Bitdefender

GravityZone

CONNECTWISE MANAGE INTEGRATION GUIDE

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Bitdefender GravityZone ConnectWise Manage Integration Guide

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Bitdefender

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1. INTRODUCTION

1.1. Scope of This Document

This document aims to explain how to configure ConnectWise and Bitdefender Control Center, for the automatic ticketing and billing services to work.

This document is intended for Managed Services Providers with partner accounts in the Bitdefender Control Center.

1.2. Bitdefender and ConnectWise

Bitdefender GravityZone is an enterprise security solution that helps organizations to achieve the best protection and performance for their business needs. Control Center, a centralized security management console, allows administrators to remotely install and manage security for any endpoint, in any location and environment. A local application called Bitdefender Endpoint Security Tools is installed on each endpoint.

ConnectWise is a business management solution, assisting vendors and partners to bring together products, services and people.

The two solutions work together through API keys generation, available within ConnectWise. MSPs can automatically create tickets and billing procedures for their customer companies, based on security services delivered by Bitdefender.

The ConnectWise integration allows the following actions:

- 1. Connect Bitdefender Control Center to a ConnectWise account. Configure a new integration within Bitdefender Control Center and provide your ConnectWise account details (URL, company name, public and private keys).
- 2. Setup the ticketing service. Once enabled within the Bitdefender integration wizard, tickets are automatically created in ConnectWise for the following types of events:
 - **Malware Outbreak.** This type of ticket is triggered each time a specific percentage of protected endpoints is infected with the same malware.
 - **Blocked URLs.** This type of ticket is triggered when a protected endpoint is trying to access a web address blocked through a security policy.
 - **Outdated clients.** This type of ticket is triggered when the percentage of outdated clients within a managed company has exceeded the defined

threshold. The threshold represents a percentage of the total number of endpoints under a managed company.

- 3. Setup the billing service. This functionality is reporting to ConnectWise the number of active protected endpoints for each managed company with a monthly subscription. Based on these figures, ConnectWise can determine a price and issue an invoice for each managed company, at the end of the month. For this functionality to work, a pricing model has to be defined in ConnectWise for each managed company.
- 4. **Import ConnectWise companies to Bitdefender Control Center.** You can easily import your ConnectWise companies to Bitdefender Control Center:
 - During the initial integration setup (wizard-guided).
 - On demand, after setting up the ConnectWise integration, using the options available in the **Companies** page.

2. INTEGRATION PREREQUISITES

To connect your Bitdefender Control Center account to ConnectWise, you must meet the following requirements:

- Bitdefender Control Center partner account.
- Monthly Usage license key issued by Bitdefender.
- ConnectWise User Account.
- API Key generation, required for setting up the ConnectWise integration with Bitdefender Control Center.
- ConnectWise companies must be successfully imported to Bitdefender Control Center.

3. SETTING UP CONNECTWISE WITH API KEYS

Log in to ConnectWise to start the configuration. We recommend using the ConnectWise on premises client rather than the web client.

You need to generate API keys for authentication. These authentication parameters are unique to ConnectWise Members, granting them access to company resources.

To generate API keys:

- 1. Go to System > Security Roles.
- 2. Click + New Item to create a Security Role and type a name in the Role ID field.

Security Roles > New Role New Role								
<	く + 曽 臣 む 前							
New Role								
Role	ID:	new se	curity r	ole				

New Role

- 3. Click 🖺 Save.
- 4. Edit the Security Role to add the following permissions:
 - Companies > Company Maintenance: Inquire level set to All
 - Finance > Agreements: Add Level, Edit Level and Inquire level set to All

Important

This feature is unavailable for Basic Plan accounts.

