

BOMGAR™

**Thycotic Secret Server Integration
with Bomgar Privileged Access**

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Bomgar Privileged Access Integration with Thycotic Secret Server

Bomgar's Privileged Access plugin integration to Thycotic Secret Server enables automatic password injection to authorized systems through encrypted Bomgar connections, removing the need to share and expose credentials to privileged accounts. In addition to machine-specific credentials, the integration also has the ability to retrieve domain credentials that are not machine-specific, giving domain admins and other privileged users access to those credentials for use on endpoints on a domain.

The integration between Bomgar and Thycotic enables:

- One-click password injection and session spawning
- Credentials never exposed to authorized users of Bomgar
- Access to systems on or off the network with no pre-configured VPN or other routing in place
- Passwords always stored securely in Thycotic Secret Server

The Bomgar Endpoint Credential Manager (ECM) enables the communication between Thycotic Secret Server and Bomgar Privileged Access. The ECM is deployed to a hardened Windows Server inside the firewall, typically in the same network as Secret Server. Once the ECM is deployed, Bomgar users see a list of administrator-defined credentials for the endpoints they are authorized to access. A set of these credentials can be selected when challenged with a login screen during an access session, and the user is automatically logged in, having never seen the username/password combination.

Thycotic Secret Server handles all elements of securing and managing the passwords, so policies that require the password to be rotated after use are supported. Bomgar Privileged Access handles creating and managing access to the endpoint and then recording the session and controlling the level of access granted to the user, including what the user can see and do on that endpoint.

Prerequisites for the Bomgar Privileged Access Integration with Thycotic Secret Server

To complete this integration, please ensure that you have the necessary software installed and configured as indicated in this guide, accounting for any network considerations. The integration is provided in the form of a plugin (ZIP archive containing the necessary DLL files and other supporting files) for use within Bomgar's Endpoint Credential Manager (ECM). Please ensure you have acquired the proper version of the ECM to be compliant with the version of Bomgar Privileged Access in use, and install the ECM according to the instructions in "[Configure the Thycotic Secret Server Plugin for Integration with Bomgar Privileged Access](#)" on page 9.

Applicable Versions

- Bomgar Privileged Access: 15.x and newer
- Thycotic Secret Server: 8.9.0 and newer

Network Considerations

The following network communication channels must be open for the integration to work properly.

Outbound From	Inbound To	TCP Port #	Purpose
ECM Server	Bomgar Appliance	443	ECM calls to the Bomgar API.
ECM Server	Thycotic Secret Server	443	ECM calls to Secret Server web services.

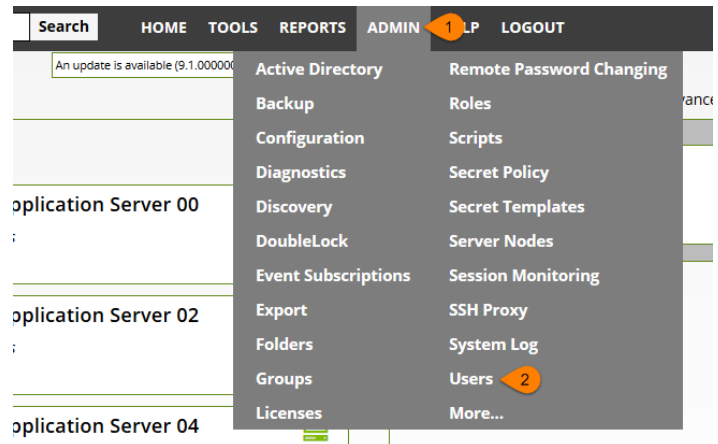
Note: The ECM can be obtained only with a paid Bomgar integration service.

