



**How-To Guide**

# **Integrate Netsurion Open XDR with IT Glue**

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## Abstract

This guide provides instructions to integrate Netsurion Open XDR with IT Glue which is an IT documentation tool.

**Note:**

The screen/ figure references are only for illustration purpose and may not match the installed product UI.

## Scope

The configuration details in this guide are consistent with Netsurion Open XDR 9.2 or later and IT Glue.

## Audience

This guide is for the administrators responsible for configuring and monitoring Netsurion Open XDR security and compliance summary reports in the IT Glue portal.

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# 1 Overview

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

## 2 Prerequisites

Netsurion Open XDR 9.2 or later must be installed.

## 3 Integrating Netsurion Open XDR with IT Glue

The Managed Service Providers (MSP's) using IT Glue will be able to view the Open XDR generated Security and Compliance Summary reports under the **Open XDR 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 Open XDR Groups and Systems with IT Glue Organizations and Configurations respectively.

Netsurion Open XDR	IT Glue
Groups	Organizations
Systems	Configurations

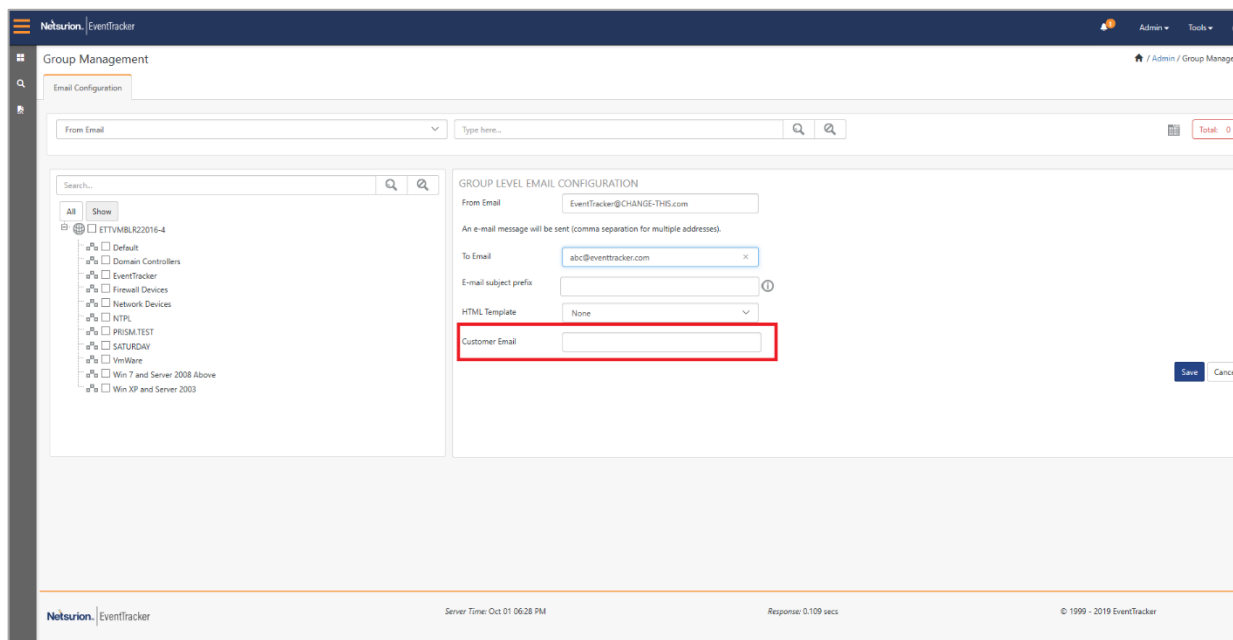
**Note:**

1. Multiple Open XDR groups can be linked to a single organization in IT Glue.
2. A single Open XDR System can be linked to a single configuration in IT Glue when mapped manually. However, during auto-mapping, only one system can be linked to one configuration.

## 4 Integration Steps for Auto-Mapping

### 4.1 Prerequisites for Auto-Mapping

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



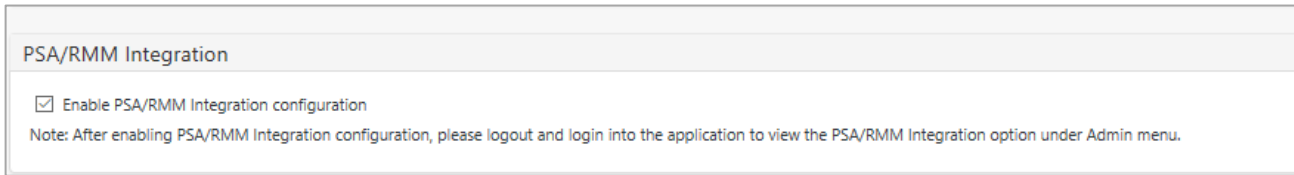
2. The above-configured email domain must be also configured in the respective IT Glue organization's contact which is marked as "Important".
3. The reporting Open XDR agent's MAC addresses must be added in the respective configurations in the IT Glue Organization.
4. The reporting Open XDR agent's MAC addresses must be registered in the Netsurion Open XDR console. This is supported only if the agent is updated with version 9.1 and above.

#### Note:

- Auto-mapping of the group and organization is done through 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 MAC address matching. Auto-mapping of systems works only for Windows systems as only Windows system's MAC addresses are registered through Open XDR agent (v9.1 onwards).
- Other sensor types such as syslog are not auto mapped since they do not carry MAC addresses. They must be mapped manually.

## 4.2 IT Glue Configuration and Integration

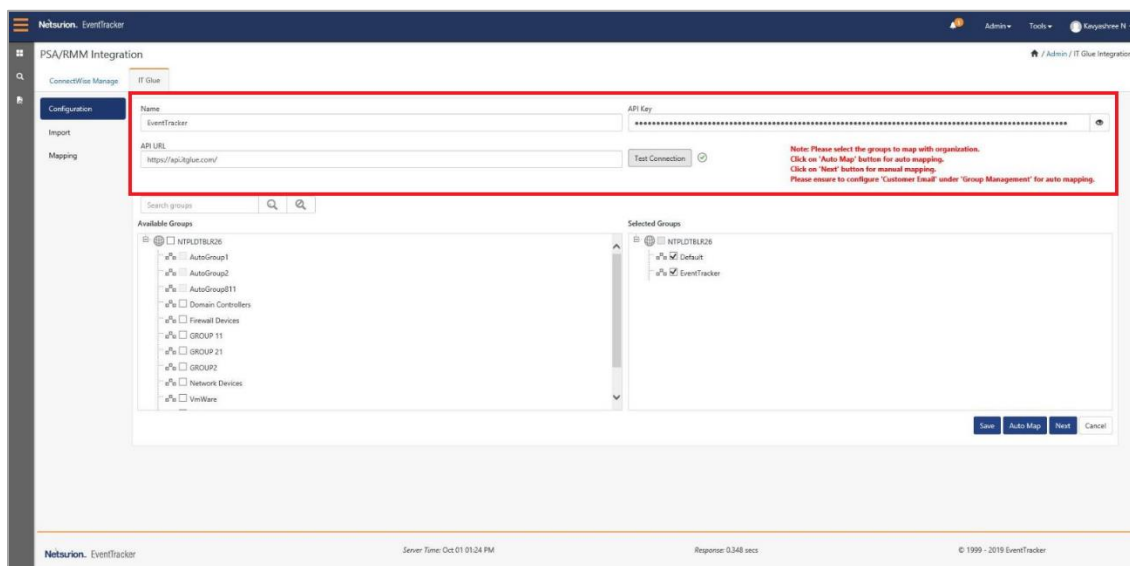
1. To enable IT Glue in Open XDR, login to **Open XDR Web > Admin > Manager**.
2. Select the checkbox **“Enable PSA/RMM Integration”**.



