



Kaseya Fundamentals Workshop

VIRTUAL SYSTEM ADMINISTRATION

Developed by

Kaseya University

Powered by

IT Scholars

Kaseya Version 6.5

Last updated March, 2014



Kaseya Fundamentals Workshop

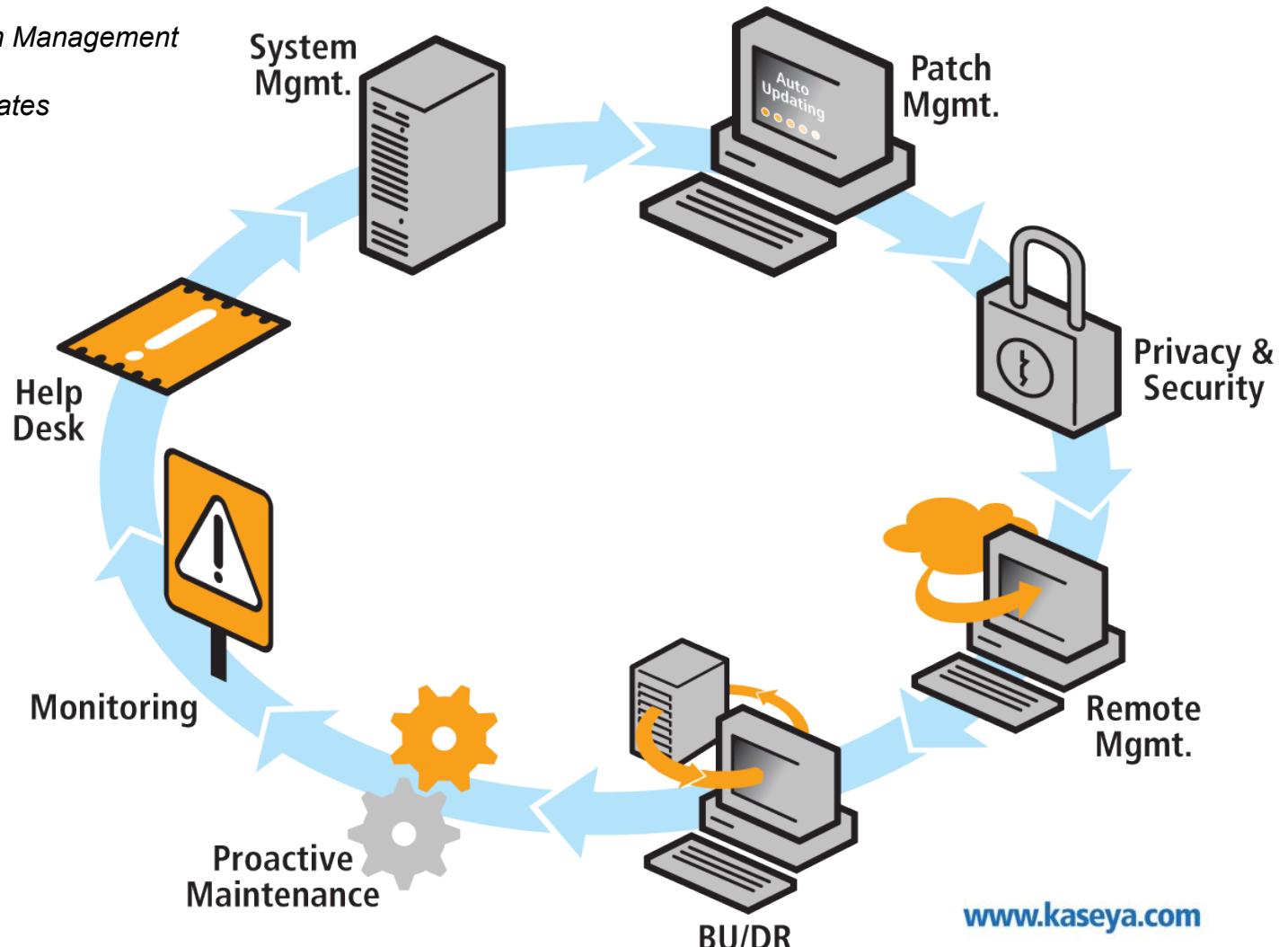
KASEYA SYSTEM ARCHITECTURE

What Kaseya's Framework Provides



Seamless and Consistent Integration Customizable Reporting

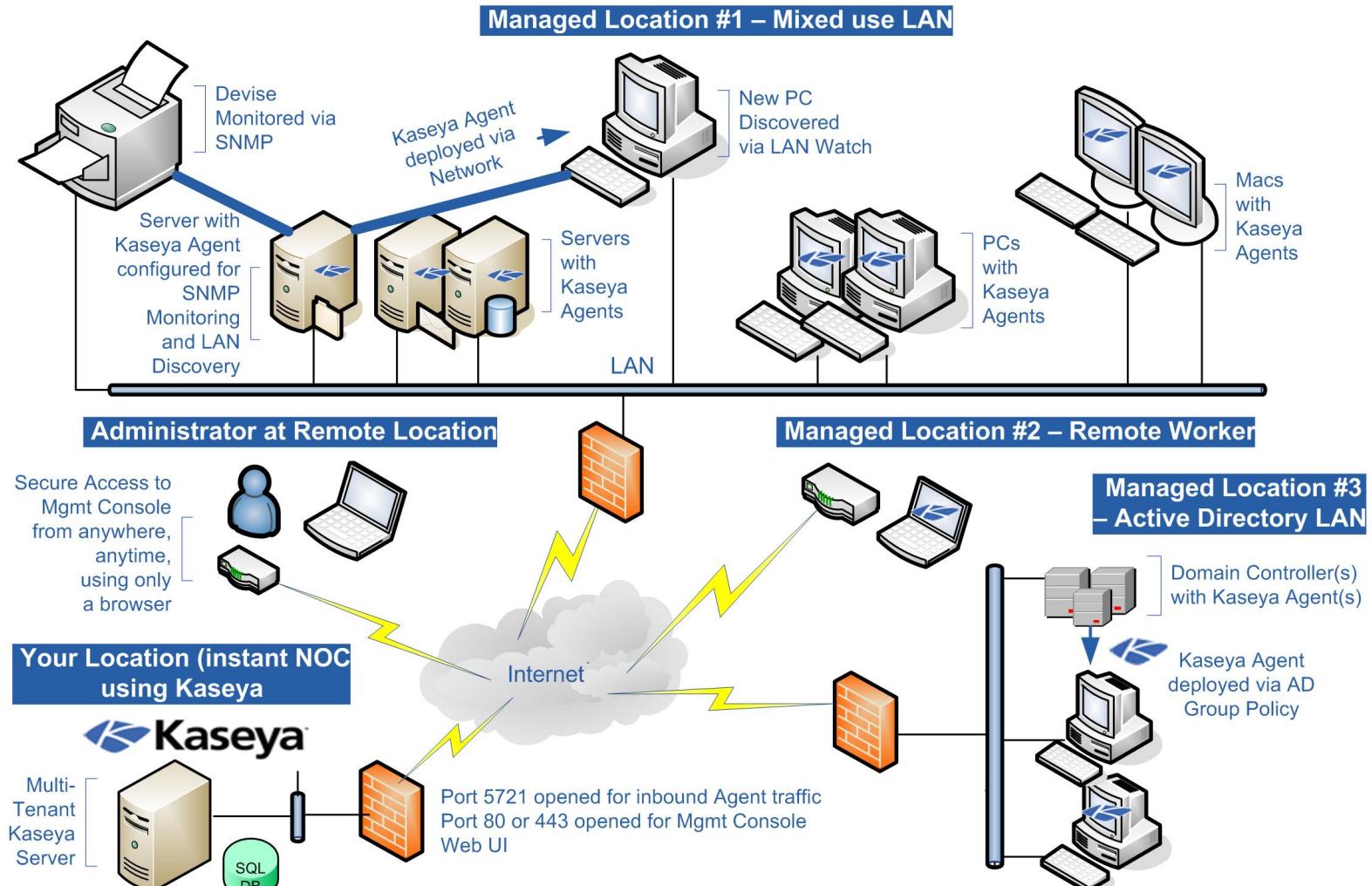
24x7x365 Automated System Management
Patch Management and Updates
Monitoring
Remote Management
Application Deployment
Asset Management
Ticketing, / Service Desk
Data Protection,
Privacy – Anti-Spy,
Anti-Virus
User State Management
More....



