveBMSSync.sql` - You will execute this SQL query on the system hosting the SQL Server used by your VSA.
- Identify or create a new dedicated VSA user account used by **Kaseya® BMS™** to access the VSA. Example: `BMS_service`. The VSA user account should have access to all organizations. You can re-use the same one you're already using for your existing RMM Integration - Kaseya v1.
- Identify the "root" user in **Kaseya® BMS™**. The root user is the top most employee tile in the HR > Organizational Chart page. Using this user for RMM Integration is recommended to ensure all BMS > CRM customer accounts and BMS > Service Desk tickets can be accessed.
- Disable the VSA > **Ticketing** email server by checking the **Disable email reader** checkbox on the VSA > Ticketing > Email Reader page.
- If the **Service Desk** module is installed in the VSA:
 - Click the **Disable** button on the VSA > Service Desk > Incoming Email and Alarm Settings page.
 - Uncheck the **Activate Service Desk** checkbox on the VSA > Service Desk > Global Settings page.

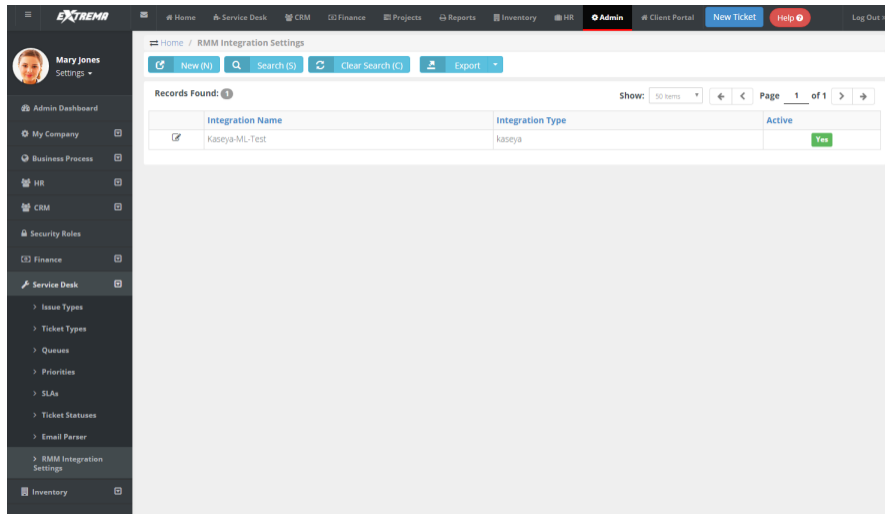
In VSA

1. In the VSA, select the System > BMS Integration > **Sync Configuration** page.
2. Click the **Activate Integration Module** button.
 - **This disables the creation of tickets in BMS using your existing RMM Integration - Kaseya v1 record.**

- *Ticket creation events in the VSA will continue to be collected with no loss of data. Tickets will resume being created when the new integration has been configured and activated.*

In BMS

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



2. Select the existing *RMM Integration - version 1* record you have been using.
 - Set **Enable RMM Integration** option to *Disable*.
 - **Save**, then close this record.
3. Click **New** to create a new integration record.
4. Enter the following fields in the **General Settings** tab, **Configuration Options** section.
 - **Enable RMM Integration** - *Enable or Disable*
 - **Integration Name** - Enter a unique name for this integration.
 - **Integration Type** - *Kaseya Ver.2*
 - **Integrator Username** - Enter the VSA username BMS uses to access the VSA. This should be a dedicated service account, such as *BMS_service*.

Note: In the VSA, each username is unique across all tenant partitions, so you do not have to specify a company name in the VSA as you do in BMS.

 - **Integrator Password** - Enter the password for the BMS service account.
 - **Server Address** - Enter the URL or IP address for the VSA. Optionally include a port.
 - **Push CRM Accounts automatically to VSA** - *Enable or Disable* - If enabled, new CRM customer accounts create corresponding organizations in the VSA, as soon as the CRM customer account is created. The CRM customer account and VSA organization remains mapped to each other from then on. *This option does not apply to existing CRM accounts.*
5. Optionally change the default values in the **Ticket Defaults** section. All **Kaseya® BMS™** ticket values created from an RMM ticket are initially set to these values. They can be automatically changed—based on the ticket's content—using a **Kaseya® BMS™** workflow.
 - **Priority**
 - **Queue**
 - **Ticket Type**
 - **Ticket Note Type**
 - **Ticket Source**
6. Click **Save** to save your settings.

RMM Integration Settings - Kaseya v2 - Upgrade

- **Do not run the Account Synchronization and Asset Synchronization tabs yet. These are run later.**
- Click **Test Connection** to ensure **Kaseya® BMS™** can connect with the VSA instance you have specified.