- Procurement > Products: Inquire level set to All
- Procurement > Product Catalog: Inquire level set to All
- Project > Project Ticket Tasks: Inquire level set to All
- Project > Project Tickets: Inquire level set to All
- Service Desk > Service Tickets: Add Level and Inquire level set to All

Security Roles > Security Modules Security Modules for Role - new security role								
Role: new security role V								
< + History ∨	Ū					0		
\sim	Add Level	Edit Level	Delete Level	Inquire Level	Last Update	Updated By		
✓ Companies					06/27/2017	Training Admin3		
V Finance					06/27/2017	Training Admin3		
✓ Marketing					06/27/2017	Training Admin3		
V Procurement					06/27/2017	Training Admin3		
✓ Project					06/27/2017	Training Admin3		
✓ Sales					06/27/2017	Training Admin3		
V Service Desk					06/27/2017	Training Admin3		
V System					06/27/2017	Training Admin3		
✓ Time & Expense					06/27/2017	Training Admin3		

Security Modules

Important

Product Catalog is displayed as Product Entry in all versions prior to 2017.5.

- 5. Create an API Member as follows:
 - a. Go to System > Members.
 - b. Go to the API Members tab.
 - c. Click + New Item to add a new entry.
 - d. Fill in the mandatory fields and assign the previously created Security Role.
 - e. Click 🖺 Save to apply changes.

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Members - API Members - John Doe (MemberID)	Members - API Members > Details John Doe (MemberID)									
Details Skills	Certification Delega	tion Accruals	API Keys	API Logs	ø					
🗲 🕂 💾 🛱 🗅 Delete Unused Timesheets 🖀										
i Updated: 5/29/2017 12	:09:56 PM by Admin3									
Member Information										
Member ID: * M	1emberID	License Class:	API		~					
Password (32 max): * 🔹	****	Disable Online	Enable Mobile Edi	ition						
Confirm: * *	*****	Type:			~					
First Name: * J	ohn	Employee ID:								
Middle Initial:		Vendor Nbr:								
Last Name: * D)oe	Notes:			^					
Title:					\sim					
Report Card:	~	Time Zone: •	US Eastern 🗸 🗸	Country:	~					
Photo:				Browse	* 2					
Contact Information										
Default Em	nail *	Default	Phone *							
Office:	e@company.com	Office:		E	ixt:					
Mobile: O		Mobile:	+17010101010	E	ixt:					
Home: O		Home:		E	ixt:					
Security Information										
Role ID: • ner	wAPI ~	Level: •	Corporate	\sim						
Manage Administrator		Name: *	Corporate	\sim						

Member ID

- 6. Go to the API Keys tab.
- 7. Click + New Item to add a new entry.
- 8. Write down the name in the **Description** field.
- 9. Click Save to generate Public and Private API Keys.



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Members - / John Doe (M	Members - API Members > Public API Keys > API Keys John Doe (MemberID)							
Details	Skills	Cer	tification	Delegation	Accruals	API Keys	API Logs	\$
< +	E E	Ð	History 🗸	Ū.				
Public API K	Key							
Description:		*	basic auth					
Public Key:		*						
Private Key:		*						
Note: The pri	ivate key is o	nly ava	ailable at the t	time the key is cr	eated. Please ma	ake a note of it.		

API Keys



Important

The Private Key is only available the first time you create it. Please make a note of it to be later used in the Configure ConnectWise Integration screen.

4. MANAGING THE CONNECTWISE INTEGRATION WITHIN BITDEFENDER CONTROL CENTER

4.1. Configure the ConnectWise Integration

- 1. Log in to Bitdefender Control Center using your partner credentials.
- 2. Point to your username in the upper-right corner of the console and choose **Integrations**. The **Integrations** page will show up.

٠	Welcome, Partner
	My Account
	My Company
	Integrations
	Credentials Manager
	Logout

Cloud Console Integration

- 3. Click the 🕂 Add button at the left side of the table.
- 4. Click Add ConnectWise Integration link. The integration wizard will appear.



