



GO BEYOND

BY BEYONDTRUST

Remote Support

WORLD
TOUR 2024



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Sr Solutions Engineer

Remote Support

The secure-by-design solution for remote repair and access to any device, on-and-off network.

Get secure access and proactive IT that scales with your enterprise.



with Trevor Combs, Sr Solutions Engineer

Agenda

- ▶ **Intro**
- ▶ **Remote Support Vault**
- ▶ **Teams Integration**
- ▶ **Q&A**

Cyberattacks on Service Desks on the Rise

Immediate Steps to Secure Your Service Desk

- ▶ Protect user and account credentials from being stolen or exposed
- ▶ Prevent user workarounds and shadow IT with efficient integration workflows

ConnectWise ScreenConnect Mass Exploitation
Delivers Ransomware



AnyDesk Hacked: Popular Remote Desktop Software
Mandates Password Reset



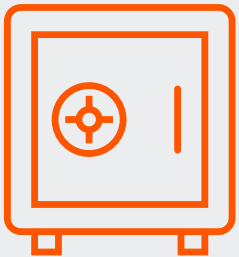
The Vault

Secure elevation, at no extra cost

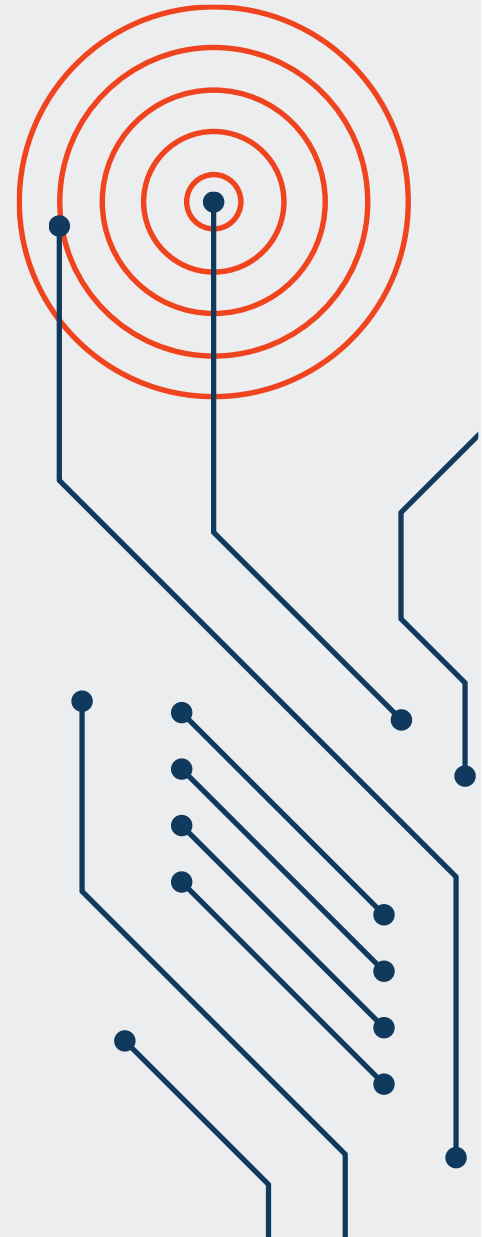


Remote Support Vault

- ▶ **Who knows what the Vault is?**
- ▶ **How many of you are using the Vault today?**



- Local Account Discovery
- Domain Account Discovery
- Account Rotation & Check-out
- Elevate Remote Support Sessions