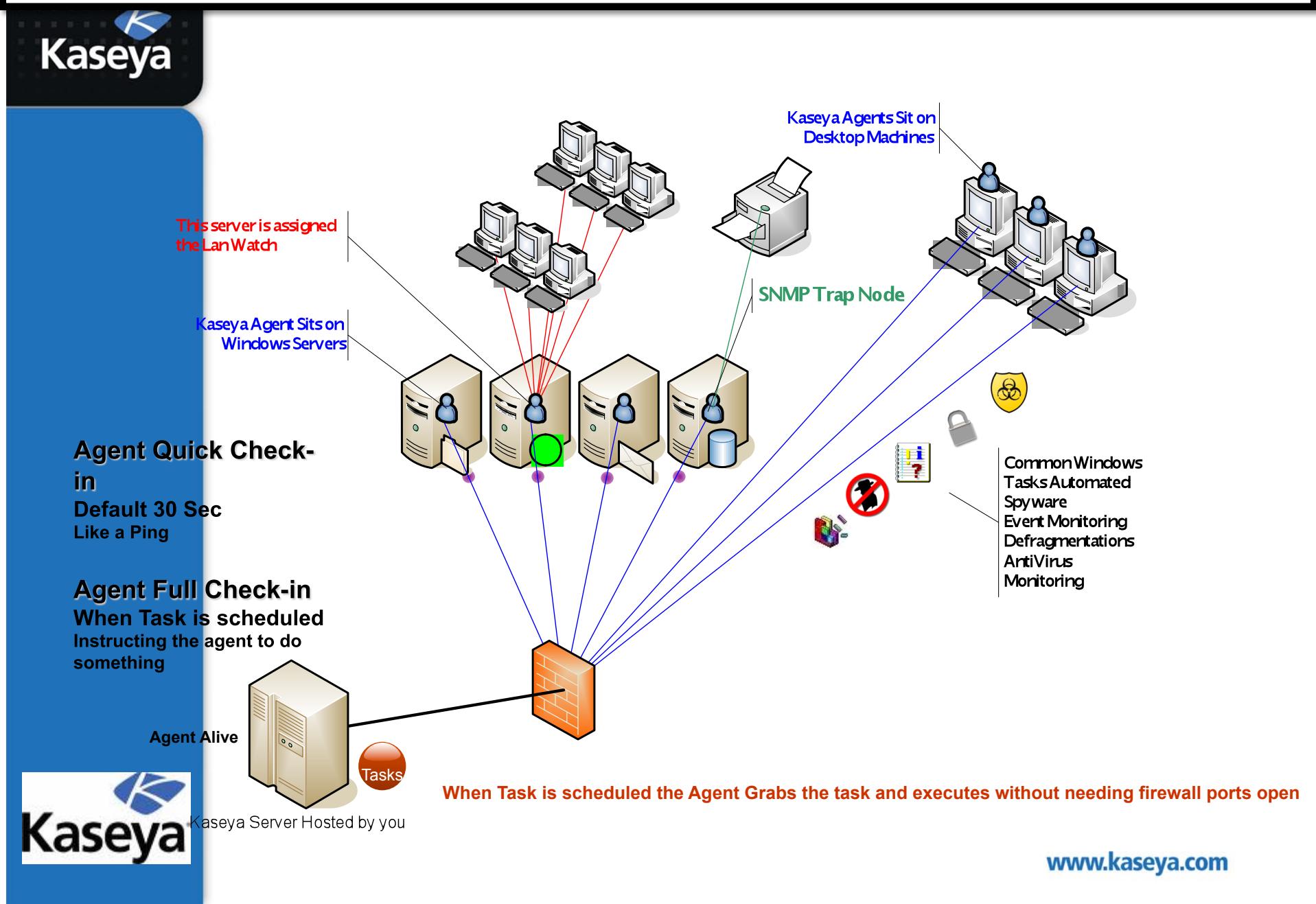
Flexible Deployment of Agents in Kaseya



KASEYA FRAMEWORK



Kaseya Agent Interaction with the KServer





Kaseya Fundamentals Workshop

**AN OVERVIEW OF
Kaseya Virtual
System Administration
(VSA)**

Supported Browsers for VSA

- Recommended
 - Windows
 - Chrome 8 and later.
 - Mac OS X
 - Safari 4 and later.
- Supported
 - Windows
 - IE8, IE9, FireFox 3.x and later, Chrome 8 and later.
 - Mac OS X
 - Safari 4, FireFox 3.x, Chrome 8 and later.
- ChromePlus is not supported.

The new notification bar gives you hints on what to do next.

