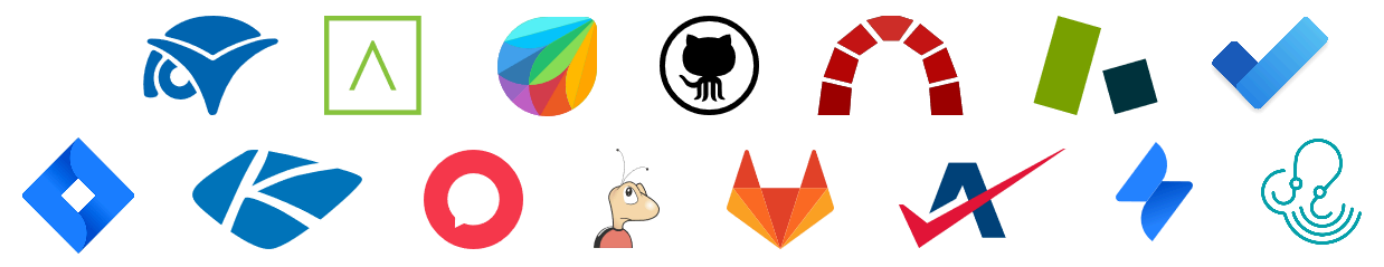
Kaseya BMS Integration

CHECKCENTRAL

BINARYFORTRESS

Kaseya BMS Integration

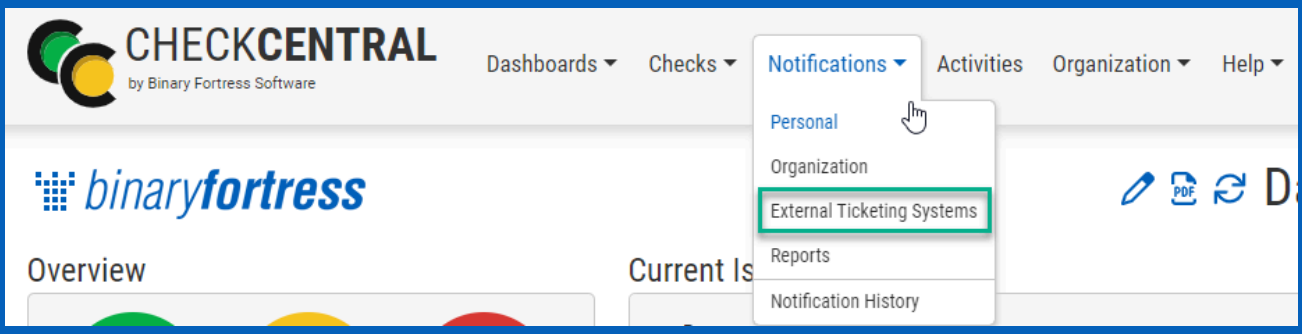


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Kaseya, helping you consolidate service ticket issues.

To integrate Kaseya with CheckCentral, begin by logging into your CheckCentral account.

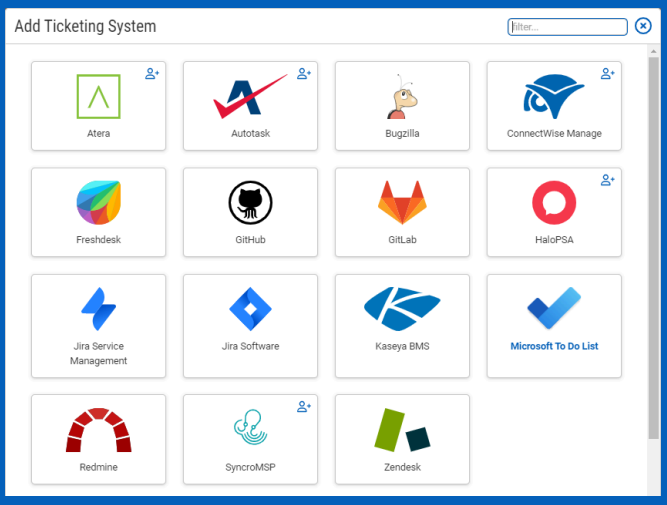
CheckCentral

From the main menu, click Notifications, then External Ticketing Systems.

