



# PKI AREA Connector

Common Access Card Interface for BMC Remedy

## BMC REMEDY–CAC INTEGRATION

RightStar's PKI AREA Connector is a Common Access Card (CAC) solution that allows U.S. Department of Defense agencies to easily use CAC cards to access secure BMC Remedy ITSM Mid-Tier applications. The PKI AREA Connector enables usage of PKI certificates and keys on a CAC for Remedy login and access.

With the CAC integration to Remedy, the Remedy Mid-Tier application can be quickly enabled to use smart cards without requiring any complex changes to the Remedy application. Features include:

- Capture, exchange, and synchronize data from a CAC government issued smart card
- Centrally managed, browser extension module
- Low cost migration from passwords to strong CAC authentication

PKI AREA Connector meets DoD Directive 8520.2 for Public Key Infrastructure and Public Key Enabling, and the DoD Common Access Card program.

## BENEFITS

With the ability to authenticate CAC users, service desk managers can further leverage their existing investment in Remedy to meet government security requirements. Additional benefits include:

- **Single sign-on service.** The integration simplifies the user authentication experience and reduces the cost of managing multiple passwords.
- **Easy to deploy, use and maintain.** RightStar's PKI AREA Connector is easy to upgrade for future Remedy software releases.

## TECHNICAL APPROACH

**RightStar's PKI AREA Connector is strictly for Remedy Mid-Tier.** Scanning the CAC card loads a PKI certificate into Internet Explorer. Upon navigating to the Mid-Tier server, the user is prompted to submit a certificate to access the site. Once the Mid-Tier receives the certificate, it parses the user information from it. If a valid user is found, the system authenticates using an authorization string (secret key) specified at the time the application is installed.

## REQUIREMENTS

- BMC Remedy ARS 6.3 – 7.6 on the following Operating Systems:
  - Windows (all versions through 2008 64 bit)
  - AIX\*
  - HP-UX (Itanium and PA-RISC)\*
  - Linux\*
  - Solaris\*

*\*Requires a C/C++ compiler installed in a test environment to generate the necessary libraries.*

## OPTIONAL CLIENTS

**Separate custom login solutions are available for BSM Dashboards and Analytics.** With these optional clients, users connect to different login pages that read their PKI Certificate and retrieve the appropriate Dashboards or Analytics credentials from a custom field within Remedy. The system then authenticates the user into Dashboards or Analytics using these credentials.

## RIGHTSTAR SYSTEMS

*Headquarters in Vienna, Virginia*

RightStar Systems is a leading provider of ITIL-based service management solutions for upper-middle market firms and government agencies. As an Elite BMC Software Solution Partner, RightStar develops its own add-on modules and provides consulting, design, and implementation services for BMC Service Support, Service Assurance, and Service Automation products. RightStar also conducts onsite ITIL assessments and provides strategic recommendations for delivering services to the business more efficiently.