



# BeyondTrust

## **Password Safe 22.3 Resource Broker Installation and Configuration**

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# Password Safe Cloud Resource Broker Installation and Configuration Guide

This document explains how Password Safe Cloud uses resource brokers within resource zones to manage resources across segmented networks and how to configure resource zones.

A resource zone is a group of resources on your network. You can create an unlimited number of resource zones to meet the requirements for how your network is segmented; however, one zone for your entire network is sufficient. At least one resource zone is required. Password Safe Cloud creates a default resource zone called **Default**, which is a catch-all for all domains and workgroups in your network.

Password Safe Cloud uses resource brokers to communicate with the systems in your resource zones. A resource broker is a bundle of software that contains all of the services and components required for Password Safe Cloud to interact with your on-premises servers using TCP 443 for communication.

You must download the **Resource Broker Installer** from the Password Safe Cloud portal and install the broker on a Windows Server 2019 x64 or greater system in your network. Each resource zone must have at least one resource broker installed, but we recommend you install two or more for efficiency and redundancy of functionality. You may install up to ten resource brokers in each resource zone.



**Note:** Installing a resource broker on Windows 2016 x64 is supported; however, Windows 2019 x64 is recommended.

A resource zone uses a collection of resource brokers to handle the following four core Password Safe functions. Azure uses a round-robin technique to communicate with the resource brokers within the zone to handle these functions.

- **Authentication against LDAP/Active Directory:** Allows authentication into Password Safe against your local LDAP/Active Directory domains.
- **Asset and Account Discovery:** Uses a discovery scanning agent to discover assets and accounts in your network.
- **Credential Management:** Changes passwords or SSH keys on a scheduled or on-demand basis.
- **Session Proxy:** Acts as a proxy to allow a standard user to open SSH or RDP sessions on systems in your network.



For more information on the services that are bundled with a resource broker, please see "[Troubleshoot Resource Broker Issues](#)" on page 18.

## Install a Resource Broker

Each resource zone must have at least one Resource Broker installed on a Windows 2019 x64 or Windows 2022 x64 server in your network. If your deployment has only one Resource Zone, which is **Default**, you must install at least one Resource Broker in the **Default** zone. We recommend installing two or more Resource Brokers in each Resource Zone for work distribution and redundancy.



**Note:** If using a proxy or firewall, allow traffic from the Resource Broker outbound on port 443 before installation. External traffic includes:

- \*.ps-prod.beyondtrust.com/webconsole/
- \*.servicebus.windows.net
- \*.ps.beyondtrustcloud.com
- \*-sb.servicebus.windows.net

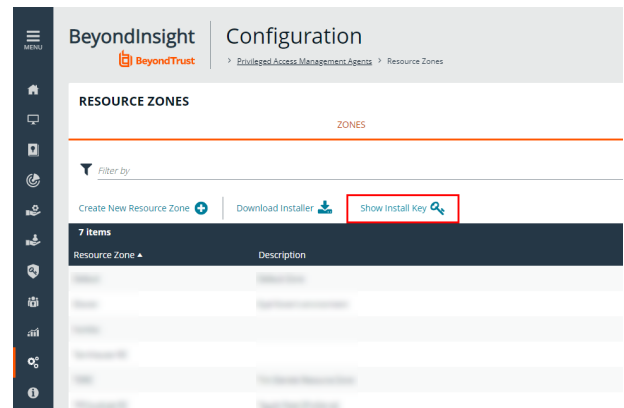
To generate the full allow list information for a relay, there is a PowerShell script in the installation directory under **Utilities** called **GetNamespacelInfo.ps1**. The output from this will give the specific routes. Examples include:

- relay-namespace.servicebus.windows.net
- namespace.ps.beyondtrustcloud.com
- g0-cloudservicedns-sb.servicebus.windows.net
- g1-cloudservicedns-sb.servicebus.windows.net
- g2-cloudservicedns-sb.servicebus.windows.net
- g3-cloudservicedns-sb.servicebus.windows.net

This information is also provided during the install process.

## Download the Resource Broker Bundle and Install the Resource Broker

1. From the left menu in BeyondInsight, click **Configuration**.
2. Under **Privileged Access Management Agents**, click **Resource Zones**.
3. Click **Show Install Key**.