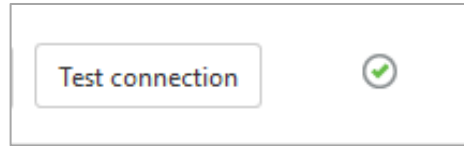
3. The **“PSA/RMM Integration”** option will be enabled in the **Admin** drop-down.



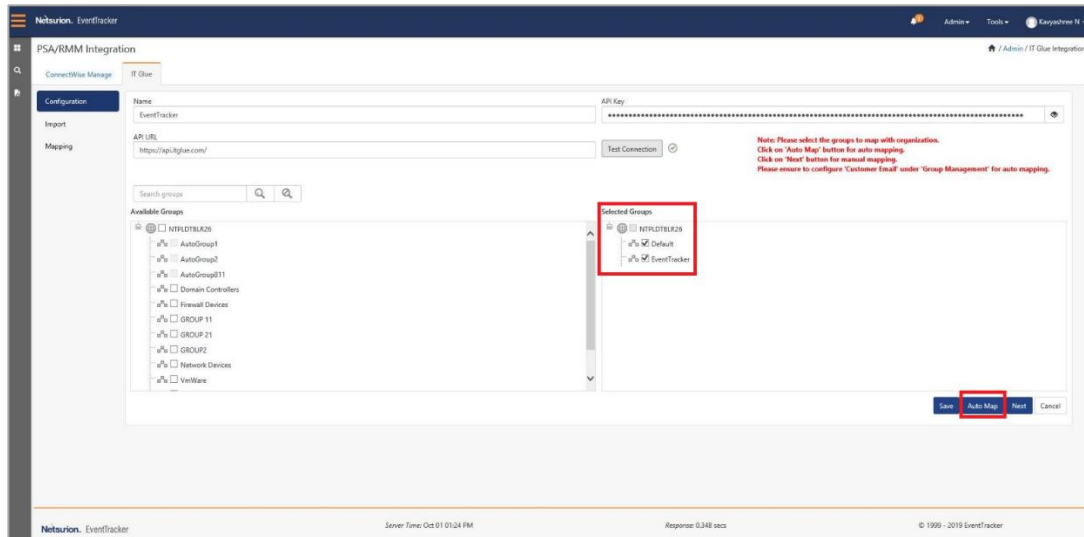
4. The Netsurion Open XDR administrator needs to contact the IT Glue portal member and get the credentials (API URL and API Keys) to connect to a specific instance. Please note that the API URL is different for the EU region.
5. Log in to the Open XDR web, navigate to **Admin**, and select the **PSA/RMM Integration** option.
6. Click the **IT Glue** tab, click the **Add** button to add an instance. Enter all the required inputs on the IT Glue page and click the **Test Connection** button.



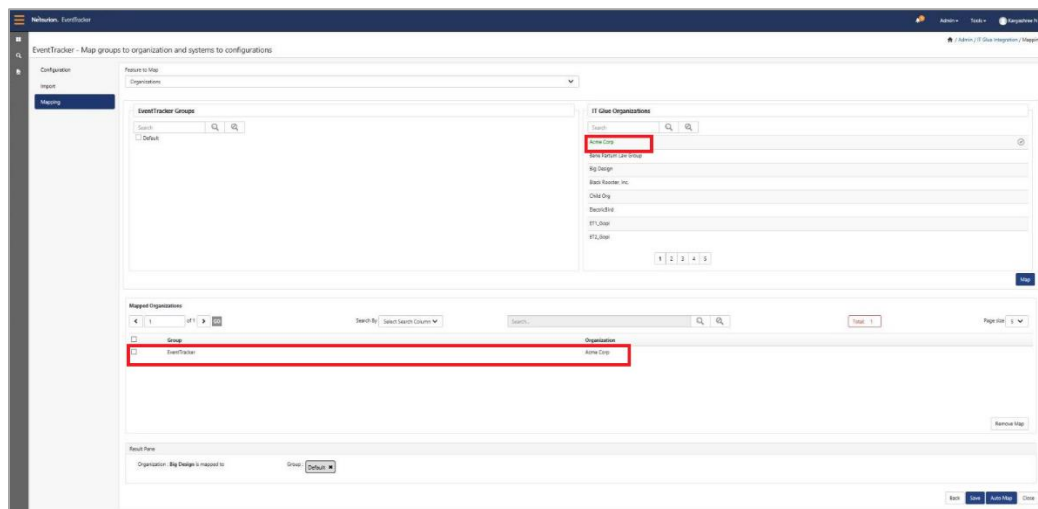
7. Once the connection is successful the green color indication will be displayed as shown below.



8. Select the groups from the available group list that are to be mapped and then click the **Auto Map** button to initiate auto-mapping.



9. Once the auto-mapping is completed (it may take several minutes based on the number of groups and systems), you can view the mapped entities on the **Mapping** page. Click **Next** and again **Next** to go to the **Mapping** page. In the Mapping section, all the mapped entities (organizations and configurations) are shown in the Mapped Organizations/Configurations pane. Also, the mapped entities are shown in green color.



10. At any time, you can remove 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 access to the console logs, view the log to know the progress of the auto-mapping and failures. All the mapped groups/organizations and systems/configurations are visible in the “Mapping” section. If there are any corrections to be made for the mapped entities, you can remove the mapping for those entities and map manually.
- In case the auto-mapping of groups and organizations fails, follow the manual mapping steps for mapping the groups with organizations. Refer the below sections for manually mapping groups and organizations. Once the manual mapping of groups with organizations is done, click the “**Auto Map**” button on the mapping screen to auto-map the systems and configurations.
- By default, the auto-map is initiated every 6 hours. In case you want to initiate the auto-map right away, go to the respective IT Glue instance and click the “**Auto Map**” button.
- Event 4018 is generated whenever auto-mapping fails between the group and the organization. Auto-map fails whenever there is a duplication of the email domain found. The corresponding alert is generated if enabled.
- Event 4019 is generated whenever auto-mapping fails between the system and configuration. Auto-map fails for the three reasons. The corresponding alert is generated if enabled.
  - When there is no MAC ID associated with Netsurion Open XDR.
  - When the corresponding configuration is not found in IT Glue based on the MAC ID matching.
  - When a duplicate MAC ID is found in IT Glue.