The screenshot shows a software interface with a notification bar at the top and a main content area below. The notification bar is highlighted with a red box and contains the following text:

Notification 1 of 1

GET STARTED: INSTALL YOUR FIRST MANAGED COMPUTER

12:29:17 PM 12/28/2012

Get started by following the setup wizard. When complete, you will have your first computer under management.

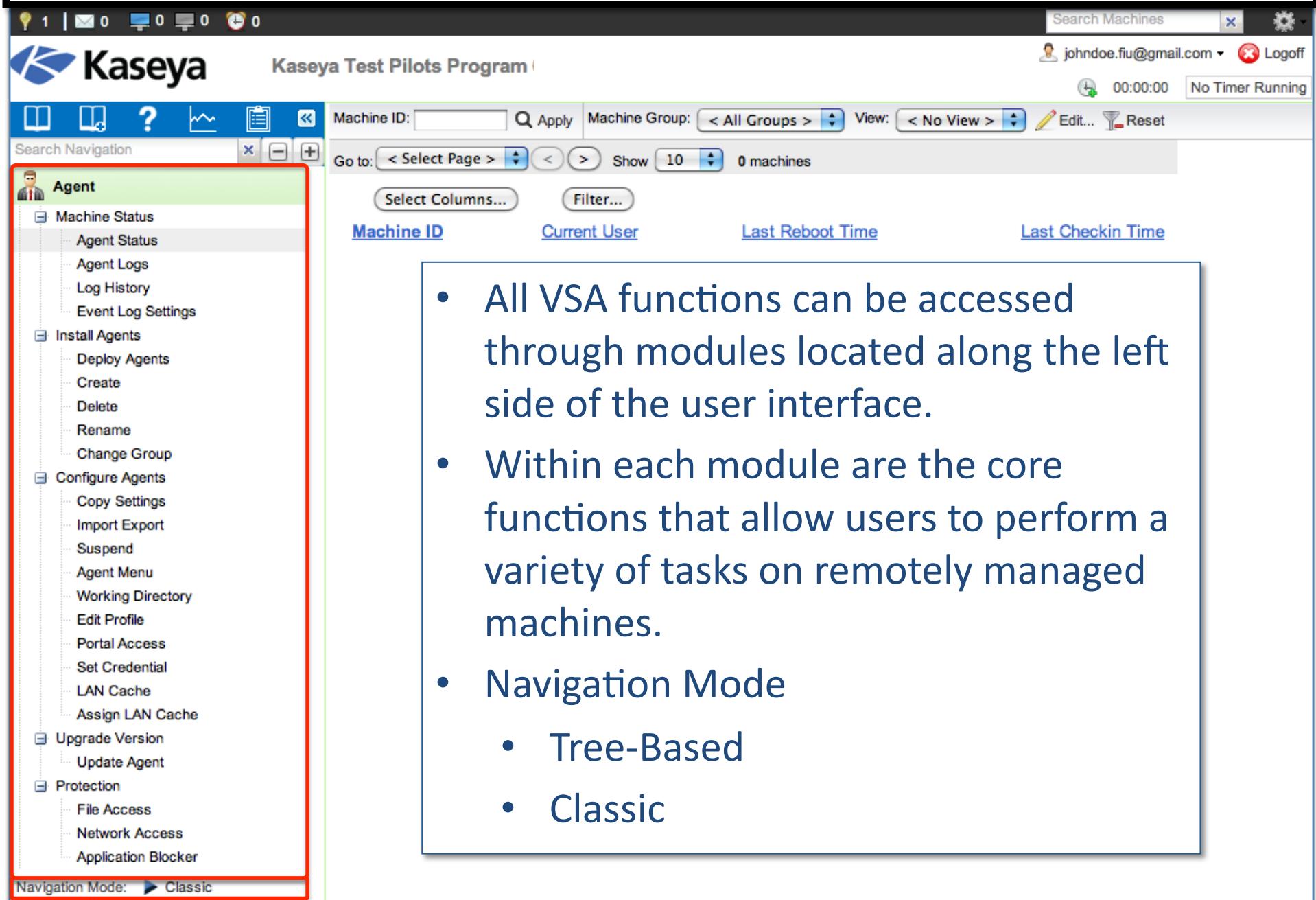
- Install your first agent onto a local or remote computer.
- Using the installed agent, scan and discover all devices on the network.
- See a summary of all devices found by the agent.
- Deploy agents out to all computers to expand your management.