4. Click the **Copy** button to copy the installer key. The installer key is required for step 9.

**INSTALLER KEY**

This is your installer key:

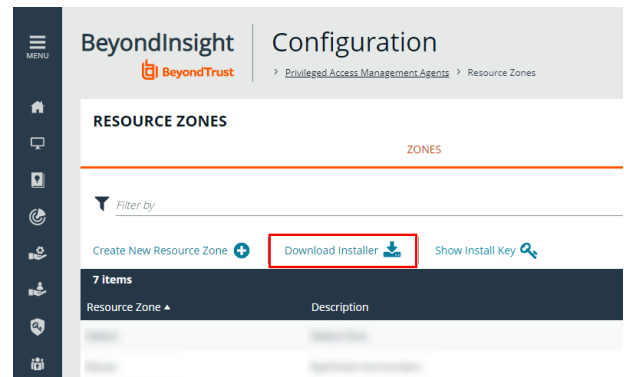
cmVsYXktYnRkZW1iDyYyaTVKUIBBbCtPQJQzMVirV0l5djhvenUxSnN4TUyYd0x3YTIwXzhekE9IGV5SmhrR2Np



REGENERATE

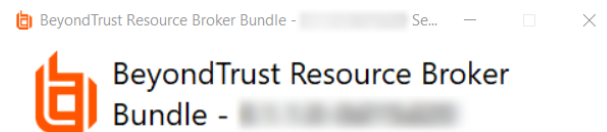
CLOSE

5. Click **Download Installer**.

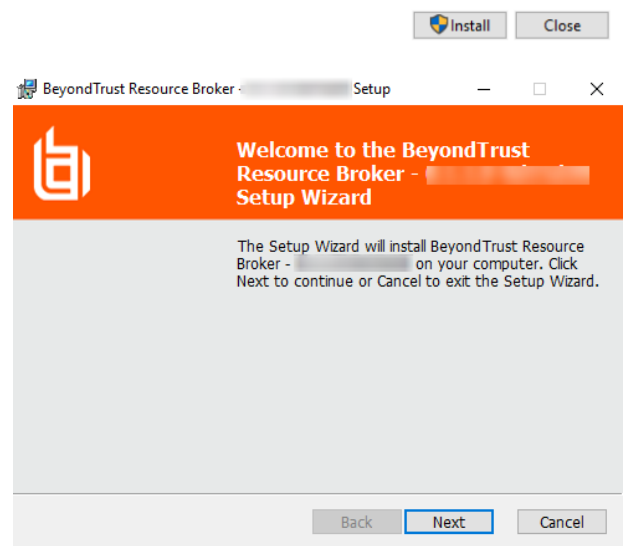


6. Copy the downloaded **BeyondTrust.Agents.Bootstrapper.exe** file to the Windows server where you would like to install the Resource Broker, and then run the file.

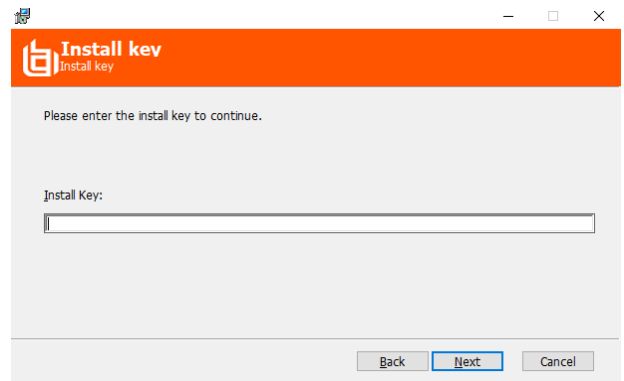
7. Click **Install**.



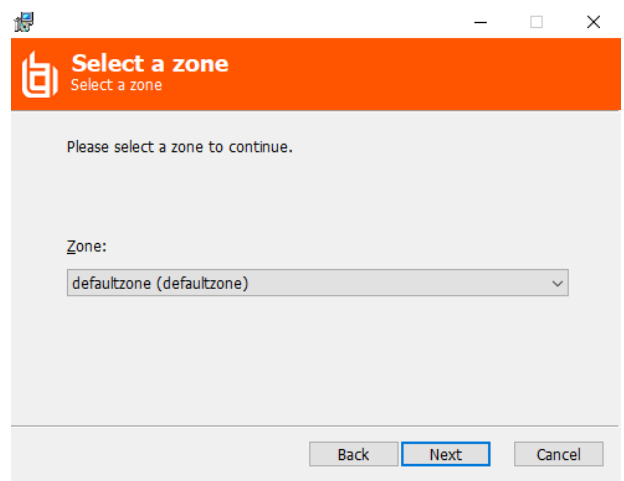
8. Click **Next** on the welcome screen.