Configure Thycotic Secret Server for Integration with Bomgar Privileged Access

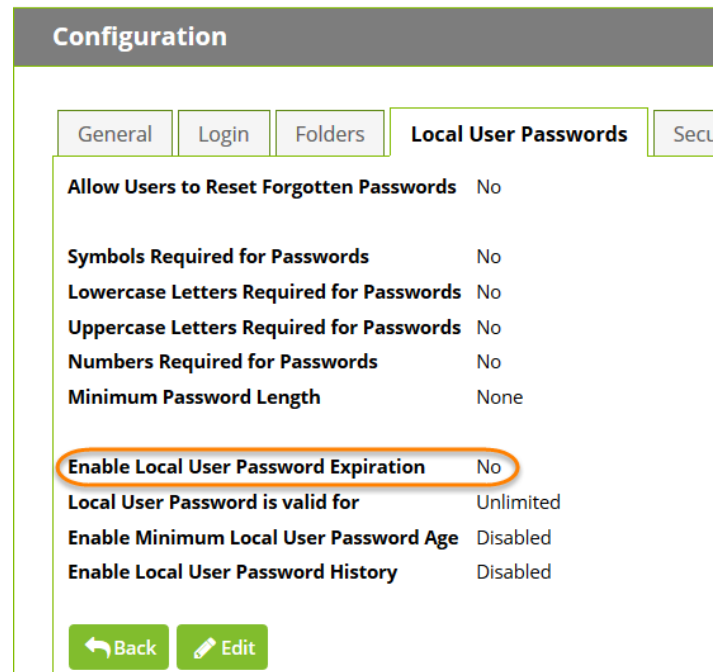
Sign into Secret Server as an administrative user.

Create API Account

1. Under **Admin > Users**, click **Create New** to create a local user for API calls.



2. If the API account is the only local account, it is recommended to disable local user password expiration so the ECM plugin integration does not break each time the password expires or changes. This setting is found under **Admin > Configuration > Local User Passwords**.



- Under **Admin > Roles**, edit the role in which the API account is a member (typically the **User** role). Click the role name in the list to view it, and then click the **Edit** button at the bottom of the page below the **Permissions** list.
- Ensure that the permission **Web Services Impersonate** (sometimes listed as just **Impersonate**) is added to the **Permissions Assigned** list.
- Click **Save** to update the role permissions.

Role Edit

Role Name*

Enabled

Created 3/3/2015

Permissions Assigned

- Add Secret
- Assign Secret Policy
- Copy Secret
- Delete Secret
- Edit Secret
- Impersonate**
- Personal Folders
- Share Secret
- User Audit Expire Secrets
- View About
- View Advanced Dashboard
- View Advanced Secret Options
- View Launcher Password
- View Password Requirements
- View Secret

Permissions Unassigned

- Add Secret Custom Audit
- Administer Active Directory
- Administer Backup
- Administer Configuration
- Administer Configuration Proxying
- Administer Configuration SAML
- Administer Configuration Security
- Administer Configuration Session Recording
- Administer Configuration Two Factor
- Administer Configuration Unlimited Admin
- Administer ConnectWise Integration
- Administer Create Users
- Administer Custom Password Requirements
- Administer Discovery
- Administer DoubleLock Keys

Enable Web Services

- Under **Admin > Configuration**, select the **General** tab.
- In the **Application Settings** section, ensure the **Enable Webservices** setting is set to **Yes**.
- If not already enabled, click **Edit** at the bottom of the page, check the box to enable the services, and save the settings.

Configuration

General | Login | Folders | Local User Passwords | Security | Tickets

Application Settings

Allow Automatic Checks for Software Updates Yes

[View Webservices](#)

Enable Webservices Yes

Maximum Time for Offline Access on Mobile Devices 30 days

Session Timeout for Webservices Unlimited

Prevent Application from Sleeping When Idle Yes

Enable Syslog/CEF Logging No

WinRM Endpoint URL http://localhost:5985/wsman

Configure Bomgar Privileged Access for Integration with Thycotic Secret Server

Several configuration changes are necessary on the Bomgar Appliance to integrate with Secret Server.

All of the steps in this section take place in the Bomgar `/login` administrative interface. Access your Bomgar interface by going to the hostname of your Bomgar Appliance followed by `/login` (e.g., <https://access.example.com/login>).

Create an API Service Account - Bomgar 16.1 and Earlier

The API user account is used from within the integration to make Bomgar Command API calls to Bomgar.

1. Go to `/login > Users & Security > Users`.
2. Click **Create New User** and name it **Integration** or something similar.
3. Leave **Must Reset Password at Next Login** unchecked.
4. Set **Password Expires On** to **Never Expires**.
5. Check **Administrator**.
6. Scroll to the bottom and save the account.

