

# Kaseya BMS Integration

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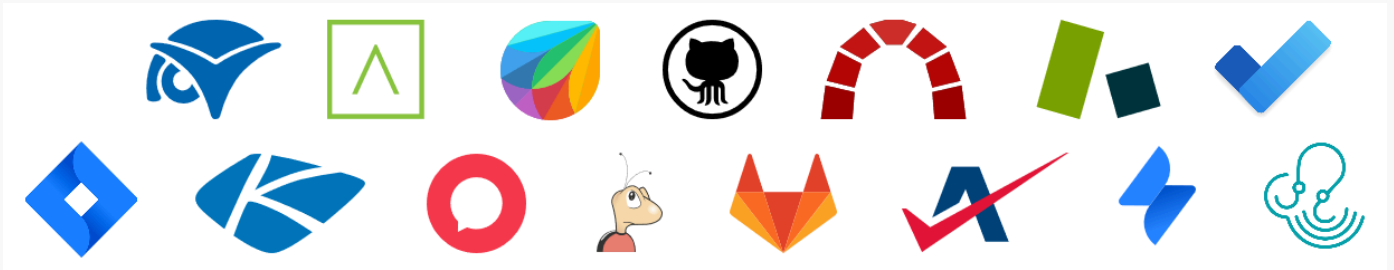


CHECKCENTRAL



BINARYFORTRESS

# Kaseya BMS Integration

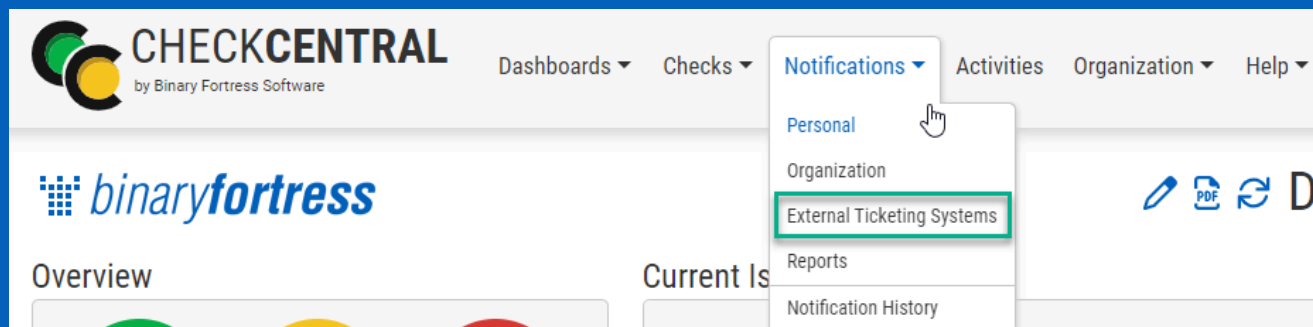


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Kaseya, helping you consolidate service ticket issues.

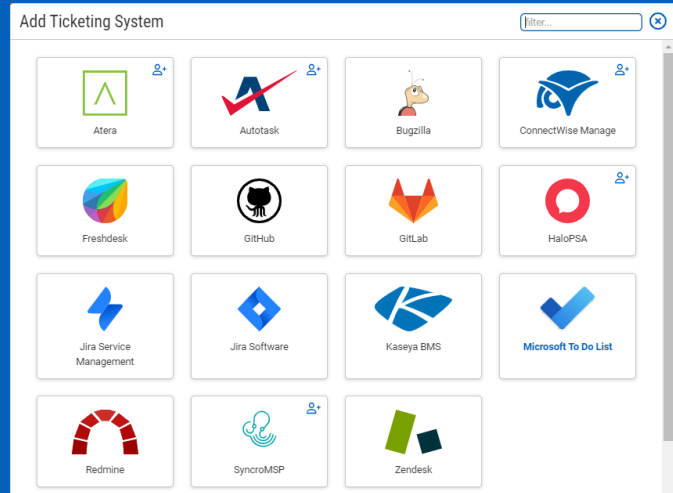
To integrate Kaseya with CheckCentral, begin by logging into your CheckCentral account.

