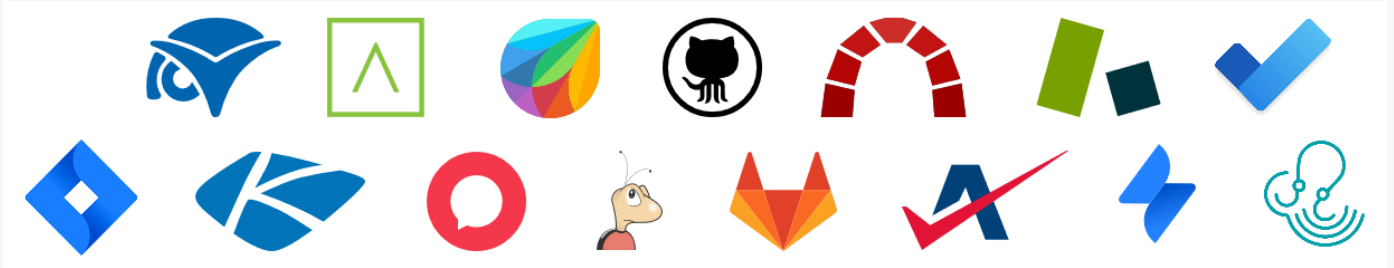


Kaseya BMS Integration

 CHECKCENTRAL

 BINARYFORTRESS

Kaseya BMS Integration

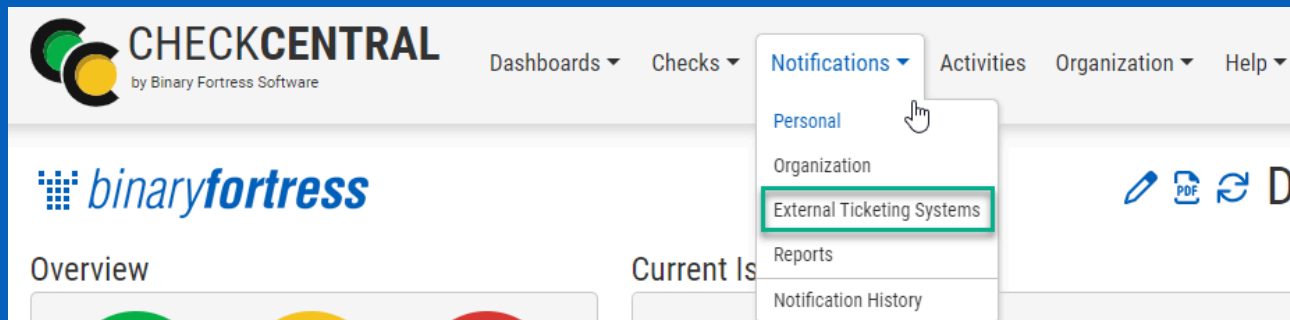


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Kaseya, helping you consolidate service ticket issues.

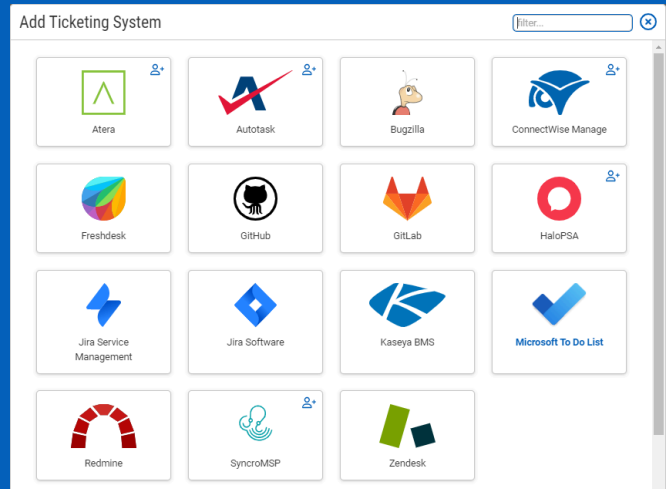
To integrate Kaseya with CheckCentral, begin by logging into your CheckCentral account.