Get Started

Turn off for 1 Hour

The main content area includes a search bar, user information, and a list view. The user information shows "johndoe.fiu@gmail.com" and "Logoff". The list view has a header row with "Subject" and "Received". A green box highlights the text "No Records Selected" on the right side of the list view. The bottom left shows a navigation mode "Classic" and the bottom right shows "Selected: 0 | Viewing: 0-0 of 0".

VSA Modules



The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar is titled 'Agent' and contains the following navigation items:

- Machine Status
 - Agent Status
 - Agent Logs
 - Log History
 - Event Log Settings
- Install Agents
 - Deploy Agents
 - Create
 - Delete
 - Rename
 - Change Group
- Configure Agents
 - Copy Settings
 - Import Export
 - Suspend
 - Agent Menu
 - Working Directory
 - Edit Profile
 - Portal Access
 - Set Credential
 - LAN Cache
 - Assign LAN Cache
- Upgrade Version
 - Update Agent
- Protection
 - File Access
 - Network Access
 - Application Blocker

The 'Machine Status' section is highlighted with a red box. At the bottom of the sidebar, it says 'Navigation Mode:  Classic'.

The main content area shows a table with columns: Machine ID, Current User, Last Reboot Time, and Last Checkin Time. The table currently displays 0 machines.

On the right, a callout box contains the following text:

- All VSA functions can be accessed through modules located along the left side of the user interface.
- Within each module are the core functions that allow users to perform a variety of tasks on remotely managed machines.
- Navigation Mode
 - Tree-Based
 - Classic

VSA Layout Overview

Expand/Collapse

Notification Bar

Site Header

Toolbox/Tool Bar

Search Navigation

Selector Panel Buttons

Page Selector

Notification Maintenance Role/Scope Selector

Timers

Module Selector

Navigation Mode

Selected: 1 | Viewing: 1-2 of 2

Notification Maintenance Role/Scope Selector

Notification Bar

Site Header

Toolbox/Tool Bar

Search Navigation

Selector Panel Buttons

Page Selector

General Machine Groups Departments

Organization Information

ID: myOrg

Organization Name: Florida International U

Demographics

Organization Type:

Number of Employees: 0

Annual Revenue: \$0.00

Preferred Method of Contact:

Web Site:

Parent Organization:

Contact Information

Primary Phone:

Primary Fax:

Primary Email:

Primary Contact:

Primary Mailing Address

Country: United States

Address:

Selected: 1 | Viewing: 1-2 of 2

Notification Maintenance Role/Scope Selector

Timers

Tab Specific Buttons

General Machine Groups Departments

Organization Information

ID: myOrg

Organization Name: Florida International U

Demographics

Organization Type:

Number of Employees: 0

Annual Revenue: \$0.00

Preferred Method of Contact:

Web Site:

Parent Organization:

Contact Information

Primary Phone:

Primary Fax:

Primary Email:

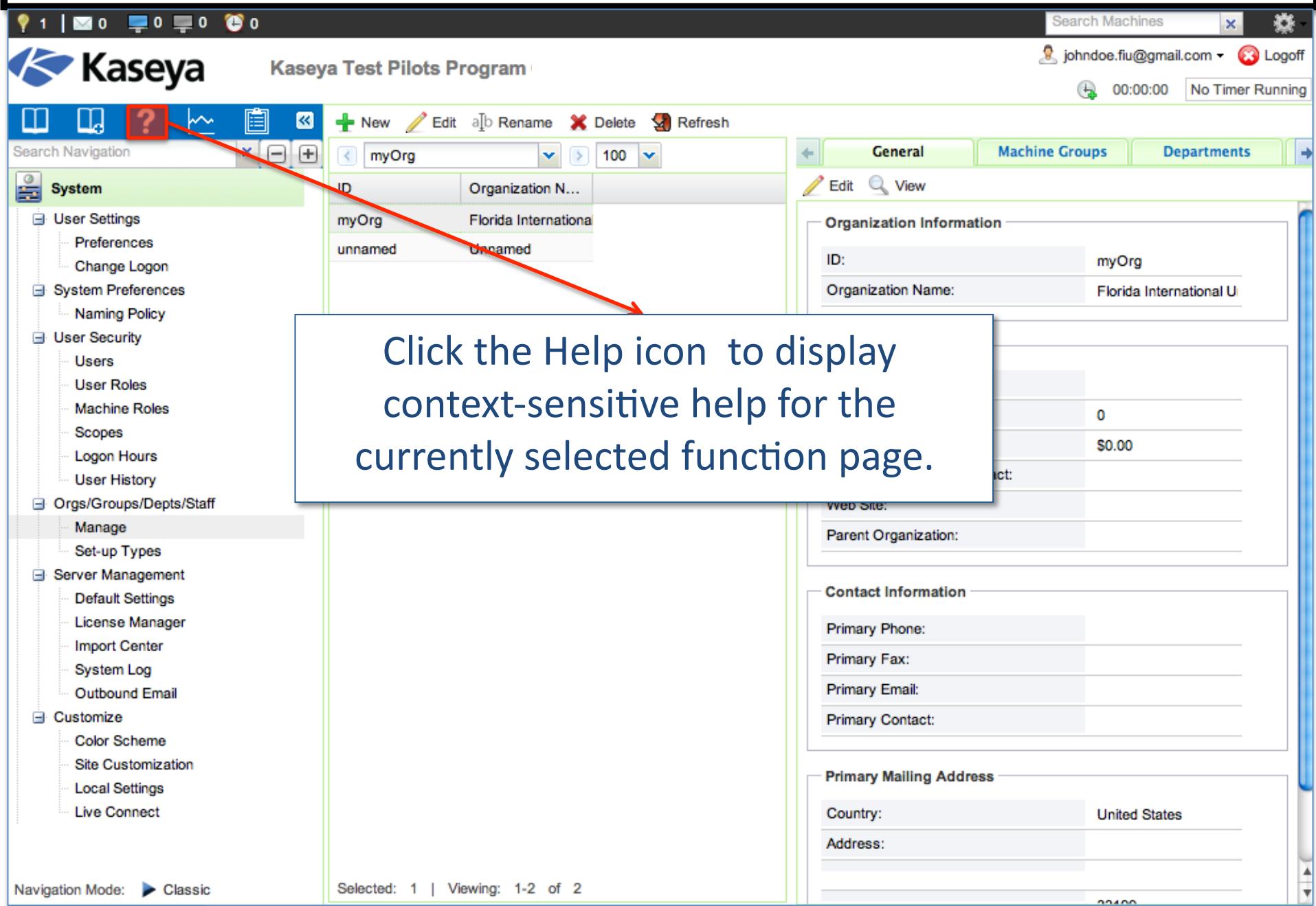
Primary Contact:

Primary Mailing Address

Country: United States

Address:

Make sure to visit the Help documents often!



The screenshot shows the Kaseya Test Pilots Program interface. On the left, a navigation tree is visible with the 'System' node expanded, showing 'User Settings', 'System Preferences', 'User Security', 'Orgs/Groups/Depts/Staff' (which is selected and highlighted in grey), and 'Server Management'. A red box highlights the 'Help' icon in the top toolbar, and a red arrow points from this icon to a callout box containing the text: 'Click the Help icon to display context-sensitive help for the currently selected function page.' The main content area displays a list of organizations with 'myOrg' selected. The right side shows a detailed view of the 'Organization Information' for 'myOrg', including fields for ID, Organization Name, Web Site, Parent Organization, Contact Information (Primary Phone, Primary Fax, Primary Email, Primary Contact), and Primary Mailing Address (Country, Address). The top right corner shows a user profile for 'johndoe.fiu@gmail.com' and a timer indicating '00:00:00 No Timer Running'.

Selected: 1 | Viewing: 1-2 of 2

There are many help documents available to you!

Virtual System Administrator

Contents

- [Welcome](#)
- ▷ [Configuration](#)
- ▷ [Getting Started](#)
- ▷ [Agent](#)
- ▷ [Agent Procedures](#)
- ▷ [Audit](#)
- ▷ [Info Center](#)
- ▷ [Monitor](#)
- ▷ [Patch Management](#)
- ▷ [Remote Control](#)
- ▷ [System](#)
- ▷ [Ticketing](#)
- ▷ [Database Views](#)
- ▷ [API Web Services](#)
- ▷ [Glossary of Terms](#)

Welcome

Documentation

You can download a PDF version of the following documents. You must have Acrobat Reader installed on your system to view the PDF file.

Quick Start Guides

Getting Started	A quick start guide. This is the same content as the Getting Started chapter included in the VSA online user assistance.
User Administration	A quick start guide.
Agent Deployment	A quick start guide.
Live Connect, Portal Access and Quick View	A quick start guide.
Monitoring Configuration	A quick start guide.
Configuring Log Parsers Step-by-Step	A quick start guide.
Custom Reports	A quick start guide. Training Videos are also available.

User Guides

Virtual System Administrator™ User Guide	This guide is the same content as the VSA online user assistance.
VSA API Web Service User Guide	This is the same content as the VSA API Web Service chapter included in the VSA online user assistance.
Standard Solution Package	Describes standard solutions provided to automate machine management.

Learning Center

Contents Index Legal

Read through Getting Started to learn more about VSA.



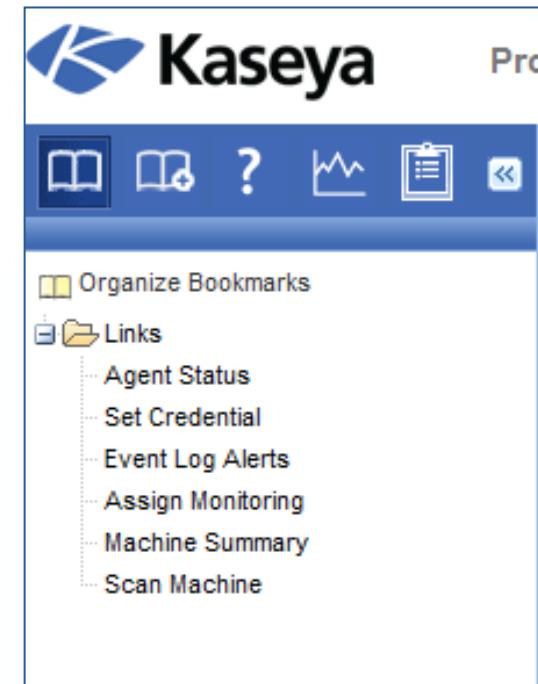
Kaseya 2

Getting Started

Quick Start Guide

Help & Bookmarks

- Online Help
 - Content Sensitive Help
- Bookmarks
 - Create a list of most visited function
- All the other features will be introduced in more detail throughout the course.