## 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.

**Kaseya BMS**

Name: Kaseya

Kaseya Page URL:

Kaseya API Token:

Account:  Search

Location:  Search

Assignee:  Search Clear

Queue:  Search Clear

Status:  Search

Priority:  Search

Type:  Search

Source:  Search

Check Groups: ☒ All Check Groups

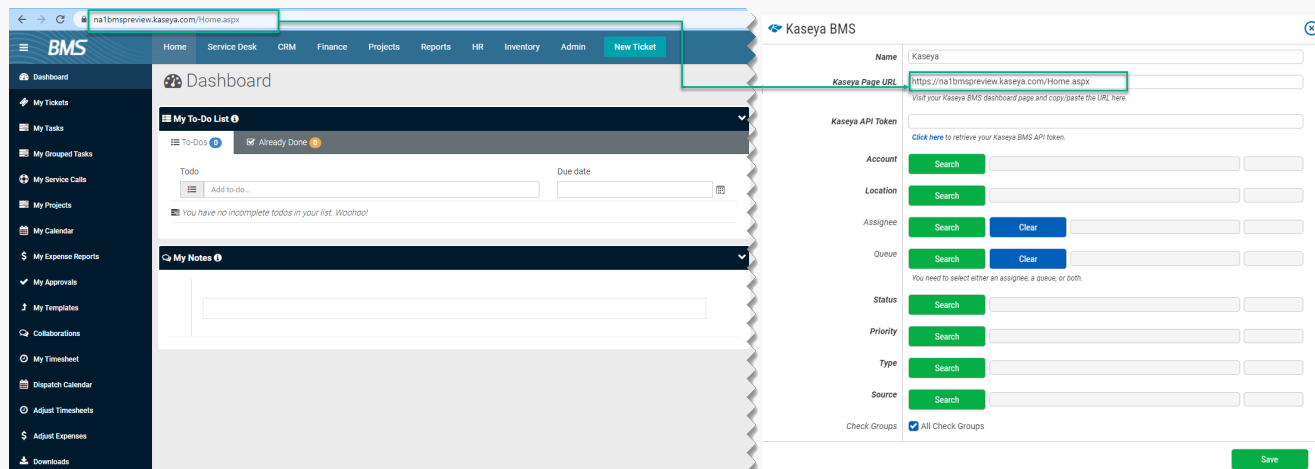
Save

You can name this configuration anything you'd like.

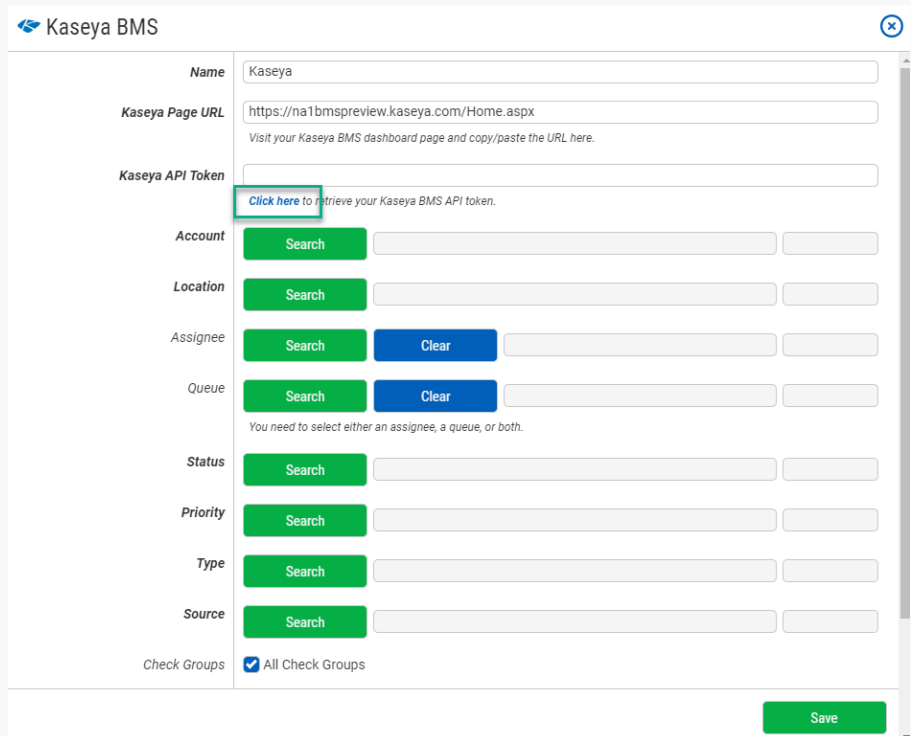
The other details require you to log into your Kaseya account.