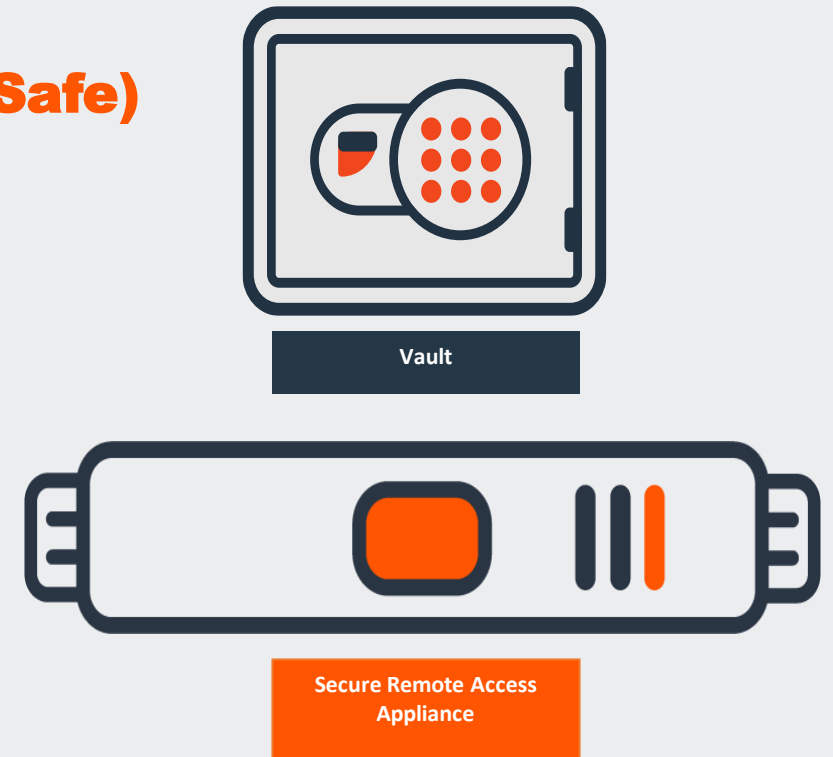


About the Vault

BeyondTrust Vault is a credential store that exists on the Secure Remote Access Appliance – including our SaaS deployment.

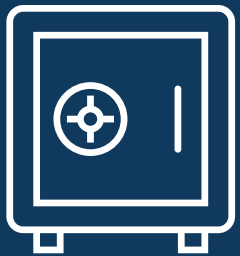
Perfect for organizations with unmanaged secrets or without an enterprise password vault (like PasswordSafe)

- ▶ **Discover**, scan, and import **Active Directory** and **local accounts**
- ▶ **Credential injection** for console users into **remote systems**:
 - Mitigate the risk of shared privileged account credentials
 - Elevate Remote Support Sessions
 - Login to the system using privileged accounts
 - Ensure password compliance of local Administrator accounts in a secure way
 - One piece of the Zero-Trust approach



