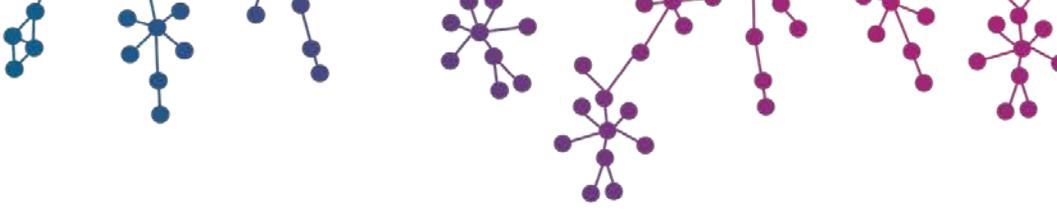# GRAPHUS-BMS

Integration Guide

Graphus-BMS Integration

Overview: Graphus can be integrated with Kaseya's own BMS application (Business Management Solution) to create automated tickets from alerts generated in Graphus which will allow cyber analysts to take remedial action. This is the main objective of Graphus-BMS integration. Integrating Graphus with BMS is a simple process.

Prerequisite: Make sure to be logged in as an MME admin to access your single organization or you should be logged in as an MSP admin and be inside organizational view within Graphus. The menu items that you see on the left are organization related.

You can use an API user in BMS to integrate Graphus with BMS. For more information, see Dedicated Integration Account in PSA.

To integrate Graphus with BMS, do the following in Graphus:

1. Go to **Settings** page > **SIEM/Ticketing Integration** section.

2. Make sure the [On] button is turned on. Do the following:
    Event Format: Select one of the two formats for the integration to happen.
    Integration Type: Select BMS from the dropdown.
    Base URL: Enter the base URL of the application in question. In this case, it is BMS. The URL will be in the format https://bms.kaseya.com or bmsemea.kaseya.com or bmsapac.kaseya.com.
   **User Name:** Enter your username that you use to log into BMS.
    Password: Enter the password that you use to log into BMS.
    Tenant ID: Enter your company name.
    Account ID: Select the appropriate account ID from the dropdown. Account ID is a segregator that differentiates between different organizations within an MSP. As soon as you select the account ID, you will see a list of account location IDs appearing in the Account Location ID field. The next field Account Location ID dropdown will change according to the account ID that you select. However, note that the Account Location ID dropdown will not change automatically if you switch back to the original account ID after you changed over to another account ID. The change does not automatically happen in this case in the Account Location ID dropdown. If you change the account ID back to your original selection after selecting another account ID, then you will have to manually change the account location ID from the dropdown list.
    Account Location ID: Select the appropriate account location ID from the dropdown. As soon as you select the account location ID, the remaining fields will automatically get filled with the default values. However, you have the option of selecting the appropriate item from each dropdown.
    Source ID: Select the appropriate source ID from the dropdown.
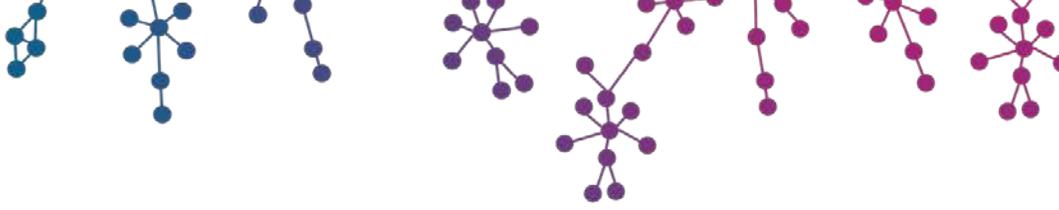
Type ID: Select the appropriate type ID from the dropdown.

Priority ID: Select the appropriate priority from the dropdown.

Status ID: Select the appropriate status ID from the dropdown.

Queue ID: Select the appropriate support level from the dropdown.

3. Click **Test Connection**. If the connection is successful, you will see a message which says, "*Connection Successful. Sample Ticket Successfully published.*"

4. Click **Save Changes**. The integration is now complete.
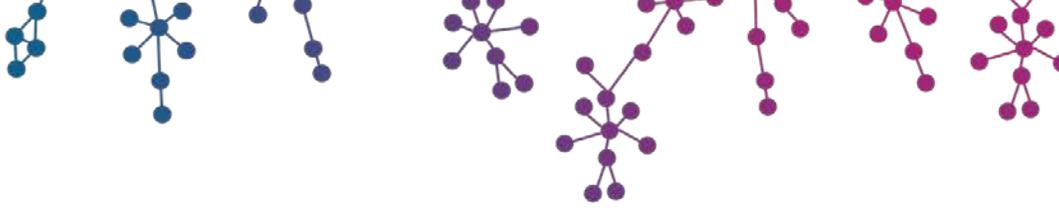
After integration, you will be able to see tickets generated from Graphus alerts in BMS as shown below.

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