BOMGAR™

# Bomgar SIEM Tool Plugin Installation and Administration



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# Bomgar SIEM Tool Plugin Installation and Administration

The Security Information and Event Management (SIEM) tool plugin for Bomgar Remote Support enables the processing and transmission of session event data to your SIEM tool. With additional components and steps required for each, the plugin has built-in support for both HP ArcSight and Splunk as well as the ability to customize the output message format for special needs and/or use cases.

## Prerequisite for Installation and Configuration of Bomgar SIEM Tool Plugin

To complete this integration, make sure that you have the necessary software installed and configured as indicated in this guide, accounting for any network considerations. Make sure you review and complete all steps in Bomgar Middleware Engine Installation and Configuration at www.bomgar.com/docs/integrations/middleware-engine/.

## Network Considerations

In addition to the network considerations listed in Bomgar Middleware Engine Installation and Configuration, check the individual SIEM installation guides, HP ArcSight or Splunk, for connectivity components which are specific to each tool and system.

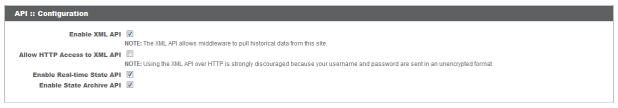
# Configure Bomgar Remote Support for Integration

Several configuration changes are necessary on the Bomgar Appliance You must make the changes for each appliance configured in the application's configuration file.

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://support.example.com/login**).

### Verify That the API Is Enabled

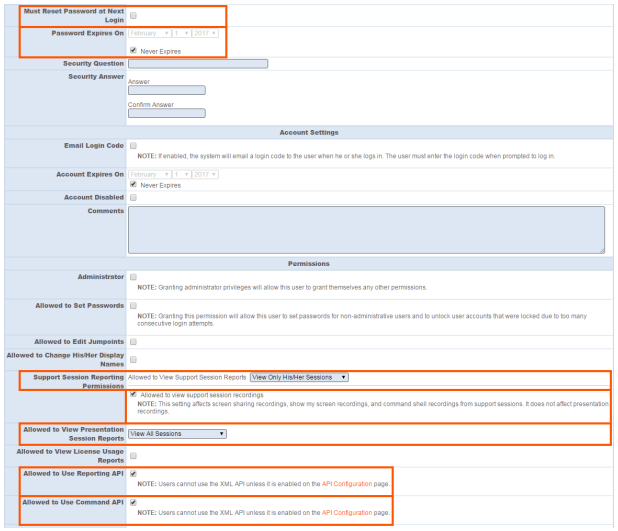
This integration requires the Bomgar XML API to be enabled. This feature is used by the Bomgar Middleware Engine to communicate with the Bomgar APIs.




Go to **/login > Management > API Configuration** and verify that **Enable XML API** is checked.

### Create an API Service Account - Bomgar 16.1 and Earlier

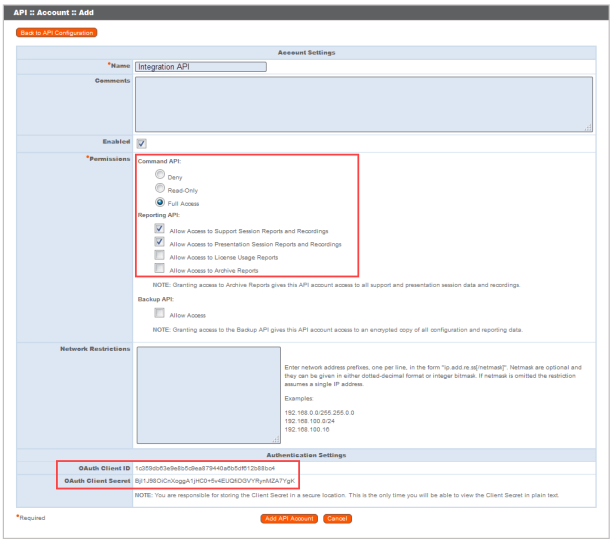
The API user account is used from within the integration to make Bomgar Command API calls to Bomgar.




