Integrate EventTracker with IT Glue

EventTracker v9.2

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Abstract

This document gives a brief overview of how to integrate EventTracker with IT Glue which is an IT Documentation tool.

IT Glue is a cloud-based IT documentation tool that allows for automated documentation of your IT infrastructure. It helps you standardize and manage documentation of devices, folders, domains, and contacts, create knowledge bases, manages passwords, IP addresses, server accounts and licenses, configuration data consolidation, and track devices daily.

Audience

EventTracker v9.2 users who wish to integrate EventTracker with IT Glue. MSP’s who are using the IT Glue will be able to see EventTracker generated Security and Compliance Summary reports under EventTracker Reports in the same IT Glue portal.
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1. Prerequisite

The user must have the EventTracker Version 9.2 installed.

2. IT Glue

IT Glue is IT documentation software designed to help maximize the efficiency, transparency, and consistency of your team. It allows organizations to upload any documents, reports or any flexible records and provide access to the users securely. It provides 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.

3. Integrating EventTracker with IT Glue

MSP’s using the IT Glue will be able to view EventTracker generated Security and Compliance Summary reports under the “EventTracker 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 EventTracker Groups and Systems with IT Glue Organizations and Configurations respectively.

<table>
<thead>
<tr>
<th>EventTracker</th>
<th>IT Glue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group</td>
<td>Organizations</td>
</tr>
<tr>
<td>Systems</td>
<td>Configurations</td>
</tr>
</tbody>
</table>

Note:

1. Multiple EventTracker Groups can be linked to a single Organization in IT Glue.

2. Single EventTracker Systems can be linked to a single Configuration in IT Glue when mapped manually. However, during Auto-mapping, only one System is linked to one Configuration.
4. Integration Steps for Auto-mapping

4.1 Prerequisites for Auto-mapping

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

![Figure 1](image1.png)

2. The above configured email’s domain is also configured in the respective IT Glue Organization’s contact which is marked as “Important”.

3. Reporting EventTracker agent’s MAC addresses are added in the respective configurations in the IT Glue Organization.

4. The reporting EventTracker agent’s MAC addresses are registered in the EventTracker console. This is supported only if Agent is updated with v9.1 and above.

**Note:**

- Auto mapping of the group and organization is done through the 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 the MAC address matching. Auto mapping of systems works only for Windows systems as only Windows systems MAC addresses are
registered through EventTracker agent (v9.1 onwards). Any other sensors types such as syslog are not auto-mapped since they do not carry MAC addresses. They all need to be mapped manually.

4.2 IT Glue configuration and integration

1. To enable the IT Glue in EventTracker, login to the EventTracker web > Admin > Manager.
2. Enable the checkbox “Enable PSA/RMM Integration”.

![Figure 2](image)

3. The “PSA/RMM Integration” option is enabled in the Admin dropdown.

![Figure 3](image)

4. EventTracker 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 API URL is different for EU region.
5. Login to EventTracker web, navigate to Admin and select the PSA/RMM Integration option.
6. Click the IT Glue tab, click on the Add button to add an instance and enter all the required inputs in the IT Glue page and click the Test Connection button.
7. Once the connection is successful the green color indication is displayed.

![Test connection](image)

**Figure 4**

8. Select the groups from the available group list that are to be mapped and then click on the **Auto Map** button to initiate Auto mapping.
9. Once the automapping is completed (may take several minutes based on the number of groups and systems), you can view the mapped entities in the **Mapping** page. Click **Next** and again **Next** to go to the **Mapping** page. In the “Mapping” section, all mapped entities (Organization and Configurations) are shown in Mapped Organizations/Configurations pane. Also, mapped entities are shown in green color.
10. At any point in time, you can take out the mapping by selecting the **Remove map** option.

**Note:**

- Any failures during Auto-mapping are reported as Events/Alerts based on the configuration. If you have the access to the console logs, please view the log to know the progress of the Auto-mapping and any failures. All mapped groups/organizations and systems/configuration is visible in the “Mapping” section. In case there are any corrections to be done for mapped entities, you can remove the map for those entities and map those entities through manual mapping.

- In case the Auto-mapping of Groups and Organization fails, please follow the manual mapping steps for mapping the Groups with organizations. Refer to the below sections for manually mapping Groups and organizations. Once the manual mapping of Groups with organizations is done, click on the “**Auto Map**” button in the mapping screen to Auto-map the systems and Configurations. All failures are reported as Events/Alerts based on the configuration. If you have the access to the console logs, please view the log to know the progress of the Auto-mapping and any failures.

- By default, the Auto-map is initiated on every 6 hours. In case you want to initiate the Auto map right away, please go to the respective IT Glue instance and click on the “**Auto Map**” button.