Remote Support Vault

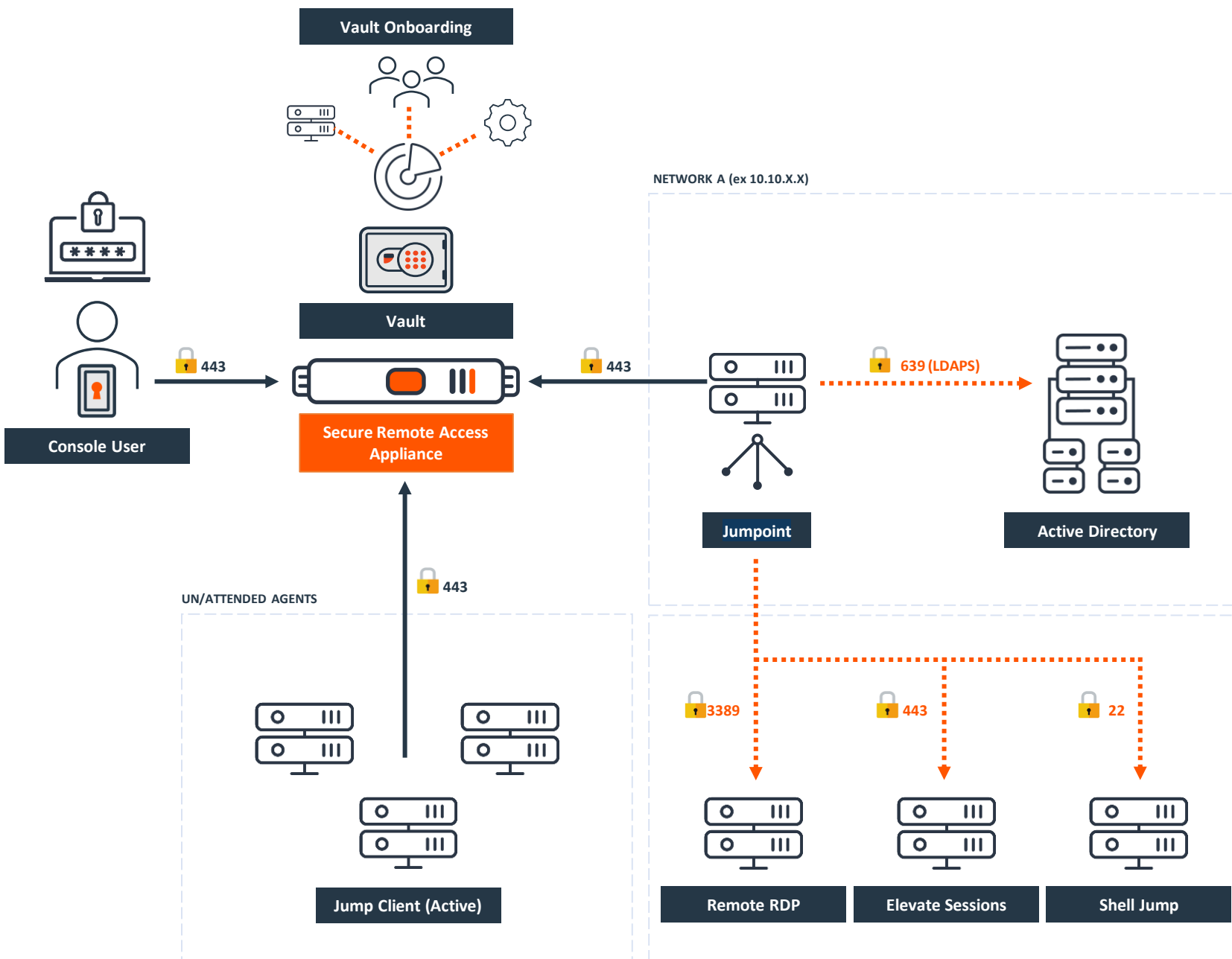
- ▶ Perfect for organizations that aren't ready for Password Safe
- ▶ Prefect replacement for organizations using LAPS for local accounts
- ▶ Already included in your deployment at no cost



