

How-To Guide

Integrate Netsurion Open XDR with IT Glue

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Abstract

This guide provides instructions to integrate Netsurion Open XDR with IT Glue which is an IT documentation tool.

Note:

The screen/ figure references are only for illustration purpose and may not match the installed product UI.

Scope

The configuration details in this guide are consistent with Netsurion Open XDR 9.2 or later and IT Glue.

Audience

This guide is for the administrators responsible for configuring and monitoring Netsurion Open XDR security and compliance summary reports in the IT Glue portal.



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1 Overview

IT Glue is an IT documentation software designed to maximize the efficiency, transparency, and consistency of your team. It allows organizations to upload documents, reports or any flexible records, and provide access to the users securely. It includes REST API which is used to upload reports to IT Glue as flexible records. Any organization can use IT Glue for day-to-day activities. IT Glue allows users to define the flexible asset template and upload the reports as per the template.

2 Prerequisites

Netsurion Open XDR 9.2 or later must be installed.

3 Integrating Netsurion Open XDR with IT Glue

The Managed Service Poviders (MSP's) using IT Glue will be able to view the Open XDR generated Security and Compliance Summary reports under the **Open XDR Reports Flexible Asset Template** in the same IT Glue portal.

3.1 Mapping and Terminologies

IT Glue integration can be achieved through auto-mapping as well as manual mapping of Open XDR Groups and Systems with IT Glue Organizations and Configurations respectively.

Netsurion Open XDR	IT Glue
Groups	Organizations
Systems	Configurations

Note:

1. Multiple Open XDR groups can be linked to a single organization in IT Glue.

2. A single Open XDR System can be linked to a single configuration in IT Glue when mapped manually. However, during auto-mapping, only one system can be linked to one configuration.



4 Integration Steps for Auto-Mapping

4.1 Prerequisites for Auto-Mapping

1. The customer's email must be configured for the selected group under **Group Management** as shown in the following figure.

≡	Netsurion. EventTracker		🔎 Admin 🕶 Tools •	
= ਕ	Group Management		📌 / Admin / Group Ma	inagei
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- 2. The above-configured email domain must be also configured in the respective IT Glue organization's contact which is marked as "Important".
- 3. The reporting Open XDR agent's MAC addresses must be added in the respective configurations in the IT Glue Organization.
- 4. The reporting Open XDR agent's MAC addresses must be registered in the Netsurion Open XDR console. This is supported only if the agent is updated with version 9.1 and above.

Note:

- Auto-mapping of the group and organization is done through email domain matching. So, only the domain name needs to be the same between the group and the organization.
- Auto-mapping of the system and configuration is done through MAC address matching. Auto-mapping of systems works only for Windows systems as only Windows system's MAC addresses are registered through Open XDR agent (v9.1 onwards).
- Other sensor types such as syslog are not auto mapped since they do not carry MAC addresses. They must be mapped manually.



4.2 IT Glue Configuration and Integration

- 1. To enable IT Glue in Open XDR, login to Open XDR Web > Admin > Manager.
- 2. Select the checkbox "Enable PSA/RMM Integration".

PSA/RMM Integration
Enable PSA/RMM Integration configuration Note: After enabling PSA/RMM Integration configuration, please logout and login into the application to view the PSA/RMM Integration option under Admin menu.

3. The "PSA/RMM Integration" option will be enabled in the Admin drop-down.

Active Watch Lists	Eventvault	Q Manager
▲ Alerts	FAQ Tile Configuration	🧭 Parsing Rules
Casebook Configuration	Group Management	Report Settings
Category	🔍 IP Lookup Configuration	PSA/RMM Integration
Collection Point	· Knowledge Objects	Systems
A Diagnostics	M Machine Learning Jobs	🙊 Users
Event Filters	🗞 Machine Learning Settings	r Weights

- 4. The Netsurion Open XDR administrator needs to contact the IT Glue portal member and get the credentials (API URL and API Keys) to connect to a specific instance. Please note that the API URL is different for the EU region.
- 5. Log in to the Open XDR web, navigate to Admin, and select the PSA/RMM Integration option.
- 6. Click the **IT Glue** tab, click the **Add** button to add an instance. Enter all the required inputs on the IT Glue page and click the **Test Connection** button.

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۹	ConnectWise Manage	IT Glue			
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7. Once the connection is successful the green color indication will be displayed as shown below.



fest connection	\bigcirc

8. Select the groups from the available group list that are to be mapped and then click the **Auto Map** button to initiate auto-mapping.