## 5 Integration Steps for Manual Mapping

### 5.1 IT Glue Configuration and Integration

1. To enable **IT Glue** in Netsurion Open XDR, login to the **Open XDR Web > Admin > Manager**.
2. Select the checkbox **Enable PSA/RMM Integration configuration**.

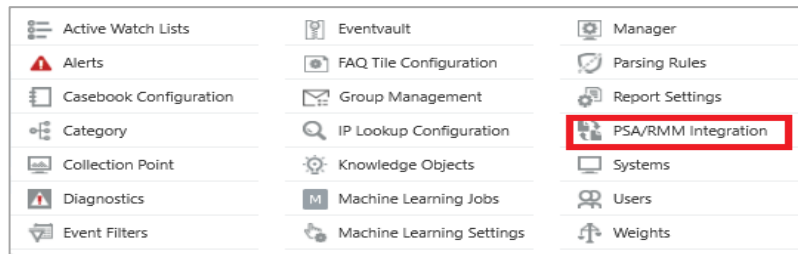
PSA/RMM Integration

Enable PSA/RMM Integration configuration

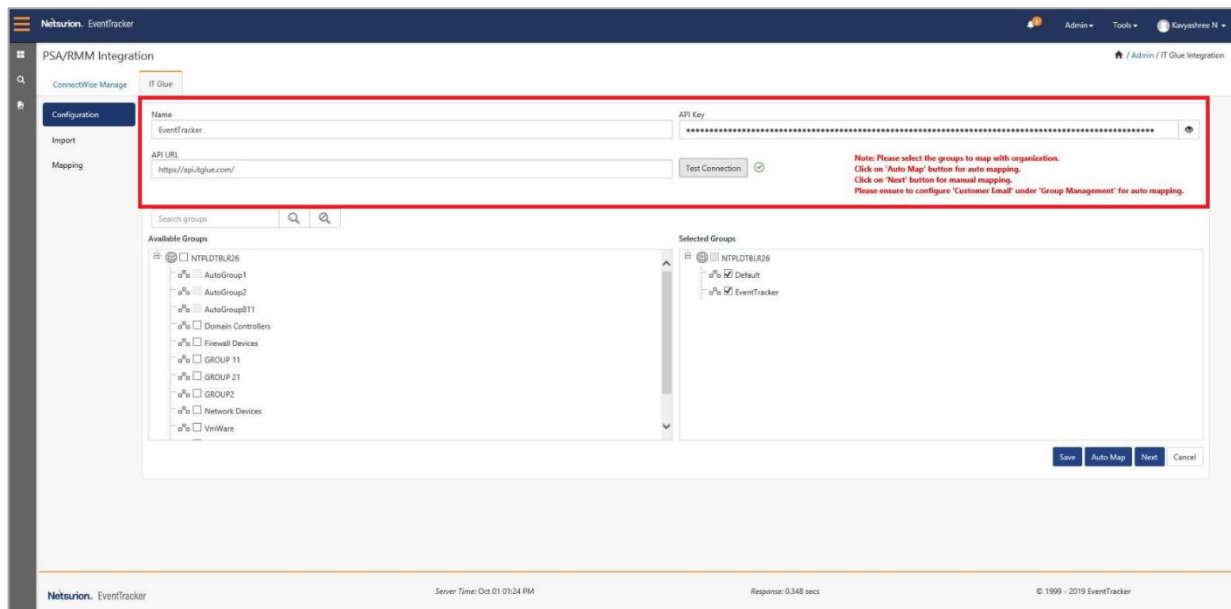
Note: After enabling PSA/RMM Integration configuration, please logout and login into the application to view the PSA/RMM Integration option under Admin menu.



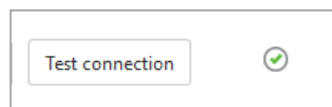
3. The “PSA/RMM Integration” option is enabled in the **Admin** dropdown.



4. The Netsurion Open XDR Administrator needs to contact the IT Glue portal member and get the credentials (API Keys) to connect to a specific instance.
5. Login to the Netsurion Open XDR web, navigate to **Admin**, and select the **PSA/RMM Integration** option.
6. Click the **IT Glue** tab, click the **Add** button to add an instance. Enter all the required inputs in the IT Glue page and click the **Test Connection** button.