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Configure ConnectWise integration settings								
Enter Company Administrator Account Details								
URL: *	https://new-api.connectwise.com							
Company: *	Company]						
Public Key: *	nt1nr24ak512]						
Private Key: *	••••••]						
Options								
Receive tickets for:	✓ Malware Outbreak							
	Threshold: 5							
	✓ Blocked URLs							
	 Outdated clients 							
	Threshold: 50							
Send billing information	ı							
		Cancel	Save					

Integration Settings

- 5. Under the **Company Administrator Account Details** section, enter the required ConnectWise credentials:
 - URL: the ConnectWise server address.
 - Company: your ConnectWise Company ID.
 - **Public Key** and **Private Key** : generated after you created an API Member in ConnectWise.
- 6. Under **Options**, define the services you want to use with the ConnectWise platform:
 - Select the type of tickets you want to automatically create from Bitdefender Control Center:
 - Malware Outbreak. This type of ticket is triggered each time a specific percentage of protected endpoints is infected with the same malware.

- **Blocked URLs**. This type of ticket is triggered when a protected endpoint is trying to access a web address blocked through a security policy.
- Outdated clients. This type of ticket is triggered when the percentage of outdated clients within a managed company has exceeded the defined threshold. The threshold represents a percentage of the total number of endpoints under a managed company.

For more details regarding the tickets workflow, refer to the Ticketing Setup chapter.

- Send billing information enables Bitdefender to report the number of active protected endpoints for each managed company. For the billing service to work, you need to provide the following information:
 - Agreement Type: enter the name of the previously created Agreement Type.
 - **Product**: enter the relevant **Product** for your managed company.

For more details regarding the billing workflow, refer to the Billing Setup chapter.

- 7. Click **Save**. Wait until Bitdefender Control Center connects to ConnectWise with the provided credentials.
- 8. After the connection with ConnectWise has been established, the wizard will load all your managed companies. Import to Bitdefender Control Center the list of desired companies, as follows:
 - a. Select the companies ready to be imported. Use the search box under **Company Name** or the filter under **Company Status** to easily find a specific company.
 - b. Choose the **Licensing type** for the imported companies. Each company under Bitdefender Control Center must have the licensing option filled in. You can opt between the following license types:
 - **Trial**. A 30 days trial license key is automatically assigned to each imported company.
 - **Monthly Subscription**. Each imported company will share the seats available on your Bitdefender monthly usage license key.

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Import companies from ConnectWise									
Information You can always update your imported companies by going to Companies > Add > Import companies from ConnectWise.									
	Company Name	Company Status							
		•							
	Your Company	Active							
	Company_2	Active							
	Company_3	Credit Hold							
	Company_4	Active							
	Company_5	Active							
	Company_6	Active							
	Company_7	Attention needed							
	Company_8	Active							
	First Page \leftarrow Page 1 of 26 \rightarrow Last Page 20	• 514 items							
Licens	ing type for imported companies: Trial +								
		Close Import							

Import Companies from ConnectWise



Warning

For the billing integration to work, managed companies must have a monthly subscription.

 Click Import. Wait until your ConnectWise companies are imported to Bitdefender Control Center. Imported companies will appear in the Network group, under your Network inventory. You can also edit each company using the options available in the Companies page.

Bitdefender GravityZone	Filters v								
Dashboard	◆ Add ⊘ Edit) Tasks 🔞 Reports	R Assign Policy	Go to container 🛛 🕀 R	covery manager	Delete O Refre	sh	
Network	- ConnertWise		Name	os	IP	Last Seen		Label	
Packages	- u Connectwise		Q	Q	5				ρ
Tasks	+ 📰 Customer		Companies			N/A N/F			
Policies	+ 🖏 Partener1 (M)		S. Network			N/A		N/A	
Assignment Rules	- 👜 Partener2 (trial)								
Reports	+ 🏦 Companies								
Quarantine	+ B Network								
Companies	+ 👜 Partener 3 (licensed)								
A									

Network Inventory

Once configured, the ConnectWise integration will be visible in the **Integrations** page.