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. Set **Allowed to View Support Session Reports** to **View All Sessions**.
6. Check **Allowed to view support session recordings**.
7. Set **Allowed to View Presentation Session Reports** to **View All Sessions**.
8. Check **Allowed to Use Reporting API** and **Allowed to Use Command API**.
9. Scroll to the bottom and save the account.

### Create an API Service Account - Bomgar 16.2 and Later

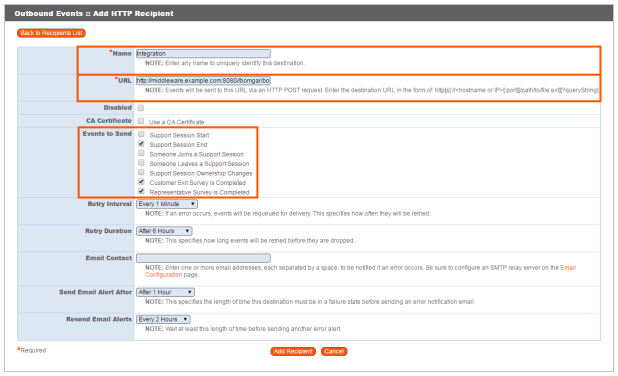
1. Go to **Management > API Configuration** and create a new API account.
2. Under **Permissions**, check **Full Access** to the **Command API**.
3. For the **Reporting API**, check **Allow Access to Support Session Reports and Recordings** and **Allow Access to Presentation Session Reports and Recordings**.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



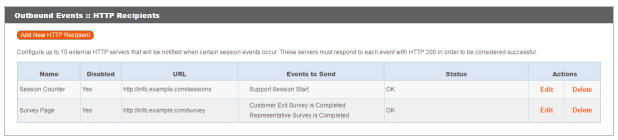

5. Click **Add API Account** to create the account.

### Add an Outbound Event URL

1. Go to **/login > Management > Outbound Events**.
2. Click **Add New HTTP Recipient** and name it **Integration** or something similar.
3. Enter the URL to use:
   - If using an appliance ID of "default": `http://<middleware-host>:<port>/ERSPost`. The default port is `8180`.
   - If using an appliance ID other than "default": `http://<middleware-host>:<port>/ERSPost?appliance=<appliance-id>` where `<middleware-host>` is the hostname where the Bomgar Middleware Engine is installed. The default port is `8180`. The `<appliance-id>` is an arbitrary name, but note the value used, as it is entered later in the plugin configuration. This name accepts only alphanumeric values, periods, and underscores.




4. Scroll to **Events to Send** and check the following events:
   - **Support Session End**
5. Scroll to the bottom and click **Add Recipient**.
6. Now, the list of outbound events should contain the event just added. The **Status** column displays a value of **OK** if communication is working. If communication is not working, the **Status** column displays an error which you can use to repair communication.



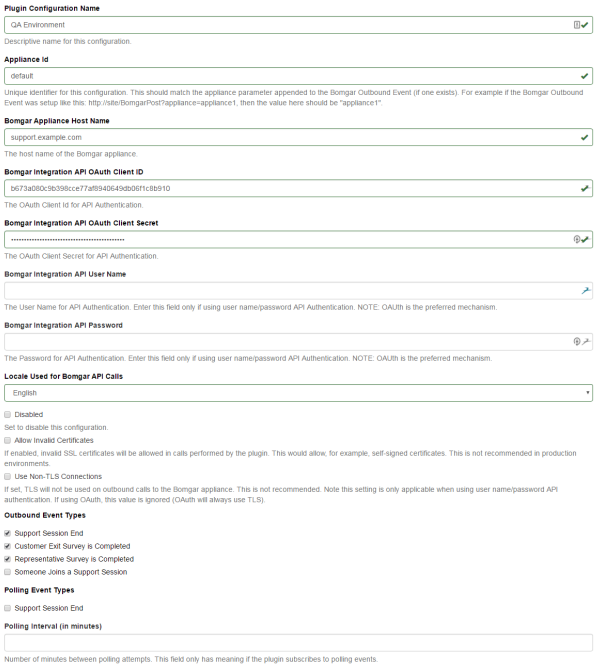
# Configure the Bomgar Remote Support SIEM Tool Plugin

Once the plugin has been deployed as described in Bomgar Middleware Engine Installation and Configuration, the plugin can then be configured and tested.