Create an API Service Account - Bomgar 16.2 and Later

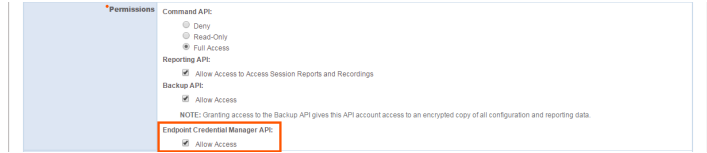
1. Go to **Management > API Configuration** and create a new API account.
2. Under **Permissions**, check **Full Access** to the **Command API**.
3. For the **Reporting API**, check **Allow Access to Support Session Reports and Recordings** and **Allow Access to Presentation Session Reports and Recordings**. Also be sure to copy the values for both the **OAuth Client ID** and **OAuth Client Secret** for use in a later step.
4. Click **Add API Account** to create the account.

Name	OAuth Client ID	Permissions	Enabled	Edit	Delete
Integration Client	ec056585420bb950e5c217b28481217205e	Command API: Read-Only Reporting API: Access Sessions Backup API	Yes	Edit	Delete
Middleware Integration	8a09133ca0b7a08b1165b20086e85ab35d153	Reporting API: Access Sessions Backup API	Yes	Edit	Delete

Allow ECM Connections

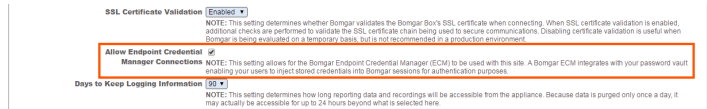
PA 17.1 and Later

1. Go to /login > **Management > API Configuration**.
2. Add or edit an API account.
3. For **Endpoint Credential Manager API**, check **Allow Access**.



Prior to PA 17.1

1. Go to **Management > Security**.
2. Ensure the box **Allow Endpoint Credential Manager Connections** is checked.



Configure the Thycotic Secret Server Plugin for Integration with Bomgar Privileged Access

Install the Endpoint Credential Manager

The Endpoint Credential Manager (ECM) must be installed on a system with the following requirements:

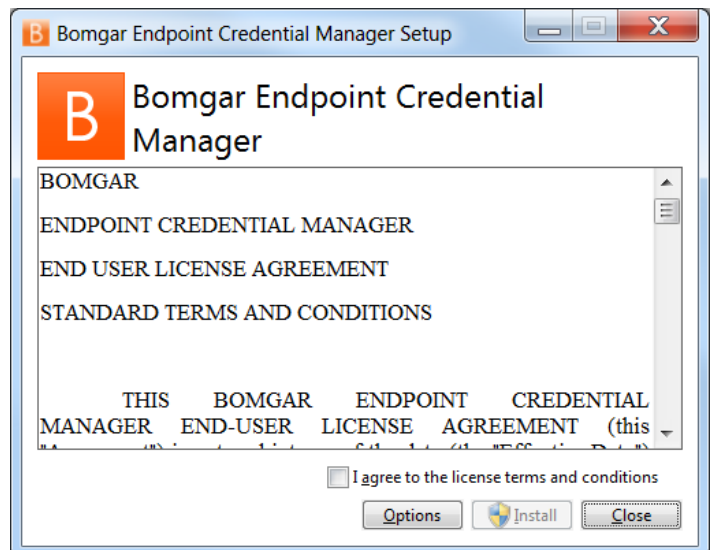
- **Windows Vista or newer, 64-bit only**
- **.NET 4.5 or newer**

1. To begin, download the Bomgar Endpoint Credential Manager (ECM) from [Bomgar Support](#) at <https://help.bomgar.com/>. Start the Bomgar Endpoint Credential Manager Setup Wizard.
2. Agree to the EULA terms and conditions. Mark the checkbox if you agree, and click **Install**.