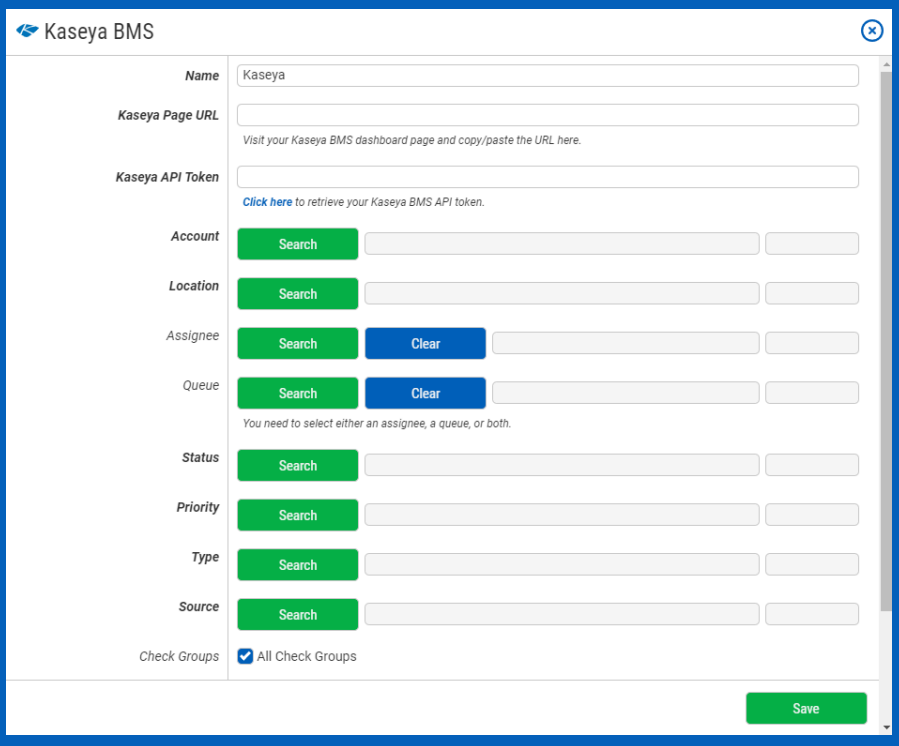


Click Add Ticketing System and choose Kaseya.





This will bring up the configuration options required for CheckCentral to communicate with Kaseya servers via the API.

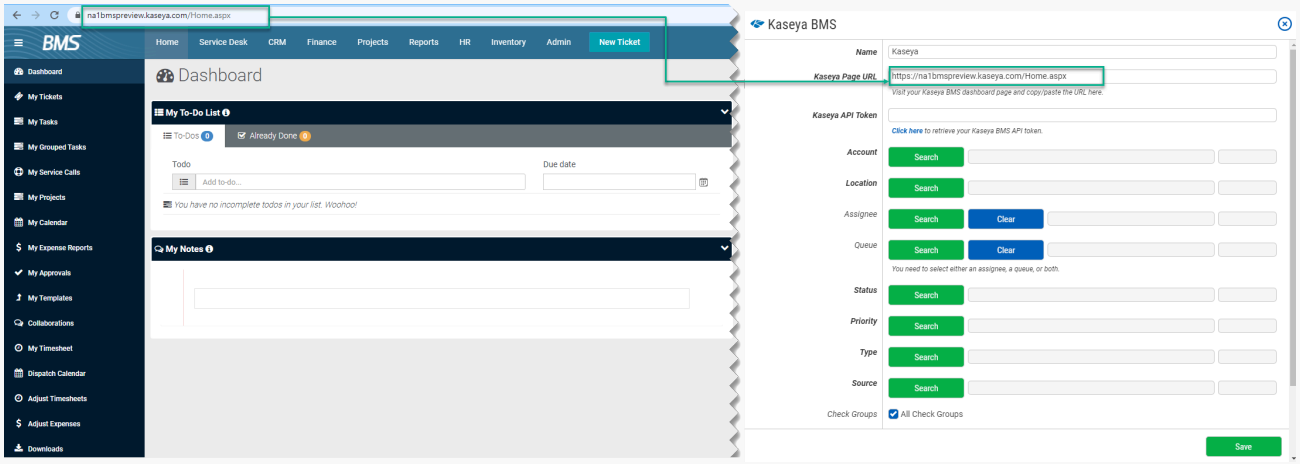


You can name this configuration anything you'd like.