Get elevation without bending or breaking policies and procedures

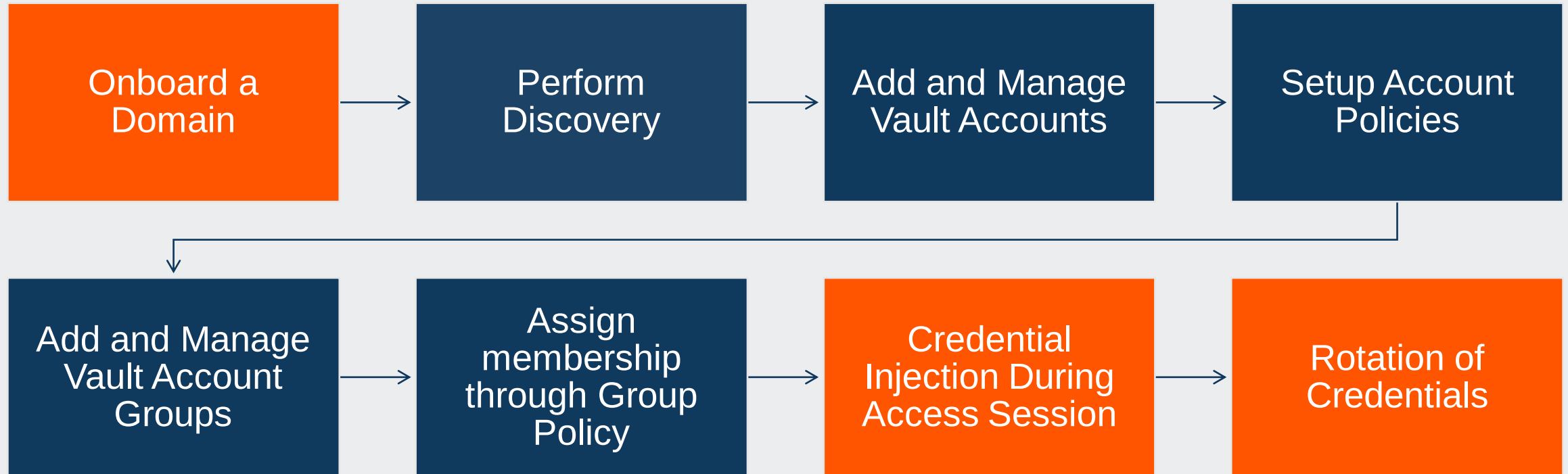


High-Level Topology



- **Console User** logs on to **Access Console**
 - Creating a **secure connection** to the **Secure Remote Access Appliance**
- **Vault** requires a **Jumpoint**.
 - Which will perform the **LDAP queries** to **Active Directory**.
 - **Port 389** by default.
 - **Port 636** when **LDAPS** enabled. (SSL/TLS Layer)
- Allowing **Vault** to onboard:
 - **Endpoints**
 - **Domain / Local accounts**
 - **Windows services**
- Vault Administrators can now configure **Account Policies** and **Groups** to manage these privileged credentials.
- Allowing your **Console User** to seamlessly **check out** or **inject credentials** into systems without exposing plain text passwords.

Workflow Demo / Walk-through



Remote Support Vault

Demo/Instruction

- ▶ Local Account Discovery
- ▶ Domain Account Discovery
- ▶ Account Rotation & Check-out
- ▶ Elevate Remote Support
- ▶ Sessions