CheckCentral

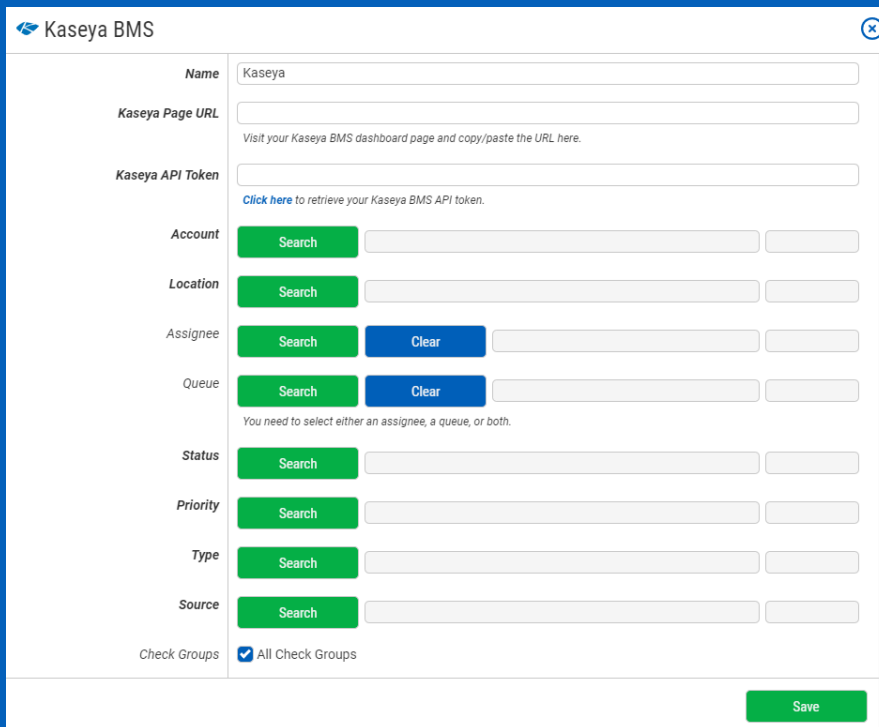
From the main menu, click Notifications, then External Ticketing Systems.



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.

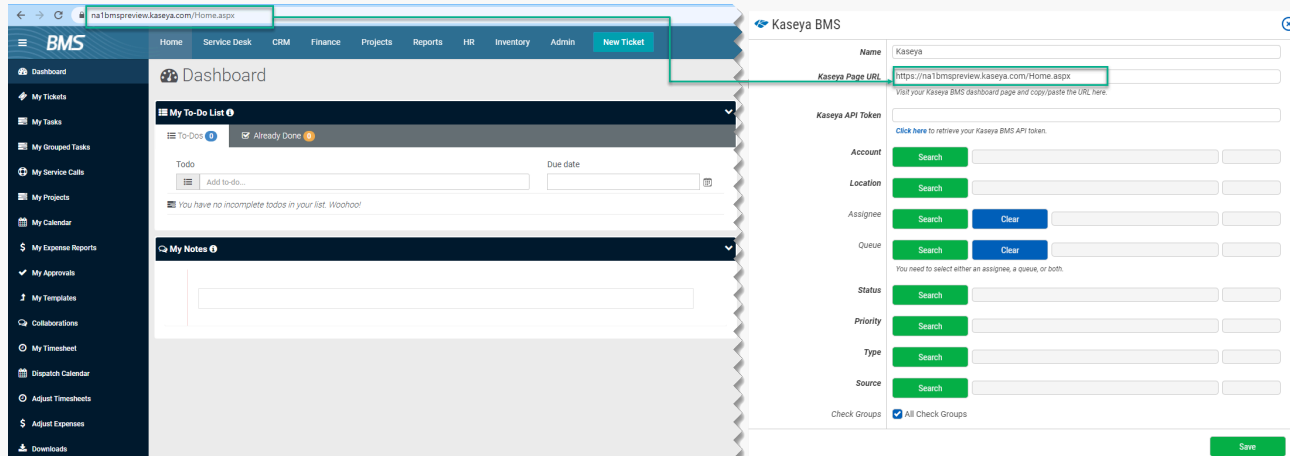


You can name this configuration anything you'd like.