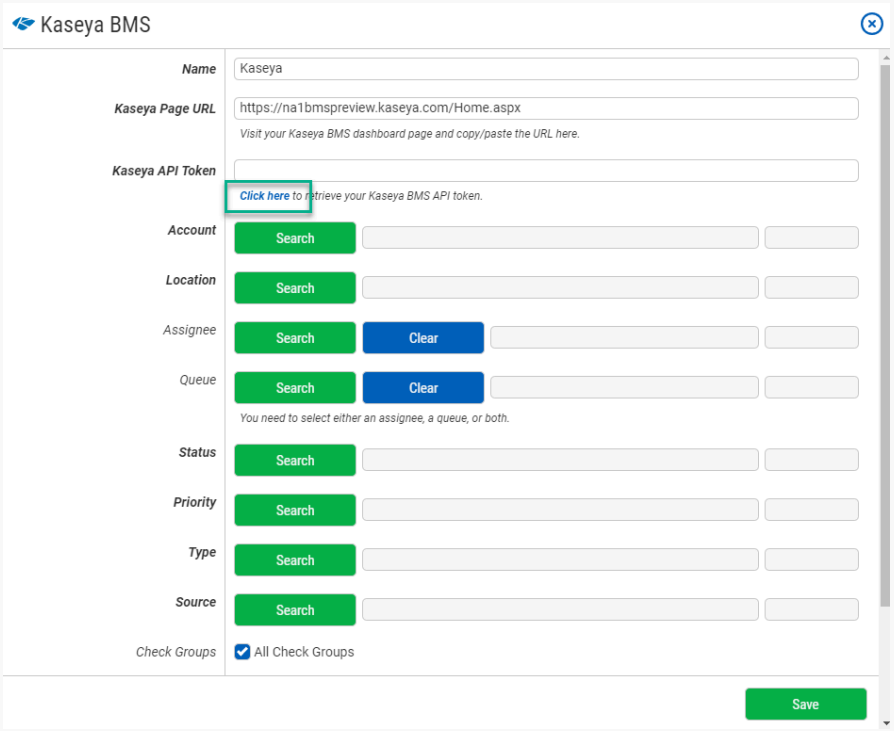
The other details require you to log into your Kaseya account.

Kaseya and CheckCentral

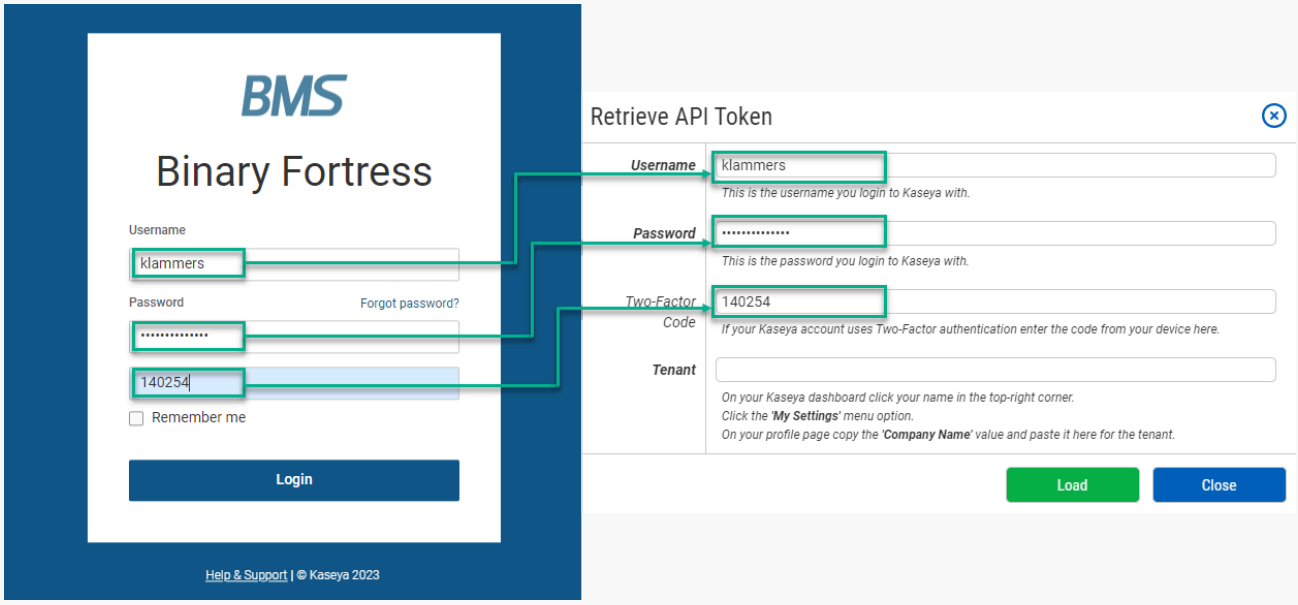
After logging into Kaseya BMS, copy the URL of your dashboard and paste it into CheckCentral's Kaseya Page URL field.