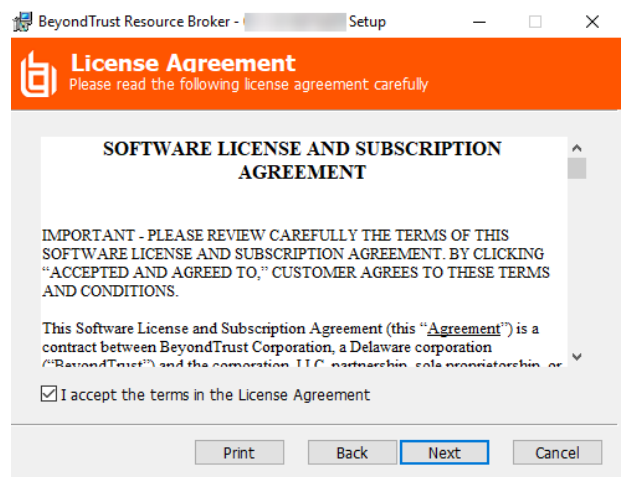
9. Paste the **Install Key** that you copied in step 3 into the **Install Key** field, and then click **Next**.



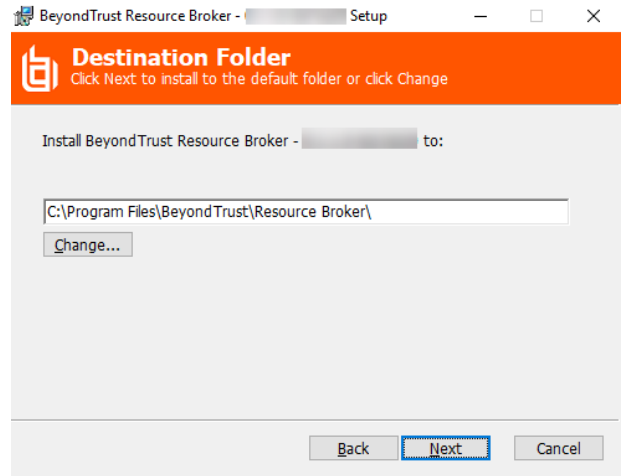
10. Select a Resource Zone from the **Zone** list, and then click **Next**.



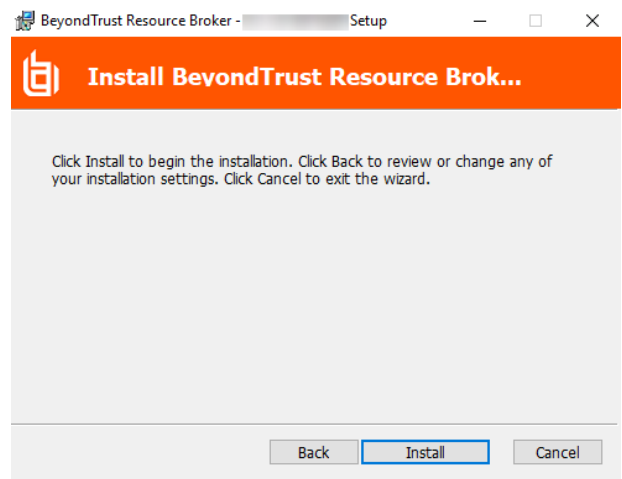
11. Check the box to accept the license agreement terms, and then click **Next**.



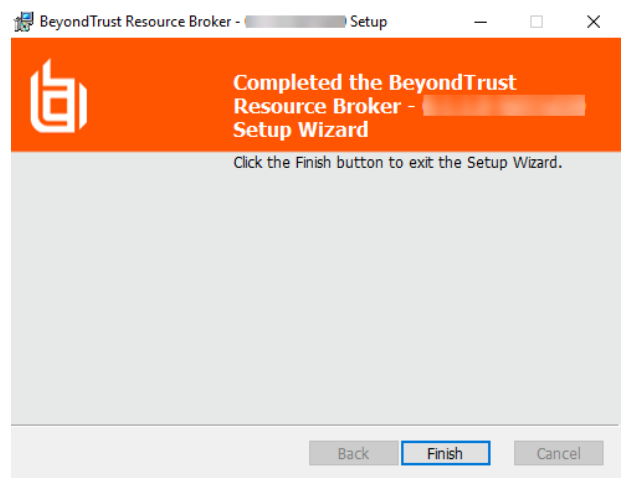
- Click **Next** to install to the default folder or click **Change** to install to a different folder, and then click **Next**.



