



ConnectWise Manage Integration Guide

This guide provides information on . . .

- . . . Creating Public and Private Keys
- . . . Configuring the NotifyMDM server
 - . . . Configuring Organizations

Other guides with administrative guidelines . . .

- . . . [Organization Configuration Guide](#)
- . . . [System Administration Guide](#)

Introduction

MobileRMM™ powered by NotifyMDM is the first MDM to be integrated with ConnectWise Manage.

By integrating ConnectWise Manage, managed service providers (MSPs) and IT service providers can finally offer a mobile remote management and monitoring solution to their customers.

The integration will provide ConnectWise Manage users with up-to-date device configuration information as mobile devices are enrolled into the MobileRMM™ platform. Providing configuration information will enable trouble tickets to be generated by the Manage platform. In addition, billing data in the product section of the Agreement will be updated to reflect an accurate count of users utilizing the MobileRMM™ platform.

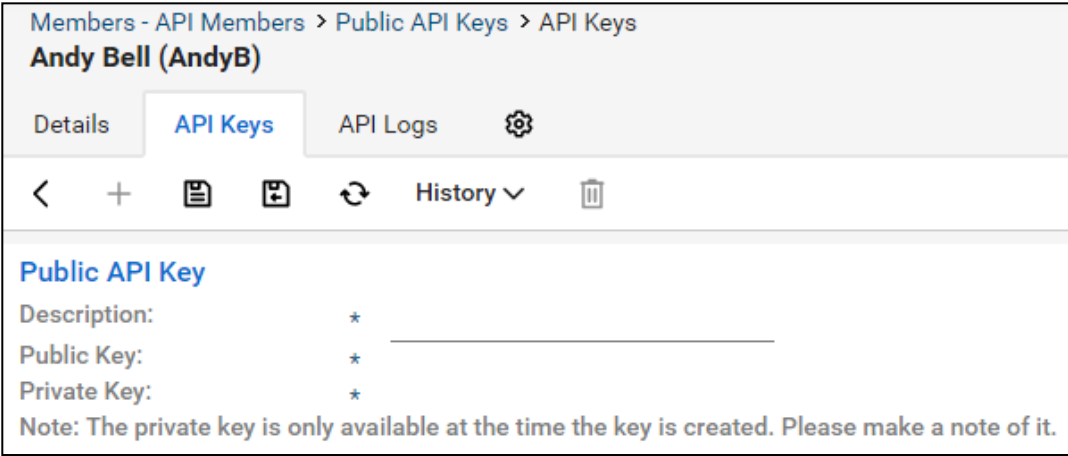
Creating Public & Private Keys

Creating public and private keys in ConnectWise Manage

Creating an integration between ConnectWise and NotifyMDM Integration with ConnectWise Manage requires that you provide API keys. API keys are public and private keys that are generated by ConnectWise Manage for an integration account.

To create API keys in ConnectWise Manage:

1. In ConnectWise Manage, click **System** -> **Members** and either select an existing member or create a new one. The member you select must have all the rights necessary to set up the integration. See [API Keys Tab - API Member](#) from ConnectWise.
2. On the **Member Maintenance** screen, click the **API Keys** tab and then click the **New Item** button.
3. In the Description field, type a description for the newly created keys (for example, NotifyMDM Integration).
4. Click the **Save** button to save the new item.
 - The two API keys are generated and displayed in the **Public Key** and **Private Key** fields. The private key is displayed only at the time it is created.
 - **There is no way to recover the private key after the API Keys tab is closed**, so make a note of both keys or copy them to the Clipboard.
 - You will have to specify these keys when you configure the integration with ConnectWise Manage.



The screenshot shows the 'API Keys' tab in the ConnectWise Manage interface for member 'Andy Bell (AndyB)'. The breadcrumb navigation is 'Members - API Members > Public API Keys > API Keys'. The 'API Keys' tab is selected, with other tabs for 'Details', 'API Logs', and a settings gear icon. Below the tabs is a toolbar with icons for back, add, print, refresh, history, and delete. The main form area is titled 'Public API Key' and contains three input fields: 'Description:', 'Public Key:', and 'Private Key:'. Each field has a red asterisk indicating it is required. A note at the bottom of the form states: 'Note: The private key is only available at the time the key is created. Please make a note of it.'

For more information about API Keys see: [API Keys Tab - API Member](#) from ConnectWise.

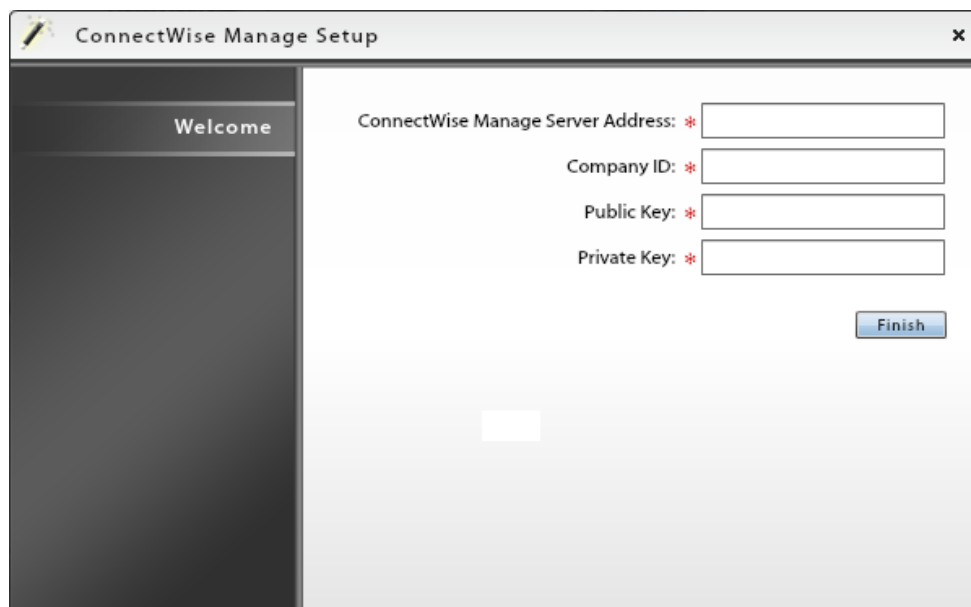
Configuring NotifyMDM

Configuring the NotifyMDM server

NotifyMDM integration requirements:

- ConnectWise Manage Server Address
- API Public Key
- API Private Key
- ConnectWise CompanyID

Once the API Keys have been created you will need to configure the NotifyMDM server to communicate with your ConnectWise Manage server. You will need to log into the NotifyMDM server as a System Administrator. From the dashboard, select **System Management**. From the menu panel, select **System Administration > System Settings**. Click the **ConnectWise Manage Setup** button and fill in the required information.



The screenshot shows a window titled "ConnectWise Manage Setup" with a close button (x) in the top right corner. On the left side, there is a dark sidebar with a "Welcome" button. The main area contains four input fields, each with a red asterisk indicating a required field:

- ConnectWise Manage Server Address: *
- Company ID: *
- Public Key: *
- Private Key: *

At the bottom right of the main area, there is a blue "Finish" button.

Configuring Organizations

Configuring Organizations with Companies within ConnectWise Manage

Once the communication with NoitfyMDM and ConnectWise Manage has been established you will need to configure each NoitfyMDM organization with the corresponding company in ConnectWise Manage.

From the NotifyMDM System Management page, select System Settings.

The screenshot displays the Mobile Device Management (MDM) System Management interface. The top navigation bar includes the MDM logo, a 'Save Changes' button, and several menu items: Activity Monitor and Alerts, Smart Devices and Users, Organization Management, User and Device Reporting, and System Management. The user is logged in as 'admin@dc03.notify.net'.

The main content area is titled 'System Settings' and is part of the 'Settings > System Administration > System Settings' path. It features a 'ConnectWise Manage Settings' section with the following configuration fields:

- ConnectWise Manage Server Address:
- Company ID:
- Public Key:
- Private Key:

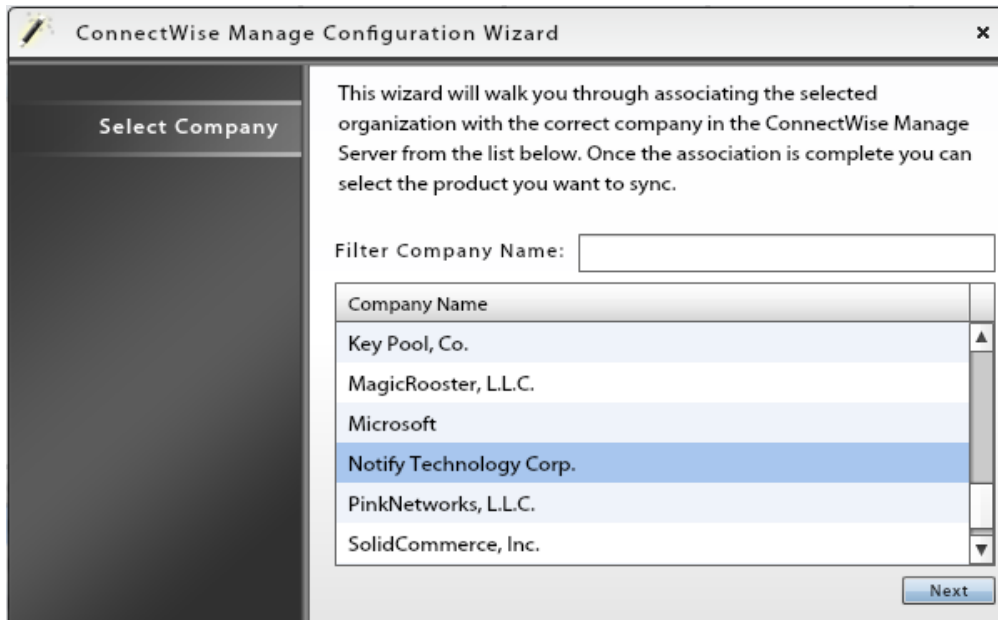
A 'Remove Connectwise Manage Server' button is located below these fields.

Below the settings is a table listing configured organizations:

OrganizationName	Company Name	Product Name
Notify Technology	N/A	N/A
BlueWeb, Company	N/A	N/A
DigitalTorch, Inc.	N/A	N/A
Endsight	N/A	N/A
Green Torch, Inc.	N/A	N/A
High Design, Co.	N/A	N/A

At the bottom of the table, there is a 'Configure Organization' button and a 'Sync Now' button. The last sync time is noted as '12/08/2019 6:03 PM (-05:00 GMT)'.

From the Organization table, select the organization that you want to configure and click the **Configure Organization** button. You will be taken to the ConnectWise Manage configuration wizard. Here you will select the matching company, from the list pulled from the ConnectWise Manage server, to associate with the Organization on the NotifyMDM server. Click **Next**.



Once the company association is complete you will select the Product you want to sync with and click **Finish**. For instructions on setting up Products in ConnectWise Manage, see the [Product Setup - Products](#) document from ConnectWise