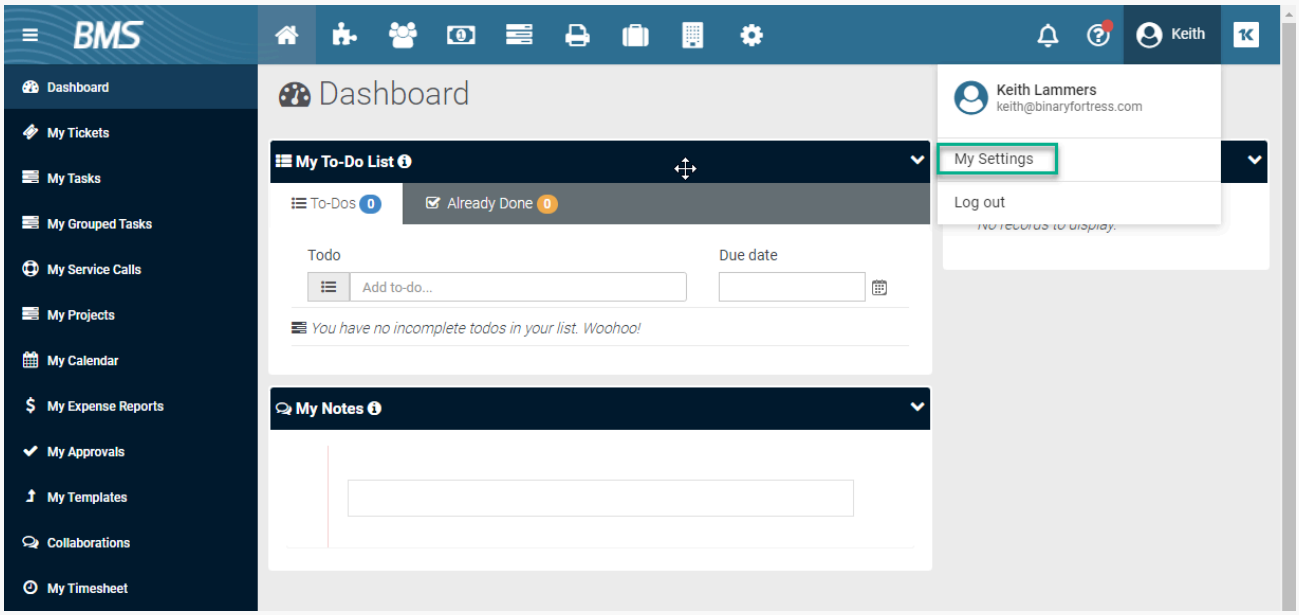
Click the link below the Kaseya API Token field.



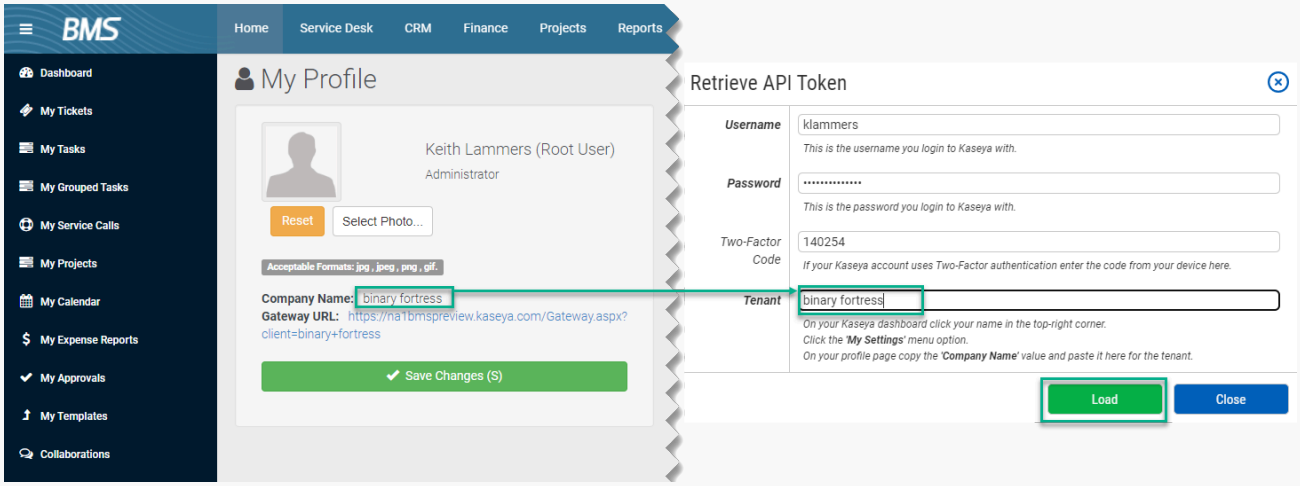
Using the same credentials from your Kaseya login, enter your Username, Password, and Two-Factor Code (if applicable) into the CheckCentral fields.