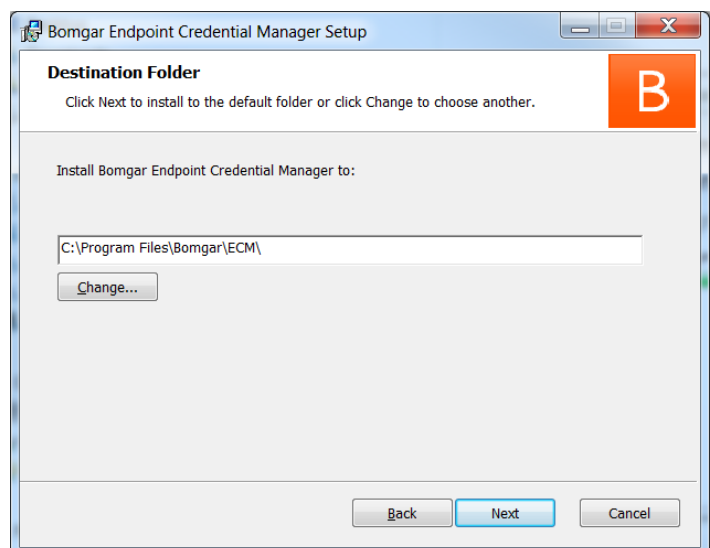
Note: You are not allowed to proceed with the installation unless you agree to the EULA.

If you need modify the ECM installation path, click the **Options** button to customize the installation location.

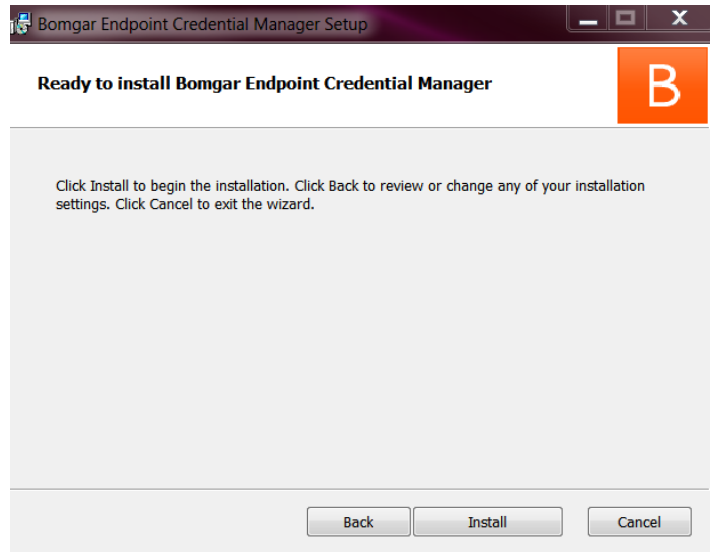
3. Click **Install**.



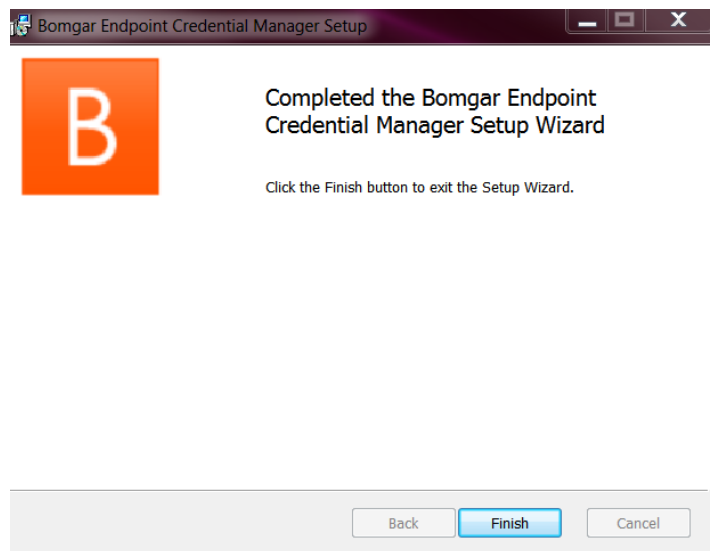
4. Choose a location for the credential manager and click **Next**.
5. On the next screen, you can begin the installation or review any previous step.



6. Click **Install** when you are ready to begin.



7. The installation takes a few moments. On the screen, click **Finish**.



Note: To ensure optimal up-time, administrators can install up to five ECMs on different Windows machines to communicate with the same site on the Bomgar Appliance. A list of the ECMs connected to the appliance site can be found at `/login > Status > Information > ECM Clients`.

Note: When multiple ECMs are connected to a Bomgar site, the Bomgar Appliance routes requests to the ECM that has been connected to the appliance the longest.