- Event 4018 is generated whenever auto-mapping fails between Group and Organization. Auto-map fails whenever there is a duplication of email domain found. Corresponding alert is generated if enabled.

- Event 4019 is generated whenever auto-mapping fails between System and Configuration. Auto-map fails for below three reasons. Corresponding alert is generated if enabled.
  - When there is no MAC ID associated to EventTracker system.
  - When corresponding configuration is not found in IT Glue based on MAC ID matching.
  - When duplicate MAC ID is found in IT Glue.

### 5. Integration Steps for Manual Mapping

#### 5.1 IT Glue configuration and integration

1. To enable the **IT Glue** in EventTracker, login to the EventTracker web> Admin> Manager.
2. Enable the checkbox “**Enable PSA/RMM Integration configuration**”.

![PSA/RMM Integration](image)

**Figure 8**

3. The “**PSA/RMM Integration**” option is enabled in the **Admin** dropdown.
4. EventTracker Administrator needs to contact the IT Glue portal member and get the credentials (API Keys) to connect to a specific instance.

5. Login to EventTracker web, navigate to Admin and select the PSA/RMM Integration option.

6. Click the IT Glue tab, click on the Add button to add an instance and enter all the required inputs in the IT Glue page and click the Test Connection button.

7. Once the connection is successful the green color indication is displayed.

5.2 Manual mapping of Groups and Systems

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

![Figure 12](image1.png)

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 on the “**Import**” button
5. If you wanted to import only a few organizations, select the required organization, select “**Import Selected**” radio button and click on the “**Import**” button

![Figure 13](image2.png)

6. Follow similar steps to import the configurations by selecting the **Configurations** option from the dropdown.
7. Click on Next to proceed for mapping.
8. In the **Feature to Map** field, select **Organization**. The left pane shows all the EventTracker groups configured for this IT Glue instance. The right pane shows all the imported Organizations.
9. To map, select EventTracker 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 on Map.
11. The mapped group and organization are listed in the Result pane as highlighted in the figure below.
12. Once the mappings are done, save it.
**Note:** In case there are already some groups that are mapped to Organization, it gets listed in Green color and is shown in the Mapped Organizations pane.

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

**Note:** Only the mapped groups are shown in this dropdown list. The left pane shows all the EventTracker systems belonging to the selected group. The right pane shows all the imported Configurations.

15. To map, select the EventTracker systems from the left pane and the IT Glue Configurations from the right pane. In our example, we are mapping the “NTPLDTBLR71” system to the “Acme-Wrks2” configuration.
16. Click on 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 point in time, you can take out the mapping by selecting the Remove map option.
6. Publishing reports to IT Glue

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

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

6.1 Publish Report to the IT Glue option

1. Login to EventTracker, 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 EventTracker support team to enable this option.
2. In the Executive Summary page, choose 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 is needed to be generated as shown in the following figure. Click on **Save** or **Update** button.

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

![Figure 18](image)

**Figure 18**

![Figure 19](image)

**Figure 19**
Note:

1. Once the report is generated (as per the configuration), the report will be published to IT Glue under respective organizations based on the group and organization mapping.
2. Published Reports can be viewed under Flexible Asset Type “EventTracker Reports” in the IT Glue website as shown in the below figure. **Note:** You need to customize the Sidebar in IT Glue to see this option in the Sidebar.

![Image](figure20.png)

**Figure 20**

3. Once you open any report, you can see the Related items as shown in below figure.

**Note:**

- If the configuration is mapped to a system and the report contains data for that system, then the Related Items section displays the related 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. Corresponding alert is generated if enabled.
6.2 Publishing reports manually

You can manually publish the report 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 on the respective report’s Gear icon.
4. Select Publish to IT Glue option.
6.3 Flexible assets in IT Glue

Flexible Assets in IT Glue helps you create your own 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 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 Flexible Asset Type of the name “EventTracker Report” when the first report is uploaded, and subsequently, all the reports are uploaded under this Flexible Asset Type.

**Note:** You need to customize the Sidebar in IT Glue to see this option in the Sidebar.

7. EventTracker Knowledge Pack for IT Glue

Knowledge Pack (KP) for IT Glue is available in the installed path and can be configured into EventTracker. The following Knowledge Packs are available in EventTracker to support IT Glue.
After installing the IT Glue supported build or update, the below mentioned KP items are present in the following path

**ET install path/EventTracker/Knowledge Packs** folder.

### 7.1 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.

### 7.2 Reports

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

### 7.3 Categories and Saved searches

- IT Glue - Automap failed groups
- IT Glue - Automap failed systems
- IT Glue - Report upload failed
- IT Glue - Report uploaded
7.4 Knowledge Objects

- IT Glue activities

7.5 Dashboards

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

Please refer few sample dashboards as shown below.
7.6 Parsing Rule

- IT Glue