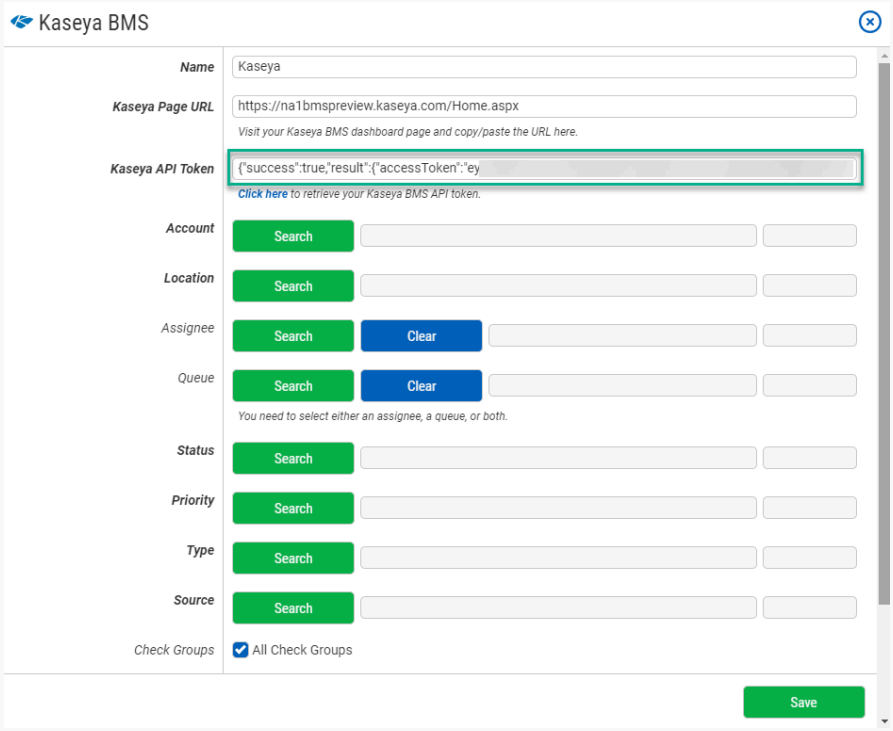
The Tenant field is your Company Name, which may also be a part of your login. To retrieve this from within Kaseya, click your username in the upper-right. Then click "My Settings."



Copy the Company Name from your profile and paste it in CheckCentral's Tenant field. Then click "Load."



Your API token will be retrieved and show in the Kaseya API Token field.

