# Kaseya VSA & IT Glue
## Integration Guide

## Introduction

Kaseya VSA now integrates with IT Glue, a comprehensive IT documentation platform designed to quickly and efficiently store critical information on all your endpoints. We'll guide you through getting your Kaseya VSA deployment linked with your IT Glue account and how to leverage the features available in Live Connect.

## Getting Started

*Requirements*

1. Manager or Administrator user account on IT Glue.
2. Master or System user account created on the VSA server for IT Glue only.
3. Kaseya VSA master user account without any active filters and views.
4. Kaseya VSA hosted with a valid SSL certificate.
5. *VSA API Web Service* enabled on Kaseya VSA in *System > Server Management > Configure*.
6. *Automatically redirect to https at logon page* enabled on Kaseya VSA in *System > Server Management > Configure*.

(i) If you are managing a multi-tenant VSA server and want to enable the integration for a specific tenant, ensure to create an e-mail account using that tenant's specific domain (i.e., `itglue@mymsp.org`).

(!) If planning to use a PSA, it is strongly recommend that the VSA is first synced to the PSA and the PSA to IT Glue to ensure accurate configuration matching.

*Linking IT Glue to Kaseya VSA*

1. Log onto your IT Glue account.
2. Navigate to *Account > Integrations*.
3. Under *RMM Tools*, select *Kaseya*. If you already have existing integrations, click on the *New* button on the upper right corner.

4. Enter your VSA server URL (i.e., `vsa.msp.org`) and master user account credentials and click on *Connect*.

**Kaseya Server Hostname**

vsa.msp.org

**Username \***

itglue

**Password \***

••••••••••••••••••••••••••••••••••••••••••••••••••••••••••

Connect

**Figure 1:** It is not required to fill in the protocol identifier (i.e., `https://`) for the VSA URL. In this example, we're using `itglue` as the master user account.

ⓘ If your VSA requires a port for external access, add the port to the URL (i.e., `vsa.msp.org:5721`).

5. Once credentials are authenticated, choose your preferred matching option, check mark *Enable access from Kaseya*, and click on *Save and continue*.

**Match IT Glue Organizations to:**

◉ Orgs
◯ Machine Groups

Existing matches will be reset if changed

**External Access:**

☑ Enable access from Kaseya

Save and continue

**Figure 2:** Ensure that you enable *External Access* for Kaseya.

6. You will arrive on the *Active Integrations* page where syncing will occur automatically. If desired, you can run it manually by clicking on *Actions > Start Manual Sync*.
7. After syncing, if there are any unmatched items, proceed to match them by clicking on *Actions > Matching*.

**Figure 3:** Since unmatched items were found, proceed to match them.

8. Proceed to match the organizations or machine groups by clicking on *Actions > Create Organization*.



**Figure 4:** You can match multiple organizations and machine groups at once by clicking on *Bulk Actions*.

9. Click on the *Matched* tab and proceed to match any agents found.

**Figure 5:** This is the final step of the matching process between VSA endpoints to IT Glue configurations.

10. Verify from the VSA that the integration is enabled by logging on your VSA master user account and going to *System > Customize > IT Glue. Enable integration with IT Glue* should be check marked and the URL of the IT Glue server automatically filled in.
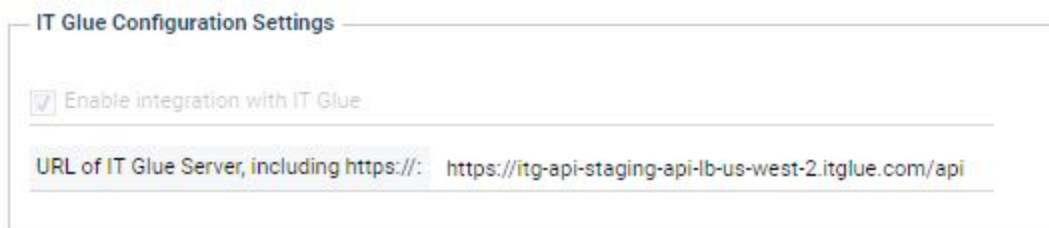


**Figure 6:** The integration is enabled here and the URL is automatically filled in from step 4 where credentials were filled in.