Progress Check

- Do you know what browsers are supported?
- Were you able to logon to the Kaseya VSA and explore the functions available to you?
- Have you scan through Getting Started?



Kaseya Fundamentals Workshop

**User
Administration**



LAB 1

CREATING AN ORGANIZATION

www.kaseya.com

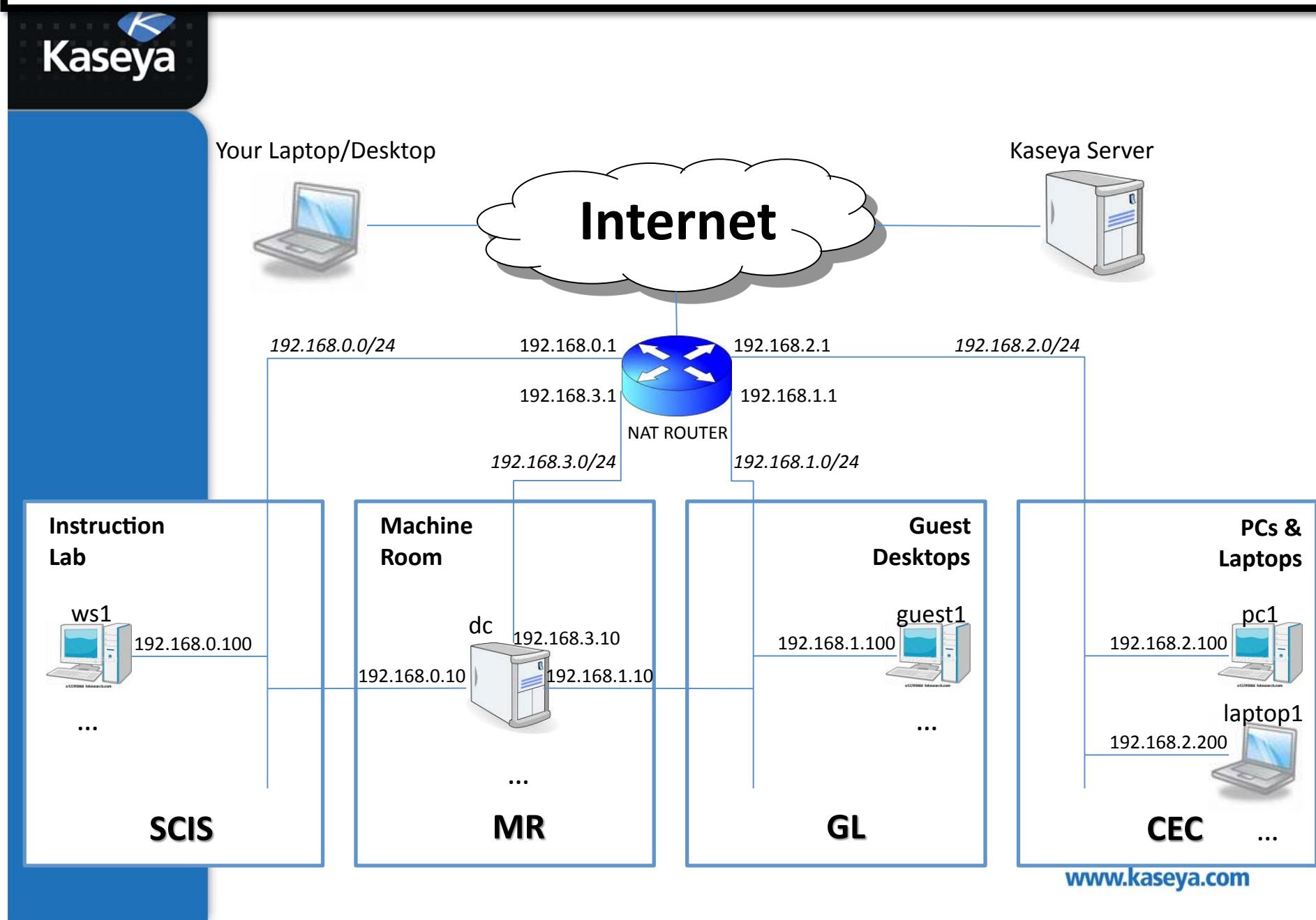
Background Story

- Imagine that you were just hired by Florida International University (**FIU**) as the lead IT Administrator to manage 500 computers.
- As part of this course, we will provide a virtual lab environment representative of FIU. This lab includes:
 - One shared SaaS (cloud-based) Kaseya Server
 - 5 dedicated virtual machines
 - One NAT router

Background Story

- The virtual machines are distributed in four buildings
 - School of Computing & Info. Sciences (**SCIS**)
 - Machine Room (**MR**)
 - Green Library (**GL**)
 - College of Engineering & Computing (**CEC**)
- More information about your environment
 - 1 x **KServer** (a SaaS Account with System Role)
 - 1 x **Windows 2003 Server** (Domain Controller)
 - 4 x **Windows XP** (only 2 in the domain)
 - 1 x **Linux** (playing as a NAT router)