Teams Integration

Provide fantastic end-to-end service

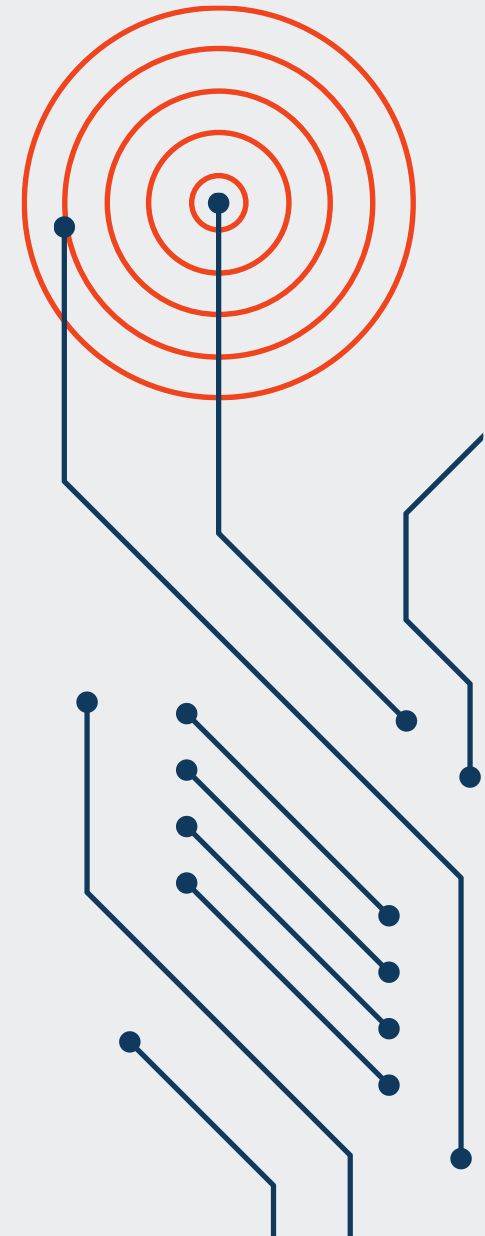


Teams Integrations

- ▶ If your organization has Remote Support and Microsoft Teams, it's a no-brainer
- ▶ Launch support sessions directly from Teams
- ▶ Included with Remote Support – no additional charge/
login > Configuration > MS Teams



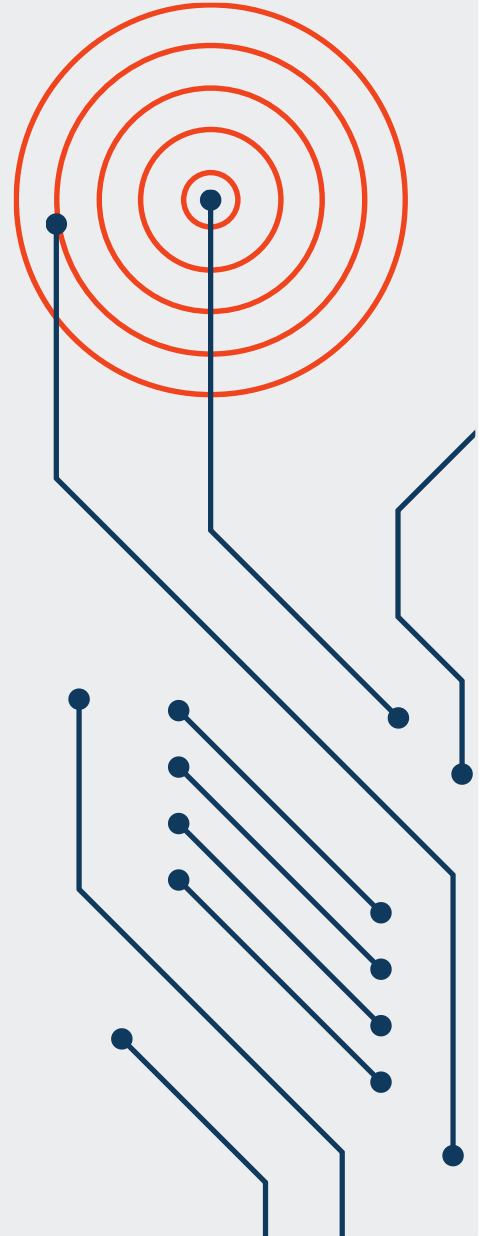
**Secure end-to-end support
for your service desk**



Teams Integrations



**Literally as easy as
1, 2, 3, GO!**



Step 1

► Create a BOT in Entra/Azure

Microsoft Teams Integration

Configure Microsoft Teams integration settings for the selected portal.

☒ Enable the Microsoft Teams Integration

• *Required field*

Basic Configuration

Application ID •

[Redacted]

Application Password

Leave blank to keep current password, if any.

Save App Config

Greeting

Welcome to BeyondTrust Remote Support!

Save

Bot Configuration

Bot Display Name •

BeyondTrust Remote Support

Bot Short Name •

Remote Support

Save Bot Config

Configuration Instructions

Connect your Teams tenant with Remote Support by deploying a bot to your Azure instance that connects back to this site, and then adding the Remote Support Bot to your Teams tenant.

