



Kaseya Fundamentals Workshop Remote Control

**Developed by
Kaseya University**

**Powered by
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What is Covered?

- Remote Control Overview
- Desktop Control
 - Control Machine
 - Reset Password
- Configure
 - Select Type
 - Set Parameters
 - Preinstall RC
 - Uninstall RC
- Notification Policy
 - User Role Policy
 - Machine Policy

What is Covered? (cont.)

- Files/Processes
 - FTP
 - SSH
 - Task Manager
- Message with Users
 - Chat
 - Send Message
- Agent Menu
 - Disable Remote Control
- Summary



Kaseya Fundamentals Workshop

Remote Control Overview

Remote Control

- *Remote Control*, also called *Remote Desktop* or *Virtual Network Computing (VNC)*, is a graphical desktop sharing system that uses the *Remote Framebuffer (RFB)* protocol to remotely control another computer.
- It transmits the **keyboard** and **mouse** events from one computer to another, relaying the **graphical screen** updates back in the other direction, over a network.

Remote Control (cont.)

- You can use *Remote Control* to provide immediate technical support.
- A *Remote Control Client* on your local machine connects to a *Remote Control Server* on a remote machine.
- The *Remote Control Server* is the program on the remote machine that shares its screen.
- The *Remote Control Client (or Viewer)* is the program on the local machine that watches and interacts with the remote machine.

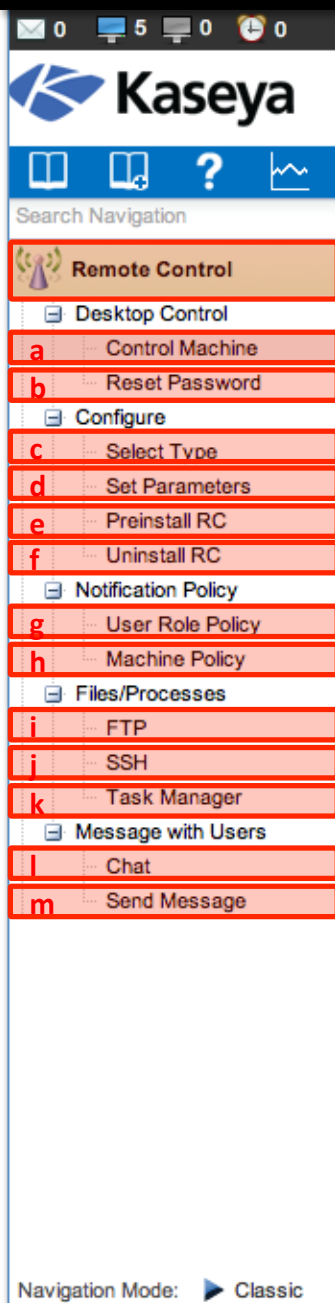
Remote Control (cont.)

- Using *Remote Control*, you can remotely view and operate managed machines as if they were right in front of you, independent of any gateway or firewall configurations, even behind NAT.
- You can work independently on the remote machine (hidden session) *or* with the user (shared session) to solve problems interactively where both parties can see what is happening in real time.
- Supported tools are WinVNC, KVNC, pcAnywhere, RAdmin, and RDP.

Remote Control (cont.)

- Policies can be configured to allow the machine users to block remote control or require the admin to ask for the machine user's permission before accessing a machine.
- You can FTP to any managed machine and access files.
- You can direct chat with any managed machine.
- (*on-premise only*) You can remote control even without an agent installed.

Remote Control Functions Overview



- a) **Control Machine:** Allows users to view and/or take control of a managed machine for troubleshooting and/or instructional purposes.
- b) **Reset Password:** Reset an account password or create a new local account on a managed machine.
- c) **Select Type:** Specify the type of remote control software the VSA uses on a per machine basis: WinVNC, KVNC, RAdmin, pcAnywhere, and RDP.
- d) **Set Parameters:** Specify the remote control settings to use with each remote control package.
- e) **Preinstall RC:** Install the remote control service
- f) **Uninstall RC:** Uninstall the remote control service
- g) **User Role Policy:** Defines how machine users are notified that a remote control session to their machine is about to begin. *Set by VSA user role.*
- h) **Machine Policy:** Defines how machine users are notified that a remote control session to their machine is about to begin. *Set by machine ID.*
- i) **FTP:** Initiate an FTP session with any remote managed machine.
- j) **SSH:** Runs an SSH command line session on a selected, Linux/Mac machine.
- k) **Task Manager:** Allows VSA Admin to view the NT Task Manager data for a managed machine.
- l) **Chat:** Start a chat session between a user and any remote machine.
- m) **Send Message:** Send network messages to selected managed machines.
- n) (*on-premise only*) **Video Streaming:** Remote control without an agent installed.

Firewalls & Port Blocking

- In setting up a remote control or FTP session, gateway and port blocking problems are eliminated by always initiating outbound connections from both the target machine and the user machine.
- If a direct connection is not possible, the helper applications route the remote control traffic through the Kaseya Server on the same port used by agents to check-in (default 5721).

Live Connect

- *Live Connect* is a related module of VSA that performs tasks and functions **solely for one managed machine at a time.**
- As *Live Connect* uses most of the other modules, we delay its introduction to after the other modules are covered.
- However, you should feel free to explore it and start using it by clicking on any check-in icon next to any machine ID in the VSA.
- In many cases, *Live Connect* is superior to *Remote Control*.

Progress Check

- What is Remote Control? How does it work over the network?
- What are the different parts of this software? Which one is installed on the local machine and which on the remote machine?
- What is *Live Connect*? When you should use *LC* instead of *RC*?



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Desktop Control



Desktop Control

- Control Machine
- Reset Password



LAB 1

CONTROL MACHINE

Background Story

- Maintenance work on individual computers is done by a technician who must physically go to each computer needing maintenance and perform the required tasks on them.
- This method denies computer access to the users during the maintenance and does not utilize the technician's time efficiently.
- You have therefore decided to perform most of the maintenance tasks remotely.

Background (cont.)

- Using RDP outside the network to access all the computers is not a reliable option
 - The port may be blocked by the firewall
 - RDP may not be enabled
 - File transfer is either not available or not efficient
- Address the above issue by using *Control Machine*.
- When you work on a sensitive machine, you would like to record the session.

LAB

- Use *Control Machine* to remotely login to ws1
- Record the session for future reference.

Steps to Control Machine

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar has a 'Remote Control' menu item highlighted with a red box and the number '1'. Below it, the 'Control Machine' option is also highlighted with a red box and the number '2'. The main content area shows a search bar for 'Machine ID' and 'Machine Group'. Below that, there is a 'Go to' dropdown and a 'Show 100' dropdown. A red box highlights the checkbox 'Record remote control to a file in the machine working directory' with the number '3'. Below this is a table of machines with columns for 'Machine.Group ID', 'Current User', and 'Active Admin'. The machine 'ws1.scis.fiu-johndoe' is highlighted with a red box and the number '4'. A legend at the bottom of the table explains the status icons: Online but waiting for first audit to complete, Agent online, Agent online and user currently logged in and active, and Agent online, not active but currently logged in.

	Machine.Group ID	Current User	Active Admin
	dc.mr.fiu-johndoe	johndoe	
	guest1.gl.fiu-johndoe	johndoe	
	laptop1.cec.fiu-johndoe	johndoe	
	pc1.cec.fiu-johndoe	johndoe	
	server-template.template...		
	workstation-template.tem...		
	ws1.scis.fiu-johndoe	johndoe	

- The *Control Machine* function establishes a remote control session between the user's local machine and a selected machine.
- Remote control sessions can only be initiated from a **Windows**-based machine.
- (*on-premise only*) Use *Video Streaming* to remote control a target machine that does not have an agent.
- You can also use *Live Connect* to initiate a remote control session with a managed machine, depending on the OS type supported. (explained later)

Steps to Control Machine

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar has a 'Remote Control' menu item highlighted with a red box and the number '1'. Below it, 'Control Machine' is also highlighted with a red box and the number '2'. The main content area displays a message: 'Start Encrypted remote control session to ws1.scis.fiu-johndoe with WinVNC'. Below this is a diagram showing a user at a computer (131.94.129.146) connecting to a VSA server, which then connects to a remote machine (ws1.scis.fiu-johndoe, 131.94.128.142). A red box highlights the text: 'To manually download and run remote control click [here](#)'.

- ActiveX Control

- Remote control, video streaming, FTP and SSH can only be initiated from Windows OS.
- An ActiveX control automatically configures and runs the package for you.
- Your browser may ask if it is OK to download and install this ActiveX control. Approve the request, if prompted.
- If the ActiveX control is blocked by the browser from running, the user is presented with a link to manually download and run the package manually.

Steps to Control Machine

The screenshot shows the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information. The left sidebar contains a 'Search Navigation' menu with items: Remote Control (1), Desktop Control, Control Machine (2), Reset Password, and Configure (with sub-items: Select Type, Set Parameters, Preinstall RC, Uninstall RC). The main content area displays a message: 'Start Encrypted remote control session to ws1.scis.fiu-johndoe with WinVNC'. Below this, it states: 'The viewer has connected to the KServer. ws1.scis.fiu-johndoe should connect in less than 58 seconds.' A note below the message reads: 'Note: Send Ctl-Alt-Del to the remote machine by right-clicking the viewer window title bar and selecting 'Send Ctl-Alt-Del' from the menu.'

- Reasons for Win-VNC or K-VNC Failing:

- WinVNC or K-VNC were not present so the system had to install the package and restart remote control.
- The network connection to the target machine may be slow or congested.
- The CPU on the target machine may be heavily loaded causing increased delays.
- Another system activity, such as a lengthy file transfer, may be in progress.

Steps to Control Machine

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information. The left sidebar contains a 'Search Navigation' menu with several options, each with a red box and a number indicating a step:

- 1** Remote Control
- 2** Control Machine

The main area shows a 'Machine ID' search field and a 'Machine Group' dropdown menu. Below this is a 'VNC Viewer' window titled 'WS1 - VNC Viewer'. The viewer displays a blue desktop environment with a 'Recycle Bin' icon and a 'start' button at the bottom. A red box with the number **3** highlights the close button in the VNC Viewer window's title bar.

Navigation Mode: ▶ Classic

Steps to Control Machine

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information. The left sidebar contains a 'Search Navigation' menu with the following items:

- Remote Control (1)
- Desktop Control
 - Control Machine (2)
 - Reset Password
- Configure
 - Select Type
 - Set Parameters
 - Preinstall RC
 - Uninstall RC
- Notification Policy
 - User Role Policy
 - Machine Policy
- Files/Processes
 - FTP
 - SSH
 - Task Manager
- Message with Users
 - Chat
 - Send Message

The main workspace shows a VNC Viewer window titled 'V2 WS1 - VNC Viewer'. A dialog box titled 'VNC Viewer' is open, asking 'Are you sure you want to disconnect?'. The 'Yes' button in this dialog is highlighted with a red box (4). The 'Disconnect' button in the VNC Viewer window's toolbar is also highlighted with a red box (3). The user 'johndoe' is logged in, and the status bar at the bottom shows 'Log Off' and 'Shut Down' options.

Steps to Control Machine

The screenshot displays the Kaseya Test Pilots Program web interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information for johndoe.fiu@gmail.com. A left-hand navigation menu is visible, with 'Remote Control' (1) and 'Control Machine' (2) highlighted in red boxes. The main content area shows a message: 'ws1.scis.fiu-johndoe connected through the KServer. Remote control should have been successful.' Below this message is a red box containing the number '5' and the text 'Back'. The bottom of the page features a footer with the text 'javascript:backHit() Classic'.

Machine ID: Machine Group: < All Groups > View: < No View >

Go to: < Select Page > Show 100 7 machines

1 Remote Control

2 Control Machine

5 Back

ws1.scis.fiu-johndoe connected through the KServer. Remote control should have been successful.

javascript:backHit() Classic

Steps to Control Machine

The screenshot displays the Kaseya Test Pilots Program interface. The navigation menu on the left has 'Remote Control' highlighted with a red box and a red '1', and 'Control Machine' highlighted with a red box and a red '2'. The main content area shows a search bar for machines, a filter for 'All Groups', and a view of 7 machines. Below the search bar, there is a legend for machine status icons.

Machine ID: Apply Machine Group: < All Groups > View: < No View > Edit...