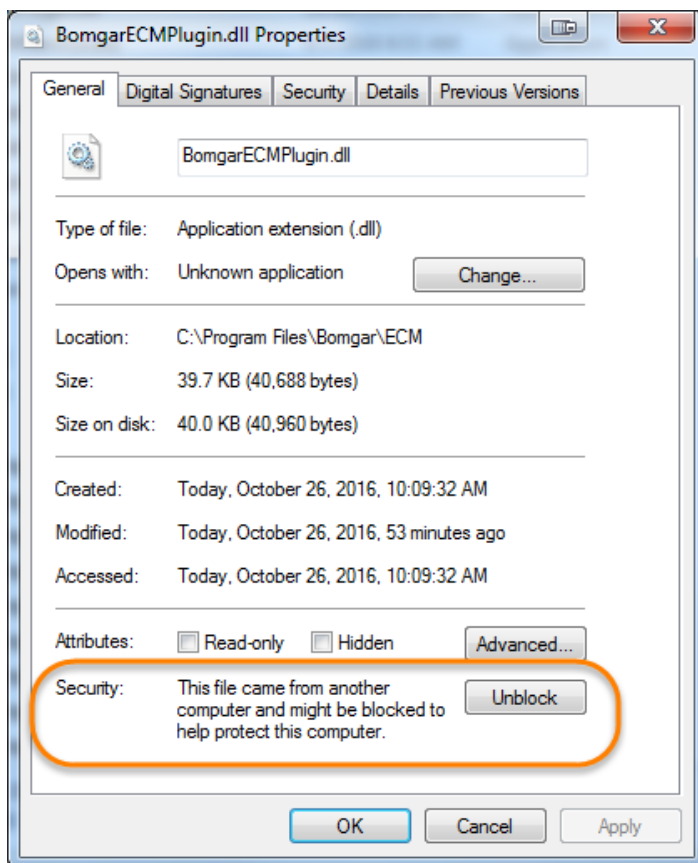
Install and Configure the Plugin

1. Once the Bomgar ECM is installed, extract and copy the plugin files to the installation directory (typically **C:\Program Files\Bomgar\ECM**).
2. Run the **ECM Configurator** to install the plugin.

3. The Configurator should automatically detect the plugin and load it. If so, skip to step 4 below. Otherwise, follow these steps:

- a. First, ensure that the DLL is not blocked. Right-click on the DLL and select **Properties**.
- b. On the **General** tab, look at the bottom of the pane. If there is a **Security** section with an **Unblock** button, click the button.
- c. Repeat these steps for any other DLLs packaged with the plugin.
- d. In the Configurator, click the **Choose Plugin** button and browse to the location of the plugin DLL **ThycoticSecretServerPlugin.dll**.

4. After selecting the DLL, click the gear icon in the Configurator window to configure plugin settings.



5. The following settings are available:

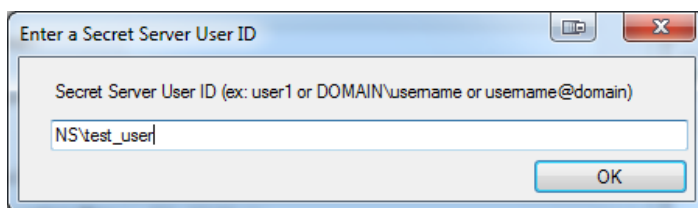
Setting Name	Description	Notes	Required
Endpoint URL	The full URL to the Secret Server web services	e.g., https://<thycotic-server-hostname>/SecretServer/webservices/SSWebservice.asmx	Yes
API User	Username of the API account created in Secret Server		Yes
API Password	Password of the above user		Yes
API Domain	Domain of the API account created in Secret Server	Used only if the API account is not a local user in Secret Server	No
API Organization	Organization of the API account created in Secret Server	Not typically used for such accounts	No
Include domain credentials for	When checked, in addition to retrieving machine-specific credentials for the select endpoint, it also retrieves domain credentials where the domain field (configured below) matches one of the configured domains	This field can contain multiple domains separated with commas	No