4.2. Edit the Settings for ConnectWise Integration

To edit the settings of your ConnectWise integration, all you need to do is to click **ConnectWise** in the **Integrations** page. You will be able to change the integration's credentials and modify the selected features.

When done, click Save to apply changes.



Important

Importing new companies from ConnectWise is not available while editing the integration's settings. After the first ConnectWise integration setup, you can import new ConnectWise companies only by using the options available in the **Companies** page. For more information, refer to the Managing ConnectWise Companies in Bitdefender Control Center chapter.

4.3. Disable the ConnectWise Integration

To disable the ConnectWise integration, go to the **Integrations** page. Select its checkbox and click the \bigcirc **Delete** button, at the left side of the table. The integration is removed once you have confirmed the action.

5. TICKETING SETUP

Bitdefender Control Center can be configured to automatically create tickets in ConnectWise for the following type of events: malware outbreak, blocked URLs and outdated clients.

For the ticketing service to work, the following conditions must be fulfilled:

- 1. At least one ticket type is enabled and configured as required in the ConnectWise integration wizard.
- 2. Bitdefender Endpoint Security Tools (the client security software) is installed on endpoints belonging to your managed companies.

When a ticket is created, Bitdefender sends a ticket summary and a detailed description of the issue to ConnectWise.

Once you have evaluated and eventually solved the ticket, you can close it. To view tickets in ConnectWise:

- 1. Go to Service Desk > Service Ticket Search.
- 2. In the **Company** column, search for the company you are interested in. ConnectWise will display all the tickets created for that company.

Servi	ce Ticket Search							
Servi	ce Ticket Search							
+	🖨 Actions 🗸	SEARCH	CLEAR		Export	View (No View)	~ 0	< 1-3 of 3 V >
_ в	Ticket Type	Ticket #	Priority	Company	Summary Description	То	Budget Contact	Status
	Service Tic 🗸	A	u ~	ConnectWise	malware			
	Service Ticket	<u>4624</u>		ConnectWise	Malware outbreak detected	<u>0.00</u>	0.00 ConnectWise	New (not responded)
	Service Ticket	4623		ConnectWise	Malware outbreak detected	0.00	0.00 ConnectWise	New (not responded)
	Service Ticket	4622		ConnectWise	Malware outbreak detected	0.00	0.00 ConnectWise	New (not responded)

Service Ticket Search

5.1. Malware Outbreak Tickets

A malware outbreak ticket is created in ConnectWise each time a specific percentage of protected endpoints is infected with the same malware.

You can configure the malware outbreak ticket threshold in the ConnectWise integration wizard.

For example, when the threshold is set to 5 for a company, and a virus is detected on 5 out of 100 endpoints, a malware outbreak ticket will automatically be created for that company, in ConnectWise.

Options			
Receive tickets for:	✓ Malware Outbreak		
	Threshold: 5		
	Blocked URLs		
	Outdated clients		
Send billing informati	on		
		Cancel	Save

Malware Outbreak

Note

Another malware outbreak ticket can be generated if the same infection is still detected in the network, twenty four hours after the initial ticket was raised.

5.2. Blocked URLs Tickets

Blocked URLs tickets are automatically created when a protected endpoint is trying to access a web address that is blocked through a security policy.



Important

Bitdefender Control Center creates only one Blocked URLs ticket for the same web domain. For example, Bitdefender Control Center will not generate a new ticket when another URL path or sub-domain is getting blocked within the same company. This can happen regardless of a ticket's closed status.

New Blocked URLs tickets can be generated only for other domains that are blocked through the security policy.

In the Bitdefender Control Center, you can configure the security policies to block web traffic by categories, and also by specific URLs:

 Blocking website categories. To view the policy web control settings, open the Policies section and go to Content Control > Web > Web Control Settings >

Categories. In this section, you can enable the web categories filter and define web rules (allow or block) for each web category.