Go to: < Select Page > Show 100 7 machines

Select a machine to remote control by clicking a link from the list.

Record remote control to a file in the machine working directory

	Machine.Group ID	Current User	Active Admin
	dc.mr.fiu-johndoe	johndoe	
	guest1.gl.fiu-johndoe	johndoe	
	laptop1.cec.fiu-johndoe	johndoe	
	pc1.cec.fiu-johndoe	johndoe	
	server-template.template...		
	workstation-template.tem...		
	ws1.scis.fiu-johndoe	johndoe	

Online but waiting for first audit to complete
 Agent online
 Agent online and user currently logged in and active
 Agent online, not active but currently logged in
 The Agent is currently offline
 The Agent has never checked in
 Agent is online but remote control has been disabled
 This account has been suspended

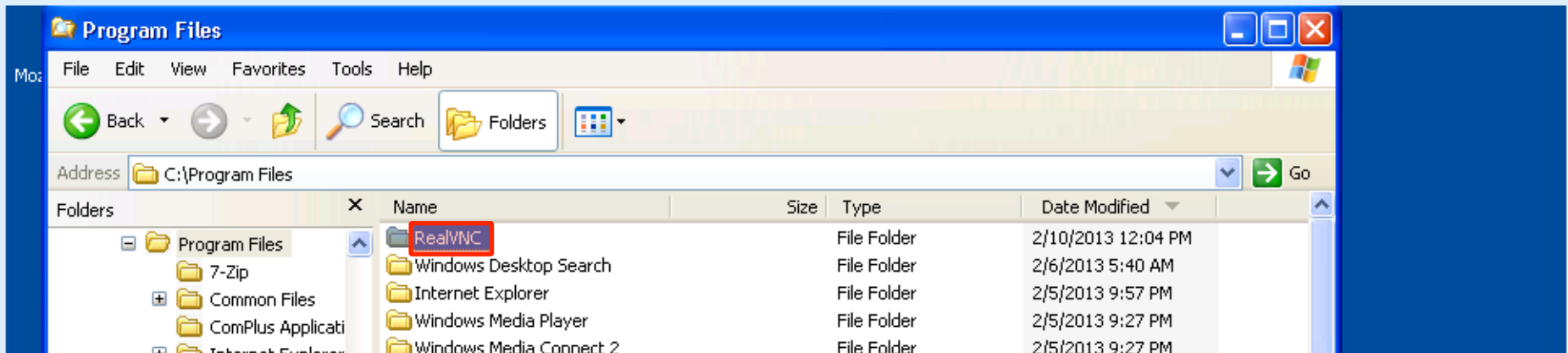
Navigation Mode: Classic

Bonus: Steps to Control Machine

Kaseya 6.3 Fundamentals Workshop - Instructor Led

ITA Portal ▶ f63 ▶ Deva ▶ Access to Virtual Lab Refresh resolution: default color depth: 16 439:21:12

Network Diagram Data Sheet Connection Info Domain Controller (dc) **Workstation 1 (ws1)** Guest 1 (guest1) PC 1 (pc1) Laptop 1 (laptop1)



- Note that RealVNC was installed automatically after the first use of *Control Machine* on ws1.
- Installation does not require a reboot.
- Automatic installation takes up to an extra minute. To eliminate this delay during first time use, you can pre-install WinVNC, K-VNC or RAdmin on any managed machine using the Preinstall RC function.
- Uninstalling an agent does not remove the installed *Remote Control* package. Before you delete the agent, use *Remote Control > Uninstall RC* to uninstall remote control on the managed machine.



LAB 2

CREATE AN ADMIN USER

LAB

- Assumptions
 - The end user of laptop1 has requested to have a local admin credential on his machine.
 - This request has been approved.
- Tasks
 - Use *Reset Password* to respond to this request.
 - Credential:
 - username: *ksmith*
 - Password: *<sameasyours>*

Steps to Create an Admin User

The screenshot displays the Kaseya Test Pilots Program interface. On the left, the navigation pane shows 'Remote Control' (1) and 'Reset Password' (2) highlighted. The main content area shows the 'Reset the password for the specified local user account' form. The form includes an 'Apply' button (8), a 'Username' field containing 'ksmith' (3), a 'Password' field (5), and a 'Confirm' field (6). A checkbox for 'Create new account' (4) is checked. Below the form is a table with columns 'Machine.Group ID' and 'Status'. The table lists several machines, with 'laptop1.cec.fiu-johndo...' selected (7).

- The *Reset Password* function creates a new password and, if necessary, a new user account on a managed machine. It can also change domain user accounts on domain controllers.
- If the username does not already exist, checking the *Create new account* checkbox creates a new account with the specified password.
- *Reset Password* returns an error if you attempt to reset the password for a username that is not already created on the managed machine **or** if you create a new account but the account already exists. Blank passwords are not permitted.

Steps to Create an Admin User

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar contains a navigation menu with 'Remote Control' and 'Reset Password' highlighted with red boxes and numbered 1 and 2 respectively. The main content area displays the 'Reset the password for the specified local user account' form. The 'Create new account' checkbox is checked, and the 'as Administrator' checkbox is also checked. The 'Apply' button is visible. Below the form is a table with columns for 'Machine.Group ID' and 'Status'. The table lists four machines: 'dc.mr.fiu-johndoe', 'guest1.gl.fiu-johndoe', 'laptop1.cec.fiu-johndo...', and 'pc1.cec.fiu-johndoe'. The status for 'laptop1.cec.fiu-johndo...' is 'Successfully set at 12:25:58 pm 10-Feb-13', which is highlighted with a red box.

- If creating the new user fails, it is possible that the user has already been created on the target machine.
- To address this issue, you can repeat the process, but this time you should uncheck the *Create new account* checkbox.
- This feature can be used to change a *Local User Account* password for all your Windows managed machines.
- If Reset Password function ran on a *Domain Controller*, then the *Domain Account* password is changed.

Steps to Create an Admin User

Kaseya 6.3 Fundamentals Workshop - Instructor Led

ITA Portal ▶ f63 ▶ Deva ▶ Access to Virtual Lab

Refresh

resolution: default

color depth: 16

439:10:49

Network Diagram

Data Sheet

Connection Info

Domain Controller (dc)

Workstation 1 (ws1)

Guest 1 (guest1)

PC 1 (pc1)

Laptop 1 (laptop1)

The screenshot shows the Windows 7 User Accounts control panel window. The window title is "User Accounts" and it is open in a Mozilla Firefox browser. The main content area is titled "User Accounts" and features a "Pick a task..." section with three options: "Change an account", "Create a new account", and "Change the way users log on or off". Below this is a section titled "or pick an account to change" which displays four user accounts: "johndoe" (Computer administrator, Password protected), "ksmith" (Computer administrator, Password protected), "sadjadi" (Computer administrator, Password protected), and "Student" (Computer administrator, Password protected). The "ksmith" account is highlighted with a red border. The Windows taskbar at the bottom shows the Start button, Control Panel, and User Accounts icons, along with a search bar and system tray icons.

Control Panel > User Accounts

File Edit

Back Home

Learn About

- User accounts
- User account types
- Switching users

Pick a task...

- Change an account
- Create a new account
- Change the way users log on or off

or pick an account to change

	johndoe Computer administrator Password protected
	ksmith Computer administrator Password protected
	sadjadi Computer administrator Password protected
	Student Computer administrator Password protected

start Control Panel User Accounts Search Desktop Recycle Bin

Progress Check

- Do you know how to remotely login to a managed machine?
- How can you record the remote session for later reference?
- Can you create a new admin user on a managed machine? Can you reset a user's password on a managed machine?



Kaseya Fundamentals Workshop

Configure

Configure

- Select Type
- Set Parameters
- Preinstall RC
- Uninstall RC



LAB 3

SELECT TYPE

LAB

- Workstations
 - *K-VNC* is the enterprise version of VNC and allows more functionalities and ease of use; therefore, it will be best to use this package for workstations.
- Servers
 - Using *Terminal Server (RDP)* is best when connecting to Windows servers as there would be no need for installing any remote control software on the server.

Steps to Select Type

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar has a navigation menu with 'Remote Control' (1) and 'Select Type' (2) highlighted. The main content area shows a table of machines with a 'Remote Control Package' column. A red box highlights the 'Win VNC' package for all machines in the table. The interface also includes a search bar, a 'Machine ID' field, and a 'Machine Group' dropdown.

Select All	Unselect All	Machine.Group ID	Remote Control Package
<input type="checkbox"/>	<input type="checkbox"/>	dc.mr.fiu-johndoe	Win VNC
<input type="checkbox"/>	<input type="checkbox"/>	guest1.gl.fiu-johndoe	Win VNC
<input type="checkbox"/>	<input type="checkbox"/>	laptop1.cec.fiu-johndoe	Win VNC
<input type="checkbox"/>	<input type="checkbox"/>	pc1.cec.fiu-johndoe	Win VNC
<input type="checkbox"/>	<input type="checkbox"/>	server-template.template...	Win VNC
<input type="checkbox"/>	<input type="checkbox"/>	workstation-template.tem...	Win VNC

- The *Select Type* function specifies which remote control package is used by Control Machine to remote control a managed machine.
- You can assign different packages to different machines.
- Each machine ID displays the icon of the remote control package it is currently assigned to use.

Steps to Select Type - Workstations

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar has a tree view with 'Remote Control' (1) and 'Select Type' (2) highlighted. The main area shows a dropdown menu for 'Select remote control package to use with selected machines' with options: WinVNC (a), K-VNC (b), RAdmin (c), PCAnywhere, and RDP. Below this is a table of machines with checkboxes for selection.

Machine Group ID	Machine ID	Selected
	dc.mr.fiu-johndoe	<input type="checkbox"/>
	guest1.gl.fiu-johndoe	<input checked="" type="checkbox"/>
	laptop1.cec.fiu-johndoe	<input checked="" type="checkbox"/>
	pc1.cec.fiu-johndoe	<input checked="" type="checkbox"/>
	server-template.template...	<input type="checkbox"/>
	workstation-template.tem...	<input checked="" type="checkbox"/>
	ws1.scis.fiu-johndoe	<input checked="" type="checkbox"/>

Navigation Mode: ▶ Classic

- a) **WinVNC:** An open source remote control package. Bundled with the VSA as the default package used to remote access managed machines, including Linux machines.
- b) **K-VNC:** The enterprise version of VNC. supports Windows Vista, 2000, XP, 2003, 7, 2008, and Macintosh 10.3.x.
- c) **RAdmin:** A commercially available remote control package (trial included) offering high speed and file transfer. The agent installs an RAdmin server on the remote machine.

Steps to Select Type - Workstations

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar has a 'Remote Control' menu item highlighted with a red box and the number '1'. Below it, the 'Select Type' menu item is also highlighted with a red box and the number '2'. The main content area shows a dropdown menu for selecting a remote control package, with the following options: WinVNC (a), K-VNC (b), RAdmin (c), PCAnywhere (d), and RDP (e). The 'WinVNC' option is currently selected. Below the dropdown, there is a 'Select' button and a note about WinVNC licensing. At the bottom of the interface, there is a 'Navigation Mode' section with 'Classic' selected.

- d) PCAnywhere:** It is a widely used remote control package available from Symantec, fully supported by VSA. The VSA does not automatically install PCAnywhere. You must purchase PCAnywhere separately and install it on the workstation before you can use this option. Combining the VSA with existing installations of PCAnywhere allows you to remote control machines behind gateways without mapping ports or opening firewalls.
- e) RDP:** Microsoft RDP is only available with Windows NT, 2000, XP, Vista, Windows 7, 2003 and 2008. The VSA does not automatically install RDP but does allow you to remote control machines behind gateways without mapping ports or opening firewalls. XP, Vista and Windows 7 come pre-installed with RDP access for a single user. For other operating systems see Terminal Service Client Access License requirements on the Microsoft website.

Steps to Select Type - Workstations

The screenshot displays the Kaseya Test Pilots Program interface. The left sidebar contains a navigation menu with the following items: Remote Control (1), Desktop Control (Control Machine, Reset Password), Configure (2), Select Type (2), Set Parameters, Preinstall RC, Uninstall RC, Notification Policy (User Role Policy, Machine Policy), Files/Processes (FTP, SSH, Task Manager), and Message with Users (Chat, Send Message).