To begin configuration, launch the **Middleware Administration Tool** and click the clipboard icon next to the plugin name.

**Bomgar Appliance**

The first portion of the plugin configuration provides the necessary settings for communication between the plugin and the Bomgar Appliance. The configuration sections include:




1. **Plugin Configuration Name:** Any desired value. Because multiple configurations can be created for a single plugin, allowing different environments to be targeted, provide a descriptive name to indicate how this plugin is to be used.
2. **Appliance Id:** This can be left as **Default** or can be given a custom name. This value must match the value configured on the outbound event URL in the Bomgar Appliance. If outbound events are not being used, this value is still required, but any value may be used.
3. **Bomgar Appliance Host Name:** The hostname of the Bomgar Appliance. Do not include `https://` or other URL elements.
4. **Bomgar Integration API OAuth Client ID**: When using API accounts in Bomgar Remote Support 16.2.1 or newer, this field should contain the Client ID of the OAuth account.
5. **Bomgar Integration API OAuth Client Secret:** When using API Accounts available in Bomgar Remote Support 16.2.1 or newer, this field should contain the client Secret of the OAuth account.
6. **Bomgar Integration API User Name:** The username of the API service account created on the Bomgar Appliance.
7. **Bomgar Integration API Password:** The password of the above user.
8. **Locale Used for Bomgar API Calls:** This value directs the Bomgar Appliance to return session data in the specified language.
9. **Disabled:** Enable or disable this plugin configuration.
10. **Allow Invalid Certificates:** Leave unchecked unless there is a specific need to allow. If enabled, invalid SSL certificates are allowed in calls performed by the plugin. This would allow, for example, self-signed certificates. This is not recommended in production environments.
11. **Use Non-TLS Connections:** Leave unchecked unless it is the specific goal to use non-secure connections to the Bomgar Appliance. If checked, TLS communication is disabled altogether. If non-TLS connections are allowed, HTTP access must be enabled on the Bomgar **/login > Management > API Configuration** page. Using non-secure connections is discouraged.

    ***Note**: When using OAuth authentication, TLS cannot be disabled.*

12. **Outbound Events Types:** Specify which events the plugin processes when received by the middleware engine. Keep in mind that any event types selected here must also be configured to be sent in Bomgar. The middleware engine receives any events configured to be sent in Bomgar but passes them off to the plugin only if the corresponding event type is selected in this section.

a. **Support Session End**

13. **Polling Event Types:** If network constraints limit connectivity between the Bomgar Appliance and the middleware engine such that outbound events cannot be used, an alternative is to use polling. The middleware engine regularly polls the Bomgar Appliance for any sessions that have ended since the last session was processed. At this time, only the **Support Session End** event type is supported.
14. **Polling Interval:** Enter only if polling is used. This determines how often the middleware engine polls the Bomgar Appliance for sessions that have ended.
15. **Retry Attempt Limit:** Enter the number of retries that can be attempted if the plugin fails to process an event.
16. **Retry Outbound Event Types:** Specify which outbound events the plugin retries if it fails to process the event.
17. **Retry Polling Event Types:** Specify which polling events the plugin retries if it fails to process the event.

**SIEM Tool Instance**

These are the fields and selections needed to configure the plugin for integration with the SIEM tool. Please see the individual SIEM installation guides for guidance on what values to provide.

1. **Target SIEM System :** Select the target SIEM tool from the list.
2. **SIEM Syslog Host:** Enter the hostname or IP address of the SIEM instance that should receive the messages.
3. **SIEM Syslog Port:** Enter the port used by the SIEM instance to receive syslog messages.
4. **SIEM Syslog Protocol:** Select the appropriate protocol from the list.
5. **Events to Process:** Bomgar session data can contain many different event types. All types are available; however, a subset may be desired in the SIEM tool. Select only the events you would like sent to the tool. Events matching unchecked event types are ignored.

**Report Templates**

On the Bomgar Middleware Engine server, in the **<install dir>\Plugins\<integration>\Templates** folder, there are multiple files ending with ***.hbs**. These files are used by the plugin to format the textual session report and exit surveys that are added to the corresponding ticket each time a Bomgar session ends or each time a survey is submitted. The templates can be edited if desired.