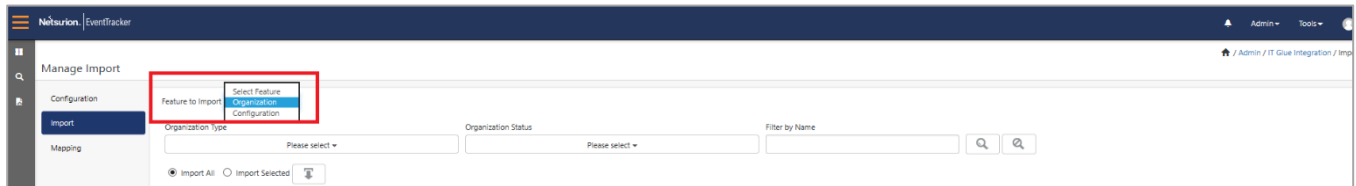


7. Once the connection is successful, the green color indication will be displayed as shown below:

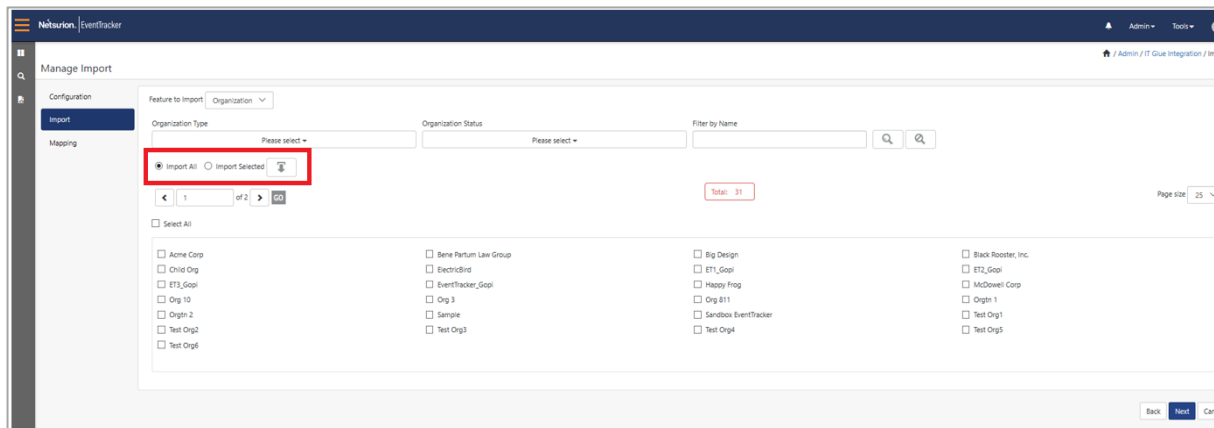


## 6 Manual Mapping of Groups and Systems

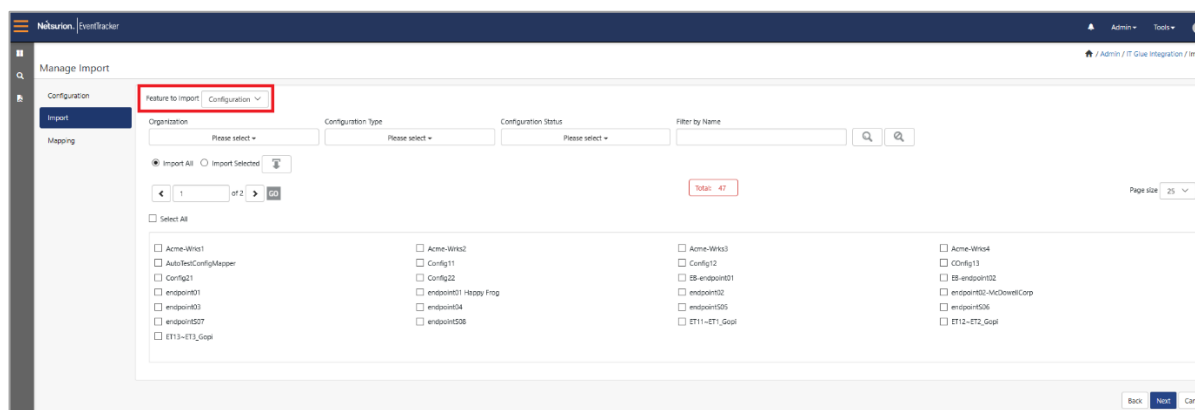
1. Select the groups from the available group list that are to be mapped and click the **Next** button.
2. In the **Feature to Import** field, select **Organizations**.



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

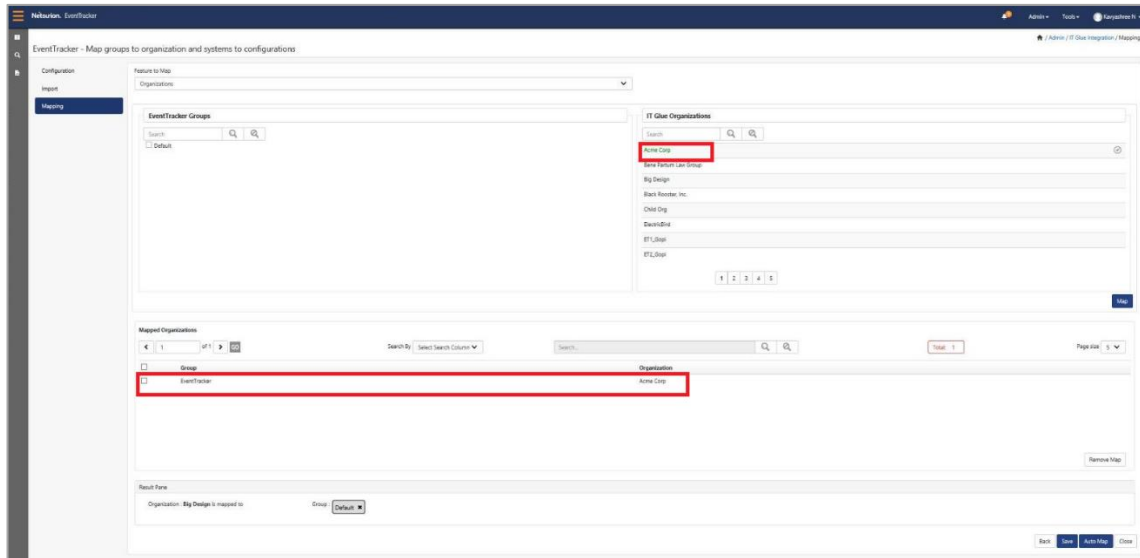


6. Follow similar steps to import the configurations by selecting the **Configurations** option from the dropdown.



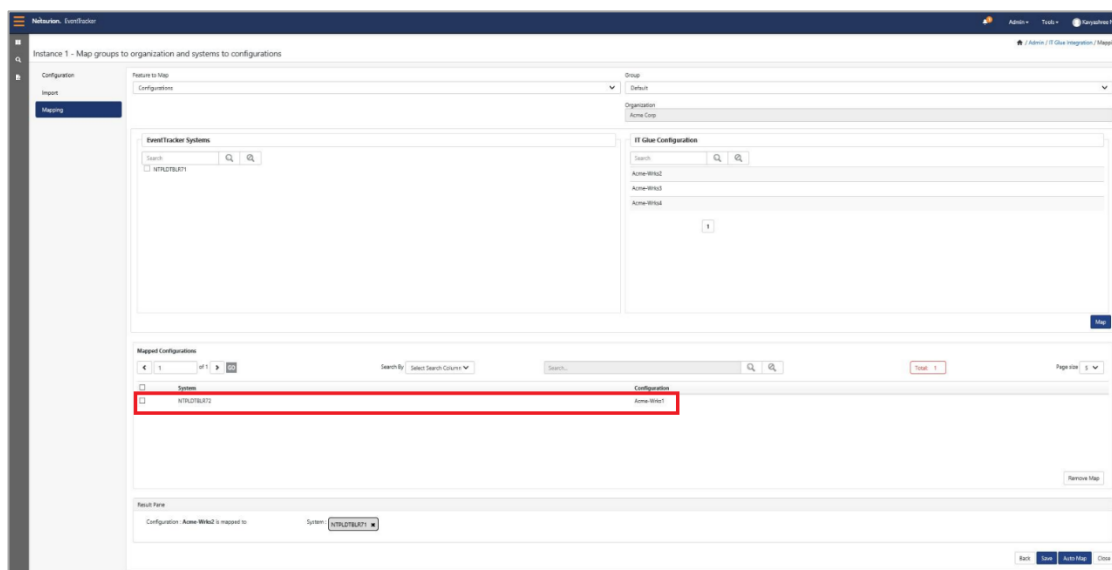
7. Click **Next** to proceed with mapping.
8. In the **Feature to Map** field, select the organization. The left pane shows all the Open XDR groups configured for this IT Glue instance. The right pane shows all the imported organizations.

9. To map, select the Open XDR 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 **Map**.
11. The mapped group and organization will be listed in the result pane as highlighted in the figure below.
12. Once the mappings are done, save it.



**Note:**

If there are groups that are mapped to the organization already, it gets listed in green color and is shown in the Mapped Organizations pane.