# 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.

**BMS**  
**Binary Fortress**

Username  
klammers

Password  
\*\*\*\*\*

Forgot password?

Two-Factor Code  
140254

☐ Remember me

Login

Help & Support | © Kaseya 2023

**Retrieve API Token**

Username  
klammers  
This is the username you login to Kaseya with.

Password  
\*\*\*\*\*  
This is the password you login to Kaseya with.

Two-Factor Code  
140254  
If your Kaseya account uses Two-Factor authentication enter the code from your device here.

Tenant  
  
On your Kaseya dashboard click your name in the top-right corner. Click the 'My Settings' menu option. On your profile page copy the 'Company Name' value and paste it here for the tenant.

Load Close

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."

**BMS**

Dashboard

My To-Do List

To-Dos 0 Already Done 0

Todo Due date

Add to-do...

You have no incomplete todos in your list. Woohoo!

My Notes

Keith Lammers  
keith@binaryfortress.com

My Settings

Log out

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

The screenshot shows the BMS 'My Profile' page on the left and the 'Retrieve API Token' dialog on the right. In the profile, the 'Company Name' is 'binary fortress'. In the dialog, the 'Tenant' field is also 'binary fortress', and the 'Load' button is highlighted.

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

The screenshot shows the 'Kaseya BMS' configuration window. The 'Kaseya API Token' field is highlighted with a red box and contains the token: ('success':true,'result':{'accessToken':'ey...}). The 'Save' button is at the bottom right.

# 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.

The screenshot displays the 'Kaseya BMS' configuration window in CheckCentral. The main form includes fields for Name, Kaseya Page URL, Kaseya API Token, Account, Location, Assignee, Queue, Status, Priority, Type, and Source. The 'Account' field is highlighted with a green box, and a 'Get Account' popup is open on the left, showing a list of accounts. The 'Location' field is highlighted with a green box, and a 'Get Location' popup is open on the right, showing a list of locations. The 'Assignee' field is highlighted with a green box, and a 'Get Assignee' popup is open on the right, showing a list of assignees. The 'Queue' field is highlighted with a green box, and a 'Get Queue' popup is open on the right, showing a list of queues. The 'Save' button is at the bottom right of the main form.

**Get Account**

- Account #1
- Account #10
- Account #100
- Account #1000
- Account #1001
- Account #1002
- Account #1003
- Account #1004
- Account #1005
- Account #1006
- Account #1024
- Account #1025
- Account #1026
- Account #1027
- Account #1028
- Account #1029
- Account #103

**Get Location**

- Main

**Get Assignee**

- Keith Lammers

**Get Queue**

- Level Four Support
- Level One Support
- Level Three Support
- Level Two Support