> ***Note:*** *If changes need to be made to a template, it is a good idea to first back up the original in case the changes ever need to be reverted.*

For additional information on Handlebars templates, see handlebarsjs.com.

# Bomgar Remote Support Integration with HP ArcSight

IT administrators using HP ArcSight can now integrate Bomgar Remote Support (RS) to strengthen access control, identify and prioritize threats seamlessly in real time, and remediate incidents proactively.

The Bomgar Remote Support integration helps safeguard your business by giving you complete visibility into activity across the IT infrastructure, including external threats such as malware hackers, internal threats such as data breaches and fraud, risks from application flaws and configuration changes, and compliance pressures from failed audits.

Through the integration, session event data captured through Bomgar RS's rich logging capability is populated into HP's platform, and reports are provided for security review.

# Configure the SIEM Tool Plugin for Integration between HP ArcSight and Bomgar Remote Support

To begin configuration, launch the **Middleware Administration Tool** and click on the clipboard icon next to the plugin name.

**Bomgar Appliance**

The first portion of plugin configuration provides the necessary settings for communication between the plugin and the Bomgar Appliance. These fields are described in the Bomgar SIEM Tool Plugin Installation and Administration at www.bomgar.com/docs/remote-support/how-to/integrations/siem-tool/index.

**HP ArcSight Instance**

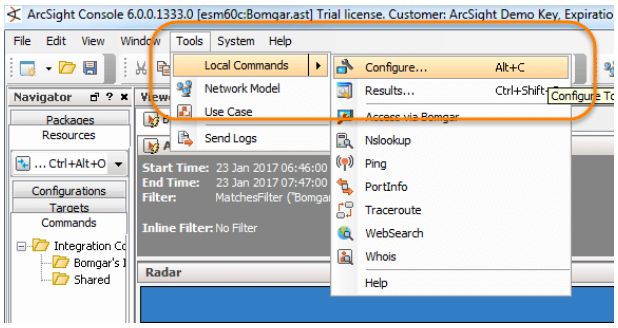
The remainder of the plugin configuration provides the necessary settings for communication between the plugin and the HP ArcSight instance. The configuration settings include:

1. **Target SIEM System:** Select HP ArcSight from the list.
2. **SIEM Syslog Host:** Enter the hostname or IP address of the HP ArcSight instance that should receive messages.
3. **SIEM Syslog Port:** Enter the port used by the HP ArcSight instance to receive syslog messages, usually port 1514.
4. **SIEM Syslog Protocol:** Select the appropriate protocol from the list, usually UDP.
5. **Events to Process:** Bomgar session data may contain many different event types. All types are available; however, only a subset may be desired in the SIEM tool. Select only the events you would like sent to HP ArcSight. Events matching unchecked event types are ignored.

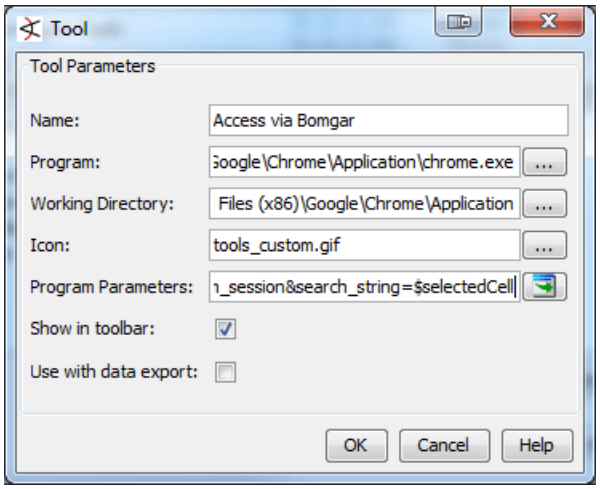
# Configure HP ArcSight for Integration with Bomgar Remote Support

If desired, a custom tool can be created within the ArcSight Console to allow users to Jump directly to an endpoint from an event entry. This approach leverages Bomgar RS's Client Scripting API to construct an open URL in your browser of choice to make sure no additional software is required. The URL instructs the Bomgar Appliance to generate and download a Bomgar console script file run by the access console to initiate the Jump session. To create the tool, follow the steps below.