The main content area shows a search bar for machines, a dropdown for Machine Group (All Groups), and a View dropdown (No View). Below this, there is a 'Go to' section with a page selector and a 'Show 100' button, indicating 7 machines are available.

The primary action is to 'Select remote control package to use with selected machines'. A dropdown menu is set to 'K-VNC' (8), and a 'Select' button (9) is visible.

A note states: 'If you select K-VNC, the VSA will automatically install it on selected machines the first time you remote control that machine.'

Below the note is a table with columns for 'Machine.Group ID' and 'Remote Control Package'. The table lists several machines, with checkboxes for selection and a corresponding package type. A red box highlights the 'Remote Control Package' column, showing 'Win VNC' for 'dc.mr.fiu-johndoe' and 'server-template.template...' and 'K-VNC' for the other machines.

Machine.Group ID	Remote Control Package
dc.mr.fiu-johndoe	Win VNC
3 guest1.gl.fiu-johndoe	K-VNC
4 laptop1.cec.fiu-johndoe	K-VNC
5 pc1.cec.fiu-johndoe	K-VNC
server-template.template...	Win VNC
6 workstation-template.tem...	K-VNC
7 ws1.scis.fiu-johndoe	K-VNC

Navigation Mode: Classic

Steps to Select Type - Servers

The screenshot displays the Kaseya Test Pilots Program interface. The left sidebar contains a navigation menu with the following items: Remote Control (1), Desktop Control (Control Machine, Reset Password), Configure (10), Select Type, Set Parameters, Preinstall RC, Uninstall RC, Notification Policy (User Role Policy, Machine Policy), Files/Processes (FTP, SSH, Task Manager), and Message with Users (Chat, Send Message). The main content area shows a search bar for machines, a dropdown for Machine Group (All Groups), and a View dropdown (No View). Below this, there are navigation controls for pages and a 'Show 100' button. The main heading is 'Select remote control package to use with selected machines', with 'RDP' (13) and a 'Select' button (14) highlighted. A text block explains that Microsoft RDP is licensed separately and that the VSA does not automatically install it. Below this is a table with columns for 'Machine.Group ID' and 'Remote Control Package'. The table lists several machines, with checkboxes for selection. The first machine, 'dc.mr.fiu-johndoe', is selected (checkbox 11) and has 'RDP' assigned. The second machine, 'server-template.template...', is also selected (checkbox 12) and has 'RDP' assigned. Other machines have 'K-VNC' assigned. A red box highlights the 'RDP' package for the selected machines.

Machine ID: Apply Machine Group: < All Groups > View: < No View >

Go to: < Select Page > Show 100 7 machines

Select remote control package to use with selected machines RDP 13 Select 14

Microsoft RDP is licensed under terms set forth by the makers of Microsoft RDP (Microsoft) and is licensed separately. The VSA fully supports use of Microsoft RDP by you but does not automatically install it. You may use the VSA with your installations of Microsoft RDP to allow you to remote control Windows NT, 2000, XP, Windows 7, 2003, or 2008 machines behind gateways without mapping ports or opening firewalls.

[Select All](#)
[Unselect All](#)

Machine.Group ID	Remote Control Package
<input checked="" type="checkbox"/> 11 dc.mr.fiu-johndoe	RDP
<input type="checkbox"/> guest1.gl.fiu-johndoe	K-VNC
<input type="checkbox"/> laptop1.cec.fiu-johndoe	K-VNC
<input type="checkbox"/> pc1.cec.fiu-johndoe	K-VNC
<input checked="" type="checkbox"/> 12 server-template.template...	RDP
<input type="checkbox"/> workstation-template.tem...	K-VNC
<input type="checkbox"/> ws1.scis.fiu-johndoe	K-VNC

Navigation Mode: Classic



LAB 4

SET PARAMETERS

LAB

- Workstations
 - No specific parameter settings for K-VNC.
- Servers
 - RDP Options:
 - Console mode
 - Fixed Screen size: 800x600
 - Share Disk Drives
 - Share Printers
 - Disable Desktop Wallpaper
 - Verify that the remote control policies assigned to the machines have been applied as intended.

Steps to Set Parameters

1 Remote Control

2 Set Parameters

Machine ID: Apply Machine Group: < All Groups > View: < No View >

Go to: < Select Page > Show 100 7 machines

Set the default remote control parameters used for every session.
Note: Changes take effect immediately and are reused every time you s

WinVNC Options a

- View Only mode - no mouse or keyboard events will be sent to remo
- Hide WinVNC system tray icon on the remote machine.
- Restrict to 64 colors - this reduces network traffic.
- Full Screen mode - exit by typing Ctrl-Esc Esc, then right-click on th

K-VNC Options a

- View Only mode - no mouse or keyboard events will be sent to remo
- Hide WinVNC system tray icon on the remote machine.
- Restrict to 64 colors - this reduces network traffic.
- Full Screen mode - exit by pressing the function key (default F8) to b

RAdmin Options a

- Full Control
- View Only
- File Transfer

Special Modes

- Full Screen View Mode
- Encrypt Data Stream
- 100 20 5 Updates/sec

RDP Options a

- Console mode - remote control the console session of the remote m
- Full Screen mode - use your full screen to remote control the remote
- Fixed Screen size - width: height:
- Share Disk Drives - connect your disk drives to the remote machine.
Only share the following disks List each drive letter or leave blank to share all disks
- Share Printers - connect your printers to the remote machine.
- Disable Desktop Wallpaper - turn off wallpaper on remote computer for faster processing.

a) The *Set Parameters* function configures the default settings for your remote control session.

b) These settings are remembered on a **per VSA admin basis**.

c) Changes take effect immediately and are reused every time you start remote control.

Navigation Mode: Classic

Steps to Set Parameters

Kaseya Kaseya Test Pilots Program

Search Machines [x] [gear]

johndoe.fiu@gmail.com [x] Logoff

00:00:00 No Timer Running

Machine ID: [input] [Q] Apply Machine Group: < All Groups > View: < No View > [edit]

Go to: < Select Page > [left] [right] Show 100 7 machines

Remote Control 1

- Desktop Control
 - Control Machine
 - Reset Password
- Configure
 - Select Type
 - Set Parameters** 2
 - Preinstall RC
 - Uninstall RC
- Notification Policy
 - User Role Policy
 - Machine Policy
- Files/Processes
 - FTP
 - SSH
 - Task Manager
- Message with Users
 - Chat
 - Send Message

Set the default remote control parameters used for every session.
Note: Changes take effect immediately and are reused every time you start remote control.

WinVNC Options

- View Only mode - no mouse or keyboard events will be sent to remote machine.
- Hide WinVNC system tray icon on the remote machine.
- Restrict to 64 colors - this reduces network traffic.
- Full Screen mode - exit by typing Ctrl-Esc Esc, then right-click on the vncviewer icon.

K-VNC Options

- View Only mode - no mouse or keyboard events will be sent to remote machine.
- Hide WinVNC system tray icon on the remote machine.
- Restrict to 64 colors - this reduces network traffic.
- Full Screen mode - exit by pressing the function key (default F8) to bring up the window menu and unselecting Full screen.

RAdmin Options	Special Modes	Color Format
<input checked="" type="radio"/> Full Control	<input type="checkbox"/> Full Screen View Mode	<input type="radio"/> 65536 Colors
<input type="radio"/> View Only	<input type="checkbox"/> Encrypt Data Stream	<input checked="" type="radio"/> 256 Colors
<input type="radio"/> File Transfer	<input type="radio"/> 100 <input checked="" type="radio"/> 20 <input type="radio"/> 5 Updates/sec	<input type="radio"/> 16 Colors

RDP Options

- 3 Console mode - remote control the console session of the remote machine.
- Full Screen mode - use your full screen to remote control the remote machine.
- 4 Fixed Screen size - width: 800 5 height: 600 6
- 7 Share Disk Drives - connect your disk drives to the remote machine.
Only share the following disks [input] *List each drive letter or leave blank to share all disks*
- 8 Share Printers - connect your printers to the remote machine.
- 9 Disable Desktop Wallpaper - turn off wallpaper on remote computer for faster processing.

Navigation Mode: ▶ Classic

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program web interface. The top navigation bar includes the Kaseya logo, the text 'Kaseya Test Pilots Program', a search bar for machines, and a user profile for 'johndoe.fiu@gmail.com'. A sidebar on the left contains a 'Search Navigation' menu with 'Remote Control' and 'Control Machine' highlighted with red boxes and numbered '1' and '2' respectively. The main content area shows a table of machines with columns for 'Machine.Group ID', 'Current User', and 'Active Admin'. The machine 'laptop1.cec.fiu-johndoe' is highlighted with a red box and the number '10'. Below the table is a legend for machine status icons.

Machine ID: Apply Machine Group: < All Groups > View: < No View > Edit...

Go to: < Select Page > Show 100 7 machines

Select a machine to remote control by clicking a link from the list.

Record remote control to a file in the machine working directory

	Machine.Group ID	Current User	Active Admin
	dc.mr.fiu-johndoe	johndoe	
	guest1.gl.fiu-johndoe	johndoe	
	laptop1.cec.fiu-johndoe 10	johndoe	
	pc1.cec.fiu-johndoe	johndoe	
	server-template.template...		
	workstation-template.tem...		
	ws1.scis.fiu-johndoe	johndoe	

- Online but waiting for first audit to complete
- Agent online
- Agent online and user currently logged in and active
- Agent online, not active but currently logged in
- The Agent is currently offline
- The Agent has never checked in
- Agent is online but remote control has been disabled
- This account has been suspended

Navigation Mode: Classic

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, a user profile (john.doe.fiu@gmail.com), and a logoff button. Below the navigation bar, there are search filters for Machine ID, Machine Group, and View. The left sidebar contains a 'Search Navigation' menu with several categories: Remote Control (1), Desktop Control, Control Machine (2), Configure, Notification Policy, Files/Processes, and Message with Users. The main content area shows a form for documenting a remote control session. The form has a title 'Please document a reason for this remote control session' and a text input field containing 'Testing K-VNC session to laptop1.' (11). Below the text field is a 'Submit' button (12). The bottom left corner shows the 'Navigation Mode' set to 'Classic'.

Machine ID: Machine Group: < All Groups > View: < No View >

Go to: < Select Page > Show 100 7 machines

1 Remote Control

2 Control Machine

Reset Password

Configure

Select Type

Set Parameters

Preinstall RC

Uninstall RC

Notification Policy

User Role Policy

Machine Policy

Files/Processes

FTP

SSH

Task Manager

Message with Users

Chat

Send Message

[Done](#)

Please document a reason for this remote control session

Testing K-VNC session to laptop1.

11

12 Submit

Navigation Mode: Classic

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information (johndoe.fiu@gmail.com). The left sidebar contains a 'Search Navigation' menu with several categories: Remote Control (highlighted with a red box and the number 1), Desktop Control, Control Machine (highlighted with a red box and the number 2), Configure, Notification Policy, Files/Processes, and Message with Users. The main content area shows a status message: 'Start Encrypted remote control session to laptop1.cec.fiu-johndoe with K-VNC'. Below this, it states 'The viewer has connected to the KServer. laptop1.cec.fiu-johndoe should connect in less than 59 seconds.' A note at the bottom of the main area reads: 'Note: Send Ctl-Alt-Del to the remote machine by right-clicking the viewer window title bar and selecting 'Send Ctl-Alt-Del' from the menu.'

Navigation Mode: ▶ Classic

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program interface. At the top, the Kaseya logo and "Kaseya Test Pilots Program" are visible. The user is logged in as johndoe.fiu@gmail.com. The interface includes a search bar for machines and various navigation icons. A list of instructions is shown in a white box, and a system message dialog box is open in the foreground.

- If the message is not shown on the virtual machines, it could be because the *KaUsrTsk.exe* is not running while remotely connected.
- If this is the problem, please refer to the the Agent Deployment lecture to learn how to use *regedit* to fix this issue.
- Reminder: you need to add “-remote” to a registry key and logout/login on the remote machine to resolve this issue.

System Message - Agent
The system administrator johndoe.fiu@gmail.com is about to remote control your computer.
OK

13

14

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program web interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information. The left sidebar contains a 'Search Navigation' menu with 'Remote Control' highlighted in red and a '1' next to it. Below it, 'Control Machine' is highlighted in red with a '15' next to it. The main content area shows a search bar for 'Machine ID', a 'Machine Group' dropdown set to '< All Groups >', and a 'View' dropdown set to '< No View >'. Below this, there are navigation controls and a 'Show 100' dropdown. The main content area contains a table of machines with columns for 'Machine.Group ID', 'Current User', and 'Active Admin'. The first row, 'dc.mr.fiu-johndoe', is highlighted in red with a '16' next to it. Below the table is a legend for machine status icons.