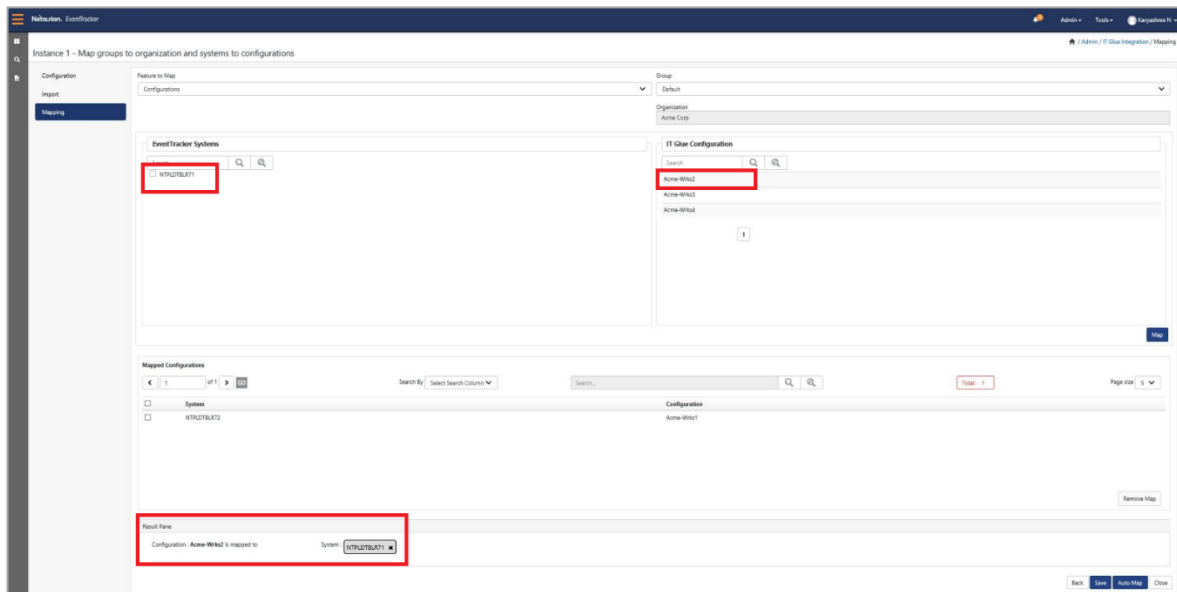


13. In the **Feature to Map** field, select **Configurations**.
14. Select the respective group from the dropdown list.

**Note:**

Only the mapped groups are shown in this dropdown list. The left pane shows all the Open XDR systems belonging to the selected group. The right pane shows all the imported configurations.

15. To map, select the Open XDR systems from the left pane and the IT Glue configurations from the right pane.
16. Click **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 time, you can remove the mapping by selecting the **Remove map** option.



## 7 Publishing Reports to IT Glue

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

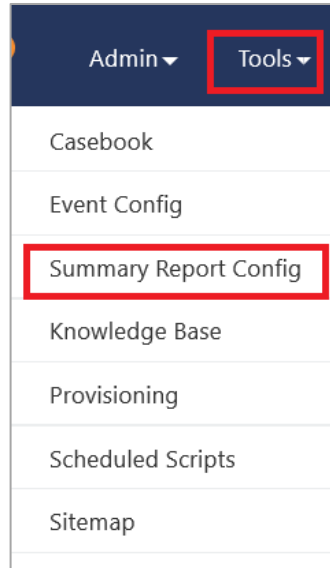
Enabling the option “**Publish report to the IT Glue**” in the **Report Configuration** tab will upload an HTML file of your report to the IT Glue website and you will be able to see it.

### 7.1 Publish Report to IT Glue

1. Login to Netsurion Open XDR. From the Home page, click the **Tools** option and choose the **Summary Report Config** option.

**Note:**

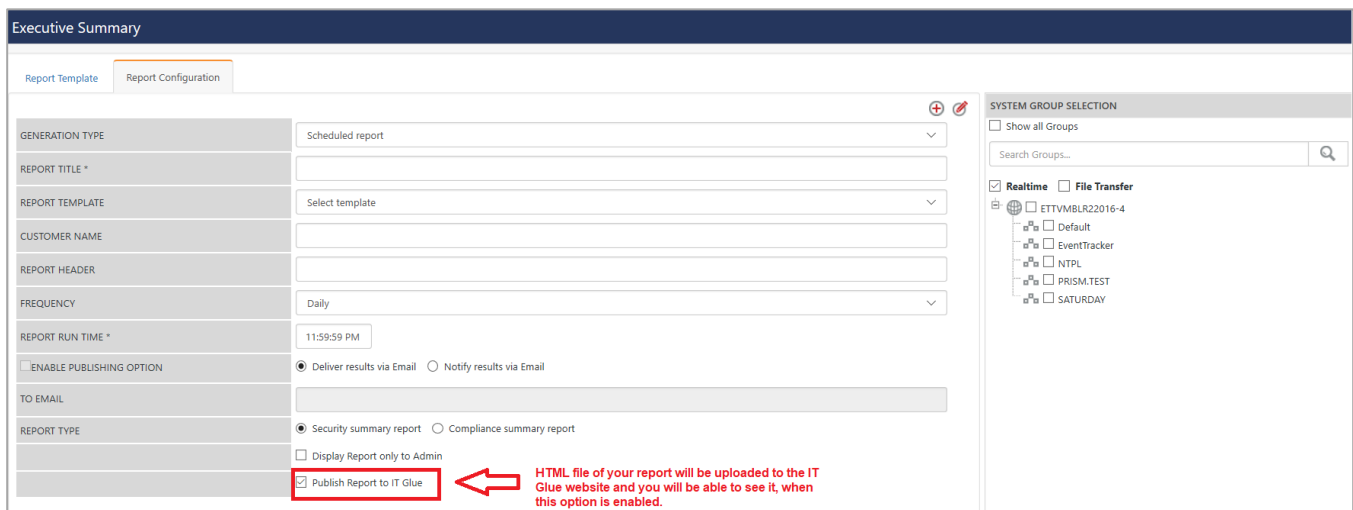
If you do not see this option, please contact the Netsurion support team to enable this option.



2. In the Executive Summary page, select 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 needs to be generated as shown in the following figure. Click the **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 process before setting this option.



5. Once the report is generated (as per the configuration), the report will be published to IT Glue under the respective organizations based on the group and organization mapping.
6. The published Reports can be viewed under Flexible Asset Type **“Netsurion Open XDR Reports”** on the IT Glue website as shown in the below figure.

**Note:**

You need to customize the sidebar in IT Glue to view this option.