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9. Once the auto-mapping is completed (it may take several minutes based on the number of groups and systems), you can view the mapped entities on the Mapping page. Click Next and again Next to go to the Mapping page. In the Mapping section, all the mapped entities (organizations and configurations) are shown in the Mapped Organizations/Configurations pane. Also, the mapped entities are shown in green color.

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EventTracker - Map gr	roups to organization and systems to configurations						🚔 / Admin / IT Glue Integration / B
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10. At any time, you can remove the mapping by selecting the **Remove map** option.



- Any failures during auto-mapping are reported as Events/Alerts based on the configuration. If you have
 access to the console logs, view the log to know the progress of the auto-mapping and failures. All the
 mapped groups/organizations and systems/configurations are visible in the "Mapping" section. If there are
 any corrections to be made for the mapped entities, you can remove the mapping for those entities and
 map manually.
- In case the auto-mapping of groups and organizations fails, follow the manual mapping steps for mapping the groups with organizations. Refer the below sections for manually mapping groups and organizations. Once the manual mapping of groups with organizations is done, click the "Auto Map" button on the mapping screen to auto-map the systems and configurations.
- By default, the auto-map is initiated every 6 hours. In case you want to initiate the auto-map right away, go to the respective IT Glue instance and click the "**Auto Map**" button.
- Event 4018 is generated whenever auto-mapping fails between the group and the organization. Auto-map fails whenever there is a duplication of the email domain found. The corresponding alert is generated if enabled.
- Event 4019 is generated whenever auto-mapping fails between the system and configuration. Auto-map fails for the three reasons. The corresponding alert is generated if enabled.
 - When there is no MAC ID associated with Netsurion Open XDR.
 - When the corresponding configuration is not found in IT Glue based on the MAC ID matching.
 - When a duplicate MAC ID is found in IT Glue.

5 Integration Steps for Manual Mapping

5.1 IT Glue Configuration and Integration

- 1. To enable IT Glue in Netsurion Open XDR, login to the Open XDR Web > Admin > Manager.
- 2. Select the checkbox Enable PSA/RMM Integration configuration.

PSA/RMM Integration

☑ Enable PSA/RMM Integration configuration

Note: After enabling PSA/RMM Integration configuration, please logout and login into the application to view the PSA/RMM Integration option under Admin menu.



3. The **"PSA/RMM Integration"** option is enabled in the **Admin** dropdown.

Active Watch Lists	Eventvault	🔯 Manager
▲ Alerts	FAQ Tile Configuration	🧭 Parsing Rules
Casebook Configuration	Group Management	Report Settings
● Category	Q IP Lookup Configuration	PSA/RMM Integration
Collection Point	· Knowledge Objects	Systems
Diagnostics	M Machine Learning Jobs	🛱 Users
💬 Event Filters	🗞 Machine Learning Settings	🕀 Weights

- 4. The Netsurion Open XDR Administrator needs to contact the IT Glue portal member and get the credentials (API Keys) to connect to a specific instance.
- 5. Login to the Netsurion Open XDR web, navigate to **Admin**, and select the **PSA/RMM Integration** option.
- 6. Click the **IT Glue** tab, click the **Add** button to add an instance. Enter all the required inputs in the IT Glue page and click the **Test Connection** button.

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					Save Auto Ma	p Next Cancel
	Netsurion. EventTrack	er	Server Time: Oct 01 01:24 PM	Response: 0.348 secs	© 1999 - 2019 EventTrad	ker

7. Once the connection is successful, the green color indication will be displayed as shown below:





6 Manual Mapping of Groups and Systems

- 1. Select the groups from the available group list that are to be mapped and click the **Next** button.
- 2. In the Feature to Import field, select Organizations.

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		Import All O Import Selected						

- 3. Filter the list by selecting the required filtering options provided.
- 4. If you want to import all the listed organizations. select **Import All** radio button and click the **Import** button.
- 5. If you want to import only a few organizations, select the required organization, select the **Import Selected** radio button, and click the **Import** button.

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		Test Org2	Test Org3	Test Org4	Test Org5	
		l lest orge				
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6. Follow similar steps to import the configurations by selecting the **Configurations** option from the dropdown.

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		ET13~ET3_Gopi							
								Back Next C	an

- 7. Click **Next** to proceed with mapping.
- 8. In the **Feature to Map** field, select the organization. The left pane shows all the Open XDR groups configured for this IT Glue instance. The right pane shows all the imported organizations.