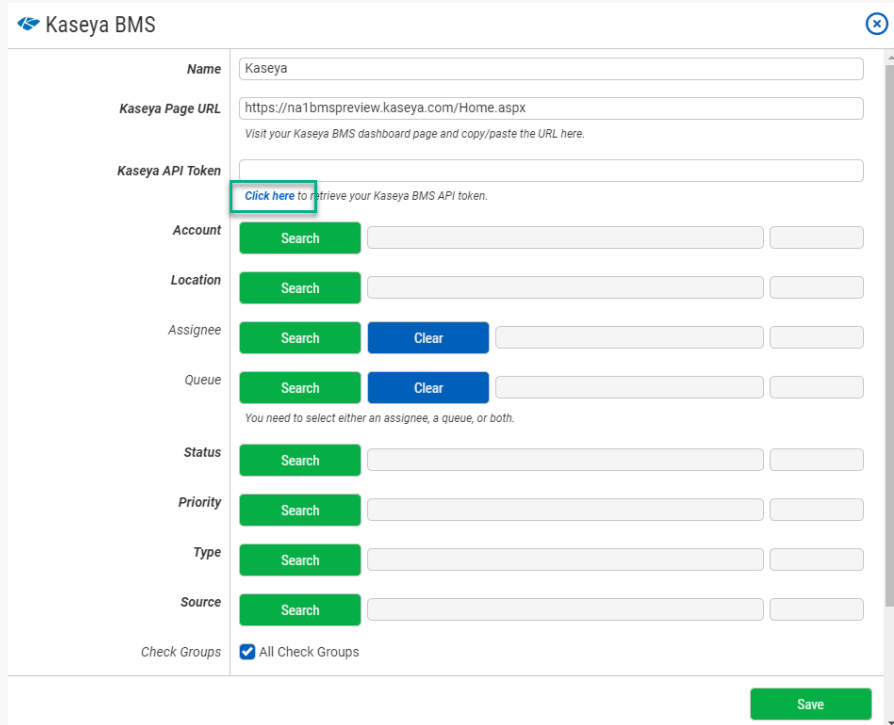
The other details require you to log into your Kaseya account.

