N-able N-central Integration Setup

N-able N-central offers complete network visibility for on-premise or cloud-based networks. It enables you to map client networks, deploy templates, and use automation policies. Integrating N-central with MSPbots provides real-time notifications and BI automations, leading to better IT management. This article shows the step-by-step guide for connecting N-able N-central to MSPbots.

What's on this page:

- Prerequisites
- Setting up the N-able N-central integration
- Error "Authorization failed"
- Related Topics

Prerequisites

You must have the following to establish a successful connection:

- Active N-able account
- N-able Benchmarking license
- Admin role and permissions for setting up the integration

Setting up the N-able N-central integration

The following procedure requires admin rights.

1. Create an API-only user and turn off Two-Factor Authentication.

| a. | Set the default administrator role. | | | | | | | |
|----|---|----------------------|---|--|--|--|--|--|
| | MYSELF_6657 | | MODIFY USER | | | | | |
| | Run a Discovery | * | | | | | | |
| | Run an Automation Policy | First Nam | e: api | | | | | |
| | Run a Script Security Manager Scan | Last Nam | e: mspbots | | | | | |
| | 5 Start Automation Manager | Login Nar | ne: apimspbots@mspbots.ai | | | | | |
| | E Reports | Descriptio | on: | | | | | |
| | My Links | Password | (unchanged) | | | | | |
| | Configuration > | | Show Password | The password must be at least 8 characters long and contain at least 1 number, 1 uppercase character, 1 lowen | | | | |
| | 🐣 Administration 🖌 | Roles | Access Groups User Details | API Access | | | | |
| | Branding | ASSIGN RO | LES REMOVE | | | | | |
| | Certificate Management Manage APNS Certificate | | Name | ▲▼ Description | | | | |
| | Customers | | Default Administrator Role | Grants users full access to all of N-able N-central's capabilities and features. | | | | |
| | Custom Properties Defaults | | | | | | | |
| | Probes | | | | | | | |
| | Service Management | | | | | | | |
| | Custom Services Service Control | | | | | | | |
| | Service Templates | | | | | | | |
| | SMS Registration | | | | | | | |
| | SSO Providers | | | | | | | |
| | Two-Factor Authentication | | | | | | | |
| | Users | | | | | | | |
| | Access Groups Roles | | | | | | | |
| | - Kules | | | | | | | |
| b. | Set the default adm | inistrator g | roup. | | | | | |
| | MYSELF_6657 | 🗄 🔮 Modii | Y USER | 🔕 N-ABLE N-CENTRAL | | | | |
| | Run a Discovery Run a Mac Script | | | | | | | |
| | Run an Automation Policy Run a Script | First Name: apl | | | | | | |
| | Security Manager Scan | Last Name: mspbo | 3 | | | | | |
| | to Start Automation Manager | Login Name: apimsp | bots@mspbots.ei | | | | | |
| | E Reports | Description: | | | | | | |
| | 🖉 My Links 🔹 🔸 | | | | | | | |
| | ☆ Configuration | Password: (uncha | nged) w Password | The password must be at least 8 characters long and contain at least 1 number, 1 uppercase character, 1 lowercase character, and 1 special character. Yo | | | | |
| | Administration | Roles Access | Groups User Details API Access | | | | | |
| | Branding | ASSIGN ACCESS GROUPS | REMOVE | | | | | |
| | Certificate Management Manage APNS Certificate | Name | | AT Description | | | | |
| | Customers Custom Properties | Default | _3062_AG | Default 3062 access group | | | | |
| | > Defaults | | | | | | | |
| | PSA Integration | | | | | | | |
| | Service Management Custom Services | | | | | | | |
| | Service Control Service Templates | - | | | | | | |
| | SMS Registration | © REFRESH NOW ON | Refresh in: 8 minutes | | | | | |
| | User Management | SAVE CANCEL | | | | | | |