*Using IT Glue in Live Connect*

1. From the VSA or Live Connect, start a session with an agent. From the VSA, there are a two ways to do this:
   - CTRL + left-click on the agent status icon to launch a session with the specific agent.
   - Hover the mouse cursor over the agent status icon. This will display the Quick View. Click on the *Live Connect* button. This will launch a session with the specific agent.
   - Alternatively, in Quick View, click on the *IT Glue* button. This will launch a session and automatically draw out the IT Glue interface.
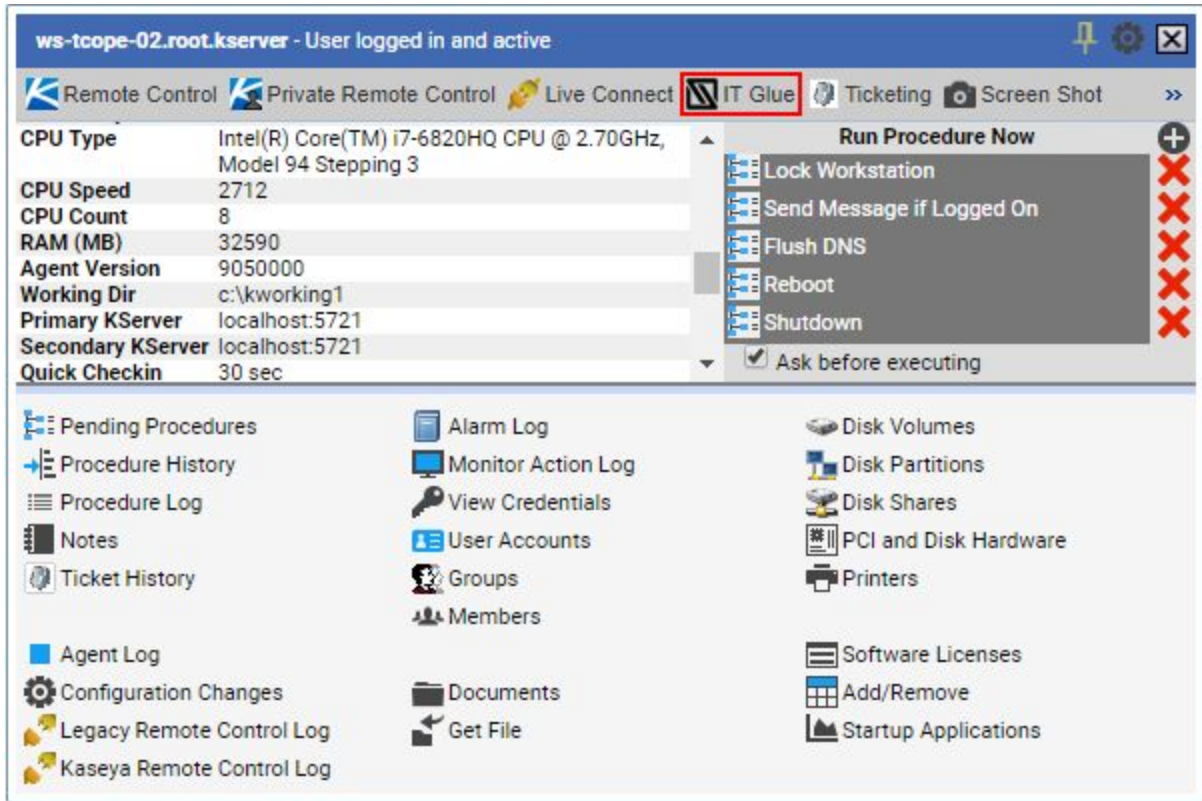
**Figure 7:** Clicking on the *IT Glue button* will skip step two and automatically draw out the IT Glue interface for an agent.
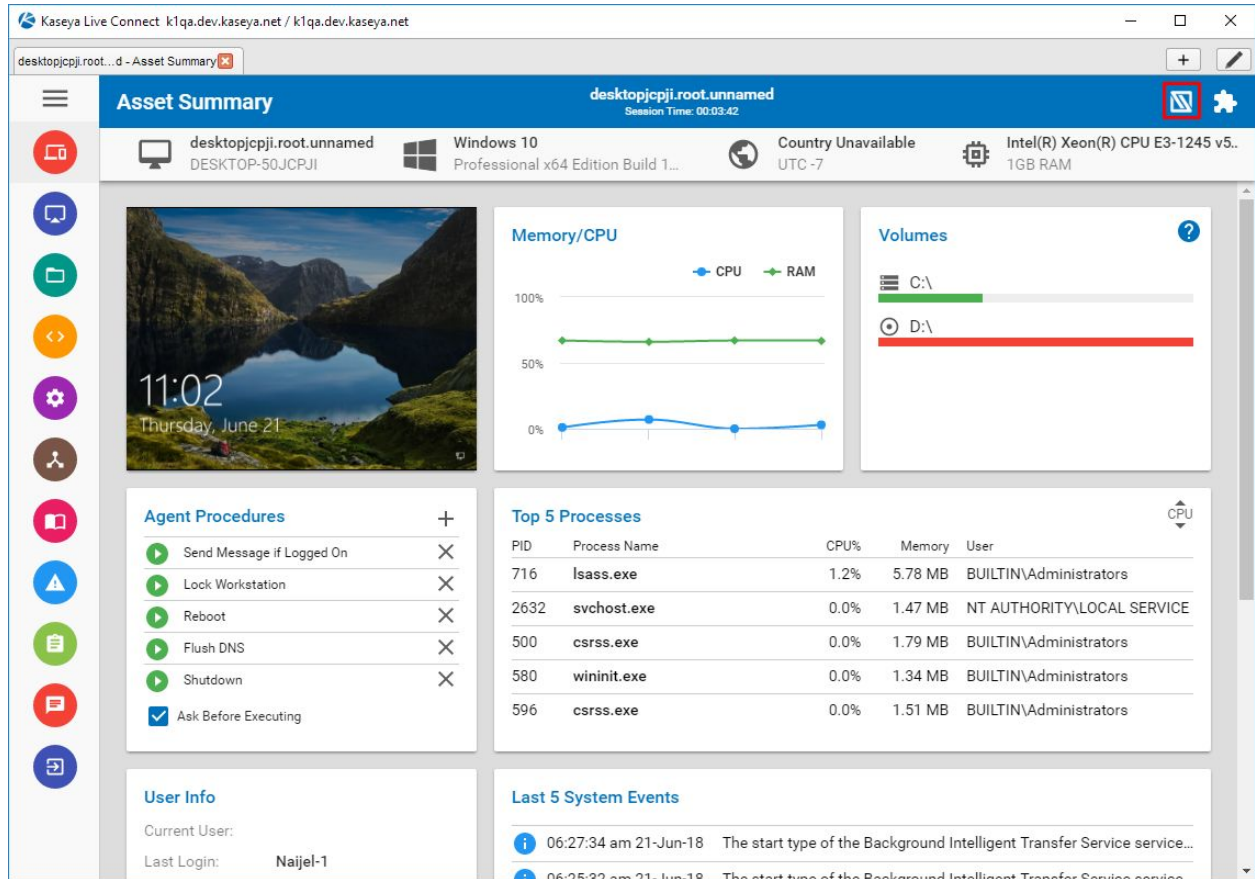
2. Click on the IT Glue logo in the upper right corner.