Kaseya and CheckCentral

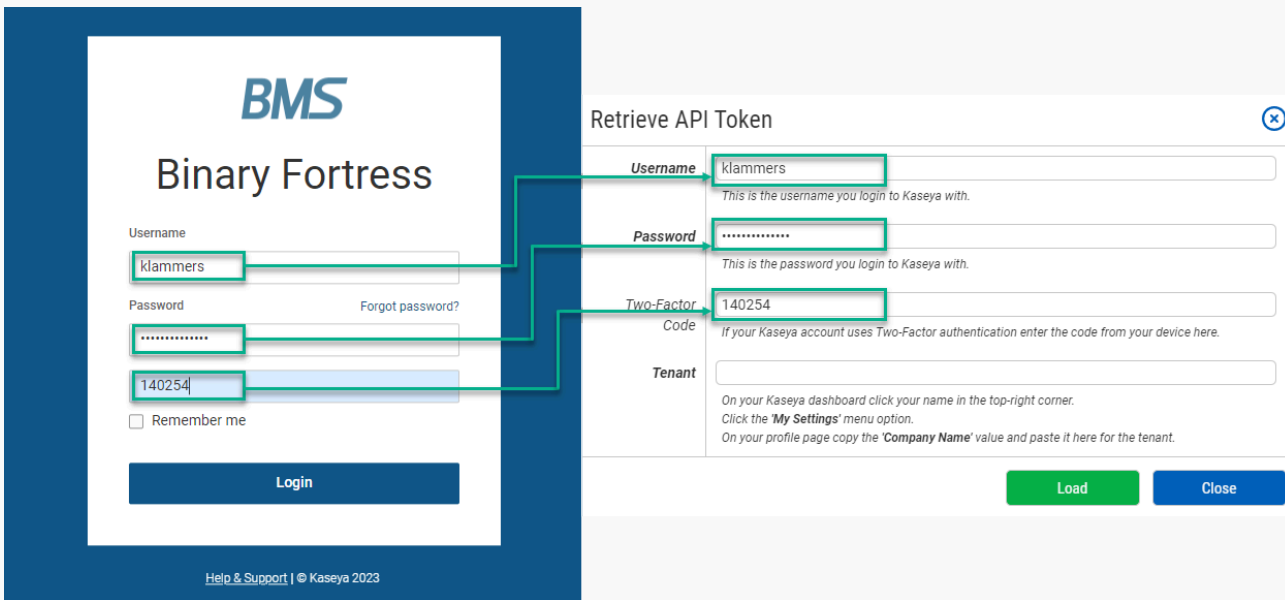
After logging into Kaseya BMS, copy the URL of your dashboard and paste it into CheckCentral's Kaseya Page URL field.



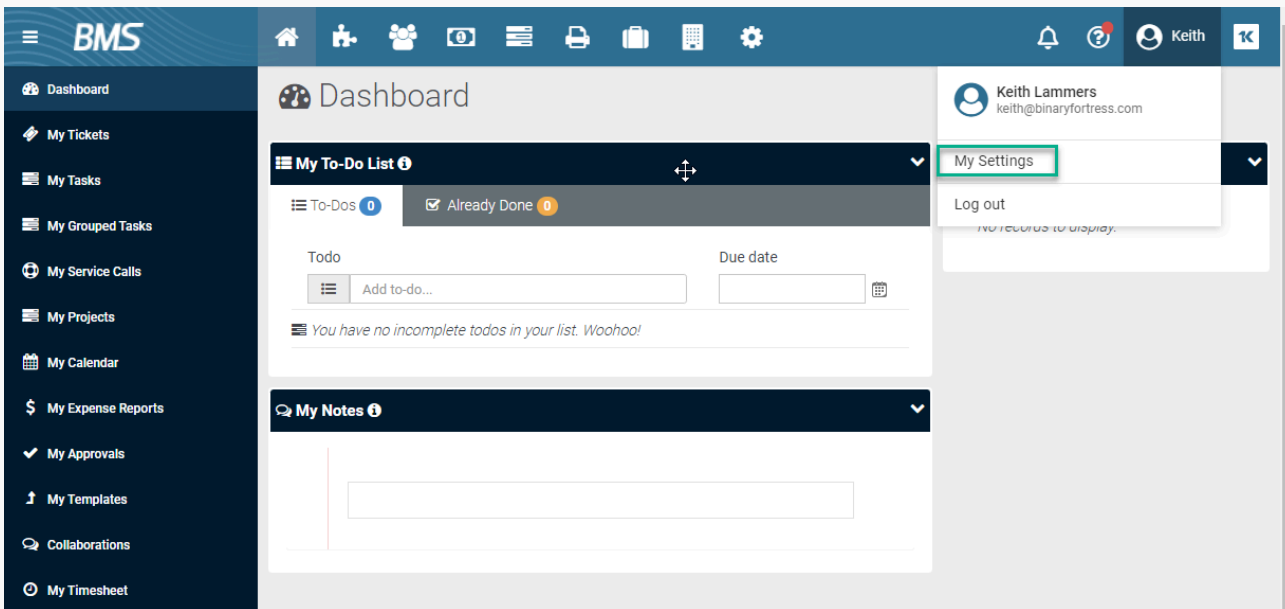
Click the link below the Kaseya API Token field.