- 9. To map, select the Open XDR groups from the left pane and IT Glue organizations from the right pane. In our example, we are mapping the group "Default" to the organization "Acme Corp."
- 10. Click Map.
- 11. The mapped group and organization will be listed in the result pane as highlighted in the figure below.
- 12. Once the mappings are done, save it.

Configuration	Peoplane to Map			
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	Mapped Organizations C 1 Mapped Diperstrations Search Dip Search Diperstrations V Search Diperstrations V	Q Q	Totat 1	Page star 5
	C Group	Organization		

If there are groups that are mapped to the organization already, it gets listed in green color and is shown in the Mapped Organizations pane.

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Instance 1 - Map groups to	o organization and systems to configurations		🕈 / Admin / IT Glass Integration / Mapping
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	Teach free		Renove Map
	Configuration - Acare WHo2 Is mapped to System: NTR/DTBUTY		
			Back Save Auto Map Close

- 13. In the Feature to Map field, select Configurations.
- 14. Select the respective group from the dropdown list.



Only the mapped groups are shown in this dropdown list. The left pane shows all the Open XDR systems belonging to the selected group. The right pane shows all the imported configurations.

- 15. To map, select the Open XDR systems from the left pane and the IT Glue configurations from the right pane.
- 16. Click Map.
- 17. The mapped systems and configurations are listed in the result pane as highlighted in the figure below.
- 18. Once the mappings are done, save it.
- 19. At any time, you can remove the mapping by selecting the **Remove map** option.

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Instance 1 - Map groups t	o organization and systems to configurations		A / Admin / IT Glue Integration / Mapping
Configuration	Feature to Map	Group	
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			Back Save Auto Map Close

7 Publishing Reports to IT Glue

Security/Executive Summary Report gives the complete user-specified fields in a single report instead of reviewing dozens of generated persistent reports.

Enabling the option "**Publish report to the IT Glue**" in the **Report Configuration** tab will upload an HTML file of your report to the IT Glue website and you will be able to see it.

7.1 Publish Report to IT Glue

1. Login to Netsurion Open XDR. From the Home page, click the **Tools** option and choose the **Summary Report Config** option.

Note:

If you do not see this option, please contact the Netsurion support team to enable this option.

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Admin
Casebook
Event Config
Summary Report Config
Knowledge Base
Provisioning
Scheduled Scripts
Sitemap

- 2. In the Executive Summary page, select the **Report Configuration** tab.
- 3. Add or edit the report that you would want to configure and publish to IT Glue.
- 4. Enable the option "**Publish report to the IT Glue**" and select the group for which the report needs to be generated as shown in the following figure. Click the **Save** or **Update** button.

If the group is not mapped to any of the IT Glue organizations, you cannot enable this option. So please complete the mapping process before setting this option.

Executive Summary			
Report Template Report Configuration			
		+ 🖉	SYSTEM GROUP SELECTION
GENERATION TYPE	Scheduled report	\sim	Show all Groups
REPORT TITLE *			Search Groups
REPORT TEMPLATE	Select template	~	Realtime File Transfer
CUSTOMER NAME			
			LeventTracker LeventTr
REPORT HEADER			
FREQUENCY	Daily	~	SATURDAY
REPORT RUN TIME *	11:59:59 PM		
ENABLE PUBLISHING OPTION	Deliver results via Email Notify results via Email		
TO EMAIL			
REPORT TYPE	Security summary report Compliance summary report		
	Display Report only to Admin		
	Publish Report to IT Glue HTML. file of your report will be uploaded to the IT Glue website and you will be able to see it, when this option is enabled.		

- 5. Once the report is generated (as per the configuration), the report will be published to IT Glue under the respective organizations based on the group and organization mapping.
- 6. The published Reports can be viewed under Flexible Asset Type "Netsurion Open XDR Reports" on the IT Glue website as shown in the below figure.



You need to customize the sidebar in IT Glue to view this option.