Machine ID: Machine Group: < All Groups > View: < No View >

Go to: < Select Page > Show 100 7 machines

Select a machine to remote control by clicking a link from the list.
 Record remote control to a file in the machine working directory

	Machine.Group ID	Current User	Active Admin
	dc.mr.fiu-johndoe 16	johndoe	
	quest1.gl.fiu-johndoe	johndoe	
	laptop1.cec.fiu-johndoe	johndoe	
	pc1.cec.fiu-johndoe	johndoe	
	server-template.template...		
	workstation-template.tem...		
	ws1.scis.fiu-johndoe	johndoe	

- Online but waiting for first audit to complete
- Agent online
- Agent online and user currently logged in and active
- Agent online, not active but currently logged in
- The Agent is currently offline
- The Agent has never checked in
- Agent is online but remote control has been disabled
- This account has been suspended

Navigation Mode: Classic

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information. The left sidebar contains a 'Search Navigation' menu with various options, including 'Remote Control' (highlighted with a red box and the number 1), 'Desktop Control', 'Control Machine' (highlighted with a red box and the number 15), 'Configure', 'Notification Policy', 'Files/Processes', and 'Message with Users'. The main content area shows a form for documenting a remote control session. The form includes a 'Machine ID' field, a 'Machine Group' dropdown, and a 'View' dropdown. Below these fields is a 'Go to' dropdown and a 'Show' dropdown. The form contains a text area with the text 'Testing the RDP session to dc.' (highlighted with a red box and the number 17) and a 'Submit' button (highlighted with a red box and the number 18). The form also includes a 'Done' link and a 'Please document a reason for this remote control session' prompt.

Search Machines

john DOE.fiu@gmail.com Logoff

00:00:00 No Timer Running

Machine ID: Apply Machine Group: < All Groups > View: < No View > Edit...

Go to: < Select Page > Show 100 7 machines

Remote Control 1

Desktop Control

Control Machine 15

Reset Password

Configure

Select Type

Set Parameters

Preinstall RC

Uninstall RC

Notification Policy

User Role Policy

Machine Policy

Files/Processes

FTP

SSH

Task Manager

Message with Users

Chat

Send Message

Done

Please document a reason for this remote control session

Testing the RDP session to dc.

17

18 Submit

Navigation Mode: Classic

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information (johndoe.fiu@gmail.com). The left sidebar contains a search navigation menu with items like Remote Control (1), Desktop Control, Control Machine (15), Configure, Notification Policy, Files/Processes, and Message with Users. The main content area shows a session setup for an encrypted remote control session to the machine 'dc.mr.fiu-johndoe' with RDP. A diagram illustrates the connection flow from a user at 213.248.117.208 through a VSA server to the target machine at 131.94.128.142. A note indicates that the first load may take a few minutes. A button labeled 'here' is provided for manual download and execution of the remote control.

Machine ID: Apply Machine Group: < All Groups > View: < No View > Edit...

Go to: < Select Page > Show 100 7 machines

Start **Encrypted** remote control session to **dc.mr.fiu-johndoe** with **RDP** [Done](#)

Please wait while the remote control viewer loads.

Note: This may take a couple minutes to load the first time.

This page refreshes every 5 seconds your viewer connects back to the KServer.

To manually download and run remote control click [here](#)

Navigation Mode: ▶ Classic

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the text "Kaseya Test Pilots Program", a search bar for machines, and a user profile for "johndoe.fiu@gmail.com" with a "Logoff" button. A timer shows "00:00:00" and "No Timer Running".

The left sidebar contains a "Search Navigation" menu with the following items:

- Remote Control (1)
- Desktop Control
 - Control Machine (15)
 - Reset Password
- Configure
 - Select Type
 - Set Parameters
 - Preinstall RC
 - Uninstall RC
- Notification Policy
 - User Role Policy
 - Machine Policy
- Files/Processes
 - FTP
 - SSH
 - Task Manager
- Message with Users
 - Chat
 - Send Message

The main content area shows a "Start Encrypted remote control session to dc.mr.fiu-johndoe with RDP" button (Done) and a status message: "The viewer has connected to the KServer. dc.mr.fiu-johndoe should connect in less than 50 seconds."

A "Remote Desktop Connection" dialog box is overlaid on the screen, displaying a warning: "The publisher of this remote connection cannot be identified. Do you want to connect anyway?". Below the warning, it states: "This remote connection could harm your local or remote computer. Do not connect unless you know where this connection came from or have used it before." The dialog lists the following details:

- Publisher: **Unknown publisher**
- Type: Remote Desktop Connection
- Remote computer: 127.0.0.1

The checkbox "Don't ask me again for connections to this computer" is checked (19). The "Connect" button is highlighted (20), and the "Cancel" button is also visible. A "Details" button is located at the bottom left of the dialog.

At the bottom left of the interface, the "Navigation Mode" is set to "Classic".

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the text "Kaseya Test Pilots Program", a search bar for "Search Machines", and a user profile for "johndoe.fiu@gmail.com" with a "Logoff" button. A timer shows "00:00:00" and "No Timer Running".

The left-hand navigation pane is titled "Search Navigation" and contains the following menu items:

- Remote Control **1**
- Desktop Control
 - Control Machine **15**
 - Reset Password
- Configure
 - Select Type
 - Set Parameters
 - Preinstall RC
 - Uninstall RC
- Notification Policy
 - User Role Policy
 - Machine Policy
- Files/Processes
 - FTP
 - SSH
 - Task Manager
- Message with Users
 - Chat
 - Send Message

The main window is titled "dc-mr-fiu-johndoe - 127.0.0.1:9100 - Remote Desktop Connection". It displays a "Log On to Windows" dialog box for Microsoft Windows Server 2003 Enterprise Edition. The dialog box contains the following fields and buttons:

- User name: johndoe **21**
- Password: [redacted] **22**
- Log on to: FIU **23**
- Buttons: **24** OK, Cancel, Shut Down..., Options <<

At the bottom left of the interface, the "Navigation Mode" is set to "Classic".

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program interface. At the top, the Kaseya logo and 'Kaseya Test Pilots Program' are visible. The user is logged in as 'johndoe.fiu@gmail.com' with a 'Logoff' button. A timer shows '00:00:00' and 'No Timer Running'. The main window is titled 'dc-mr-fiu-johndoe - 127.0.0.1:9100 - Remote Desktop Connection'. The left navigation pane shows a tree view with 'Remote Control' (1) and 'Control Machine' (15) highlighted. The main window shows a Windows desktop with icons for Recycle Bin, Mozilla Firefox, Notepad++, and Security Configurati... A red box highlights the '25' in the window title bar.

Navigation Mode: ▶ Classic

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the text "Kaseya Test Pilots Program", a search bar labeled "Search Machines", and a user profile for "johndoe.fiu@gmail.com" with a "Logoff" button. A timer shows "00:00:00" and "No Timer Running".

The left sidebar contains a "Search Navigation" menu with the following items:

- Remote Control (1)
- Desktop Control
 - Control Machine (15)
 - Reset Password
- Configure
 - Select Type
 - Set Parameters
 - Preinstall RC
 - Uninstall RC
- Notification Policy
 - User Role Policy
 - Machine Policy
- Files/Processes
 - FTP
 - SSH
 - Task Manager
- Message with Users
 - Chat
 - Send Message

The main window shows a "Remote Desktop Connection" session titled "dc-mr-fiu-johndoe - 127.0.0.1:9100 - Remote Desktop Connection". The desktop background is blue and contains icons for Recycle Bin, Mozilla Firefox, Notepad++, and Security Configurati... A dialog box titled "Remote Desktop Connection" is overlaid on the desktop, containing the following text:

Remote Desktop Connection

i This will disconnect your Remote Desktop Services session. Your programs will continue to run while you are disconnected. You can reconnect to this session later by logging on again.

The "OK" button in the dialog box is highlighted with a red box and the number "26".

At the bottom left of the interface, the "Navigation Mode" is set to "Classic".

Steps to Set Parameters – Verifying the Settings

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information. The left sidebar contains a navigation menu with the following items:

- Remote Control (1)
- Desktop Control
 - Control Machine (15)
 - Reset Password
- Configure
 - Select Type
 - Set Parameters
 - Preinstall RC
 - Uninstall RC
- Notification Policy
 - User Role Policy
 - Machine Policy
- Files/Processes
 - FTP
 - SSH
 - Task Manager
- Message with Users
 - Chat
 - Send Message

The main content area shows a message: "dc.mr.fiu-johndoe connected through the KServer. Remote control should have been successful." Below the message is a red button labeled "27 Back".

Navigation Mode: ▶ Classic



LAB 5

PREINSTALL RC

LAB

- Preinstalling the selected remote control package will reduce the wait time when you perform the first remote connection.
- Workstations
 - Preinstall K-VNC.
- Servers
 - Since *Terminal Server* is distributed by Microsoft as part of its Windows Server OS, you do not have the option to preinstall it. You do need to make sure RDP is enabled.

Steps to Preinstall RC

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar has a navigation menu with 'Remote Control' (1) and 'Preinstall RC' (2) highlighted. The main area displays a table of machines with checkboxes and a 'Preinstall the remote control package to each checked machine Id' button. A warning message states: 'Only WinVNC, K-VNC or RAdmin can be preinstalled.' (a, b). A 'Remote Control Package' dropdown menu is open, showing 'WinVNC' (e).

Machine.Group ID	Remote Control Package	Last Status
<input type="checkbox"/> dc.mr.fiu-johndoe	e WinVNC	
<input type="checkbox"/> guest1.gl.fiu-johndoe	WinVNC	

- The *Preinstall RC* function installs only WinVNC, K-VNC or RAdmin on selected machines without initiating a remote control session.
- If WinVNC, K-VNC or RAdmin are not installed on a machine and a remote control session is initiated, these packages are automatically installed.
- Automatic installation can cause a slight delay before the remote control session begins.
- To eliminate this delay, you should use *Preinstall RC*.
- Before preinstall, select the type of remote control package using *Select Type*.
- When an installation is pending on any machine, this page automatically refreshes every 5 seconds until the procedure completes.
- Installation does not require a reboot.

Steps to Preinstall RC

Kaseya Test Pilots Program

Search Machines [x] [gear]

johndoe.fiu@gmail.com [x] Logoff

00:00:00 No Timer Running

Machine ID: [input] [Apply] Machine Group: < All Groups > View: < No View >

Go to: [input] Select Page > [left] [right] Show 100 7 machines

Remote Control 1

Preinstall RC 2

Install 3

Cancel

Preinstall the remote control package to each checked machine Id
Only WinVNC, K-VNC or RAdmin can be preinstalled.

[Select All](#)
[Unselect All](#)

	Machine.Group ID	Remote Control Package	Last Status
<input type="checkbox"/>	dc.mr.fiu-johndoe	RDP	Pre-install not supported
<input checked="" type="checkbox"/> 4	guest1.gl.fiu-johndoe	K-VNC	K-VNC install completed on 12:38:19 pm 10-Feb-13
<input checked="" type="checkbox"/> 4	laptop1.cec.fiu-johndoe	K-VNC	K-VNC install completed on 12:38:18 pm 10-Feb-13
<input checked="" type="checkbox"/> 5	pc1.cec.fiu-johndoe	K-VNC	K-VNC install completed on 12:38:19 pm 10-Feb-13
<input type="checkbox"/>	server-template.template...	RDP	Pre-install not supported
<input checked="" type="checkbox"/> 6	workstation-template.tem...	K-VNC	Pending
<input checked="" type="checkbox"/> 7	ws1.scis.fiu-johndoe	K-VNC	K-VNC install completed on 12:38:19 pm 10-Feb-13

Navigation Mode: ▶ Classic

Bonus: Steps to Preinstall RC - Verifying

Kaseya 6.3 Fundamentals Workshop - Instructor Led

Jump to...

