Mimecast ConnectWise Installation Guide

Requirements

This integration requires Delegate Access to each managed customer account.
Please see the links below on how to set this up;

- [Delegating Access in the Administration Console](#)
- [Managing Partner Administrators](#)

The below frameworks are required in order to run the integration:

- Node.js v6.12.0
- .Net Core SDK v2.0.2

Windows Platform Preconditions Installation Steps

Installation steps are tested on Windows 10 operating system although Windows 7 and Windows 2012 are also supported.

Download Node.js and .Net Core using the links below, use the default options for the installation wizard:

- Node.js: *https://nodejs.org/download/release/v6.12.0/node-v6.12.0-x64.msi*
- .Net Core: *https://download.microsoft.com/download/7/3/A/73A3E4DC-F019-47D1-9951-0453676E059B/dotnet-sdk-2.0.2-win-x64.exe*

Linux Platform Preconditions Installation Steps

Installation steps are tested on Ubuntu 16.04. Other Ubuntu versions may not support the same set of commands.

Node.js

1. Add Node.js 6.x repository

   curl -sL https://deb.nodesource.com/setup_6.x | sudo -E bash –

2. Update repository

   sudo apt update

3. Install node.js

sudo apt install -y nodejs

4. Check node.js is working by getting its version

node -v

.Net Core SDK

1. Add Microsoft trusted key

curl https://packages.microsoft.com/keys/microsoft.asc | gpg --dearmor > /tmp/microsoft.gpg

2. Move Microsoft trusted key to store

sudo mv /tmp/microsoft.gpg /etc/apt/trusted.gpg.d/microsoft.gpg

3. Add Microsoft .Net Core repo

sudo sh -c 'echo "deb [arch=amd64] https://packages.microsoft.com/repos/microsoft-ubuntu-xenial-prod xenial main" > /etc/apt/sources.list.d/dotnetdev.list'

4. Update repo

sudo apt update

5. Install .Net Core SDK

sudo apt install dotnet-sdk-2.0.2

6. Check .Net Core SDK is working by getting its version

dotnet -version

Mimecast ConnectWise Integration Installation

Installing Integration

1. Download Mimecast ConnectWise Integration from:

   Mimecast-ConnectWise_v1.0.6.zip

2. Extract the downloaded archive to a new folder (the path to this folder will be referred to as **integration_*location*)**