| | | rtoquii ou. | | | | |
|---------|---|--|---|----------------------------------|---|--|
| | MYSELF_6657 | i 🗧 🐣 N | MODIFY USER | | | (i) N-ABLE N-CENTRAL |
| | 😵 Run a Discovery | • | | | | |
| | Run a Mac Script Run an Automation Policy | First Name: | api | | | |
| | 👢 Run a Script | Last Name: | mspbots | | | |
| | Security Manager Scan Start Automation Manager | Login Name: | apimspbots@mspbots.ai | | | |
| | | Description: | | | | |
| | E Reports | | | | | |
| | My Links | | | | | |
| | | Password: | (unchanged) Show Password | | The password must be at least 8 characters long and contain at least 1 number, 1 uppercase character, 1 lower | ercase character, and 1 special character |
| | | 1 | | | | |
| | Administration | Roles | Access Groups User Details | API Access | | |
| | Branding | Login Inform | ation User Information | Notification Met | hod Default Analysis Report RSS Notifications | |
| | Certificate Management Manage APNS Certificate | ACCESS | | | ۲ | |
| | Customers | MFA Not Req | uired: | | | |
| | Defaults | Use Two-Fac | tor Authentication: | 1 | | |
| | Probes > PSA Integration | Type: | 0.4 | Two-Ste | p Verification | |
| | Service Management | | | | | |
| | Service Control | Locreit | | | | |
| | Service Templates SMS Registration | Default Pape | r Size: | Letter | · · · · · · · · · · · · · · · · · · · | |
| d. | Select API-only | user | | | | |
| | MYSELF_6657 | | (USER | | 🗐 N-ABLE N-CENTRAL |) N-ABLE N-CENTRAL |
| | Run a Discovery Bun a Mar Script | _ | | | | |
| | Run an Automation Policy Run a Script | First Name: api | | | | |
| | Security Manager Scan Start Automation Manager | Last Name: mspbots | | | | |
| | | Description: | ts@mspbots.ai | | | |
| | Reports | | | | | |
| | | Password: (unchan) | (ed) | | | |
| | Configuration | Show | Password | The password mu | t be at least 8 characters long and contain at least 1 number, 1 uppercase character, 1 lowercase character, and 1 special character. | Y |
| | | | | | | |
| | 🕹 Administration | Roles Access G | roups User Details API Access | | | se character, and 1 special character. Yo |
| | Administration Branding | Roles Access G | roups User Details API Access | | | ie character, and 1 special character. Yo |
| | Administration Branding Certificate Management Manage APNS Certificate | Roles Access G ACCESS TYPE Enabling the API-Only Us | roups User Details API Access er will allow user to access N-central's APIs, | but will prevent the | ser fom laggeg ins tie Nicensel U. The scope of whet user car access through Nicensel's APIs are constelled by the access group | se character, and 1 special character. Yo |
| | Administration Branding Certificate Management Manage APNS Certificate Customers Customers Customers | Roles Access G ACCESS TYPE Enabling the API-Only Us API-Only User: | roups User Details API Access er will allow user to access N-central's APIs, | but will prevent the | are from logging was the Niceman UI. The scope of what user can access through Niceman's APIs are consolled by the access group | je character, and 1 special character. Yo |
| | Administration Branding Certificate Management Amage APRS Certificate Cutomes Cutomes Cutomes Cutomes Properties Probes | Roles Access O ACCESS TYPE Enabling the API-Only Us API-Only User: | roups User Details API Access er will allow user to access N-central's APIs, | but will prevent the | are from logging into the Normal DL. The scope of what user can access through Normal's APs are consulted by the access group | jie character, and 1 special character. Yo |
| | Administration Branding Cartificate Management Manage APRS Cartificate Customers Customers Customers Pobles Pobles Phylintegration Service Management | Roles Access O ACCESS TYPE Enabling the API-Only Us API-Only User: TOKENS JSON Web Token Create 19(10)2022 11:30-05 | roups User Details API Access er will allow user to access N-central's APIs, ed One: | but will prevent the | are from legging one the N-consol CN. The scope of what user care access through N-consol's APIs are consolled by the access group | P |
| | Administration Cettificate Management Cettificate Management Catomers Custom Properties Defaults Probles Pobles Service Administration Custom Services Service Catomers | Roles Access O ACCESS TYPE Enabling the API-Only Us PI-Only User: () TOKENS JSON Web Token Create 19/10/2022 11:32-06 | roups User Details APT Access er will allow user to access Nicentral's APIs, ed Ge: new (SON Web Token invalidates previo | but will prevent the a | aer fom legging into the N-cennel UL. The scope of inher care are access through N-cennet's APs are controlled by the access grou | Be character, and 1 special character. Yo |
| | Administration Administration Contribute Control Management Administration Control Management Control Management Poster Poster | Roles Access O ACCESS TYPE Enabling the API-Only Us POPUNY User: () TOKENS JSON Web Token Create 19/10/2022 11/26:06 | roups User Details APT Access er will allow user to access N-central's APis, ed Ger mew (SON Web Token invalidates previo | but will prevent the us ones. | aer fom legging viss die Nicernal UI. The scope of whet care are access drivingh Nicernards Affa are consolied by die access gru | Be character, and 1 special character. Yo |
| | Administration Administration Administration Contribute Contribute Contribute Contribute Contribute Contribute Policy Po | Roles Access Of Access Type Enabling the API-Only Us API-Only User: () TOKENS DON Web Taken Creats 1910/2022 112065 () Generating a | mayo User Details Afficers | but will prevent the us ones. | aer fom legging viss the Noernal UI. The acupe of what caer can access through Noernark Affa are convolted by the access grou | Be character, and 1 special character. Yo |
| | Administration Administration Administration Certificate Management Administration Continue Contin Continue Continue Contin Conti | Roles Access OF ACCESS TYPE Dealing the API-Only UP API-Only UP TOKENS JON Was Teken Creater Star 2022 11:2:06 Concerting of Access of Con- Concerting of Concerting of Concerting Sciences of Con- | rouge User Details APLAcees er will alleen vare to access Noarreal's APA, ed On: new (SON Web Token Invalidates previo 1031 | but will prevent the | ver Fom lagging van de Noernal UI. The scope of whet user can access through Noernan's Affa are consolied by the access grou | Be character, and 1 special character. Yo |

e. Scroll down and click Save.

- 2. Log in to the MSPbots app and go to Integrations.
- 3. Search for N-able N-Central and click it to open the configuration settings.
- 4. In the API URL field, enter <server address>, where <server address> is the FQDN or IP address of your N-able N-central server.

Remove all the trailing slashes from the FQDN or IP. Example: If the URL is http://Your_FQDN_or_IP/dms2/servicexx/Servexxx?wsdl, use http://Your_FQDN_or_IP.

5. Enter the User Name and Password of the API-only user.

| * API URL : | |
|---------------|--|
| https:// | |
| * User Name : | |
| | |
| * Password : | |
| | |

Error "Authorization failed"

The error "Authorization failed" appears on the N-able N-central integration in the MSPbots app.

| N | N-able N-Central authorization failed Last success auth : 11/07/2023 00:42 CST Type : Others |
|---|--|
| | * API URL : |
| | |
| | * User Name : |
| | |
| | * Password : |
| | |
| | Save And Sync |

This is possibly caused by an inactive or disabled user status in N-central. To resolve this, contact your administrator and ensure that your status is active. Once you confirm that your account is active, reconnect and authorize connection to MSPbots again.

Related Topics

• N-able Benchmarking Process