1. In the **ArcSight Console**, click **Tools > Local Commands > Configure**.



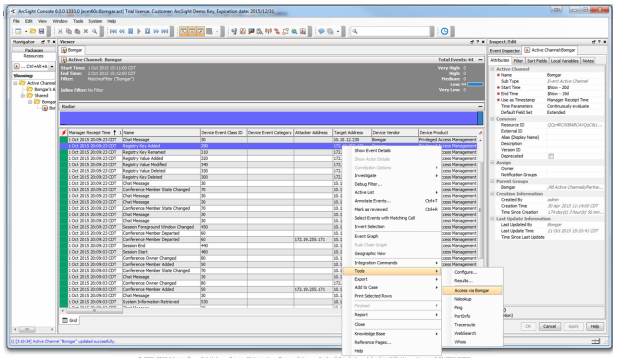

2. Click **New** to create a new **Local Command**.




3. In the **Tool** settings dialog, configure the tool as follows:

| Field Name | Field Value |
|---|---|
| **Name** | Access via Bomgar |
| **Program** | [Browse to and select the executable (.exe) for your preferred browser] |
| **Working Directory** | [The directory containing the executable for your preferred browser] |
| **Icon** | [Can be the default, tools_custom.gif, or any other image you choose] |
| **Program Parameters** | `https://<bomgar-hostname>/api/client_script?type=rep&operation=generate&action=start_jump_item_session&search_string=$selectedCell` |
| **Show in toolbar** | [Checked] |
| **Use with data export** | [Unchecked |

4. Click **OK** to create the tool and close the **Configure Tools** window.
5. You can now right-click on any cell in the grid containing an IP address or hostname that matches an existing endpoint in the rep console to initiate a support session.



***Note:*** *The Bomgar Appliance does not require any additional configuration or changes beyond those mentioned in the Bomgar SIEM Tool Plugin Installation and Administration at www.bomgar.com/docs/remote-support/how-to/integrations/siem-tool/index.*

# Prerequisites for the Bomgar Remote Support Integration with HP ArcSight

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.

### Applicable Versions

- Bomgar Remote Support: 14.x and newer
- HP ArcSight: 6.0.0 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 |
|---|---|---|---|
| Bomgar Middleware Engine Server | HP ArcSight | 1514 | Middleware pushes CEF formatted syslog messages to HP ArcSight |

### Prerequisite Installation and Configuration

The HP ArcSight integration is a Bomgar Middleware Engine plugin. To install the Bomgar Middleware Engine, follow the instructions in the Bomgar Middleware Engine Configuration document at www.bomgar.com/docs/integrations/middleware-engine.

# Bomgar Remote Support Integration with Splunk

IT administrators using Splunk can now integrate Bomgar Remote Support (RS) to strengthen access control, identify and prioritize threats seamlessly in real time, and remediate incidents proactively.

The Bomgar Remote Support integration helps safeguard your business by giving you complete visibility into activity across the IT infrastructure, including external threats such as malware hackers, internal threats such as data breaches and fraud, risks from application flaws and configuration changes, and compliance pressures from failed audits.

Through the integration, session event data captured through Bomgar RS's rich logging capability is populated into Splunk's platform and reports are provided for security review.

# Prerequisites for the Bomgar Remote Support Integration with Splunk

### Applicable Versions

- Bomgar Remote Support: 14.x and newer
- Splunk on-premise: 6.3.0 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 |
|---|---|---|---|
| Bomgar Middleware Engine Server | Splunk Server | 1514 | Session event data is pushed as specially formatted syslog messages into Splunk |
| Bomgar Appliance | Splunk Server | 514 | Syslog event information from the appliance |

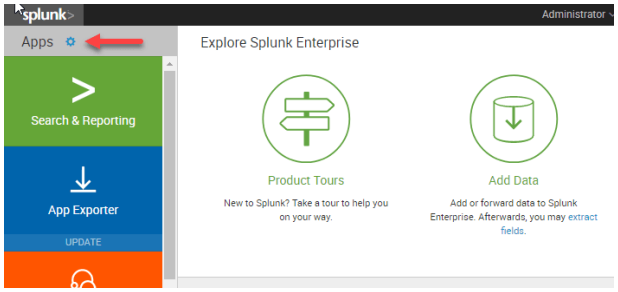
### Prerequisite Installation and Configuration

The Splunk integration is a Bomgar Middleware Engine plugin. To install the Bomgar Middleware Engine, follow the instructions in the Bomgar Middleware Engine Configuration document at www.bomgar.com/docs/integrations/middleware-engine.