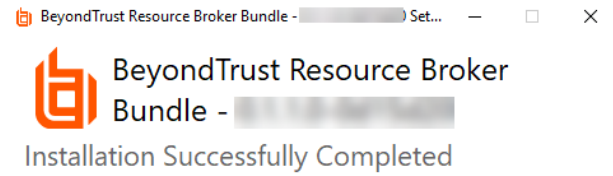
- Click **Install** to begin the installation.



- Click **Finish** to complete the Setup Wizard.



15. Click **Close** on the **Installation Successfully Completed** screen.



16. Go the BeyondInsight home page to validate the dynamic dashboard has updated the **Resource Zones** and **Resource Brokers** tiles for this newly installed Resource Broker.



## Update a Resource Broker

Resource Brokers are in one of two update states:

- Up to date
- Update pending

When a Resource Broker is **Up to date**, this information displays in the **Update** column.

Resource Brokers ↻ ⓘ

Resource Broker	Zone	Status	Version	Update
L:\DOP\MS2\computers\myga.com	ga.trustzone	Unhealthy	1.0.3.139	Up to date

### RESOURCE ZONES

ZONES		BROKERS	
<b>1 item</b>			
DNS Name ▲	Resource Zone	Version	Update
L:\DOP\MS2\computers\myga.com	ga.trustzone	1.0.3.139	Up to date

In addition, there is no option to update the Resource Broker in the vertical ellipsis menu.

**Status**

⚠
⋮

- i View Details
- 🗑 Unregister Resource Broker
- 📄 Download Resource Broker Logs

When an update for a Resource Broker is available, this information displays in **Update** column.

Resource Brokers ↻ ⓘ

Resource Broker	Zone	Status	Version	Update
1.1.5.914-35600b4-prerelease	gettrust.com	Unhealthy	1.0.3.139	Update available (1.1.5.914-35600b4-prerelease)

### RESOURCE ZONES

ZONES
BROKERS

---

**1 item**

DNS Name ▲	Resource Zone	Version	Update
1.1.5.914-35600b4-prerelease	gettrust.com	1.0.3.139	Update available (1.1.5.914-35600b4-prerelease)

There is an option to **Update Resource Broker** in the vertical ellipsis menu. Click this option to queue the update. A confirmation message appears, stating that the update is queued for installation.

Once the update is installed, the **Update** column displays **Up to date**.

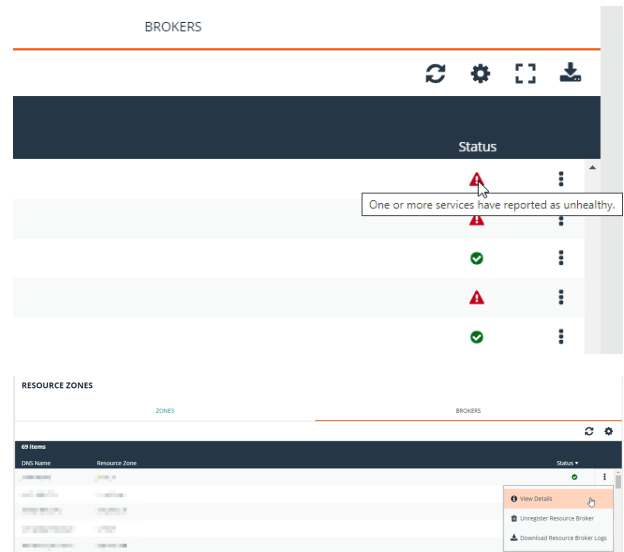
Update	Status
Update available (1.1.5.914-35600b4-prerelease)	⚠️ ⓘ

- ⓘ View Details
- 🗑️ Unregister Resource Broker
- 📄 Download Resource Broker Logs
- 🔄 Update Resource Broker