The screenshot shows the 'RMM Integration Settings' page for user 'tt01admin01'. The page has a navigation bar with buttons: Save (S), Save and Add New, Cancel (C), Delete (D), Refresh (R), and Test Connection (T). Below the navigation bar are tabs for General Settings, Accounts Synchronization, Assets Synchronization, and Integration Logs. The 'Configuration Options' section includes: 'Enable RMM Integration' (radio buttons for Enable and Disable), 'Integration Name' (text input: tt01admin01), 'Integration Type' (dropdown: Kaseya Ver.2), 'Integrator Username' (text input: tt01admin01), 'Integrator Password' (password input:), and 'Server Address' (text input: https://vsa-server.com/ | http://127.0.0.1:80/;*). There is also a checkbox for 'Push CRM Accounts automatically to VSA'. The 'Ticket Defaults' section includes: 'Status' (dropdown: New), 'Priority' (dropdown: Medium), 'Queue' (dropdown: Level Three Support), 'Ticket Type' (dropdown: Problem), 'Ticket Note Type' (dropdown: General Notes), and 'Ticket Source' (dropdown: Monitoring System).

In VSA

The following two steps assume you downloaded these files as described in the pre-requisites above.

- In a command line with administrator-level privileges, run the `//Kaseya/BMSSync/RemoveBMSSync.bat`.
- Login into SQL Server used by your VSA and execute the `BMSSync.sql` script.

In BMS

- Select the Admin > Service Desk > **RMM Integration Settings** page.
- Select your new *RMM Integration - Kaseya v2* record you just configured and enabled.
- Click the **Accounts Synchronization** tab.
- Click **Load Accounts**.
- Optionally filter the loading of data from the VSA into **Kaseya® BMS™** using **Filter** headers.
- Select the organizations you want to import into **Kaseya® BMS™**.
- Click **Import Results**.
- Select the **Assets Synchronization** tab.
- Click **Load Assets**.

The screenshot shows the 'Import Assets' page. It has a navigation bar with buttons: Save (S), Save and Add New, Cancel (C), Delete (D), Refresh (R), and Test Connection (T). Below the navigation bar are tabs for General Settings, Accounts Synchronization, Assets Synchronization, and Integration Logs. The 'Import Assets' section includes a 'Load Assets' button and a 'Filter by name' input field. Below the filter is a table of assets.

Asset Name	Display Name	Device Manufacturer	Last Seen Date
unknown-00.10.0a.10.f7.70.base.myorg	unknown-00.10.0a.10.f7.70	Linux	06/26/2016 8:48:50 PM
unknown-90.96.c4.7a.f5.base.myorg	unknown-90.96.c4.7a.f5	Microsoft	06/24/2016 5:46:46 AM
unknown-00.e0.4c.70.72.04.base.myorg	unknown-00.E0.4C.70.72.04	Microsoft	06/24/2016 5:46:41 AM
WS2008R2-05.base.myorg	WS2008R2-05	Microsoft	06/24/2016 5:16:23 AM
ws2008r2-01.base.myorg	ws2008r2-01	Microsoft	06/24/2016 5:16:23 AM
ws2008r2-31-01.base.myorg	ws2008r2-31-01	Microsoft Corporation	07/04/2016 7:56:03 AM
maridg-m6400.base.myorg	maridg-m6400	Dell Inc.	07/04/2016 7:56:02 AM
ds40m.base.myorg	ds40m		07/04/2016 8:42:43 AM
ws-mghazana-03.root.myetherorg	ws-mghazana-03	Dell Inc.	07/04/2016 7:56:02 AM
ws2008r2-12.base.myorg	ws2008r2-12	Microsoft Corporation	07/04/2016 7:56:01 AM

- Optionally filter the loading of data from the VSA into **Kaseya® BMS™** using **Filter** headers.
- Select the assets you want to import into **Kaseya® BMS™**.

12. Click **Import Results**.

In VSA

1. Select the System > BMS Integration > **Sync Configuration** page.
2. Click **Edit**.
3. Enter the following in the **Edit Settings** dialog.
 - **URL of BMS Server** - Enter the URL of your **Kaseya® BMS™** server.
 - **Company** - Enter your **Kaseya® BMS™** company name.
 - **Username** - Enter a **Kaseya® BMS™** login username. The **Kaseya® BMS™** "root" user account is recommended. See the prerequisites in **Integrating Servers v2** (*page 1*).
 - **Password** - Enter the password for your **Kaseya® BMS™** login username.
4. Click **Test** to verify your VSA can access the **Kaseya® BMS™** server.
5. Click the **Activate Integration Module**.
6. Click the **Resume/Enable Sync Processing** button.
 - Both buttons must have a green checkmark to trigger the creation of tickets in **Kaseya® BMS™**.