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."

The screenshot shows two overlapping windows from the BMS interface. The 'My Profile' window on the left shows the user 'Keith Lammers (Root User) Administrator' with a 'Company Name' field containing 'binary fortress'. The 'Retrieve API Token' window on the right has fields for 'Username' (klammers), 'Password' (masked), 'Two-Factor Code' (140254), and 'Tenant' (binary fortress). A green box highlights the 'Load' button in the bottom right of the 'Retrieve API Token' window.

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

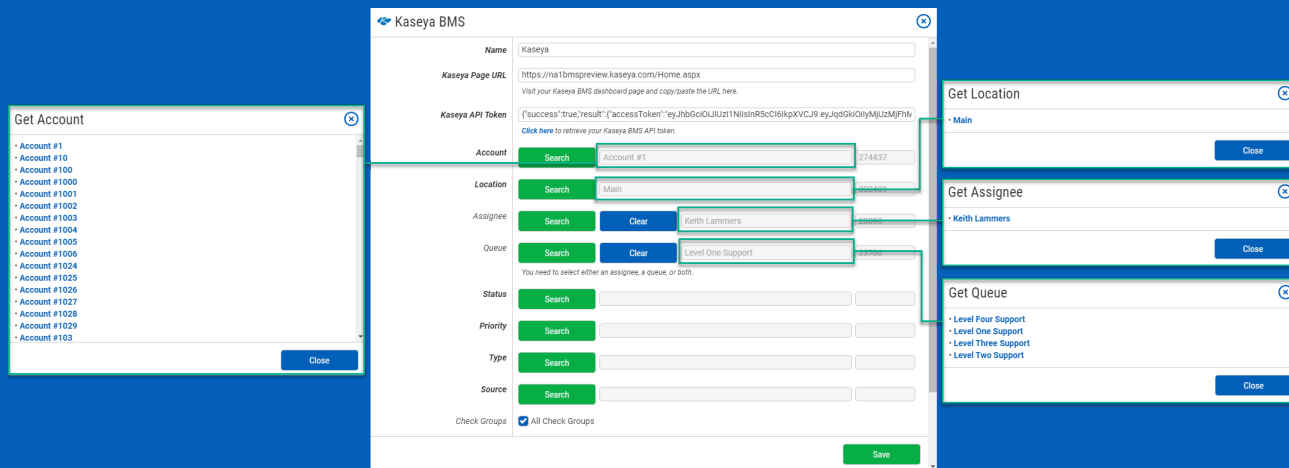
The screenshot shows the 'Kaseya BMS' configuration form. The 'Name' field is 'Kaseya' and the 'Kaseya Page URL' is 'https://na1bmspreview.kaseya.com/Home.aspx'. The 'Kaseya API Token' field contains the JSON string: `{"success":true,"result":{"accessToken":"ey"}}`. Below this are search and clear buttons for 'Account', 'Location', 'Assignee', 'Queue', 'Status', 'Priority', 'Type', and 'Source'. A '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.



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 configuration window. The main form includes fields for Account, Location, Assignee, Queue, Status, Priority, Type, and Source, each with a 'Search' button. The 'Status' field is set to 'New', 'Priority' to 'Medium', 'Type' to 'Incident', and 'Source' to 'Monitoring System'. Below these fields are 'Check Groups' options, including 'All Check Groups' and 'Enable this external ticketing system'. Three side panels are open: 'Get Status' (listing Assigned, Completed, Escalated, In Progress, New, Waiting For Customer), 'Get Priority' (listing High, Low, Medium, Very High, Very Low), and 'Get Type' (listing Change Request, Incident, Problem, Service Request). A 'Get Source' panel is also visible, listing Client Portal, Email, Monitoring System, On Site, Other, Phone, Recurring, Verbal, and Voice Mail. Green lines connect the 'Search' buttons in the main form to their respective panels, illustrating the filtering process.

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.

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 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

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](#) [↷ 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 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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