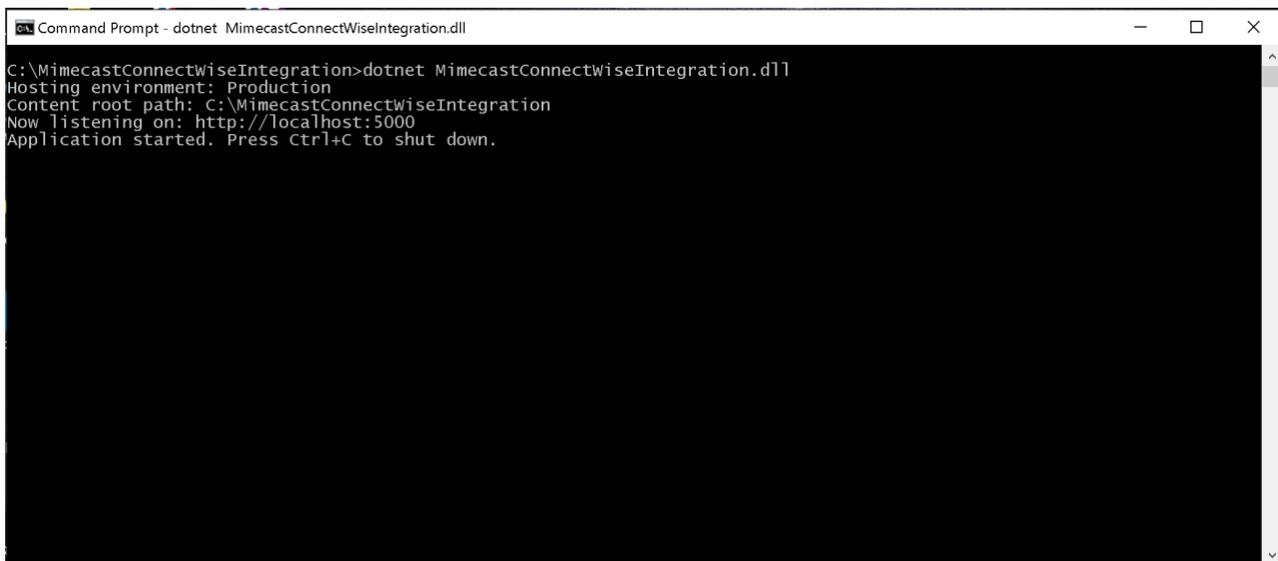## Starting Integration

1. Navigate to folder described below:

   integration_*location* \drop\MimecastConnectWiseIntegration

2. Open a Command Prompt or Terminal
3. Start application by running the following command:

   dotnet MimecastConnectWiseIntegration.dll

4. If application started correctly, output from the opened command prompt window or terminal will display similar as presented below:


```
C:\MimecastConnectWiseIntegration>dotnet MimecastConnectWiseIntegration.dll
Hosting environment: Production
Content root path: C:\MimecastConnectWiseIntegration
Now listening on: http://localhost:5000
Application started. Press Ctrl+C to shut down.
```

To access the applications UI, open Internet Explorer and navigate to: http://localhost:5000

Configuring Integration

The applications configuration is stored in a file within the applications root folder:

extracted_*location*\drop\MimecastConnectWiseIntegration\appsettings.json

After changing the configuration, the application should be restarted in order for the new configuration to take effect.

Configurable parameters

HistoryCleanupOlderThan

> *Specifies number of days for which history data should be available.*
> *Every record older than this parameter will be deleted on start of any automatic trigger.*

AutomaticModeTimeTriggers

> *Configure automatic timer for automatic trigger of all features except Service Alerts.*
> *Values should be in format HH:mm:ss. Default value for this trigger is 00:00:00*

ServiceAlertTimeTriggers

> *Configure automatic timer for automatic trigger of all service alert features.*
> *Values should be in format HH:mm:ss. Default values for this trigger is on every 30 minutes*

Log Files

Log files for the application are located at:

integration_*location*\drop\MimecastConnectWiseIntegration\log

Logs are kept for 7 days

Log File Naming conventions

> *Full log:* **nlog-all-YEAR-MONTH-DAY.log**
> Partial log (automatic triggers): **nlog-own-YEAR-MONTH-DAY.log**

Various aspect of logging can be configured.
Configuration is managed within **NLog.config**, this file is located in the applications root folder.

Key parameters you may wish to change:

- fileName
- archiveFileName
- archiveEvery

- archiveNumbering
- maxArchiveFiles

API Configuration

This section outlines the steps required to configure each of the subsections below.

Mimecast API Configuration

In order to get both the Access and Secret keys, a script needs to be ran.

The script will prompt for the email address and password of the user with access to all managed accounts via the External Administrator feature.

After the user has been provided access to all managed accounts,

1. Download the script from the below link and extract to a location, this location will be referred to as the **script_extraction_*path***:

   Mimecast_ConnectWise_Integraton_Scripts_v.0.1.zip

   Note: The python script currently supports python 2.7

2. Open a command prompt, terminal or or PowerShell console

   a. For python version of the script the following libraries need to be available on the local machine;
      i. base64
      ii. json
      iii. datetime
      iv. sys
      v. requests
      vi. getpass
      vii. time

   b. Once all the referenced libraries have been installed, execute the script using the below command, replacing **python_path** and **script_extraction_*path*** with real directory paths:

   "**python_path**/python.exe" "**script_extraction_*location***/Mimecast ConnectWise Integration.py"

3. Run the appropriate script supported by the interface being used
4. Provide the appropriate input when prompted.
5. Once successfully authenticated as the user, values for **Secret Key**, **Access Key**, **Email Address** and **API URL** will be provided as part of the scripts output.

ConnectWise API Configuration

To configure API Access to ConnectWise Manger;

1. An **API Member** needs to be created;
    a. To access this **API Members** you need to be logged into the web console
    b. Once logged in, navigate to **System > Members**
    c. Once on the **Members – Regular** page, click on the **API Members** tab
    d. Add a new member and assign an appropriate **Role**

    For information on how to add a new member with API access please see:
    https://docs.connectwise.com/ConnectWise_Documentation/090/040/010/040

2. After the new member has been created, the **API Keys** tab will become available
3. The **Public** and **Private** API keys need to be generated;
    a. Click on the new member created in step 1.
    b. Click on the **API Keys** tab
    c. Click on the 'New Item' icon
    d. Provide a description for the **API Key**
    e. Click on the 'Save' icon
    f. The **Public** and **Private** API keys will be displayed on screen
    g. The private key is only available at the time the key is created. Please make a note of it.
    For information on how to generate the **API Keys** please see:
    https://docs.connectwise.com/ConnectWise_Documentation/090/040/010/040/010

    The **API Public** and **Private** keys need to be provided in the appropriate fields within the integrations UI.