⊠IT Glue	Dashboard Organizations My Tasks O	Blobal Account						
🖀 Home	EventTracker_Group / EventTracker Reports							
Core Assets Event Tracker Peperts								
 Checklists 	Eventindeker Reports							
Configurations	Report Name	Report Generation Date	Report File	Expiry Date				
😁 Contacts 🛛 🚺								
Documents	EDR Summary Reports	Sep 18, 2019	EDR_Summary_Reports_1239_1568744999.html	Sep 18, 2020				
Oomain Tracker	EDR Summary Reports	Sep 19, 2019	EDR_Summary_Reports_1239_1568963280.html	Sep 19, 2020				
Locations	EDR Summary Reports	Sep 19, 2019	EDR_Summary_Reports_1239_1568967000.html	Sep 19, 2020				
🍳 Passwords	EDR Summary Reports	Sep 20, 2019	EDR_Summary_Reports_1239_1568972400.html	Sep 20, 2020				
SSL Tracker	EDR Summary Reports	Sep 23, 2019	EDR_Summary_Reports_1239_1569052440.html	Sep 23, 2020				
Apps & Services	EDR Summary Reports	Sep 23, 2019	EDR_Summary_Reports_1239_1569138840.html	Sep 23, 2020				
🌸 Active Directory	EDR Summary Reports	Sep 23, 2019	EDR_Summary_Reports_1239_1569225240.html	Sep 23, 2020				
🖂 Email	EDR Summary Reports	Sep 24, 2019	EDR_Summary_Reports_1239_1569311640.html	Sep 24, 2020				
III Windows	EDR Summary Reports	Sep 25, 2019	EDR_Summary_Reports_1239_1569398040.html	Sep 25, 2020				
Administrative Activity Report	EDR Compliance Summary Reports	Sep 27, 2019	EDR_Compliance_Summary_Reports_1243_1569522599.html	Sep 27, 2020				
	EDR Compliance Summary Reports	Sep 27, 2019	EDR_Compliance_Summary_Reports_1243_1569522599.html	Sep 27, 2020				
Templates	EDR Summary Reports	Sep 27, 2019	EDR_Summary_Reports_1239_1569656940.html	Sep 27, 2020				
EventTracker 14	EDR Summary Reports	Sep 27, 2019	EDR_Summary_Reports_1239_1569656940.html	Sep 27, 2020				
Reports	EDR Summary Reports	Sep 27, 2019	EDR_Summary_Reports_1239_1569657180.html	Sep 27, 2020				
Show All Qustomize Sidebar								

Note:

- If the configuration is mapped to a system and the report contains data for that system, then the related items section displays the configuration information.
- Event 4021 is generated whenever the report gets successfully uploaded/published to IT Glue.
- Event 4022 is generated whenever the report fails to get uploaded/published to IT Glue.

Netsurion

EventTracker_Group / EventTracker Reports_Nam / EDR Summary Reports 201	
EDR Summary Reports 2019-09-19 EventTracker Reports_Name_GopiModified Report Name EDR Summary Reports Report Generation Date Sep 19, 2019 Report File EDR_Summary_Reports_1239_1568967000.html	Edit PDF Copy Delete New Attachments Drop file or click to upload
Expiry Date Sep 19, 2020	Control Contro
	 Related Items Configuration EventTracker O Add Related Item

8 Publishing Reports Manually

You can manually publish the reports to IT Glue in case auto-publish fails for any reason.

Follow the steps below:

- 1. Go to the Report Dashboard.
- 2. Search for the required report to be published to IT Glue.
- 3. Click the respective report's Gear 🌞 icon.
- 4. Select the Publish to IT Glue option.

Report Da	ashboard								A / Reports / Report Dashboard
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Reports	Top Level Summary				Duration: Oct 29 06:04 PM -	Nov 28 06:04 PM			
Search	Q Q Q								
	Title				Туре	Generation Type	Generated On		Size (KE 🖾 Email report
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	EDR Summary Reports_Dec	E 🕼	ť.		Security Summary	Schedule	Nov 28 03:31:03 PM		19 Adc notes
	All information events	2	4	1	Extended Summary	Schedule	Nov 28 02:48:03 PM		60 1 Publish to IT Glue
	EDR Summary Reports_Dec	F 61	0		Security Summary	Schedule	Nov 28 01:26:03 PM		19
	EDR Summary Reports_Dec	E 🔊	đ		Security Summary	Schedule	Nov 28 01:16:32 PM		19 🌣

9 Flexible Assets in IT Glue

Flexible Assets in IT Glue helps you create your way of organizing data. You can set up your own structured, field-driven documentation templates and customize them according to your requirements.

Using Flexible Assets, you can document the client infrastructure, get information from external sources using API, and create simple, reusable checklists for your team. Flexible Assets tool captures all information in one place thus making it easy for viewing.

