cloudaware

Supported Integration Types

Cloudaware allows customers to add various third-party tools integrations by supporting the following integration types:

- Direct Connection (publicly accessible IP address)
- Static IP-To-Static IP Connection (publicly inaccessible IP address)
- Tunneling (private network)

Direct Connection

Use Case: The external IP address is in place and is publicly accessible.

Cloudaware has a rich catalog of integrations available out of the box, including major cloud providers, virtualization and software management platforms, billing integrations, DevOps, security, monitoring and logging tools, container infrastructure and issue management solutions. Customers select an integration in question and fill out with the required credentials.

Check setup instructions here.

Static IP-to-StaticIP Connection

Use case: The external IP address is in place but is publicly inaccessible. For example, a customer has a managed SolarWinds server and wants to set it up with Cloudaware.

Customers request a static IP address of the host that Cloudaware uses for outbound traffic to specific hosts. Customers then provide a static IP address to Cloudaware to get it allowlisted and set up for further configuration. Once Cloudaware confirms the configuration, the customer can use the IP address as a URL in the integration form.

Check setup instructions here.

Tunneling (Proxy connection)

Use case: The private infrastructure needs a secure connection with Cloudaware. For example, a customer has Jira located in a private network. To set up a Jira integration in Cloudaware, the customer would need to have a tunneling pre-configured and working.

The customer installs a Cloudaware Breeze agent on a private server that may communicate with internal Jira and Cloudaware. The customer then provides Cloudaware with the server details. Cloudaware provides the generated URL to the customer for setting up Jira integration.

Check setup instructions here.