**Figure 8:** Highlighted in red, the IT Glue icon will draw out the IT Glue interface.

3. First time sessions will prompt in your default web browser to authorize the VSA to authenticate with IT Glue. Click on *Authorize* to proceed and return to Live Connect.

**Figure 9:** Click on *Authorize* to allow the VSA to authenticate with IT Glue.

4. You will see the following information available to you:

- Attachments
- Passwords
- Related Items
- Recent Versions
- Notes

**Figure 10:** Attachments, passwords, recent versions, and related items are displayed.

Clicking on the hyperlinks to view attachments, passwords, versions, and related items will launch the IT Glue portal in your default web browser. If you do not have an active IT Glue session, you will be asked to log in.
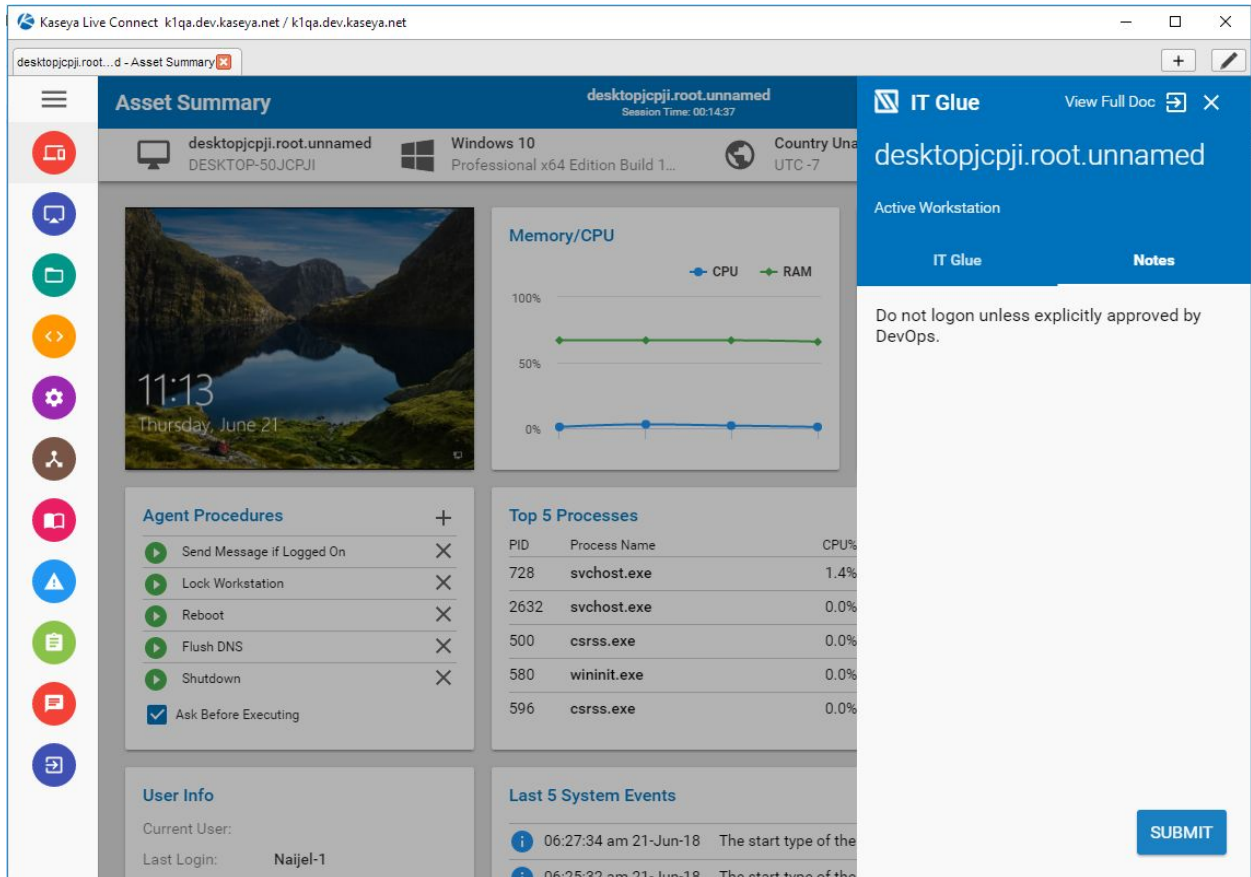
**Figure 11:** Under the *Notes* tab, the notes field is editable and can be saved by clicking on the *Submit* button.

If no data is available to be shown, either the agent had not been matched to IT Glue or the configuration had not been set up with the relevant information.

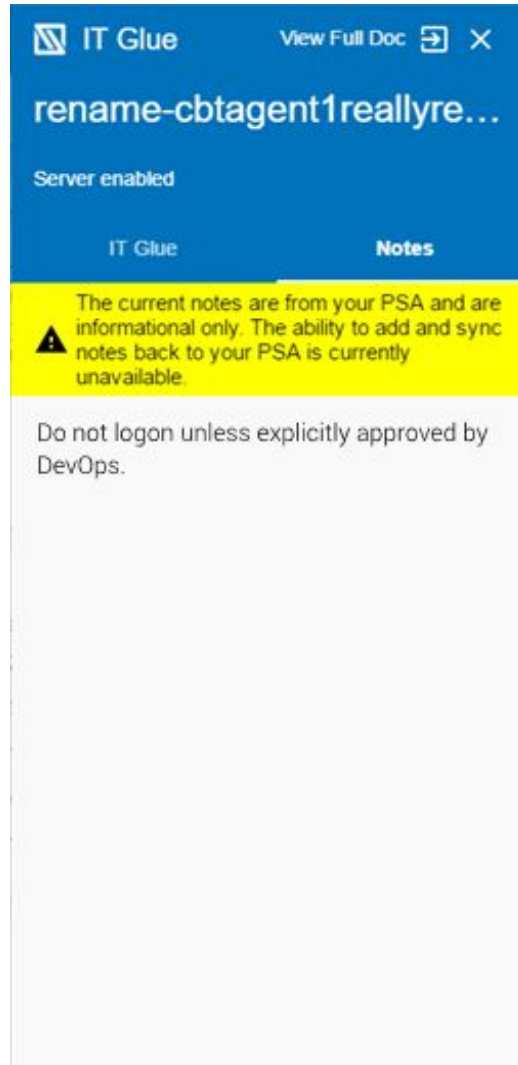At this time, IT Glue does not support updating notes via Live Connect if a PSA and IT Glue integration is active.

**Figure 12:** At this time, if a PSA is also integrated, you will only be able to view notes.

5. To get more information on the agent, clicking on *View Full Doc* will launch your default browser to the IT Glue portal where you will see all information associated with the agent. If you do not have an active IT Glue session, you will be asked to log in.