ITA Portal ▶ f63 ▶ Deva ▶ Access to Virtual Lab

Refresh

resolution: default

color depth: 16

439:01:56

Network Diagram

Data Sheet

Connection Info

Domain Controller (dc)

Workstation 1 (ws1)

Guest 1 (guest1)

PC 1 (pc1)

Laptop 1 (laptop1)

VNC4

File Edit View Favorites Tools Help

Back Search Folders

Address C:\Program Files\RealVNC\VNC4

Folders

- Program Files
 - 7-Zip
- Common Files
- ComPlus Applications
- Internet Explorer
- Kaseya
- Messenger
- microsoft frontpage
- Microsoft Silverlight
- Microsoft.NET
- Movie Maker
- Mozilla Firefox
- Mozilla Maintenance Service
- MSN
- MSN Gaming Zone
- MSXML 4.0
- MSXML 6.0
- NetMeeting
- Online Services
- Outlook Express
- RealVNC

Name	Size	Type	Date Modified
unins000	15 KB	DAT File	2/10/2013 12:38 PM
unins000	706 KB	Application	2/10/2013 12:38 PM
vnc-printer-1_7_0-x86_x64_...	511 KB	Application	8/18/2011 2:38 PM
vnc-mirror-1_8_0-x86_x64_w...	488 KB	Application	8/18/2011 2:38 PM
vncclipboard	813 KB	Application	8/18/2011 2:37 PM
vncchat	461 KB	Application	8/18/2011 2:37 PM
logmessages.dll	8 KB	Application Extension	8/18/2011 2:37 PM
wm_hooks.dll	61 KB	Application Extension	8/18/2011 2:37 PM
winvnc4	1,657 KB	Application	8/18/2011 2:37 PM
vncconfig	813 KB	Application	8/18/2011 2:37 PM
saslib.dll	64 KB	Application Extension	8/18/2011 2:29 PM

start

VNC4

VNC4

Overview: The *Uninstall RC* Function

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the text "Kaseya Test Pilots Program", and user information for "johndoe.fiu@gmail.com" with a "Logoff" button. A search bar for "Search Machines" is also present. The left sidebar contains a "Search Navigation" menu with options like "Remote Control", "Desktop Control", "Configure", and "Notification Policy". The "Remote Control" option is highlighted with a red box. The main content area shows a table of machines with columns for "Machine.Group ID", "Remote Control Package", and "Last Status". The "Uninstall RC" option is also highlighted with a red box. Below the table, there are buttons for "Uninstall" and "Cancel", and a warning message: "Remove the remote control package from each checked machine Id. Only WinVNC, K-VNC or RAdmin can be removed." The table lists four machines: "dc.mr.fiu-johndoe" (RDP, Uninstall not supported), "guest1.gl.fiu-johndoe" (K-VNC), "laptop1.cec.fiu-johndoe" (K-VNC), and "pc1.cec.fiu-johndoe" (K-VNC).

Machine.Group ID	Remote Control Package	Last Status
dc.mr.fiu-johndoe	RDP	Uninstall not supported
guest1.gl.fiu-johndoe	K-VNC	
laptop1.cec.fiu-johndoe	K-VNC	
pc1.cec.fiu-johndoe	K-VNC	

- The *Uninstall RC* function uninstalls WinVNC, K-VNC or RAdmin on selected machines.
- Multiple types of remote control packages may be installed on a single machine. Select the type of package to uninstall from a managed machine using *Select Type*.
- When an uninstall is pending on any machine ID this page automatically refreshes every 5 seconds until the procedure completes.

Note: Uninstall RC does not uninstall pcAnywhere or RDP.

Note: Uninstalling an agent does not remove the installed Remote Control package. Before you delete the agent, use this function to uninstall remote control on the managed machine.

Progress Check

- What are the different types of remote control packages supported by VSA? Which one is selected by default?
- Would all the remote control packages automatically install when used for the first time? Can you preinstall all packages?
- Would uninstalling an agent on a managed machine uninstall the RC packages, too?



Kaseya Fundamentals Workshop

Notification Policy

Notification Policy

- User Role Policy
- Machine Policy

Overview: The *User Role Policy* Function

The screenshot displays the Kaseya Test Pilots Program interface. The left sidebar shows a navigation menu with 'Remote Control' and 'User Role Policy' highlighted. The main content area is titled 'Set notification policy for each admin role.' and includes a dropdown menu for 'Select user notification type' with 'Silently take control' selected. A checkbox for 'Notify user when session terminates' is also visible. Below this, there are checkboxes for 'Require admin note to start remote control' and 'Record remote control to a file in the machine working directory'. At the bottom, a table lists roles and their policies:

Role Name	Policy	Message
System	System	

- a) The *User Role Policy* function determines how you want to notify users that a remote control session to their machine is about to begin. Options are:
- Silently take control
 - If user logged in, display alert
 - If user logged in, ask permission
 - Require Permission; denied if no one logged in
- b) Notify user when session terminates.
- c) Policies are applied by **user role**.

Overview: The *Uninstall RC* Function

The screenshot shows the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the text "Kaseya Test Pilots Program", a search bar for machines, a user profile for "johndoe.fiu@gmail.com", and a "Logoff" button. A timer shows "00:00:00" and "No Timer Running". The left sidebar contains a "Search Navigation" menu with options like "Remote Control", "Desktop Control", "Configure", and "Notification Policy". The "Remote Control" option is highlighted with a red box. The main content area displays the "Uninstall RC" function. It includes a "Machine ID" search field, a "Machine Group" dropdown set to "< All Groups >", and a "View" dropdown set to "< No View >". Below this, there are "Go to" and "Show" controls. The "Uninstall" button is highlighted with a red box. A warning message states: "Remove the remote control package from each checked machine Id. Only WinVNC, K-VNC or RAdmin can be removed." Below the warning are "Select All" and "Unselect All" links. A table lists machines with checkboxes, their Machine.Group ID, Remote Control Package, and Last Status.

	Machine.Group ID	Remote Control Package	Last Status
<input type="checkbox"/>	dc.mr.fiu-johndoe	RDP	Uninstall not supported
<input type="checkbox"/>	guest1.gl.fiu-johndoe	K-VNC	
<input type="checkbox"/>	laptop1.cec.fiu-johndoe	K-VNC	
<input type="checkbox"/>	pc1.cec.fiu-johndoe	K-VNC	

- The *Uninstall RC* function uninstalls WinVNC, K-VNC or RAdmin on selected machines.
- Multiple types of remote control packages may be installed on a single machine. Select the type of package to uninstall from a managed machine using *Select Type*.
- When an uninstall is pending on any machine ID this page automatically refreshes every 5 seconds until the procedure completes.

Note: Uninstall RC does not uninstall pcAnywhere or RDP.

Note: Uninstalling an agent does not remove the installed Remote Control package. Before you delete the agent, use this function to uninstall remote control on the managed machine.

Overview: The *Uninstall RC* Function

The screenshot displays the Kaseya Test Pilots Program web interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information. The left sidebar contains a navigation menu with 'Remote Control' and 'Uninstall RC' highlighted. The main content area shows a table of machines with checkboxes for selection and a table of installed remote control packages. A modal dialog is open, providing instructions for the 'Uninstall' action.

Machine ID: Apply Machine Group: < All Groups > View: < No View >

Go to: < Select Page > Show 100 7 machines

Uninstall Remove the remote control package from each checked machine Id
Only WinVNC, K-VNC or RAdmin can be removed.

[Select All](#)
[Unselect All](#)

	Machine.Group ID	Remote Control Package	Last Status
<input type="checkbox"/>	dc.mr.fiu-johndoe	RDP	Uninstall not supported
<input type="checkbox"/>	guest1.gl.fiu-johndoe	K-VNC	
<input type="checkbox"/>	laptop1.cec.fiu-johndoe	K-VNC	
<input type="checkbox"/>	pc1.cec.fiu-johndoe	K-VNC	

- The *Uninstall RC* function uninstalls WinVNC, K-VNC or RAdmin on selected machines.
- Multiple types of remote control packages may be installed on a single machine. Select the type of package to uninstall from a managed machine using *Select Type*.
- When an uninstall is pending on any machine ID this page automatically refreshes every 5 seconds until the procedure completes.

Note: Uninstall RC does not uninstall pcAnywhere or RDP.

Note: Uninstalling an agent does not remove the installed Remote Control package. Before you delete the agent, use this function to uninstall remote control on the managed machine.



LAB 6

SET MACHINE POLICY

LAB

- Workstations
 - Set user notification type to:
 - *If user logged in display alert*
 - *Notify user when session terminates*
 - *Require admin note to start remote control*
- Servers
 - Set user notification type to:
 - *Silently take control*
 - *Require admin note to start remote control*

Steps to Set Machine Policy

The screenshot displays the Kaseya Test Pilots Program interface. The sidebar on the left has 'Remote Control' (1) and 'Machine Policy' (2) highlighted. The main content area shows the 'Machine Policy' configuration page. A dropdown menu (a) is set to 'Silently take control'. A checkbox (b) for 'Notify user when session terminates' is checked. Below the form, a table lists policies for a machine group.

Machine.Group ID	Policy	Message
dc.mr.fiu-johndo... ^c		

- a) The *Machine Policy* function determines how you want to notify users a remote control session to their machine is about to begin. Options are:
 - Silently take control
 - If user logged in display alert
 - If user logged in ask permission
 - Require Permission; denied if no one logged in
- b) Notify user when session terminates.
- c) Policies are applied by **machine ID**. **Machine policy takes precedence over user role policy.**

Steps to Set Machine Policy - Workstations

Kaseya Test Pilots Program

Search Machines [x] [gear] johndoe.fiu@gmail.com [x] Logoff 00:00:00 No Timer Running

Machine ID: [input] [Apply] Machine Group: < All Groups > View: < No View > [Edit]

Go to: < Select Page > [left] [right] Show 100 7 machines

1 Remote Control

- Desktop Control
 - Control Machine
 - Reset Password
- Configure
 - Select Type
 - Set Parameters
 - Preinstall RC
 - Uninstall RC
- Notification Policy
 - User Role Policy
 - 2** Machine Policy
- Files/Processes
 - FTP
 - SSH
 - Task Manager
- Message with Users
 - Chat
 - Send Message

Set notification policy for each machine ID.
Note: Machine Policy takes precedence over admin role policy.

11 Apply

Select user notification type **8**
If user logged in display alert

Notify user when session terminates **9**

Notification alert text
The system administrator <admin> is about to remote control your computer.

Require admin note to start remote control **10**
 Record remote control to a file in the machine working directory

Session termination message
The system administrator <admin> has terminated the remote control session.

[Select All](#) [Unselect All](#)

	Machine.Group ID	Policy	Message
<input type="checkbox"/>	dc.mr.fiu-johndo...		
3 <input checked="" type="checkbox"/>	guest1.gl.fiu-jo...		
4 <input checked="" type="checkbox"/>	laptop1.cec.fiu-...		
5 <input checked="" type="checkbox"/>	pc1.cec.fiu-john...		
<input type="checkbox"/>	server-template...		
6 <input checked="" type="checkbox"/>	workstation-temp...		
7 <input checked="" type="checkbox"/>	ws1.scis.fiu-joh...		

Navigation Mode: ▶ Classic

Steps to Set Machine Policy - Workstations

Kaseya Kaseya Test Pilots Program

Search Machines | johndoe.fiu@gmail.com | Logoff | 00:00:00 | No Timer Running

Machine ID: Apply | Machine Group: < All Groups > | View: < No View >

Go to: < Select Page > | Show 100 | 7 machines

Remote Control 1

- Desktop Control
 - Control Machine
 - Reset Password
- Configure
 - Select Type
 - Set Parameters
 - Preinstall RC
 - Uninstall RC
- Notification Policy
 - User Role Policy
 - Machine Policy** 2
- Files/Processes
 - FTP
 - SSH
 - Task Manager
- Message with Users
 - Chat
 - Send Message

Set notification policy for each machine ID.
Note: Machine Policy takes precedence over admin role policy.

Select user notification type: If user logged in display alert

Notify user when session terminates

Notification alert text: The system administrator <admin> is about to remote control your computer.

Session termination message: The system administrator <admin> has terminated the remote control session.