Step 1: Deploy a custom bot to your Azure tenant. ^

1. From your Azure portal, click "Create a resource".
2. Search for "Azure Bot" and select "Create".
3. Configure the Azure Bot deployment
 - Give it a unique handle and add it to an active subscription and resource group.
 - The Bot handle is a unique identifier for the bot in Azure.
 - For "Type of App" you must select "Multi Tenant".
4. Once created, go to the bot resource's "Configuration" page.
5. Update the "Messaging endpoint" to point to the `/api/messages/` endpoint of the address for the portal "Default".
 - Example:
`https://rs.beyondtrustcloud.com/api/messages/`
 - A portal address from the selected portal **must** be used as the "Messaging endpoint" or the bot will not be able to authenticate with Azure.
 - The configured portal will control the session start options available within Teams.
 - The chat-based client options of the configured portal will be used for sessions started from this bot.
6. From the configuration page, copy the Application ID and Application Password values.
 - Copy the value for "Microsoft App ID" as the Application ID value on this page.
 - Click the "Manage" option for the App ID field to go to the "Certificates and Secrets" configuration.
 - Generate a new Client Secret. Once generated, copy the "Value" column into the Application Password configuration on this page.
7. Go back to the Bot and navigate to the "Channels" section. Select the Microsoft Teams channel, select the Messaging option and Save.
 - This should add an entry for "Microsoft Teams" in the list of available channels.
8. Setup the Bot's profile
 - Navigate to the "Bot Profile" section.
 - Enter a "Display name" that will be shown when your users are interacting with the bot. It is recommended to use the "Bot Display Name" configured here. To match the default name, enter "BeyondTrust Remote Support".
 - To maintain a consistent look for your Bot, use the same full color image configured here for the "Icon". To match the default image, download and use the Remote Support logo provided here.