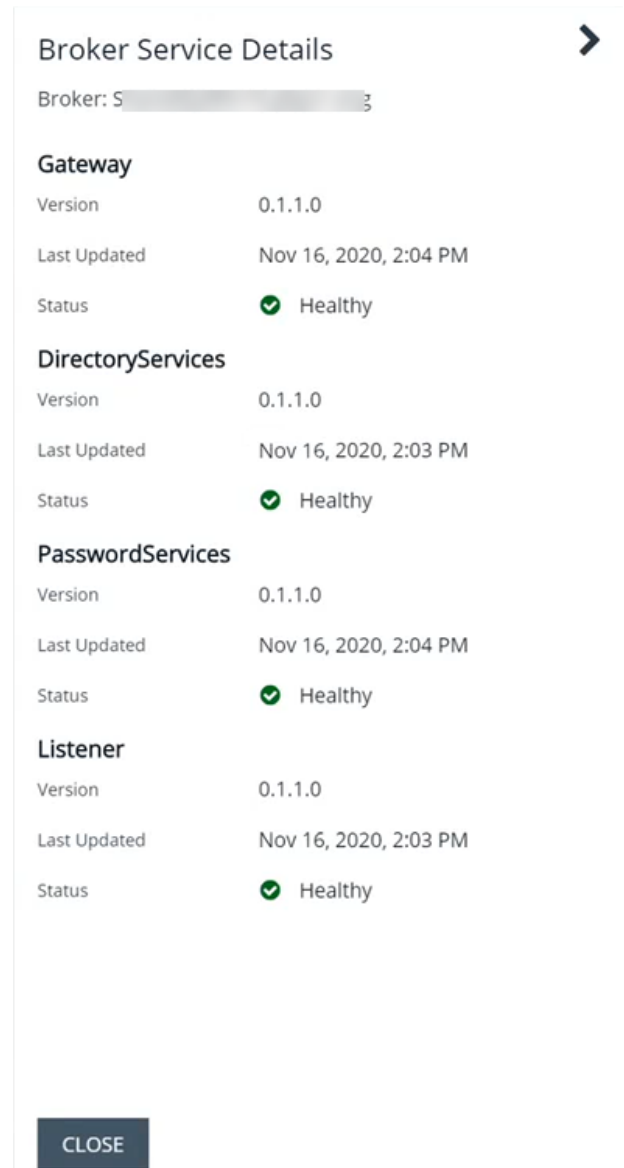
## Manage Resource Brokers

From the **Brokers** grid on the **Resource Zones** page, you can check the health status for your resource brokers. Each of the services for a specific resource broker checks into Password Safe Cloud independently with a heartbeat every 5 minutes. You can also unregister and delete resource brokers from this page.

1. From the left menu in BeyondInsight, click **Configuration**.
2. Under **Privileged Access Management Agents**, click **Resource Zones**.
3. Click **Brokers**.
4. Look at the **Status** column for the resource broker to view its health status. A red warning symbol appears if one of the services misses two heartbeat intervals (hasn't checked in for 10 minutes). A green check mark displays if all of the services for that broker have checked in as healthy.
5. To view the details for the services on a specific broker, select the resource broker, click the **More Options** (vertical ellipsis) button, and then click **View Details**.



- You can review the version, the time the service last updated, and the health status for each service on the broker.



**Broker Service Details**

Broker: S [redacted]

**Gateway**

Version: 0.1.1.0  
 Last Updated: Nov 16, 2020, 2:04 PM  
 Status: ✔ Healthy

**DirectoryServices**

Version: 0.1.1.0  
 Last Updated: Nov 16, 2020, 2:03 PM  
 Status: ✔ Healthy

**PasswordServices**

Version: 0.1.1.0  
 Last Updated: Nov 16, 2020, 2:04 PM  
 Status: ✔ Healthy

**Listener**

Version: 0.1.1.0  
 Last Updated: Nov 16, 2020, 2:03 PM  
 Status: ✔ Healthy

**CLOSE**

- To delete a resource broker, you must manually uninstall it from the system where it was installed. This automatically unregisters the resource broker from the zone. To remove it from the **Resource Zones** page, click the **More Options** (vertical ellipsis) button for the broker, click **Unregister Resource Broker**, and then click **Delete** on the confirmation message that appears.



