SeedPod Cyber / N-able N-Central RMM Integration Documentation

Overview

Welcome to the **SeedPod Cyber / N-Central RMM Integration**! This integration provides Managed Service Providers (MSPs) with a seamless and efficient method to request **cyber insurance quotes** for their clients. Businesses with **under $50M in revenue** and within **accepted industry classes** can receive an insurance quote **within minutes**.

Integration Features & Benefits

- **Seamless Authentication** – Log into SeedPod Cyber using N-**Central credentials**, streamlining user access.

- **Secure API-Based Integration** – Leverages **JSON Web Tokens (JWTs)** for encrypted authentication.

- **Automated Risk Assessment** – Automation driven evaluation of cybersecurity posture ensures precise underwriting.

- **Instant Quote Delivery** – Real-time policy generation and direct email delivery.

- **Operational Efficiency** – Reduces manual processes with **automated underwriting and approvals**.

- **Scalability** – Designed to accommodate multiple MSP accounts and clients effortlessly.

Step-by-Step Setup Guide

1. Enable SeedPod Cyber Integration in N-able N-Central

1. **Access N-Central Dashboard**
   - Log into **N-able N-Central RMM**.
   - Navigate to **Administration Menu > Users**.
2. **Generate API Credentials**
   - Locate the user profile designated for the SeedPod Cyber integration.
   - Click **API Access** and generate a **JSON Web Token (JWT)**.
   - **Securely copy and store** this key (it will be required later).

2. Register & Access SeedPod Cyber

1. **Visit the SeedPod Cyber Platform**
   - Open your web browser and go to [SeedPod Cyber](#).
2. **Create an Account (For new users)**
   - Click **Sign Up**, enter **Name, Email, and Password**.
   - Click **Submit** and complete email verification.
3. **Login**
   - Click **Login**, enter your credentials, and authenticate via an **Authenticator App**.

3. Enable N-able N-Central Integration

1. **Navigate to Integration Settings**
   - Go to the **Integration** section in the SeedPod Cyber dashboard.
2. **Enable Integration**
   - Locate **N-able N-Central**, click **Enable Integration**.
3. **Enter API Credentials**
   - Paste the **N-Central Credentials (JSON Web Token)** obtained earlier.
   - Ensure credentials have **no leading or trailing spaces**.
4. **Activate the Integration**
   - Click **Activate**.
   - A confirmation message will indicate a **successful integration**.
5. **Test the Integration**
   - Navigate to **Get a Quote**.
   - If successful, the system will redirect you to the **Quote Generation Page**.

4. Generate a Cyber Insurance Quote

1. **Access the Quote Generation Page**

- Select **Get a Quote** in the SeedPod Cyber dashboard.

2. **Input Required Information**
   - Provide:
     - **Company Name: Name of client company.**
     - **Contact First Name: First name of client company representative.**
     - **Contact Last Name: Last name of client company representative.**
     - **Email: Email of client company representative.**
     - **Phone: Contact number of client company representative.**
     - **Estimated Revenue: Estimated revenue for the client company for the current or last fiscal year.**
     - **Industry: Client company industry.**
     - **Business Start Date: Start date of client company.**
     - **Account Policies: Question about current account policies for the client company.**
     - **Remote MFA: Question on whether the client system has Multi-Factor Authentication enabled.**
     - **Admin MFA: Question on whether the client system has Multi-Factor Authentication enabled for administrators.**
     - **Automated Patching: Question on whether the client system has Automated Patching enabled.**
     - **Security Awareness Training: Question on whether the client system has Security Awareness Training enabled.**
     - **Offsite Backup: Question on whether the client system has an encrypted offsite Backup with different credentials.**

3. **Submit the Quote Request**
   - Click **Submit** and receive an on-screen confirmation.

4. **Receive the Quote**
   - The generated **cyber insurance quote** will be delivered to your **registered email**.

Troubleshooting & Support

Common Issues & Solutions

Issue	Solution
Cannot log into SeedPod Cyber	Verify email/password and reset credentials if needed. Ensure browser cookies are enabled.
N-Central integration failure	Recheck API token & ensure no additional spaces. Confirm N-Central permissions allow API access.
Quote email not received	Review spam/junk folder; check mail server settings; contact support if unresolved.
API authentication issues	Ensure JWT is valid and has not expired. If issues persist, regenerate a new token.
Incorrect quote calculations	Verify security control selections and input data accuracy before submission.
Account lockout after multiple failed attempts	Wait 15 minutes or contact support for manual unlocking.
Unexpected system errors	Clear browser cache and retry. If the issue persists, report error logs to support.

Best Practices for Seamless Integration

- **Use a dedicated user profile** in N-Central for API authentication to maintain access security.
- **Regularly refresh API tokens** to prevent authentication failures.
- **Whitelist SeedPod Cyber email addresses** to ensure quote emails do not land in spam.
- **Perform periodic security checks** on API access and credentials to avoid unauthorized access.
- **Ensure stable internet connectivity** while submitting quote requests to avoid session timeouts.

Advanced Troubleshooting & Logs

For deeper debugging:

1. **Enable API request logging** in your N-Central environment.
2. **Check system logs** in SeedPod Cyber for detailed error messages.
3. **Run network diagnostics** to ensure firewall rules allow communication between N-Central and SeedPod Cyber.
4. **Use API testing tools** (e.g., Postman) to verify endpoints manually.

Technical Specifications & Security Considerations

- **Data Security:** JWT-based authentication ensures encrypted transmission.
- **Scalability:** Supports multiple MSP client accounts simultaneously.
- **AI-driven Risk Analysis:** Enhances underwriting precision and fraud detection.
- **Compliance:** Adheres to industry-standard cybersecurity protocols.
- **Encryption:** All communication between SeedPod Cyber and N-able N-Central is encrypted using TLS.
- **Role-Based Access Control (RBAC):** Ensures that only authorized users can access integration settings.

Support & Contact

For further assistance, reach out to **SeedPod Cyber.**
Support: **info@seedpodcyber.com**