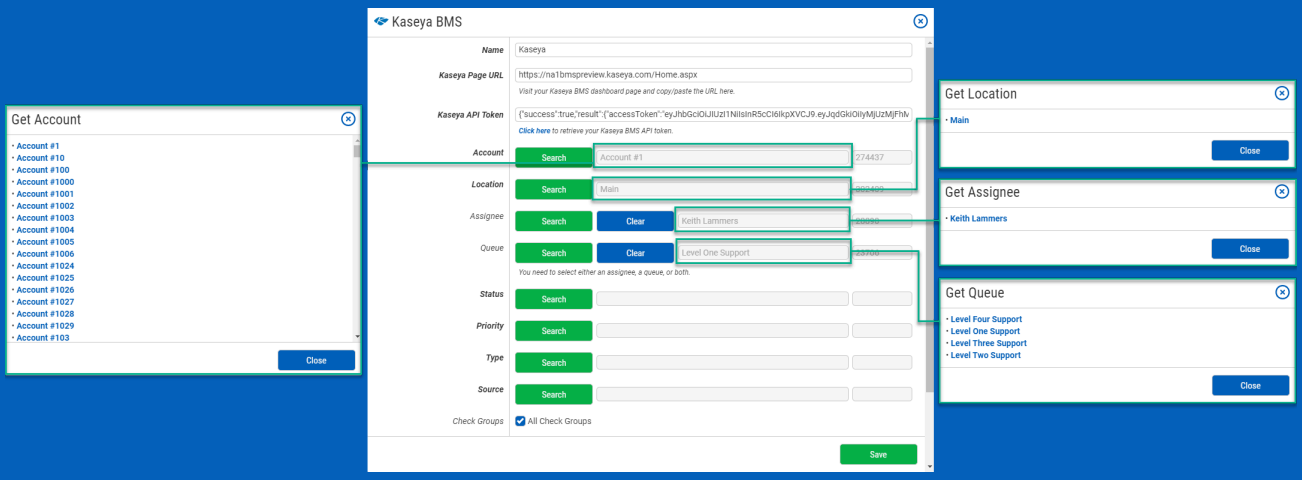


CheckCentral

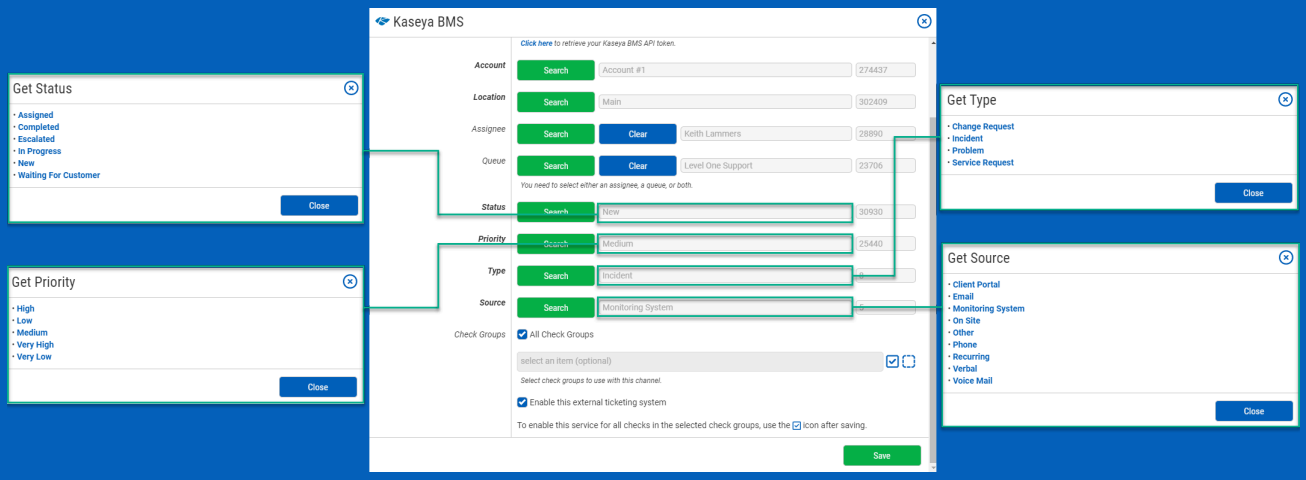
Select an account from the list after clicking Search.

Due to limitations with Kaseya API integration, a separate ticketing channel configuration is needed for each unique Check Group/Account association. A catch-all account is otherwise recommended.

Select Location, Assignee, and Queue details from their respective lists.

