



# Integration with Pandora RC



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<https://pandorafms.com/manual/!current/>  
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[https://pandorafms.com/manual/!current/en/documentation/10\\_pandora\\_itsm/18\\_pandora\\_itsm\\_pandorarc](https://pandorafms.com/manual/!current/en/documentation/10_pandora_itsm/18_pandora_itsm_pandorarc)  
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# Integration with Pandora RC

**Pandora RC** (formerly called eHorus) is a remote computer management system that relies on the cloud (Software as a Service or SaaS) to connect to computers, regardless of changes in IP address, firewalls or other network changes.

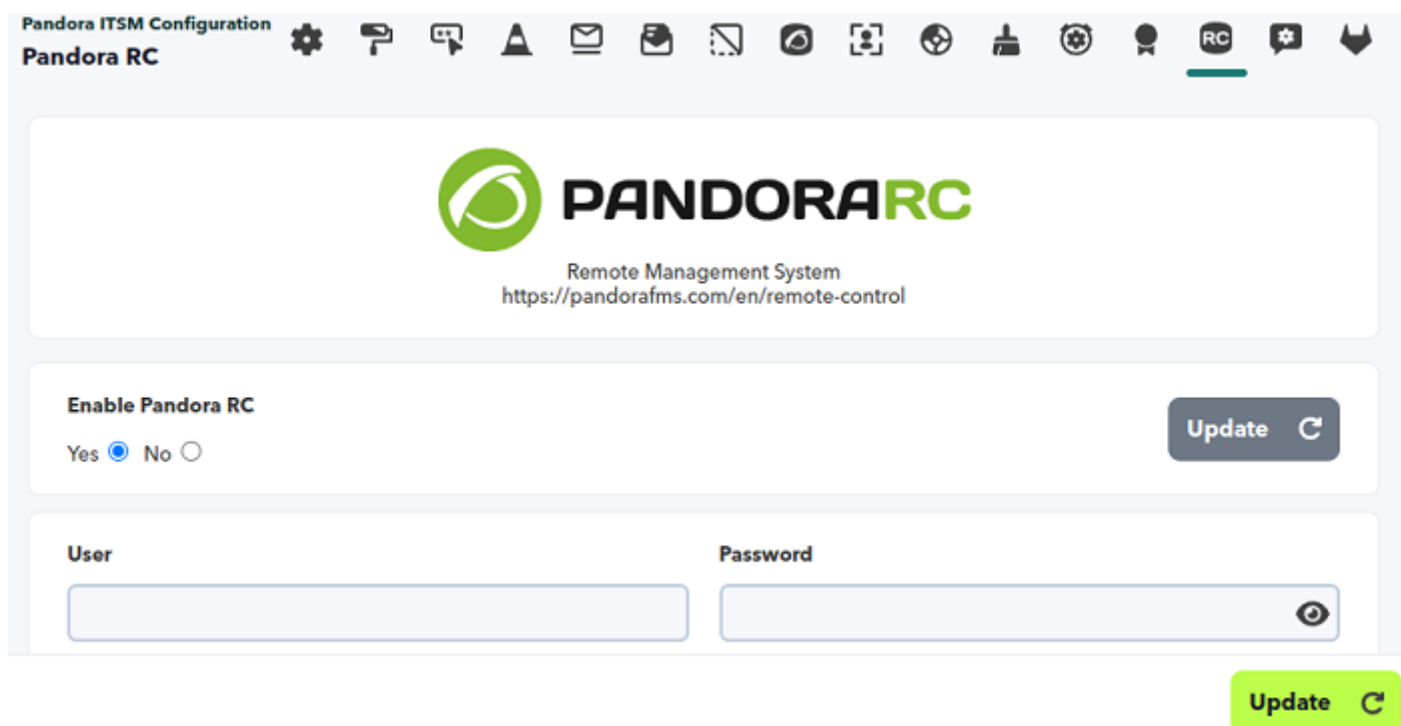
## Setup

Setup → Setup → Pandora RC menu.

In Enable Pandora RC box, check Yes and click on its own Update button in gray color to save the changes. The first time the integration is enabled, the following inventory item types will be automatically added to the database: Computer and Pandora agents.

Pandora RC client is only available for inventory items that have a type with a field called eHorus Id. This field must store the identifier of the Pandora RC agent related to the inventory item.

Once activated, the user, password, name of the portal that hosts the API and its corresponding port (by default 443) must be correctly configured.



The screenshot shows the Pandora RC configuration page. At the top, there is a navigation bar with the title "Pandora ITSM Configuration" and "Pandora RC" below it. A toolbar contains various icons, including a gear, a folder, a speech bubble, a triangle, an envelope, a document, a globe, a person, a shield, a key, and a refresh icon. The main content area features the Pandora RC logo, which consists of a green circular icon with a white swirl and the text "PANDORARC" in bold, with "Remote Management System" and the URL "https://pandorafms.com/en/remote-control" below it. Below the logo, there is a section titled "Enable Pandora RC" with two radio buttons: "Yes" (selected) and "No". To the right of these buttons is a gray "Update" button with a refresh icon. Below this section, there are two input fields: "User" and "Password". The "Password" field has a toggle icon to its right. At the bottom right of the form, there is a green "Update" button with a refresh icon.

A check can be performed from the same section using the Test button. If the result is correct, the

integration will be correctly enabled.

To save the user credentials and other values, use the green Update button in the lower right corner.

## Remote connection to equipment

Once the integration is complete, the next step is to have the inventory items configured with the eHorus Id field active. You may create an inventory Computer item, through the menu CMDB → Create new object by entering an item name and clicking Create.

When successfully created, it will display a link with the description Click here to continue working with Object #XXX, where XXX will be the identifier assigned to the database and clicking there will allow editing the newly created item.

Go to Custom fiels section, in the eHorus id field, enter the corresponding value and click Update changes to save the value.

Then click on the icon with three dots in the upper right corner to display a pop-up menu and select the corresponding option. If successful, it will ask for the agent password, which should be entered as quickly as possible.

When accessing, you will have all the details of Pandora RC agent, being able to navigate through the Processes, Terminal, Display, Services and Files modes as long as they are enabled in the eHorus agent installed.

It is essential for the proper functioning of this integration for the Apache server to have the following parameter configured:

```
Header always set X-Frame-Options "SAMEORIGIN"
```

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