Require admin note to start remote control
 Record remote control to a file in the machine working directory

Select All	Unselect All	Machine.Group ID	Policy	Message
<input type="checkbox"/>	<input type="checkbox"/>	dc.mr.fiu-johndo...		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	guest1.gl.fiu-jo...	If user logged in display alert	The system administrator <admin> is about to remote control your computer.
			Notify user when session terminates	The system administrator <admin> has terminated the remote control session.
			Require admin note to start remote control	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	laptop1.cec.fiu-...	If user logged in display alert	The system administrator <admin> is about to remote control your computer.
			Notify user when session terminates	The system administrator <admin> has terminated the remote control session.
			Require admin note to start remote control	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	pc1.cec.fiu-john...	If user logged in display alert	The system administrator <admin> is about to remote control your computer.
			Notify user when session terminates	The system administrator <admin> has terminated the remote control session.
			Require admin note to start remote control	
<input type="checkbox"/>	<input type="checkbox"/>	server-template...		

Navigation Mode: Classic

Steps to Set Machine Policy - Servers

The screenshot shows the Kaseya Test Pilots Program interface. The navigation pane on the left has several categories, with 'Remote Control' (1) and 'Machine Policy' (12) highlighted. The main content area shows the configuration for setting notification policy for each machine ID. The 'Select user notification type' (15) dropdown is set to 'Silently take control'. The 'Require admin note to start remote control' (16) checkbox is checked. The 'Apply' button (17) is visible. Below the configuration, there is a table of machine policies.

Navigation Mode: ▶ Classic

Machine Group ID	Policy	Message
dc.mr.fiu-johndo...	<input checked="" type="checkbox"/> Require admin note to start remote control	
guest1.gl.fiu-jo...	If user logged in display alert	The system administrator <admin> is about to remote control your computer.
	Notify user when session terminates	The system administrator <admin> has terminated the remote control session.
	Require admin note to start remote control	
laptop1.cec.fiu-...	If user logged in display alert	The system administrator <admin> is about to remote control your computer.
	Notify user when session terminates	The system administrator <admin> has terminated the remote control session.
	Require admin note to start remote control	
pc1.cec.fiu-john...	If user logged in display alert	The system administrator <admin> is about to remote control your computer.
	Notify user when session terminates	The system administrator <admin> has terminated the remote control session.
	Require admin note to start remote control	
server-template...	<input checked="" type="checkbox"/> Require admin note to start remote control	

Steps to Set Machine Policy - Servers

Kaseya Kaseya Test Pilots Program

Search Machines | johndoe.fiu@gmail.com | Logoff | 00:00:00 | No Timer Running

Machine ID: Apply | Machine Group: < All Groups > | View: < No View >

Go to: < Select Page > | Show 100 | 7 machines

Set notification policy for each machine ID.
Note: Machine Policy takes precedence over admin role policy.

Select user notification type: Slightly take control | Notify user when session terminates

Apply | Remove

Require admin note to start remote control
 Record remote control to a file in the machine working directory

Select All	Unselect All	Machine.Group ID	Policy	Message
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	dc.mr.fiu-johndo...	Slightly take control	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Require admin note to start remote control	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	guest1.gl.fiu-jo...	If user logged in display alert	The system administrator <admin> is about to remote control your computer.
<input type="checkbox"/>	<input type="checkbox"/>		Notify user when session terminates	The system administrator <admin> has terminated the remote control session.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	laptop1.cec.fiu-...	Require admin note to start remote control	
<input type="checkbox"/>	<input checked="" type="checkbox"/>		If user logged in display alert	The system administrator <admin> is about to remote control your computer.
<input type="checkbox"/>	<input type="checkbox"/>		Notify user when session terminates	The system administrator <admin> has terminated the remote control session.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	pc1.cec.fiu-john...	Require admin note to start remote control	
<input type="checkbox"/>	<input checked="" type="checkbox"/>		If user logged in display alert	The system administrator <admin> is about to remote control your computer.
<input type="checkbox"/>	<input type="checkbox"/>		Notify user when session terminates	The system administrator <admin> has terminated the remote control session.
<input type="checkbox"/>	<input type="checkbox"/>		Require admin note to start remote control	

Navigation Mode: Classic

Progress Check

- Is it possible to set remote control notifications based on the VSA user roles? How about based on the individual machines? Which one takes precedence?
- What are different options for notifying users? Can you notify the user when the session terminates, too?



Kaseya Fundamentals Workshop

Files/Processes

Files/Processes

- FTP
- SSH
- Task Manager



LAB 7

FTP

File Transfer Protocol (FTP)

- FTP is a commonly used protocol for exchanging files over any network that supports the TCP/IP protocol.
- The *FTP server* is the program on the target machine that listens on the network for connection requests from other computers.
- The *FTP client* is the program on the VSA admin's local machine that initiates a connection to the server.
- The FTP client machine requires user access rights to the FTP server machine.

File Transfer Protocol (FTP)

- Once connected, the client can upload files to the server, download files from the server, rename or delete files on the server, etc.
- Virtually every computer platform supports the FTP protocol.
- Since Kaseya FTP sessions are relayed through the Kaseya Server, all FTP sessions are protected by the Kaseya 256 bit rolling encryption protocol.

LAB

- Upload a file from your local machine to laptop1
 - Open an FTP session to laptop1
 - Create a temp file on your local machine
 - Upload the temp file to the *kworking* directory on laptop1

Steps to FTP

The screenshot displays the Kaseya Test Pilots Program web interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information. The left sidebar contains a 'Search Navigation' menu with 'Remote Control' (step 1) and 'FTP' (step 2) highlighted. The main content area shows a list of machines with the link 'laptop1.cec.fiu-johndoe' (step 3) highlighted. A legend on the right explains the status icons for each machine.

Machine ID: Apply Machine Group: < All Groups > View: < No View > Edit...

Go to: < Select Page > Show 100 7 machines

Select a machine to FTP by clicking a link from the list.

- [dc.mr.fiu-johndoe](#)
- [quest1.gl.fiu-johndoe](#)
- [laptop1.cec.fiu-johndoe](#) 3
- [pc1.cec.fiu-johndoe](#)
- [server-template.templates.fiu-...](#)
- [workstation-template.templates...](#)
- [ws1.scis.fiu-johndoe](#)

Legend:

- Online but waiting for first audit to complete
- Agent online
- Agent online and user currently logged in and active
- Agent online, not active but currently logged in
- The Agent is currently offline
- The Agent has never checked in
- Agent is online but remote control has been disabled
- This account has been suspended

- The *FTP* function establishes an FTP session between the user's local machine and a selected machine.
- FTP sessions can only be initiated from a Windows-based machine.
- Once the FTP session is initiated, a new browser window pops up displaying the contents of a fixed disk on the managed machine.
- **Drag and drop** files between the client and server machines.
- **Note:** You can also use **Live Connect** to initiate a File Manager session with managed machines, depending on the OS type supported.

Steps to FTP

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, and user information. The left sidebar contains a 'Search Navigation' menu with categories like Remote Control, Desktop Control, Configure, Notification Policy, Files/Processes, and Message with Users. The main content area shows the configuration for an FTP session to 'laptop1.ccc.fiu-johndoe'. Two steps are highlighted with red boxes and numbers: Step 1 points to the 'Remote Control' menu item, and Step 2 points to the 'FTP' sub-item under 'Files/Processes'. In the main area, Step 4 points to the 'C:' drive selection in the 'Select remote fixed drive to FTP To' field, and Step 5 points to the 'Connect' button.

Machine ID: Apply Machine Group: < All Groups > View: < No View > Edit...

Go to: < Select Page > Show 100 7 machines

Start an **Encrypted** FTP session to **laptop1.ccc.fiu-johndoe** [Back](#)

Select remote fixed drive to FTP To C: **4**

OR

Enter a drive letter to FTP to

5 Connect

Navigation Mode: Classic

Steps to FTP

The screenshot shows the Kaseya Test Pilots Program interface. The navigation menu on the left has two items highlighted with red boxes and numbered: 'Remote Control' (1) and 'FTP' (2). The main content area displays a message: 'Start an Encrypted FTP session to laptop1.cec.fiu-johndoe' with a 'Back' link. Below this, a red box contains the text: 'Please wait while the remote control viewer loads. Note: This may take a couple minutes to load the first time.' A yellow box below that contains the text: 'To manually download and run remote control click [here](#)'.

ActiveX Control:

- Remote control, video streaming, FTP and SSH can only be initiated from Windows OS.
- An ActiveX control automatically configures and runs the package for you.
- When using these functions, your browser may ask if it is OK to download and install the ActiveX control. Approve the request, if prompted
- If the ActiveX control is blocked by the browser from running, the user is presented with a link to manually download and run the package manually.

Steps to FTP – Drag and Drop Files

The screenshot displays two Windows Explorer windows. The left window shows the local path 'Local Disk (C:) > Temp', with the file 'FTP-Test.txt' selected and highlighted in red. The right window shows the remote path '127.0.0.1 > kworking'. A 'Copying...' dialog box is open in the foreground, indicating the transfer of 'FTP-Test.txt.txt' from 'C:\Temp' to '/kworking/'. A status bar at the bottom of the left window shows 'FTP-Test.txt Text Document' with a date modified of '2/10/2013 4:02 PM' and a size of '0 bytes'. The right window's status bar shows '23 items'.

- Create a temp file on your local machine
- Upload the temp file to the `c:\kworking` directory on laptop1.

Bonus: Steps to FTP - Verifying

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Jump to...

ITA Portal ▶ f63 ▶ Deva ▶ Access to Virtual Lab

Refresh

resolution: default

color depth: 16

435:35:54

Network Diagram

Data Sheet

Connection Info

Domain Controller (dc)

Workstation 1 (ws1)

Guest 1 (guest1)

PC 1 (pc1)

Laptop 1 (laptop1)

kworking

File Edit View Favorites Tools Help

Back Search Folders

Address C:\kworking

Folders	Name	Size	Type	Date Modified
Desktop	bingdesktopsetup_91f8e7054...	2,060 KB	Application	2/5/2013 2:17 PM
My Documents	curl-nossl	380 KB	Application	2/5/2013 12:07 PM
My Music	DirContents	1 KB	XML Document	2/5/2013 10:03 PM
My Pictures	dotnetfx_a3625c59d7a2995f...	22,960 KB	Application	2/5/2013 2:17 PM
My Computer	FTP-Test.txt	0 KB	Text Document	2/10/2013 4:05 PM
3 1/2 Floppy (A:)	kasetup	24 KB	Text Document	2/1/2013 11:07 AM
Local Disk (C:)	kExtDll.dll	56 KB	Application Extension	1/22/2013 8:39 AM
a9cea2b8b786cd80ad50	kf51160	22 KB	Application	2/10/2013 4:00 PM
Documents and Settings	KGetLcns	18 KB	XML Document	1/16/2013 5:37 PM
kworking	KLicence	143 KB	Application	1/16/2013 5:37 PM
Program Files	KNat	612 KB	Application	2/1/2013 11:08 AM
temp	kperfmon	64 KB	Application	2/10/2013 1:06 PM
VirtualLab	kperfmon	2 KB	Text Document	2/10/2013 1:06 PM
WINDOWS	kPtchMgt2.dll	196 KB	Application Extension	2/5/2013 11:58 AM
Control Panel	KRlyCCon	244 KB	Application	2/10/2013 12:52 PM
Shared Documents	kvpn-1.0-install	1,557 KB	Application	2/1/2013 11:08 AM
john DOE's Documents	libkacm.dgst	1 KB	DGST File	2/10/2013 4:01 PM
My Network Places	libkacm.dll	436 KB	Application Extension	2/10/2013 12:52 PM
Recycle Bin	mseinstall_79faa9fed87546da...	10,829 KB	Application	2/5/2013 2:17 PM
	pdh.dll	148 KB	Application Extension	2/10/2013 1:06 PM
	ptchscn2	123 KB	XML Document	2/6/2013 10:47 AM
	results.muc	1 KB	MUC File	2/6/2013 10:47 AM

start

kworking

Search Desktop



Overview: The SSH Function

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the program name, a search bar, a user profile, and a logoff button. The left sidebar contains a navigation menu with categories like Remote Control, Desktop Control, Configure, Notification Policy, Files/Processes, and Message with Users. The 'SSH' option is highlighted in red. The main content area shows a search bar for Machine ID and Machine Group, a 'View' dropdown, and a list of machines. A legend on the right explains the status icons for each machine.

Remote Control

- Desktop Control
 - Control Machine
 - Reset Password
- Configure
 - Select Type
 - Set Parameters
 - Preinstall RC
 - Uninstall RC
- Notification Policy
 - User Role Policy
 - Machine Policy
- Files/Processes
 - FTP
 - SSH**
 - Task Manager
- Message with Users
 - Chat

Machine ID: Apply Machine Group: < All Groups > View: < No View >




Go to: < Select Page > Show 100 7 machines

Select a machine to SSH by clicking a link from the list.

