

ProSync

V1.0

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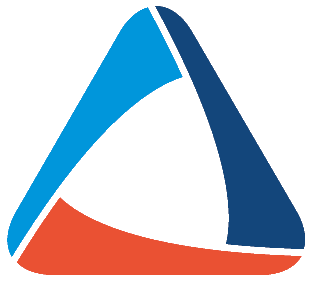
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# Introduction

The ProSync plugin is a solution implemented by ProVal Tech to synchronize ConnectWise Automate (CWA) content to multiple servers. The synchronization process includes three main pieces that work in conjunction to accomplish this:

* The ProSync server component
* The ProSync API with an IdentityServer4 instance
* The ProSync client component

The intention of this white paper is to describe the functions of each of these components and to ensure transparency in how end goals are accomplished from a technical and security perspective.

# ProSync Server

## Technical Description

A screenshot of a computer

Description automatically generated with medium confidence

The ProSync Server is a plugin that runs on ProVal’s internal ConnectWise Automate instance. This plugin checks for and flags content that has been created, edited, or deleted by the ProVal team. It allows users with access to the plugin the ability to approve or deny these changes, as well as create new API users. When changes are approved, the new content is made available for synchronization.

## Security Description

The ProSync server plugin and all managed data reside on ProVal servers. The plugin does not connect any remote endpoints to process data.

Only Automate users with an explicit User Role are allowed access to the plugin. Any attempt to open the plugin without the defined User Role will only show a blank screen, and no access to approve content or create API users will be given.

# ProSync API

## Technical Description



The ProSync API is a RESTful API written in ASP.NET Core. The API runs on internal ProVal infrastructure. The API reads data from the ProSync Server tables and presents them in a JSON format for ingestion by the ProSync Client plugin.

## Security Description

* The API is a read-only API. No methods except GET are currently implemented.
* Credentials used to authenticate the API to the ProVal tables at runtime are secured.
* The API runs in a separate IIS AppPool to ensure separation from other applications.
* The API is secured by an IdentityServer4 instance, ensuring that only authenticated clients can access data.

# ProSync Client

## Technical Description

Text

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The ProSync Client is a plugin that runs on endpoint Automate instances. The client accesses the API over HTTPS to make GET method calls and compares existing ProVal content to the content presented from the API. If the content is new, changed, or deleted, options exist to remove or sync the content.

## Security Description

* The only calls to the internet from the client are to the ProSync API and are secured over HTTPS.
* The client sends no data over the internet and only receives content statuses.
* When a piece of content is synced, the content is pulled from the API when the sync is requested.