Setting Name	Description	Notes	Required
Domain Field	API web service field containing domain names	The default value of Domain should be left unless an organization is using another field to store this information on domain secrets	Yes
Machine Field	API web service field containing machine names	The default value of Machine should be left unless an organization is using another field to store this information on machine-specific secrets	Yes
Default Domain for Local Bomgar Users	When a value is supplied, the plugin initially attempts to retrieve credentials for the user with the username from Bomgar and the configured default domain	This setting is necessary if some or all Bomgar users are local users but the corresponding accounts in Secret Server are domain accounts with the same username portion	No
Enable fall-back to local account if domain account not found	When checked, the plugin first attempts to retrieve credentials for the user as a domain user and then, if no match is found, makes a second attempt without the domain	This setting is necessary if some or all Bomgar users are domain users but the corresponding accounts in Secret Server are domain accounts with the same username portion	No
Include default organization	If enabled, the supplied organization is included when querying for a matching Secret Server user		No

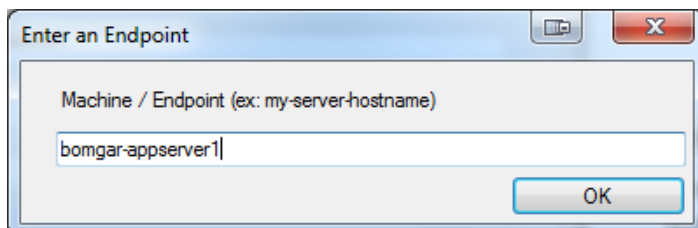
Test Settings

The settings specific to Secret Server can be tested directly from the plugin configuration screen using the **Test Settings** button.

1. Enter a user account from which to retrieve secrets.



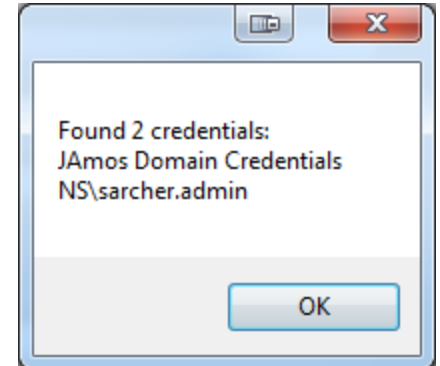
2. Enter an endpoint for which the user account has one or more secrets.



- View the resulting list.

Note: No actual passwords are retrieved or displayed, only the list of credentials.

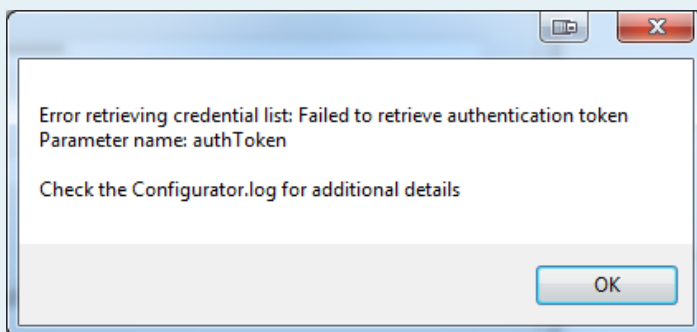
Note: The settings used for the test are the ones currently entered on the screen, not necessarily what is saved.



IMPORTANT!

Access to individual Secret Server user secrets is handled by a delegated trust feature built into Secret Server. This means that a user can grant access to their secrets to an API user. The first time a user attempts to access an endpoint via the Bomgar access console, a request for this access is generated, and an email is sent to the user. The user can either approve the request, granting API user access to their credentials for future sessions, or they can deny the request. This access can be revoked by the user at any time. If for some reason the email is not received, the page to manage this access is available to all Secret Server users under **Tools > Manage Applications**.

When using the **Test Settings** button to test the retrieval of secrets for a user who has NOT approved access for the API account, the resulting dialog for the test is similar to the screen shot below.



The **Configurator.log** should indicate that authentication was successful but that permission to access that user's secrets is pending approval.

Clear Token Cache

To avoid excessive authentication calls to Thycotic, the plugin caches (in an encrypted form) authentication tokens for users as they attempt to retrieve secrets through the integration. Subsequent calls use the cached token until it expires. At that point, a new

authentication token is retrieved and cached. The **Clear Token Cache** button allows an admin to clear all cached authentication tokens if such action becomes necessary for maintenance, testing, etc.