**RESOURCE ZONES**

ID	Name	Resource Zone	Status
[redacted]	[redacted]	[redacted]	[redacted]

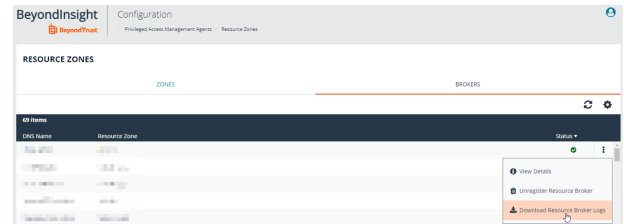
Context menu options:

- View Details
- Unregister Resource Broker**
- Download Resource Broker Logs

## Download Resource Broker Logs

From the **Brokers** grid on the **Resource Zones** page, you can request and download resource broker log files.

1. From the left menu in BeyondInsight, click **Configuration**.
2. Under **Privileged Access Management Agents**, click **Resource Zones**.
3. Click **Brokers**.
4. For the resource broker logs, click the **More Options** (vertical ellipsis) button, and then select **Download Resource Broker Logs**.
5. A pop up message confirms the download is preparing, and the logs download to your device, as one compressed file.
6. Open the compressed file to view the log files available, and select the log file to view. Log files are in plain text format.



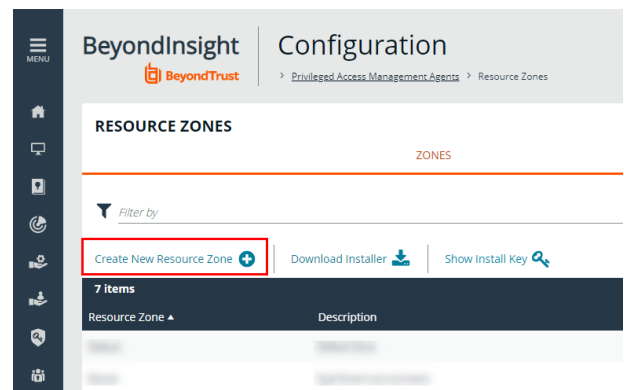
## Configure Resource Zones

### Create a Resource Zone

You may create as many resource zones as needed for your environment; however, only one resource zone is required. This is the built-in **Default** zone, which is a catch-all for all domains and workgroups in your network.


To create a new resource zone:


1. From the left menu in BeyondInsight, click **Configuration**.
2. Under **Privileged Access Management**, click **Resource Zones**.
3. Click **Create a New Resource Zone**.



4. Enter a **Name** for identifying the resource zone. This can be up to 64 characters and cannot contain spaces.
5. Enter a meaningful **Description**.
6. Under **Domains**, select a domain from the list or enter a domain name or an LDAP server name, if it isn't listed.

## Create Resource Zone

Name   
Eastern-Region

Description   
Zone for resources in the Eastern Region

DOMAINS

WORKGROUPS

Search and Add Domains

Domain.local

CREATE RESOURCE ZONE

DISCARD CHANGES



**Tip:** A domain or LDAP server is used for anything that Password Safe needs to obtain from a directory, such as authentication, directory queries, directory credentials, binding credentials, etc. Domains and LDAP servers that have already been discovered in Password Safe and are not already associated with a resource zone are listed. You can manually add a domain or LDAP server that has not yet been discovered by typing it in the **Search and Add Domains** box, and then clicking the **Add as New Option** button.

- For **Workgroups**, do not select or enter any. Instead, allow Password Safe to automatically create a workgroup using the name of the resource zone once the zone is created.

## Create Resource Zone ➤

Name  
Eastern-Region ✕

Description  
Zone for resources in the Eastern Region ✕

DOMAINS

WORKGROUPS

Search and Add Domains  
Eastern Domain

ADD AS NEW OPTION

No options available.

## Edit Resource Zone ➤

Name  
Eastern-Region ⊙  
Name cannot be changed after the zone is created

Description  
Zone for resources in the Eastern Region ✕

DOMAINS

WORKGROUPS

Search and Add Workgroups ▼

Selected Workgroups (1)

REMOVE ALL

Eastern-Region Workgroup ✕

UPDATE RESOURCE ZONE

DISCARD CHANGES





**Tip:** A workgroup is used to segment functionality within Password Safe Cloud to specific managed systems. Existing workgroups that are not already associated with a resource zone are listed. You can manually add a workgroup by typing it in the **Search and Add Workgroups** box, and then clicking the **Add as New Option** button.