- dc.mr.fiu-johndoe
- guest1.gl.fiu-johndoe
- laptop1.cec.fiu-johndoe
- pc1.cec.fiu-johndoe
- server-template.templates.fiu-...
- workstation-template.templates...
- ws1.scis.fiu-johndoe

Legend:

- Online but waiting for first audit to complete
- Agent online
- Agent online and user currently logged in and active
- Agent online, not active but currently logged in
- The Agent is currently offline
- The Agent has never checked in
- Agent is online but remote control has been disabled
- This account has been suspended

- The *SSH* function runs an SSH command line session on a selected, active Linux or Mac machine.
- SSH sessions can only be initiated from a Windows-based machine.
- Only Linux or Mac machines with an  or  or  icon are active.



LAB 8

TASK MANAGER

LAB

- Explore the programs running on laptop1 without interrupting the end user.

Steps to Retrieving the Running Programs

The screenshot displays the Kaseya Test Pilots Program interface. On the left sidebar, the 'Remote Control' menu item is highlighted with a red box and the number '1'. Below it, the 'Task Manager' menu item is also highlighted with a red box and the number '2'. In the main content area, a list of machine links is shown, with 'laptop1.cec.fiu-john...' highlighted by a red box and the number '3'. To the right of this list, a table displays the running processes on the selected machine, 'laptop1.cec.fiu-johndoe', as of 1:06:51 pm on 10-Feb-13. The table has columns for Name, CPU, Mem Usage, and Threads. The processes listed include _Total, AgentMon, alg, csrss, explorer, Idle, KaUsrTsk, kf56075, kperfmon, KRlyCCon, logon.scr, lsass, Lua, and searchindexer. At the bottom of the screenshot, the 'Navigation Mode' is set to 'Classic'.

Name	CPU	Mem Usage	Threads
_Total	100.00	259844 K	394
AgentMon	0.00	13256 K	12
alg	0.00	3632 K	6
csrss	0.00	3584 K	11
explorer	0.00	21096 K	16
Idle	99.85	28 K	1
KaUsrTsk	0.00	4776 K	6
kf56075	0.00	1744 K	1
kperfmon	0.00	10992 K	7
KRlyCCon	0.00	3020 K	1
logon.scr	0.00	1784 K	1
lsass	0.00	3188 K	23
Lua	0.00	7432 K	4
Lua	0.00	7204 K	4
searchindexer	0.00	12444 K	20

- The *Task Manager* function provides the detail available in Windows task manager.
- It lists all currently active processes on a managed machine.
- Clicking the link of a machine tasks the agent on the managed machine to collect 10 seconds of process data at the next check-in. It displays the results in tabular form.
- Task Manager supports all Windows operating systems, Windows 95 and up.

Note: You can also use *Live Connect* to perform Task Manager tasks.

Progress Check

- Do you know how to upload and download files to /from a managed machine?
- Can you SSH to managed Mac and Linux machines using VSA?
- How can you explore the list of programs running on a managed machine without disturbing the end user?



Kaseya Fundamentals Workshop

Message with Users

Message with Users

- Chat
- Send Message

Overview: The *Chat* Function

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the program name, a search bar for machines, and a user profile for 'johndoe.fiu@gmail.com'. A sidebar on the left contains a 'Search Navigation' menu with categories like 'Remote Control', 'Desktop Control', 'Configure', 'Notification Policy', 'Files/Processes', and 'Message with Users'. The 'Chat' option under 'Message with Users' is highlighted with a red box. The main content area shows a search for machines with filters for Machine ID, Machine Group, and View. Below the search results, there is a list of chat sessions with machine names and user avatars. A 'Join Session' button is visible. To the right of the chat list, there are checkboxes for 'Play tone with each new message' and 'Automatically close chat window when either party ends chat'. A section titled 'Chat with other administrators' includes a note: 'Administrators must be logged in with rights to a common group ID'. At the bottom left, the 'Navigation Mode' is set to 'Classic'.

Machine ID: Apply Machine Group: < All Groups > View: < No View >

Go to: < Select Page > Show 100 7 machines

Click the **machine ID** to start new chat session. Click **Join Session** to enter an existing chat session

- [dc.mr.fiu-johndoe](#) Play tone with each new message.
- [quest1.gl.fiu-johndoe](#) Automatically close chat window when either party ends chat.
- [laptop1.cec.fiu-johndoe](#) Remove your name from chat list seen by other administrators.
- [pc1.cec.fiu-johndoe](#) Remove your name from chat list seen by users.
- server-template.templates.fiu-...
- workstation-template.templates...
- [ws1.scis.fiu-johndoe](#)

Chat with other administrators
Administrators must be logged in with rights to a common group ID

- The *Chat* function initiates or continues chat sessions with logged on users on managed machines.
- Multiple chat sessions may be active at the same time.
- Each window title displays the machine name for that session.
- The system automatically removes all messages older than one hour.
- Press the **Shift-Enter** key combination to insert a carriage return into a message.

Note: (*on-premise only*) You can also use **Live Connect** to chat and video chat with a managed machine. Video chat allows you to video chat with anyone, not just a managed machine user.

Navigation Mode: ▶ Classic



LAB 9

SEND MESSAGE

LAB

- Assumptions
 - The Domain Controller server is causing some problems on the network. The network technician is going to take the DC offline tonight at 3:00am for troubleshooting.
 - Management has asked you to send a global message to all the computers and inform users about the emergency maintenance.
- Tasks
 - Use Remote Control to send a text message for emergency maintenance.

Steps to Send Message

The screenshot displays the Kaseya Test Pilots Program interface. On the left, the navigation pane shows 'Remote Control' (1) and 'Task Manager' (2) highlighted. The main area shows a form for sending messages to selected machines (7 machines). The form includes a text input field (a), a 'Schedule time to send message' section with date, time, and minutes (b), and a 'Select display window' section with 'Dialog Box' (d) and 'Display Immediately' (c) options.

a) The *Send Message* function sends network messages to selected machine IDs.

b) Messages can be sent immediately (at the next managed machine check-in) *or* can be scheduled to be sent at a future date and time.

c) The message either displays immediately on the managed machine *or* the agent icon in the system tray of the managed machine flashes between a white background and its normal background when a message is waiting to be read. When the machine user clicks the flashing icon, the message displays.

d) Machine users can also be notified by a conventional Windows dialog box or through a browser window. If a browser window is used, enter a URL instead of a text message. This feature can be handy, for example, to automatically take users to a web page displaying an updated contact sheet or other relevant information.

Steps to Send Message

Kaseya Kaseya Test Pilots Program

Search Machines | johndoe.fiu@gmail.com | Logoff | 00:00:00 | No Timer Running

Machine ID: Apply | Machine Group: < All Groups > | View: < No View >

Go to: < Select Page > | Show 100 | 7 machines

Enter message/URL sent to remote machines (dialog box or URL)

Reminder: Emergency server maintenance tonight at 3 am!

Schedule time to send message: 2013 Feb 10 1 pm :05

Select display window: Dialog Box | Display Immediately | Flash Icon

Machine.Group ID	Current User	Messages Not Sent Yet
dc.mr.fiu-johndoe		
3 guest1.gl.fiu-johndoe		Reminder: Emergency server maintenance tonight at 3 am!
4 laptop1.cec.fiu-johndoe		Reminder: Emergency server maintenance tonight at 3 am!
5 pc1.cec.fiu-johndoe		Reminder: Emergency server maintenance tonight at 3 am!
server-template.template...		
workstation-template.tem...		
6 ws1.scis.fiu-johndoe		Reminder: Emergency server maintenance tonight at 3 am!

Navigation Mode: Classic

Bonus: Steps to Send Message - Verifying

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ITA Portal ▶ f63 ▶ Deva ▶ Access to Virtual Lab

Refresh

resolution: default

color depth: 16

438:30:20

Network Diagram

Data Sheet

Connection Info

Domain Controller (dc)

Workstation 1 (ws1)

Guest 1 (guest1)

PC 1 (pc1)

Laptop 1 (laptop1)

Moz

- If the message is not shown on the virtual machines, it could be because the *KaUsrTsk.exe* is not running while remotely connected.
- If this is the problem, please refer to the the Agent Deployment lecture to learn how to use *regedit* to fix this issue.
- Reminder: you need to add “-remote” to a registry key and logout/login on the remote machine to resolve this issue.

System Message - Agent



Reminder: Emergency server maintenance tonight at 3 am!

OK

start

Recycle Bin



Progress Check

- Can you broadcast a message to all managed machine end users immediately?
Can you schedule for the future?
- Can you make the Kaseya icon on the system tray to blink when you send a message?
- If the message does not show, what might be the cause?



Kaseya Fundamentals Workshop

Agent Menu



LAB 10

DISABLE REMOTE CONTROL

LAB

- Assumption
 - The pc1 end user may work with sensitive data that must be kept private according to the law.
 - He requested to be able to disable remote control on his machine while he is working with such data.
- Task
 - Allow the end user to see the *Disable Remote Control* option on the *pc1 Agent Menu*.
 - Verify that the end user is able to disable remote control to pc1.

Steps to Disable Remote Control – Checking the Agent Menu

Kaseya 6.3 Fundamentals Workshop - Instructor Led

ITA Portal ▶ f63 ▶ Deva ▶ Access to Virtual Lab

resolution: default color depth: 16 435:12:10

Network Diagram Data Sheet Connection Info Domain Controller (dc) Workstation 1 (ws1) Guest 1 (guest1) **PC 1 (pc1)** Laptop 1 (laptop1)

Mozilla Firefox

- Right click on the Kaseya icon in the system tray.
- Note the agent menu does not include an option to disable remote control.

Recycle Bin

FIU Web Portal Refresh

Steps to Disable Remote Control

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar contains a navigation tree with the following items: Agent (3), Machine Status, Install Agents, Configure Agents, Agent Menu (4), Upgrade Version, and Protection. The main area displays configuration options for a selected machine. The 'Disable Remote Control' checkbox (6) is checked. An 'Update' button (7) is visible. Below the configuration, a table lists machines with their permissions and contact information.

Machine Group ID	ACObSRx	About Title	Contact Title	Contact URL
dc.mr.fiu-johndoe	-----R-	Agent	Contact Administr...	*
guest1.gl.fiu-johndoe	ACOb-R-	Agent	Contact Administr...	User Login page
laptop1.cec.fiu-johndo...	--O--R-	Agent	Contact Administr...	*
pc1.cec.fiu-johndoe	--Ob-R-	Agent	Contact Administr...	*
server-template.templa...	-----R-	Agent	Contact Administr...	*
workstation-template.t...	--O--R-	Agent	Contact Administr...	*
ws1.scis.fiu-johndoe	--O--R-	Agent	Contact Administr...	*

Steps to Disable Remote Control

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar contains a navigation tree with 'Agent' and 'Agent Menu' highlighted with red boxes and the numbers 3 and 4 respectively. The main content area shows the configuration for a specific machine, 'pc1.cec.fiu-johndoe', which is also highlighted with a red box. The configuration includes a table of items to show in the Agent menu, with 'Disable Remote Control' checked. Below the configuration is a table of machines with their respective settings.