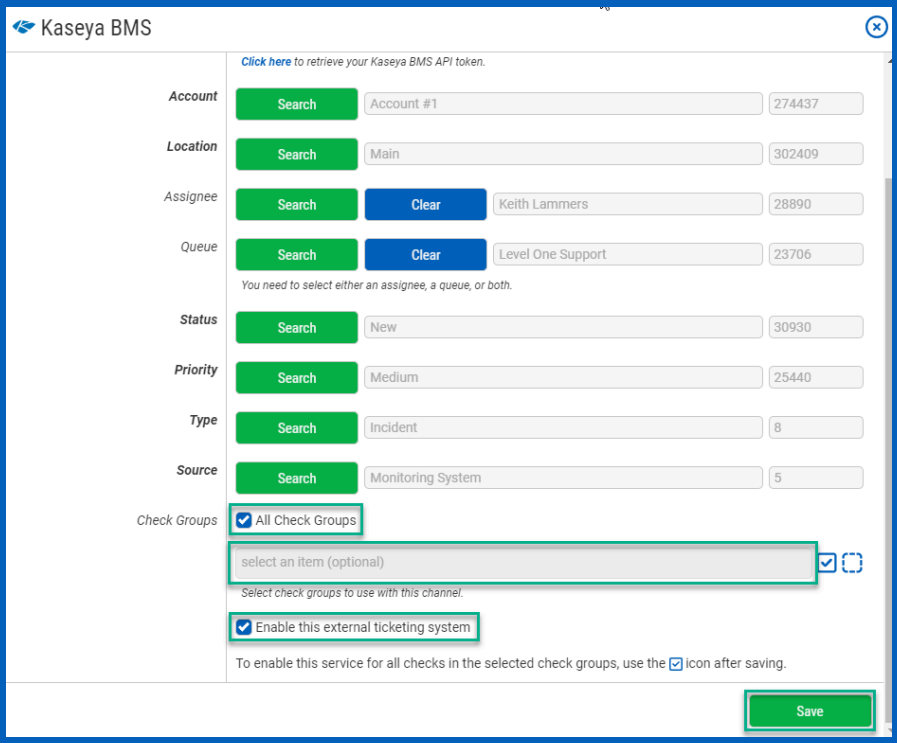


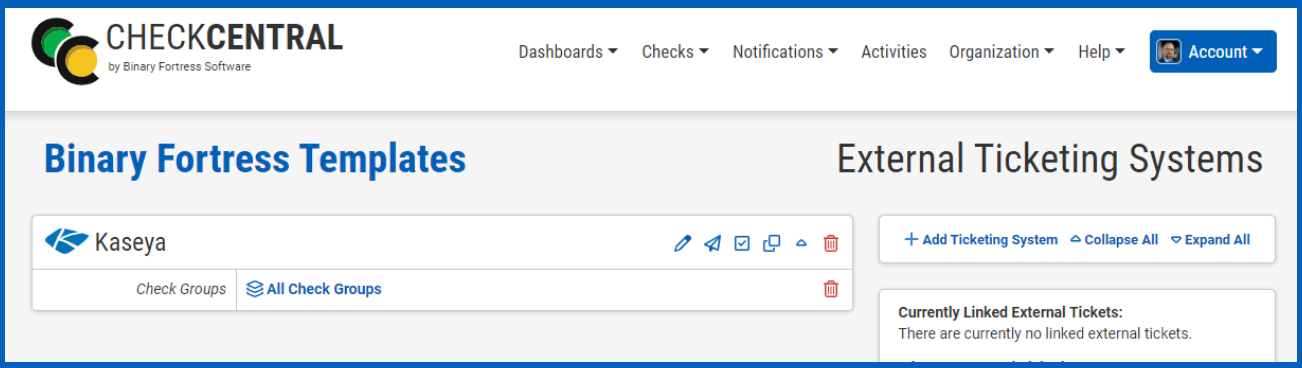
Status, Priority, Type, and Source details can be chosen by clicking Search and selecting them from the populated lists.



Finally, choose which Check Groups will use this ticketing channel. By default, all check groups are selected. To be more selective, disable the All Check Groups checkbox then use the multi-select dropdown field below.

Once you've selected your check groups, ensure the 'Enable this external ticketing system' checkbox is enabled, and click Save.





This External Ticketing System channel will now be available for use with any check under your Check Central account.

About CheckCentral

CheckCentral Monitoring consolidates and simplifies backup, system, and software email updates into a clean, graphical dashboard, bringing peace of mind to IT administrators of SMBs, Enterprises, and MSPs.

To learn more about CheckCentral, visit: **https://www.checkcentral.cc**

About Binary Fortress Software

Binary Fortress has spent 19 years in pursuit of one goal: create software to make life easier. Our software ranges from display management and system enhancement utilities to monitoring tools and digital signage. IT administrators, professional gamers, coffee-shop owners, and MSPs all rely on Binary Fortress to make their days better, and their lives easier.

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