We internally create a Flexible Asset Type of the name "Netsurion Open Report" when the first report is uploaded, and subsequently, all the reports are uploaded under this Flexible Asset Type.

⊠IT Glue	Dashboard Organizations MyTaska Global Account				Q. Search	Ø -	🖰 Ananth = 🔣 🧍
Account	Account / Flexible Asset Types / EventTracker Reports						
• Settings	EventTracker Deports						
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A Import Data	Description						
£ Export Data	EventTracker Reports						
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Asset Templates	Fielde						
Flexible Asset Types	rielus						
 Checklist Templates 	Name *	Required	Hint				
Default Types	Report Name						
) 💣 Contact Types	Kind *	Show in list	Default value		Use for title		
Configuration Types	Text ~						
Configuration Statuses	Cannot be changed as data exists for this column						
Hing Types	Remove						
III Modela							
Organization Types	Name *	Required	Hint				
Organization Statuses	Report Generation Date	5					
R Password Types	Kind *	Show in list	Expiration	Use for title			
	Date ~			2			
	Cannot be changed as data exists for this column						
	Remove						
	Name *	Required	Hint				
	Report File						
	Kind *	Show in list					
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	the second s	111110-017090					

10 Netsurion Open XDR DSI Assets for IT Glue

DSI assets for IT Glue is available in the installed path and can be configured into Netsurion Open XDR.

After installing the IT Glue-supported build or update, the below-mentioned DSI assets are present in the following path:

ET install path/EventTracker/Knowledge Packs folder.



10.1 Alerts

- IT Glue: Automap failed for groups
- IT Glue: Automap failed for systems
- IT Glue: Report upload failed

Note:

By default, alerts are inactive once imported. Based on the requirement, you can activate the alert and email notification from Alert Management.

⊕ [†]	Activate Now Click 'Activate Now' after making all changes									Total: 3 Page Size 25 V
	Alert Name A	Threat	Active	Email	Forward as SNMP	Forward as Syslog	Remedial Action at Console	Remedial Action at Agent		Applies To
📄 នូន្វ IT Glue: /	Automap failed for groups	•							IT Glue	
📄 🎄 IT Glue: /	Automap failed for systems	•							IT Glue	
📄 နိုန္မိ IT Glue: F	Report Upload failed	•							IT Glue	

10.2 Reports

- IT Glue Automap failed for groups
- IT Glue Automap failed for systems
- IT Glue Report upload failed
- IT Glue Report uploaded

Reports configuration: IT Glue								
\odot \mathbb{I} \mathscr{A} ,							Total: 4	
		Title	Created on	Modified on				
	2.55	IT Glue - Report upload failed	Nov 27 12:17:20 PM	Nov 27 02:39:58 PM	(i)	5	+	
	1	IT Glue - Report uploaded	Nov 27 12:17:20 PM	Nov 27 02:39:14 PM	(i)	5	+	
	2 ES	IT Glue - Automap failed for systems	Nov 27 12:17:20 PM	Nov 27 02:37:03 PM	(i)	5	+	
		IT Glue - Automap failed for groups	Nov 27 12:17:20 PM	Nov 27 02:38:36 PM	(i)	5	+	

10.3 Categories and Saved Searches

- IT Glue Automap failed groups
- IT Glue Automap failed systems
- IT Glue Report upload failed
- IT Glue Report uploaded



Saved Searches ×						
User defined Pre defined						
Search categories	Q					
ALL * A C E I N P S W IT Glue - Automap failed groups						
IT Glue - Automap failed systems						
IT Glue - Report upload failed						
IT Glue - Report uploaded						

10.4 Knowledge Objects

• IT Glue activities

10.5 Dashboards

- IT Glue Automap failed for groups
- IT Glue Automap failed for systems
- IT Glue Report upload failed
- IT Glue Report uploaded
- Please refer to a few sample dashboards as shown below.

Netsurion







10.6 Parsing Rule

IT Glue



About Netsurion

Netsurion[®] delivers an adaptive managed security solution that integrates our Open XDR platform with your existing security investments and technology stack, easily scaling to fit your business needs. Netsurion's 24x7 SOC operates as your trusted cybersecurity partner, working closely with your IT team to strengthen your cybersecurity posture. Our solution delivers managed threat protection so you can confidently focus on your core business.

Headquartered in Ft. Lauderdale, FL with a global team of security analysts and engineers, Netsurion is a leader in Managed Detection & Response (MXDR). Learn more at <u>www.netsurion.com</u>.

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