Machine Configuration:

- Enable Agent Icon
- About Agent
- Contact Administrator...
- FIU Web Portal URL:
- Disable Remote Control Allow user to disable remote control
- Refresh Agent initiates a Full Check-in with KServer
- Exit Allow user to exit the Agent program

Machine List:

Machine Group ID	ACObSRx	Contact Title	Contact URL
dc.mr.fiu-johndoe	-----R-	Contact Administr...	*
guest1.gl.fiu-johndoe	ACOb-R-	Contact Administr...	User Login page
laptop1.cec.fiu-johndo...	--O--R-	Contact Administr...	*
pc1.cec.fiu-johndoe	--Ob-R-	Contact Administr...	*
server-template.templa...	-----R-	Contact Administr...	*
workstation-template.t...	--O--R-	Contact Administr...	*
ws1.scis.fiu-johndoe	--O--R-	Contact Administr...	*

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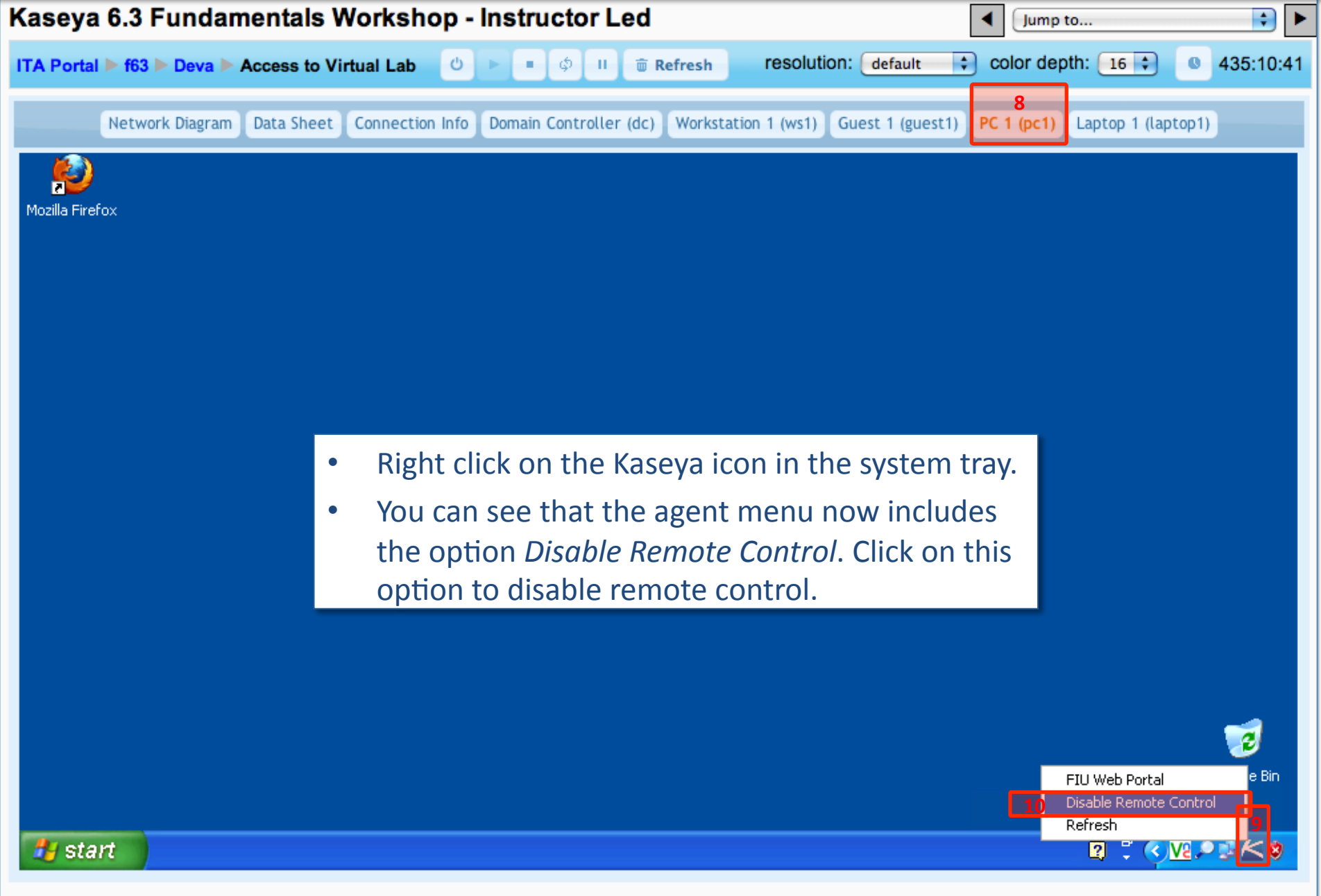
resolution: default color depth: 16 435:10:41

Network Diagram Data Sheet Connection Info Domain Controller (dc) Workstation 1 (ws1) Guest 1 (guest1) **8** PC 1 (pc1) Laptop 1 (laptop1)

Mozilla Firefox

- Right click on the Kaseya icon in the system tray.
- You can see that the agent menu now includes the option *Disable Remote Control*. Click on this option to disable remote control.

FIU Web Portal e Bin
10 Disable Remote Control
Refresh **9**



Steps to Disable Remote Control

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ITA Portal ▶ f63 ▶ Deva ▶ Access to Virtual Lab

resolution: default color depth: 16 435:10:35

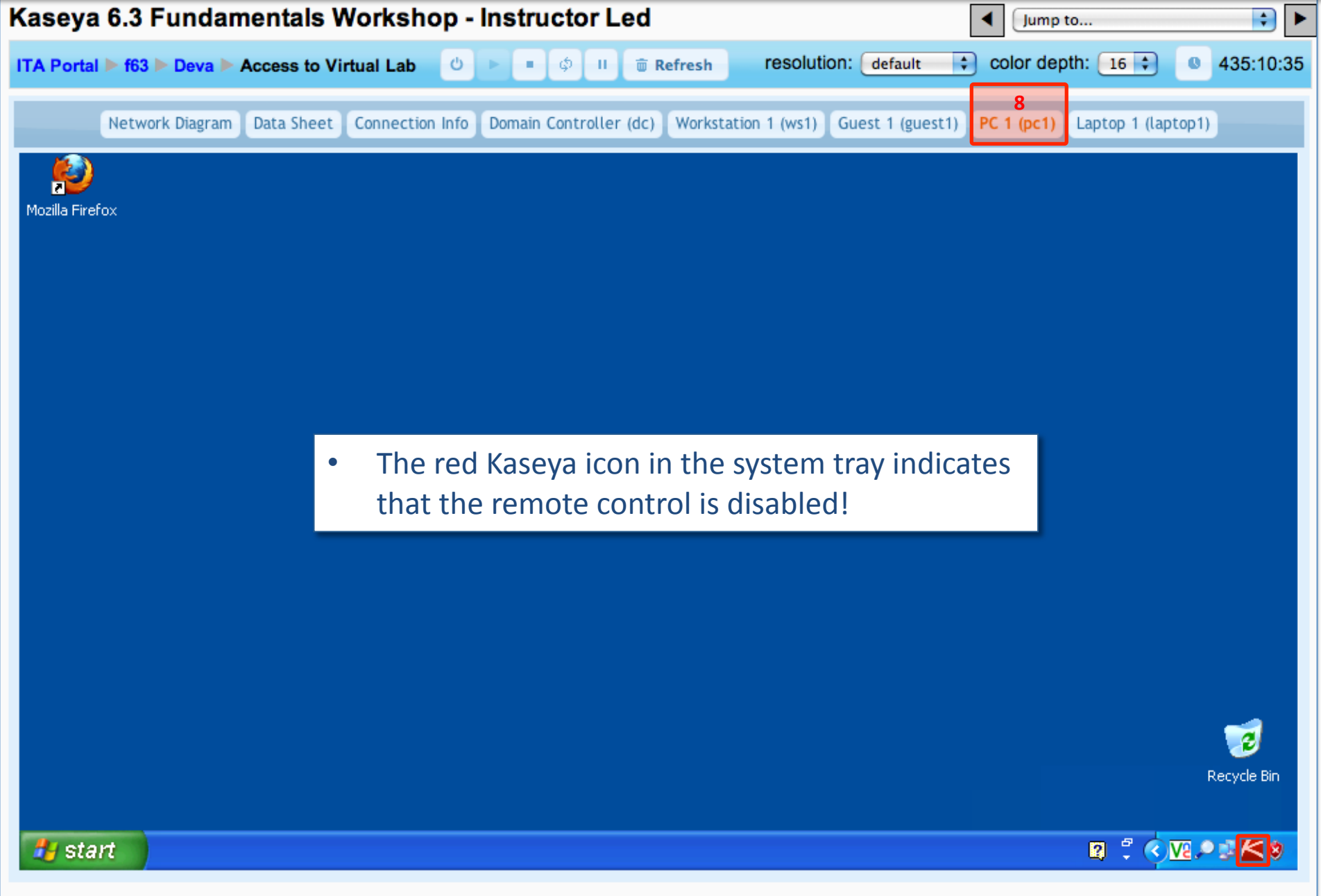
Network Diagram Data Sheet Connection Info Domain Controller (dc) Workstation 1 (ws1) Guest 1 (guest1) **8 PC 1 (pc1)** Laptop 1 (laptop1)

Mozilla Firefox

- The red Kaseya icon in the system tray indicates that the remote control is disabled!

start

Recycle Bin

The image shows a screenshot of a virtual lab environment. At the top, there is a title bar for 'Kaseya 6.3 Fundamentals Workshop - Instructor Led'. Below this is a navigation bar with 'ITA Portal', 'f63', 'Deva', and 'Access to Virtual Lab'. A toolbar contains various control icons like power, play, refresh, and a 'Refresh' button. To the right of the toolbar are settings for 'resolution: default' and 'color depth: 16', along with a clock showing '435:10:35'. Below the toolbar is a tabbed interface with tabs for 'Network Diagram', 'Data Sheet', 'Connection Info', 'Domain Controller (dc)', 'Workstation 1 (ws1)', 'Guest 1 (guest1)', '8 PC 1 (pc1)', and 'Laptop 1 (laptop1)'. The '8 PC 1 (pc1)' tab is highlighted with a red box. The main area shows a Windows desktop with a blue background, a 'Mozilla Firefox' icon, and a 'Recycle Bin' icon. At the bottom is a Windows taskbar with a 'start' button and a system tray containing several icons, including a red Kaseya icon which is highlighted with a red box.

Steps to Disable Remote Control - Verifying

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar contains a navigation menu with 'Remote Control' (11) and 'Control Machine' (12) highlighted. The main content area displays a table of machines with columns for Machine Group ID, Current User, and Active Admin. The machine 'pc1.cec.fiu-johndoe' is highlighted in red, and its agent status icon is also highlighted. Below the table is a legend for agent status icons, with the entry 'Agent is online but remote control has been disabled' highlighted in red.

Machine Group ID	Current User	Active Admin
dc.mr.fiu-johndoe	johndoe	
guest1.gl.fiu-johndoe	johndoe	
laptop1.cec.fiu-johndoe	johndoe	
pc1.cec.fiu-johndoe	johndoe	
server-template.template...		
workstation-template.tem...		
ws1.scis.fiu-johndoe	johndoe	

Legend:

- Online but waiting for first audit to complete
- Agent online
- Agent online and user currently logged in and active
- Agent online, not active but currently logged in
- The Agent is currently offline
- The Agent has never checked in
- Agent is online but remote control has been disabled
- This account has been suspended

Navigation Mode: ▶ Classic

- Notice the agent check-in icon showing that the remote control is disabled for pc1.
- The link on pc1 is disabled too.

Progress Check

- Is it possible to provide an end user with the power to disallow a VSA admin from remotely accessing his/her managed machine? How?
- Do you know what the Kaseya agent icon in the system tray would look like if the remote control is disabled? How does the agent check-in icon appear in VSA when Remote Control is disabled?



Kaseya Fundamentals Workshop Summary

Summary

- *Remote Control* enables the VSA users to remotely control and provide immediate support to users of managed computers.
- Supported tools are WinVNC, KVNC, pcAnywhere, RAdmin, and RDP.
- You can set policies that allow users to block remote control or require users to ask permission before accessing a machine.
- You can FTP to managed machines and access files.
- You can send message to the end users or direct chat with them.

Live Connect

- *Live Connect* is a related module of VSA that performs tasks and functions **for a single managed machine at a time.**
- In many cases, using of *Live Connect* is superior to *Remote Control*.



Kaseya Fundamentals Workshop

Bonus Lab

LAB (*on-premise only*)

- Assumptions
 - A co-worker is having problems with his laptop.
 - The co-worker has Internet access and is asking you to remotely log into his laptop to diagnose the problem.
 - The laptop does not have an agent installed.
- Tasks
 - Use Remote Control *Video Streaming* to remote login and fix the issue.

Note: This function is not available on SaaS.

Note

- We use laptop1 as the test environment.
- We assume that it does not have an agent.
- We simulate physical user by remotely connecting to laptop1 using RDP protocol.
- If you have access to another laptop or desktop, you are encouraged to use it instead of laptop1.

Overview: The *Video Streaming* Function

- The *Video Streaming* function establishes a remote control session between the VSA user's local machine and a machine without an agent.
- Use it to help someone quickly on an infrequent basis.
- If you plan to provide continuous support we recommend you install an agent.



THE END!