Report Name	Report Generation Date	Report File	Expiry Date
EDR Summary Reports	Sep 18, 2019	EDR_Summary_Reports_1239_1568744999.html	Sep 18, 2020
EDR Summary Reports	Sep 19, 2019	EDR_Summary_Reports_1239_1568963280.html	Sep 19, 2020
EDR Summary Reports	Sep 19, 2019	EDR_Summary_Reports_1239_1568967000.html	Sep 19, 2020
EDR Summary Reports	Sep 20, 2019	EDR_Summary_Reports_1239_1568972400.html	Sep 20, 2020
EDR Summary Reports	Sep 23, 2019	EDR_Summary_Reports_1239_1569052440.html	Sep 23, 2020
EDR Summary Reports	Sep 23, 2019	EDR_Summary_Reports_1239_1569138840.html	Sep 23, 2020
EDR Summary Reports	Sep 23, 2019	EDR_Summary_Reports_1239_1569225240.html	Sep 23, 2020
EDR Summary Reports	Sep 24, 2019	EDR_Summary_Reports_1239_1569311640.html	Sep 24, 2020
EDR Summary Reports	Sep 25, 2019	EDR_Summary_Reports_1239_1569398040.html	Sep 25, 2020
EDR Compliance Summary Reports	Sep 27, 2019	EDR_Compliance_Summary_Reports_1243_1569522599.html	Sep 27, 2020
EDR Compliance Summary Reports	Sep 27, 2019	EDR_Compliance_Summary_Reports_1243_1569522599.html	Sep 27, 2020
EDR Summary Reports	Sep 27, 2019	EDR_Summary_Reports_1239_1569656940.html	Sep 27, 2020
EDR Summary Reports	Sep 27, 2019	EDR_Summary_Reports_1239_1569656940.html	Sep 27, 2020
EDR Summary Reports	Sep 27, 2019	EDR_Summary_Reports_1239_1569657180.html	Sep 27, 2020

**Note:**

- If the configuration is mapped to a system and the report contains data for that system, then the related items section displays the 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.

EventTracker\_Group / EventTracker Reports\_Nam... / EDR Summary Reports 201...

## EDR Summary Reports 2019-09-19

EventTracker Reports\_Name\_GopiModified

**Report Name**  
EDR Summary Reports

**Report Generation Date**  
Sep 19, 2019

**Report File**  
EDR\_Summary\_Reports\_1239\_1568967000.html

**Expiry Date**  
Sep 19, 2020

Show who has access to this EventTracker Reports\_Name\_GopiModified

Edit PDF Copy

Delete + New

Attachments

Drop file or click to upload

Embedded Passwords

No Embedded Passwords to show

Add Password

**Related Items**

Configuration EventTracker

Add Related Item

## 8 Publishing Reports Manually

You can manually publish the reports 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 the respective report's Gear icon.
4. Select the **Publish to IT Glue** option.

Report Dashboard

374 Report Status  
Generated report status

374 Review Status  
Review status for generated reports

374 Generation Type  
Generated reports by Generation type

Bookmarks  
References

Reports Top Level Summary  
Duration Oct 29 06:04 PM - Nov 28 06:04 PM

Search

Page size: 25 Total: 374

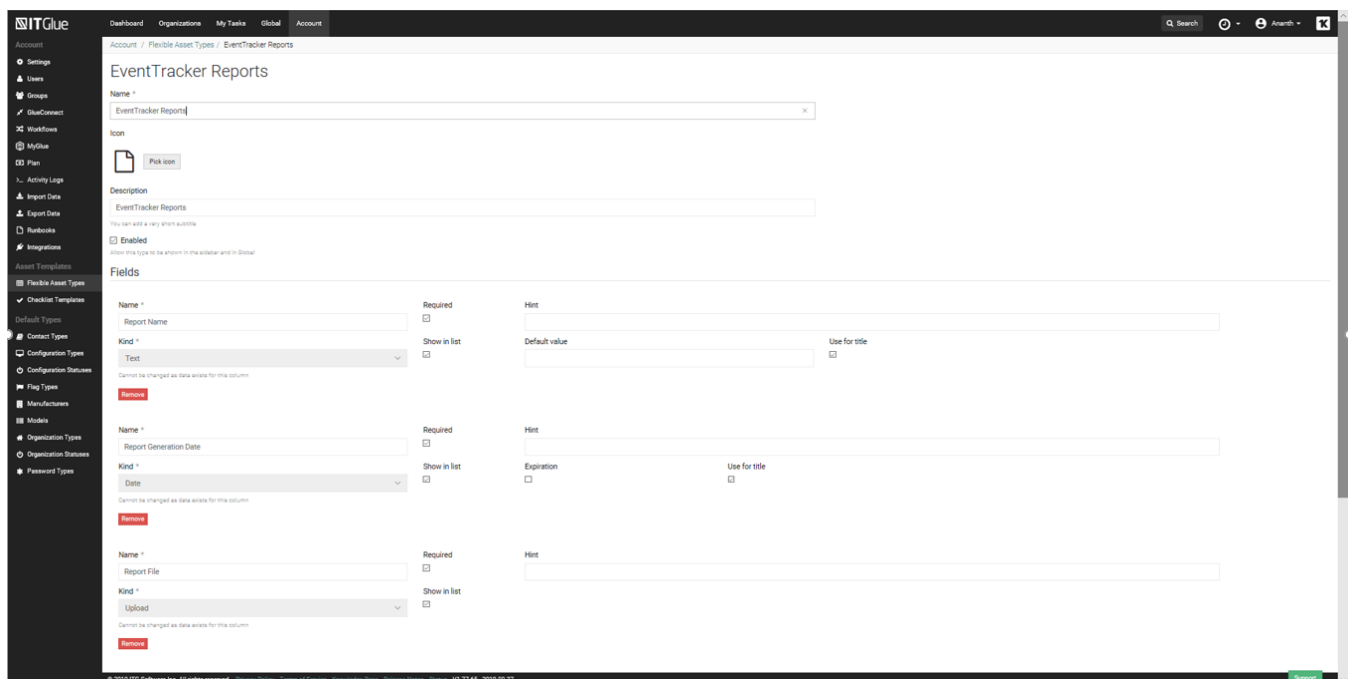
Title	Type	Generation Type	Generated On	Size (KB)	Actions
EDR Summary Reports_Dec	Security Summary	Schedule	Nov 28 06:00:04 PM	19	<ul style="list-style-type: none"> <li>Email report</li> <li>Add to Casebook</li> <li>Add notes</li> <li>Information</li> <li><b>Publish to IT Glue</b></li> </ul>
EDR Summary Reports_Dec	Security Summary	Schedule	Nov 28 01:31:03 PM	19	
All information events	Extended Summary	Schedule	Nov 28 02:48:03 PM	60	
EDR Summary Reports_Dec	Security Summary	Schedule	Nov 28 01:26:03 PM	19	
EDR Summary Reports_Dec	Security Summary	Schedule	Nov 28 01:16:32 PM	19	

## 9 Flexible Assets in IT Glue

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



## 10 Netsurion Open XDR DSI Assets for IT Glue

DSI assets for IT Glue is available in the installed path and can be configured into Netsurion Open XDR.