Step 2

► Deploy the Bot to Microsoft Teams

Bot Icon



Change Image ⓘ Revert to Default

Bot Icon Outline



Change Outline ⓘ Revert to Default

Download Teams Manifest Package

Remote Support Logo



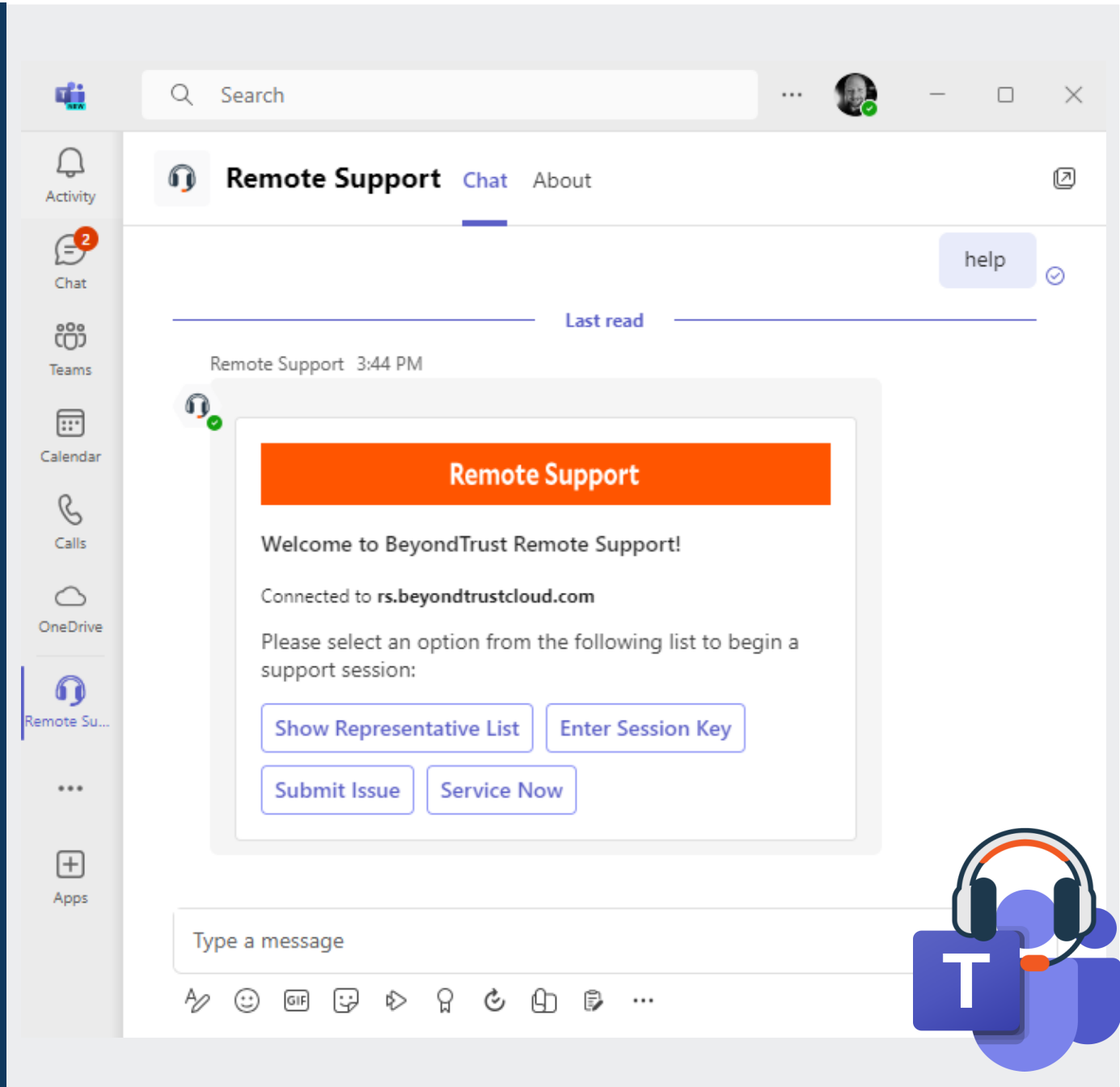
Step 2

Step 2: Deploy your bot to your Microsoft Teams tenant. ^

1. Once the App ID and App Password have been saved on this page, and any customizations have been made, press the "Download Teams Manifest Package" to download the BTRemoteSupport.zip file.
2. Open the Microsoft Teams admin center. Click "Apps" and then to the "Manage your Apps".
3. Select the "Upload" option, choose "Select a file" and then choose the **BTRemoteSupport.zip** file that you downloaded in step 1.
4. Customize the app deployment and access for your organization.
 - By default, each user must search for and install the app.
 - You can use an app setup policy to install or pin the Remote Support app automatically.

Step 3

▶ Start Chatting!!



The screenshot displays the Microsoft Teams interface with the Remote Support chat window open. The left sidebar shows navigation options: Activity, Chat (with a red badge showing 2 messages), Teams, Calendar, Calls, OneDrive, and Remote Support (selected). The main chat area has a header with 'Remote Support', 'Chat', and 'About' tabs. A 'help' button is in the top right. The chat history shows a message from 'Remote Support' at 3:44 PM. The message content includes a red 'Remote Support' header, a welcome message, connection details to 'rs.beyondtrustcloud.com', and four buttons: 'Show Representative List', 'Enter Session Key', 'Submit Issue', and 'Service Now'. At the bottom, there is a text input field labeled 'Type a message' and a row of icons for attachments, emojis, GIFs, and other chat functions. In the bottom right corner, there is a large blue Teams logo with a headset icon overlaid on it.

Hands-free Appliance Management

Our SaaS deployment lets BeyondTrust manage your appliance for you

- ▶ Complete feature and functionality parity
- ▶ Automatic version updates
- ▶ Eliminate maintenance costs
- ▶ More APIs
- ▶ Easier to integrate

**Interested in
learning more?**

Reach out to your account manager and ask about migrating to the cloud

Protect Account Credentials and Refine Your Workflows



Secure Your Service Desk Today

- ▶ Start using your Vault right away – it's already included with every deployment, at no cost
- ▶ Deploy your Teams bot and start chatting immediately



Thank you!

A summary of today's class with
links to helpful documentation

bit.ly/remotesupport-masterclass

beyondtrust.com/gobeyond-masterclass-recap-remote-support