Bitdefender GravityZone						
Dashboard	General	+	🗹 Web Access Con	trol	Settings	
Network	Antimalware	+				
Packages	E Firewall	+	🔿 - Block	Web Control Settin	gs 🔻	
Tasks	Content Control	-	O - Schedule	Scheduler Categories	Exclusions	
Policies	Traffic		Allow	🗹 Web Categories Fi	ilter	
Assignment Rules	Web		Antiphishing			
Reports	Data Protection		Protection against	 Aggressive Normal 	Permissiv The Web	e - Only high risk categories are blocked Category Filter will be automatically set up to allow all categor
Quarantine	Applications		Protection against	• Permissive	Hate/Viol Suicide a	ence/Racism/Illegal Drugs, Medicine/Alcohol/Cigars, Pornogra nd Narcotics.
Companies	Device Control	+		 Custom 		
Accounts	•) Relav	+		Treat Web Categori	ies as exception	s for Web Access 🕧
User Activity	57 Exchange Protection			Show detailed alert	s on client	
Configuration	23 Exchange Protection	Ŧ		Web Rules		× Block All
Update	Encryption	+		Web Deven		- III Waxaa

Web Control Settings: Categories

For example, if you assign a policy to block social network websites, and one endpoint is trying to access www.linkedin.com, a ticket will be created in ConnectWise for the parent company. The ticket description will specify that an URL has been blocked for the www.linkedin.com domain.

 Blocking specific URLs. You can also configure security policies to block specific URLs, by enabling web exceptions and adding the specific URLs that you want to block. To accomplish that, open the Policies section, go to Content Control > Web > Web Control Settings > Exclusions and define the settings accordingly.

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Bitdefender GravityZone

Bitdefender GravityZone				
Dashboard	🗘 General +	Web Access Control Settings		
Network	Antimalware +			
Packages	+ Firewall +	🔿 - Block	Web Control Settings	
Tasks	Content Control -	🔿 - Schedule	Scheduler Categories Exclusions	
Policies	Traffic	Allow	✓ Use Exceptions	
Assignment Rules	Web	Antiphishing	Add URL (e.g. www.bitdefender.com or *.bitdefender.com)	Block
Reports	Data Protection	Protection agai		
Quarantine	Applications	Protection again	Web Address	Permission
Companies	Device Control +		linkedin.com	Block
Accounts	a) Pelav +		East Date / Date of 1 / Last Date 20	
User Activity	- Nelay			
Configuration	Exchange Protection +		Save Cancel	
Update	Encryption +			

Web Control Settings: Exclusions

5.3. Outdated Clients Tickets

Outdated Clients tickets are created when the percentage of outdated clients within a managed company has exceeded the defined threshold. The threshold represents a percentage of the total number of endpoints under a managed company

Bitdefender Control Center reports that the Bitdefender Endpoint Security Tools client is outdated if either the product, or the virus signatures have not been updated in the first twenty four hours following an update release.

You can configure the threshold for the Outdated Clients ticket in the ConnectWise integration wizard.

For example, for a threshold of 50, when the number of outdated clients of a company reaches 50 out of 100 endpoints, an Outdated Clients ticket will automatically be generated for that company in ConnectWise.



Note

Another Outdated Clients ticket for the same company can be generated only if the current ticket had been manually closed in ConnectWise.

6. BILLING SETUP

The billing integration allows you to receive Bitdefender Control Center usage reports for each managed company in ConnectWise.



Important

This feature is unavailable for Basic Plan accounts.

Once the billing integration has been enabled, Bitdefender Control Center sends out the number of active computers protected with Bitdefender Endpoint Security Tools to the configured ConnectWise server.

A Bitdefender Endpoint Security Tools client is considered active only if a connection to the the Bitdefender Control Center is established, at least once in a given month.