After installing the IT Glue-supported build or update, the below-mentioned DSI assets are present in the following path:

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



## 10.1 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.

Alert Name	Threat	Active	Email	Forward as SNMP	Forward as Syslog	Remedial Action at Console	Remedial Action at Agent	Applies To
IT Glue: Automap failed for groups	Yellow dot	Off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	IT Glue
IT Glue: Automap failed for systems	Yellow dot	Off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	IT Glue
IT Glue: Report Upload failed	Yellow dot	Off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	IT Glue

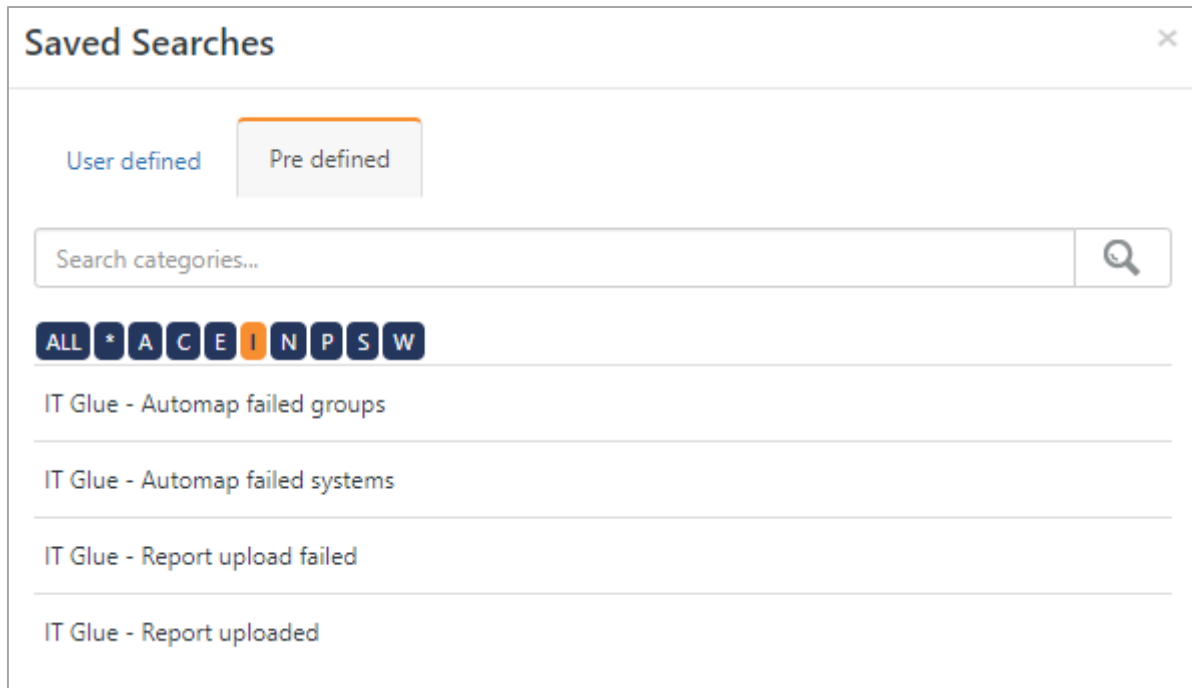
## 10.2 Reports

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

Title	Created on	Modified on
IT Glue - Report upload failed	Nov 27 12:17:20 PM	Nov 27 02:39:58 PM
IT Glue - Report uploaded	Nov 27 12:17:20 PM	Nov 27 02:39:14 PM
IT Glue - Automap failed for systems	Nov 27 12:17:20 PM	Nov 27 02:37:03 PM
IT Glue - Automap failed for groups	Nov 27 12:17:20 PM	Nov 27 02:38:36 PM

## 10.3 Categories and Saved Searches

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

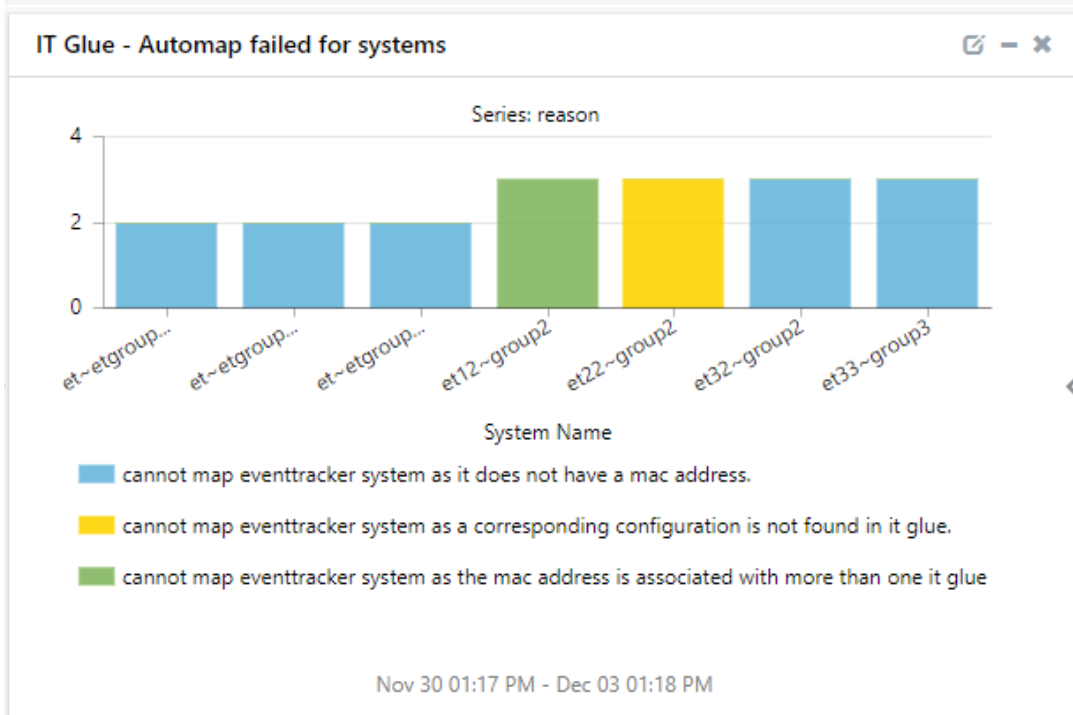
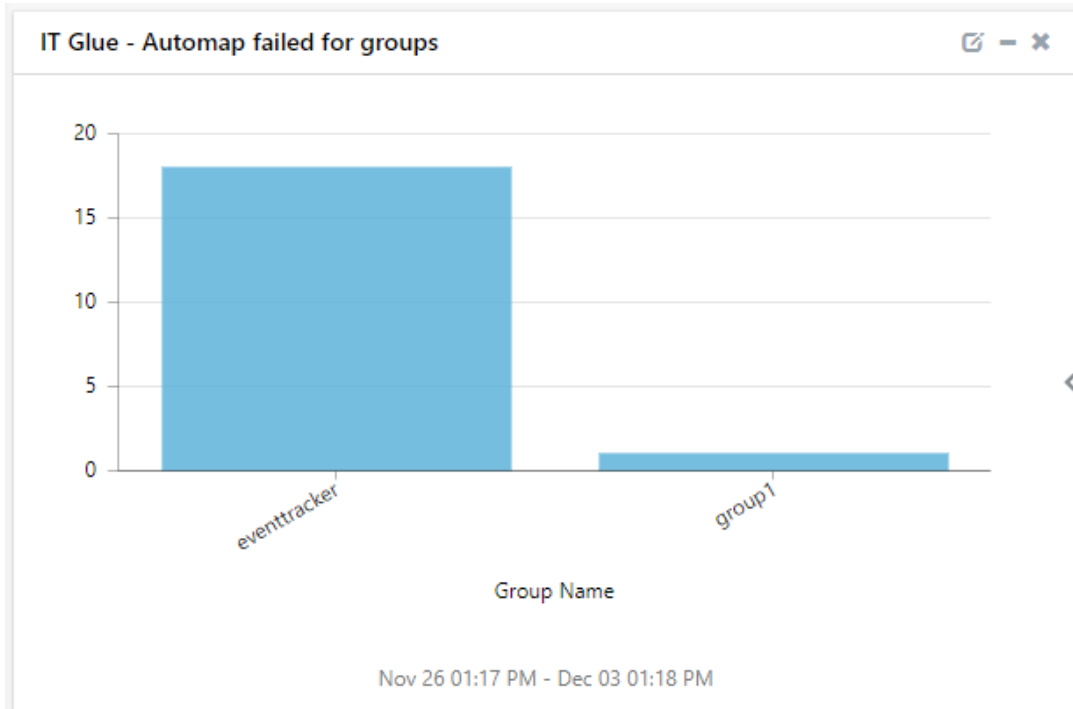