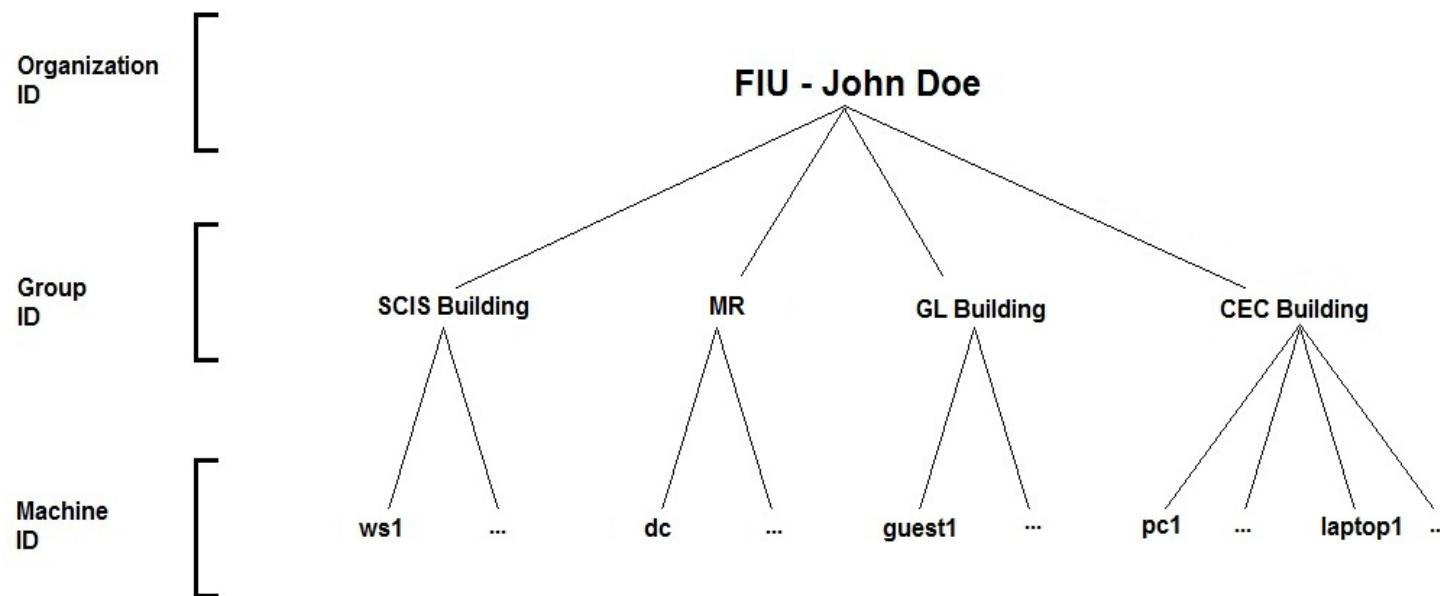
FIU's Network Diagram



Technical Information

- KServer: **mt-training.kaseya.net**
- NAT Router has 4 network cards:
 - 192.168.0.1, 1.1, 2.1 and 3.1
- SCIS hosts workstation 1 (**ws1**) with one card:
 - ws1.scis.fiu.edu - 192.168.0.100
- MR hosts domain controller (**dc**) with 3 cards:
 - dc.mr.fiu.edu - 192.168.0.10, 1.10, and 3.10
- GL hosts guest 1 (**guest1**) with one card:
 - guest1.gl.fiu.edu - 192.168.1.100
- CEC hosts personal computer 1 (**pc1**) and laptop 1 (**laptop1**), each with one card:
 - pc1.cec.fiu.edu - 192.168.2.100
 - laptop1.cec.fiu.edu – 192.168.2.200

FIU's Organizational Structure



Organizations

- In VSA, an organization is
 - your own organization, as a service provider
 - a customer, using your service
 - a business partner, complementing your service
- Most user defined objects in the VSA belong to an organization.
- Every managed machine, managed device and VSA user belongs to an organization.
- They are optionally associated with scopes, tickets and service desks.

Pre-Defined Organizations

1. myOrg

- the org of the service provider using the VSA
- The default name of myOrg, My Organization, should be renamed to match the service provider's company or organization name.
- Agents installed to internally-managed machines can be assigned to this organization.
- VSA user logons are typically associated with staff records in the myOrg organization.
- myOrg cannot be assigned a parent organization.

Pre-Defined Organizations

2. Unnamed
 - the default organization to assign an agent.
3. Kserver (*on-premise only*)
 - the org assigned to agents installed on your Kaseya Server.
 - This makes it easy to apply specialized settings to the Kaseya Server, which is typically maintained differently from other managed machines.

Creating an Org for FIU

- You have been hired by FIU to manage their computers. You only need to create one *internal* organization.

Note: **Avoid Name Clashing**

- To avoid name clashing on the shared SaaS KServer, you **MUST** choose **unique names** in your virtual lab.
- There will be some instances where we ask you to add ***your username*** as a suffix to some of the labels in your environment.
- To determine your username in this virtual environment, visit the “Data Sheet” tab of your virtual lab user interface.

Note: **Avoid Name Clashing**

- If you do not follow the **naming convention** closely, you may run into many issues in future labs as a result of name clashing.
- For example, if two individuals happen to choose the same organization name in their virtual labs (e.g., both use *fiu-johndoe* instead of *fiu-username1* and *fiu-username2*), the agents in their two virtual environments may report to the wrong tenant on the SaaS KServer and may become **non-responsive to your requests**.