## Create Resource Zone ➤

Name  
Eastern-Region ⊕

Description  
Zone for resources in the Eastern Region ⊕

DOMAINS

WORKGROUPS

Search and Add Workgroups

Techcom

**ADD AS NEW OPTION**

No options available.

8. Click **Create Resource Zone**.

## Edit and Delete Resource Zones

You can edit or delete resource zones as follows:

Select the resource zone in the grid on the **Resource Zones** page, click the **More Options** (ellipsis) button, and then select **Edit Resource Zone** or **Delete Resource Zone**.



**Note:** Editing a resource zone provides the same options as creating a resource zone, as documented in the steps above. You cannot delete a resource zone that has resource brokers associated with it. You must unregister all resource brokers from the zone first.

BROKERS

BROKERS		Number of Brokers
		1
	<ul style="list-style-type: none"> <li> Edit Resource Zone...</li> <li> Delete Resource Zone</li> </ul>	1

## Troubleshoot Resource Broker Issues

### Error: "The client and server cannot communicate, because they do not possess a common algorithm"

#### Summary

When trying to install the Resource Broker Bundle, after entering the install key, you receive a communication error indicating "*The client and server cannot communicate, because they do not possess a common algorithm*". The following exception is indicated in the install log:

```
Failed to execute SetComboboxZonesCustomAction

System.AggregateException: One or more errors occurred. --->
System.Net.Http.HttpRequestException: An error occurred while sending the request. --->
System.Net.WebException: The underlying connection was closed: An unexpected error occurred on a
receive. -> System.ComponentModel.Win32Exception: The client and server cannot communicate,
because they do not possess a common algorithm

at System.Net.SSPIWrapper.AcquireCredentialsHandle(SSPIInterface SecModule, String package,
CredentialUse intent, SecureCredential scc)
at System.Net.Security.SecureChannel.AcquireCredentialsHandle(CredentialUse credUsage,
SecureCredential& secureCredential)
at System.Net.Security.SecureChannel.AcquireClientCredentials(Byte[]& thumbPrint)
at System.Net.Security.SecureChannel.GenerateToken(Byte[] input, Int32 offset, Int32 count, Byte
[]& output)
at System.Net.Security.SecureChannel.NextMessage(Byte[] incoming, Int32 offset, Int32 count)
at System.Net.Security.SslState.StartSendBlob(Byte[] incoming, Int32 count, AsyncProtocolRequest
asyncRequest)
at System.Net.Security.SslState.ForceAuthentication(Boolean receiveFirst, Byte[] buffer,
AsyncProtocolRequest asyncRequest)
at System.Net.Security.SslState.ProcessAuthentication(LazyAsyncResult lazyResult)
at System.Threading.ExecutionContext.RunInternal(ExecutionContext executionContext,
ContextCallback callback, Object state, Boolean preserveSyncCtx)
at System.Threading.ExecutionContext.Run(ExecutionContext executionContext, ContextCallback
callback, Object state, Boolean preserveSyncCtx)
at System.Threading.ExecutionContext.Run(ExecutionContext executionContext, ContextCallback
callback, Object state)
at System.Net.TlsStream.ProcessAuthentication(LazyAsyncResult result)
at System.Net.TlsStream.Write(Byte[] buffer, Int32 offset, Int32 size)at
System.Net.ConnectStream.WriteHeaders(Boolean async)
```

#### Cause

If the .NET framework version is less than 4.6, the **SchUseStrongCrypto** registry key defaults to **0**. This key must have a value of **1** to use TLS 1.2. If .NET is greater than 4.6, this registry key defaults to **1** without having to make changes to it.

## Resolution

Set the **SchUseStrongCrypto (DWORD)** registry key found under **HKLM\SOFTWARE\Microsoft\.NETFramework\v4.0.30319** to a value of **1** to force the use of TLS 1.2, and then restart the system.



**Note:** If the **SchUseStrongCrypto** registry key does not exist, you must create it.

## Resource Broker Service Details

A resource broker bundle installs the following services on the Windows server where you run the bootstrapped install file:

- Resource Broker Gateway
- Resource Broker Listener
- Password Services
- Directory Services
- Discovery Scanner
- Session Monitoring

We have outlined the details for each of these services below.