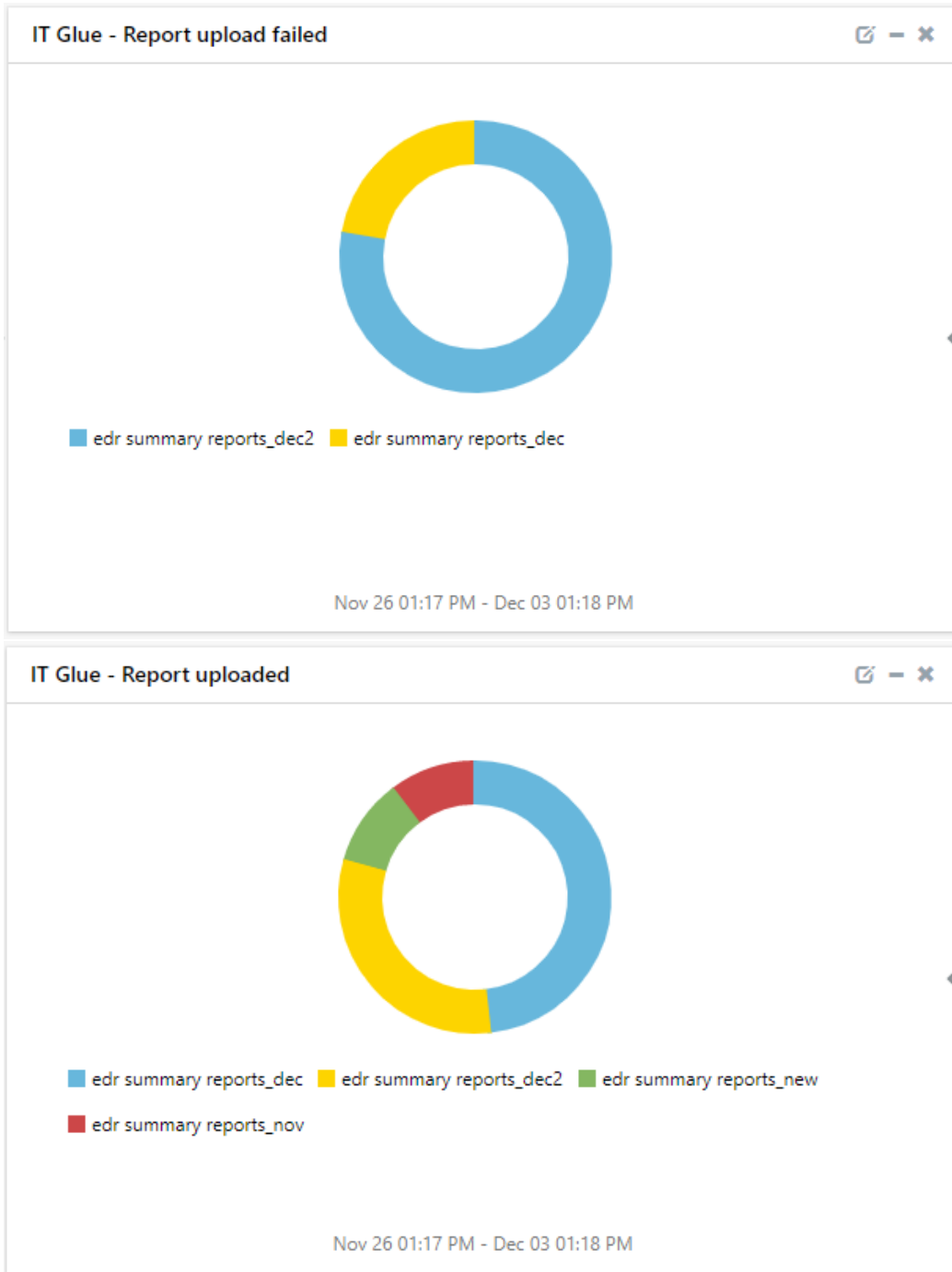
## 10.4 Knowledge Objects

- IT Glue activities

## 10.5 Dashboards

- IT Glue - Automap failed for groups
- IT Glue - Automap failed for systems
- IT Glue - Report upload failed
- IT Glue - Report uploaded
- Please refer to a few sample dashboards as shown below.





## 10.6 Parsing Rule

- IT Glue

## About Netsurion

Netsurion® delivers an adaptive managed security solution that integrates our Open XDR platform with your existing security investments and technology stack, easily scaling to fit your business needs. Netsurion's 24x7 SOC operates as your trusted cybersecurity partner, working closely with your IT team to strengthen your cybersecurity posture. Our solution delivers managed threat protection so you can confidently focus on your core business.

Headquartered in Ft. Lauderdale, FL with a global team of security analysts and engineers, Netsurion is a leader in Managed Detection & Response (MXDR). Learn more at [www.netsurion.com](http://www.netsurion.com).

## Contact Us

### Corporate Headquarters

Netsurion  
 Trade Centre South  
 100 W. Cypress Creek Rd  
 Suite 530  
 Fort Lauderdale, FL 33309

### Contact Numbers

Use the [form](#) to submit your technical support tickets. Or reach us directly at 1 (877) 333-1433

Managed XDR Enterprise Customers	<a href="mailto:SOC@Netsurion.com">SOC@Netsurion.com</a>
Managed XDR Enterprise MSPs	<a href="mailto:SOC-MSP@Netsurion.com">SOC-MSP@Netsurion.com</a>
Managed XDR Essentials	<a href="mailto:Essentials@Netsurion.com">Essentials@Netsurion.com</a>
Software-Only Customers	<a href="mailto:Software-Support@Netsurion.com">Software-Support@Netsurion.com</a>

<https://www.netsurion.com/support>