For the billing service to work, the following conditions must be fulfilled:

- 1. A pricing model is defined in ConnectWise for each managed company.
- 2. The billing service is enabled and configured as required in the ConnectWise integration wizard.

🔨 Important

For the billing service to work, make sure to correctly input the required information in the ConnectWise integration settings. All entries are case sensitive:

- Agreement Type: enter the name of the previously created Agreement Type name.
- **Product**: enter the relevant **Product** for your managed company.

Send billing information							
Agreement Type: *	System Support	Choose					
Product: *	System Support	Choose					
			Cancel	Sa			

Send Billing Information

3. Managed companies are licensed with a monthly subscription.

At the beginning of each month, Bitdefender Control Center creates a usage record for each managed company in ConnectWise. The usage record remains open during

the entire month. When a new client is installed in the same company, the usage record is automatically updated with the new count. New additions will be visible after a time period of four hours.

To view the usage records of a company in ConnectWise:

- 1. Go to Finance > Agreements.
- 2. Search for the previously created Agreement Type.
- 3. Go to the Additions tab.

A	Agreement Search > Additions							
	Cabellongreatient type							
<	Agreement Additions	2 Adjustn	nents 0	Agreements 0	Work Roles 0	Work Types 0 Sites () Invoice 0 Servi	ice 0 Time 🖒
<	+ Actions V SEAR	CH CLEAR				Export View (No View)	<u>~</u> ⑦ <	1 - 2 of 2 🗸 🔰 🗦
	Sequence Effective	Cancelled	Product ID	Description	Quantity	Price	Ext Price	
	All 🗸		1					
	1.00 06/30/2017	-	Product 1	Product 1	0.00	\$10.00	\$0.00	
	2.00 07/03/2017		Product 1	Product 1	0.00	\$10.00	\$0.00	

Additions

An **Addition** will be created at the start of the month and updated incrementally. Each **Addition** will be counted as a new value by the Update Request Processor, allowing the user to know exactly how many endpoints are active in a given month.



Important

New **Additions** cannot be added to an upcoming **Billing Start Date**. This can only be done after the service period start date.

7. MANAGING CONNECTWISE COMPANIES IN BITDEFENDER CONTROL CENTER

Importing your managed companies from ConnectWise to Bitdefender Control Center can be done in two stages:

- 1. At the final step of the initial ConnectWise Integration Setup. During further edits, the companies import options are no longer available from the ConnectWise integration.
- 2. At any time, in the Companies page from Bitdefender Control Center:
 - a. Log in to Bitdefender Control Center using your partner credentials.
 - b. Go to the **Companies** page.
 - c. Click the Add button from the upper left side of the table.

(*) Add (*) Activate (*) Suspend (*) Delete (*) Refresh						
Add New Company	Туре	 Managed 	License usage	License validity		
Import companies from ConnectWise	D Partner	× •	•			
Partener1 (M)	Partner	Yes	Licensed: 5, Unlicensed: 0, Reserved: 2, Total:	9 never		
Partener 3 (licensed)	Partner	Yes	Licensed: 0, Unlicensed: 0, Total: 255	28 August 2017		
Partener2 (trial)	Partner	Yes	Licensed: 0, Total: unlimited, Mailboxes: 0/unli	m expired		

Import Companies from ConnectWise

- d. Click **Import companies from ConnectWise**. Wait until Bitdefender Control Center retrieves the information from ConnectWise.
- e. Select the companies that you want to import and specify their licensing type using the options available at the lower side of the window. You can opt between the following license types:
 - **Trial**. A 30 days trial license key is automatically assigned to each imported company.
 - **Monthly Subscription**. Each imported company will share the seats available on your Bitdefender monthly usage license key.

Warning

For the billing integration to work, managed companies must have a monthly subscription.

f. Click **Import**. Wait until ConnectWise companies are imported to Bitdefender Control Center.