### Resource Broker Gateway

- Service properties:
  - **Service name:** **bt\_resourcebrokergateway\_agent**
  - **Display name:** **BeyondTrust Resource Broker Gateway Agent**
- Acts as the local services communication hub for all zone and agent requests.
  - Proxies all requests down to the directory, password, and session monitoring services from the resource broker listening agent (described in next section)
  - Proxies all requests up to the Azure Relay Hybrid Connection in the PS Cloud instance
- Executes password tests and password changes for managed systems and managed accounts.
- Handles the initial resource broker registration and configuration.
- Contains platform-specific modules.
- Sends heartbeat to cloud every 5 minutes.
- Utilizes PS Cloud identity service as the API authority. All requests to this service receive a token from the PS Cloud identity service.
- Log files for this service are located in **C:\Program Files\BeyondTrust\Resource Broker\ResourceBrokerGateway\logs**.



For more information on Azure Relay Hybrid Connections, please see [Azure Relay Hybrid Connections protocol](https://docs.microsoft.com/en-us/azure/azure-relay/relay-hybrid-connections-protocol) at <https://docs.microsoft.com/en-us/azure/azure-relay/relay-hybrid-connections-protocol>.

## Resource Broker Listener

- Service properties:
  - **Service name:** `bt_resourcebrokerlistener_agent`
  - **Display name:** **BeyondTrust Resource Broker Agent**
- Acts as a reverse proxy for all requests from Password Safe Cloud for a resource zone through the Azure Relay Hybrid Connection in a round-robin process.
- Forwards requests to the Resource Broker Gateway.
- Listens on a zone-specific hybrid connection for resource-specific requests, such as password tests and directory queries.
- Listens on an agent-specific hybrid connection for target-specific requests, such as session monitoring.
- Sends heartbeat to cloud every 5 minutes
- Log files for this service are located in **C:\Program Files\BeyondTrust\Resource Broker\ResourceBrokerListener\logs**.

## Password Services


- Service properties:
  - **Service name:** `bt_passwordservices_agent`
  - **Display name:** **BeyondTrust Password Services Agent**
- Executes password tests and password changes for managed systems and managed accounts.
- Contains platform specific modules.
- Sends heartbeat to cloud every 5 minutes.
- Utilizes PS Cloud identity service as the API authority. All requests to this service receive a token from the PS Cloud identity service.
- Log files for this service are located in **C:\Program Files\BeyondTrust\Resource Broker>PasswordServices\logs**.

## Directory Services

- Service properties:
  - **Service name:** `bt_directoryservices_agent`
  - **Display name:** **BeyondTrust Directory Services Agent**
- Executes the following Active Directory or LDAP actions:
  - Directory queries
  - Directory credentials tests
  - Group enumeration
  - User and group management
  - Authentication
- Sends heartbeat to cloud every 5 minutes.
- Utilizes PS Cloud identity service as the API authority. All requests to this service receive a token from the PS Cloud identity service.
- Log files for this service are located in **C:\Program Files\BeyondTrust\Resource Broker\DirectoryServices\logs**.

## Discovery Scanner

- Service properties:
  - **Service name:** btdiscoverysvc
  - **Display name:** BeyondTrust Discovery Service
- Schedules and executes Discovery Scans.
- Is auto-configured by obtaining the configuration via the Resource Broker Gateway.
- Communicates directly to PS Cloud via the client certificate that Event Services uses for Central Policy.
- Requests bearer token from PS Cloud identity service for its initial configuration.

 **Note:** The scanner obtains the configuration upon startup only. Once it begins using Central Policy, it doesn't need to continue requesting the configuration.

- Log files for this service are located in **C:\Program Files\BeyondTrust\Discovery\logs**.

## Session Monitoring

- Service properties:
  - **Service name:** btPBSSM
  - **Display name:** BeyondTrust Session Monitoring
- Session monitoring proxy for SSH and RDP sessions.
- Sessions are proxied through the local agent.
- The session is associated with a broker that responds in a zone round robin.
- Active session monitoring (locking + termination) are proxied from PS Cloud to the resource broker.
- Session I/O logs are written locally to the resource broker and when a session is complete, the I/O logs are copied to your customer storage account in Azure.
- Session replay in PS Cloud is done directly from your customer storage account in Azure.
- Sends heartbeat to cloud every 5 minutes.
- Log files for this service are located in **C:\Program Files\BeyondTrust\Resource Broker\Session Manager\logs**.