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

The screenshot displays the Kaseya BMS integration interface. The main form includes fields for Account, Location, Assignee, Queue, Status, Priority, Type, and Source, each with a 'Search' button. To the left, there are two dropdown menus: 'Get Status' and 'Get Priority'. To the right, there are two more dropdown menus: 'Get Type' and 'Get Source'. The 'Get Status' menu lists: Assigned, Completed, Escalated, In Progress, New, and Waiting For Customer. The 'Get Priority' menu lists: High, Low, Medium, Very High, and Very Low. The 'Get Type' menu lists: Change Request, Incident, Problem, and Service Request. The 'Get Source' menu lists: Client Portal, Email, Monitoring System, On Site, Other, Phone, Recurring, Verbal, and Voice Mail. The main form also includes a 'Check Groups' section with a checkbox for 'All Check Groups' and a 'Save' button at the bottom.

**Kaseya BMS**

Click here to retrieve your Kaseya BMS API token.

Account: Search Account #1 274437

Location: Search Main 302409

Assignee: Search Clear Keith Lammers 28890

Queue: Search Clear Level One Support 23706

You need to select either an assignee, a queue, or both.

Status: Search New 30930

Priority: Search Medium 25440

Type: Search Incident

Source: Search Monitoring System

Check Groups: ☒ All Check Groups

select an item (optional) ☒ ☐

Select check groups to use with this channel.

☒ Enable this external ticketing system

To enable this service for all checks in the selected check groups, use the ☒ icon after saving.

Save

**Get Status**

- Assigned
- Completed
- Escalated
- In Progress
- New
- Waiting For Customer

Close

**Get Priority**

- High
- Low
- Medium
- Very High
- Very Low

Close

**Get Type**

- Change Request
- Incident
- Problem
- Service Request

Close

**Get Source**

- Client Portal
- Email
- Monitoring System
- On Site
- Other
- Phone
- Recurring
- Verbal
- Voice Mail

Close



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.

The screenshot shows the 'Kaseya BMS' configuration modal. It includes fields for Account, Location, Assignee, Queue, Status, Priority, Type, and Source, each with a 'Search' button and a text input. Below these is a 'Check Groups' section with a checked 'All Check Groups' checkbox and a multi-select dropdown. At the bottom, there is a checked 'Enable this external ticketing system' checkbox and a 'Save' button.

Click [here](#) to retrieve your Kaseya BMS API token.

**Account** Search Account #1 274437

**Location** Search Main 302409

**Assignee** Search Clear Keith Lammers 28890

**Queue** Search Clear Level One Support 23706

You need to select either an assignee, a queue, or both.

**Status** Search New 30930

**Priority** Search Medium 25440

**Type** Search Incident 8

**Source** Search Monitoring System 5

**Check Groups** ☒ All Check Groups

select an item (optional) ☒ ☐

Select check groups to use with this channel.

☒ Enable this external ticketing system

To enable this service for all checks in the selected check groups, use the ☒ icon after saving.

Save

The screenshot shows the CheckCentral dashboard. The top navigation bar includes 'Dashboards', 'Checks', 'Notifications', 'Activities', 'Organization', 'Help', and an 'Account' button. The main content area is divided into two sections: 'Binary Fortress Templates' and 'External Ticketing Systems'. Under 'Binary Fortress Templates', there is a card for 'Kaseya' with a 'Check Groups' dropdown set to 'All Check Groups'. Under 'External Ticketing Systems', there is a button to 'Add Ticketing System' and a section for 'Currently Linked External Tickets' which shows 'There are currently no linked external tickets.'

**CHECKCENTRAL** by Binary Fortress Software

Dashboards Checks Notifications Activities Organization Help Account

## Binary Fortress Templates

## External Ticketing Systems

**Kaseya**  ☐ ☐ ☐ ☐ ☐ ☐

Check Groups ☒ All Check Groups ☐

[+ Add Ticketing System](#) [^ Collapse All](#) [v Expand All](#)

**Currently Linked External Tickets:**  
There are currently no linked external tickets.

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 17 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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