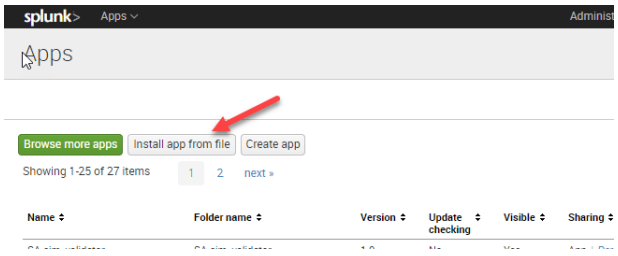
# Configure Splunk for Integration with Bomgar Remote Support

To install the integration, follow the steps below to import an item into Splunk.

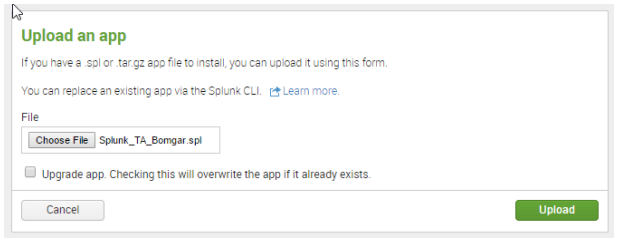
1. Log into Splunk as a user with administrative rights.
2. From the main home page, **/app/launcher/home**, click on the gear icon in the upper-left corner and go to **Manage Apps**.




3. On the **Apps** page, click **Install app from file**.




4. Browse to the location of the **Splunk_TA_BomgarPAM.spl** file and install the **Splunk Technology Add-on**.




## Other Considerations

For manual installation not completed through the web user interface, you must determine your deployment method, standalone or distributed. If distributed, your Bomgar technical account manager must go to the **Splunk Indexer** or **Forwarder**.

# Configure Bomgar Remote Support for Integration with Splunk

In addition to the steps outlined in the Bomgar SIEM Tool Plugin Installation and Administration at www.bomgar.com/docs/remote-support/how-to/integrations/plugin/index, the Splunk integration also supports consumption of syslog output directly from the Bomgar Appliance.

All of the steps in this section take place in the Bomgar **/appliance** administrative interface.

1. Access your Bomgar interface by going to the hostname of your Bomgar Appliance followed by /appliance (e.g., **https://support.example.com/appliance**).
2. Go to **/appliance >Security > Appliance Administration** and locate the **Syslog** section.
3. Enter the hostname or IP address for your remote syslog server.
4. Select a message format.
5. Click **Submit**.

# Configure the SIEM Tool Plugin for Integration between Splunk and Bomgar Remote Support

To begin configuration, launch the **Middleware Administration Tool** and click on the clipboard icon next to the plugin name.

**Bomgar Appliance**

The first portion of plugin configuration provides the necessary settings for communication between the plugin and the Bomgar Appliance. These fields are described in the Bomgar SIEM Tool Plugin Installation and Administration at www.bomgar.com/docs/remote-support/how-to/integrations/siem-tool/index.

**Splunk Instance**

1. **Target SIEM System:** Select Splunk from the list.
2. **SIEM Syslog Host:** Enter the hostname or IP address of the Splunk instance that should receive messages.
3. **SIEM Syslog Port:** Enter the port used by the Splunk instance to receive syslog messages, usually port 1514.
4. **SIEM Syslog Protocol:** Select the appropriate protocol from the list, usually UDP.
5. **Events to Process:** Bomgar session data may contain many different event types. All types are available; however, only a subset may be desired in the SIEM tool. Select only the events you would like sent to Splunk. Events matching unchecked event types are ignored.