Steps for Creating an Organization

Kaseya Test Pilots Program

Search Navigation

System 1

- User Settings
- System Preferences
- User Security
- Orgs/Groups/Depts/Staff 2
- Server Management
- Customize

New Edit Rename 4 Delete Refresh

ID	Organization N...
myOrg	Florida Internationa 3
unnamed	Unnamed

General Machine Groups Departments

Edit View

Organization Information

ID:	myOrg
Organization Name:	Florida International U

Demographics

Organization Type:	
Number of Employees:	0
Annual Revenue:	\$0.00
Preferred Method of Contact:	
Web Site:	
Parent Organization:	

Contact Information

Primary Phone:
Primary Fax:
Primary Email:
Primary Contact:

Primary Mailing Address

Country:	United States
Address:	

Selected: 1 | Viewing: 1-2 of 2

Navigation Mode: Classic

Search Machines

johndoe.fiu@gmail.com Logoff

00:00:00 No Timer Running

Steps for Creating an Organization

Kaseya Test Pilots Program

Search Navigation

System 1

- User Settings
- System Preferences
- User Security
- Orgs/Groups/Depts/Staff 2
- Server Management
- Customize

New Edit Rename4 Delete Refresh

ID	Organization N...
myOrg	Florida Internationa 3
unnamed	Unnamed

General Machine Groups Departments

Edit View

Organization Information

ID: myOrg

Organization Name: Florida International U

Rename Organization

▪ Rename an Organization

Org ID*: fiu-johndoe 5

Org Name*: Florida International University - John Doe 6

Save 7 Cancel

Primary Phone:

Primary Fax:

Primary Email:

Primary Contact:

Primary Mailing Address

Country: United States

Address:

Selected: 1 | Viewing: 1-2 of 2

Search Machines

johndoe.fiu@gmail.com Logoff

00:00:00 No Timer Running

Steps for Creating an Organization

Kaseya Test Pilots Program

Search Navigation

System 1

- User Settings
- System Preferences
- User Security
- Orgs/Groups/Depts/Staff 2
- Server Management
- Customize

New Edit 8 Rename Delete Refresh

ID	Organization Name
fiu-johndoe	Florida International University - John Doe 3
unnamed	Unnamed

General Machine Groups Departments

Edit View

Organization Information

ID:	fiu-johndoe
Organization Name:	Florida International U

Demographics

Organization Type:	
Number of Employees:	0
Annual Revenue:	\$0.00
Preferred Method of Contact:	
Web Site:	
Parent Organization:	

Contact Information

Primary Phone:
Primary Fax:
Primary Email:
Primary Contact:

Primary Mailing Address

Country:	United States
Address:	

Selected: 1 | Viewing: 1-2 of 2

Search Machines

johndoe.fiu@gmail.com Logoff

00:00:00 No Timer Running

Navigation Mode: Classic

Steps for Creating an Organization

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar is titled 'System' (1) and contains the following menu items:

- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security
 - Users
 - User Roles
 - Machine Roles
 - Scopes
 - Logon Hours
 - User History
- Orgs/Groups/Depts/Staff
 - Manage (2)
 - Set-up Types
- Server Management
 - Default Settings
 - License Manager
 - Import Center
 - System Log
 - Outbound Email
- Customize
 - Color Scheme
 - Site Customization
 - Local Settings
 - Live Connect

The main window shows a list of organizations with 'fiu-johndoe' selected (3). The 'Edit' button (8) is highlighted. The 'General' tab is selected in the top navigation bar. A 'Change Organization' dialog box is open, containing the following fields:

- ID: fiu-johndoe
- Name*: Florida International University - John Doe
- Org Type: Internal (9)
- Number of Employees: 0
- Annual Revenue: 0
- Preferred Method of Contact: (dropdown menu)
- Org Web Site: www.cis.fiu.edu (10)
- Parent Organization: (dropdown menu)
- Primary Phone: (text box)
- Primary Fax: (text box)
- Primary Email: (text box)

The 'Save' button (11) is highlighted. The 'Address:' field at the bottom right is set to 'United States'.

Navigation Mode: ► Classic

Selected: 1 | Viewing: 1-2 of 2

Steps for Creating an Organization

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar is titled 'System' (1) and contains the following menu items:

- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security
 - Users
 - User Roles
 - Machine Roles
 - Scopes
 - Logon Hours
 - User History
- Orgs/Groups/Depts/Staff
 - Manage (2)
 - Set-up Types
- Server Management
 - Default Settings
 - License Manager
 - Import Center
 - System Log
 - Outbound Email
- Customize
 - Color Scheme
 - Site Customization
 - Local Settings
 - Live Connect

The main content area shows a list of organizations. The first organization, 'fiu-johndoe', is selected (3) and its details are displayed in the 'Organization Information' tab of the right-hand panel. The right-hand panel also includes tabs for 'Machine Groups' and 'Departments'.

Organization Information

ID:	fiu-johndoe
Organization Name:	Florida International University - John Doe

Demographics

Organization Type:	Internal
Number of Employees:	0
Annual Revenue:	\$0.00
Preferred Method of Contact:	
Web Site:	www.cis.fiu.edu
Parent Organization:	

Contact Information

Primary Phone:	
Primary Fax:	
Primary Email:	
Primary Contact:	

Primary Mailing Address

Country:	United States
Address:	

Navigation Mode: ► Classic

Selected: 1 | Viewing: 1-2 of 2

On-Premise Only

Kaseya 3 - On Premise

Search Navigation

System

- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Check-in Policy
 - Naming Policy
- User Security
 - Users
 - User Roles
 - Machine Roles
 - Scopes
 - Logon Hours
 - User History
- Orgs/Groups/Depts/Staff
 - Manage
 - Set-up Types
- Server Management
 - Request Support
 - Configure
 - Default Settings
 - License Manager
 - Import Center
 - System Log
 - Statistics
 - Logon Policy
 - Application Logging
 - Outbound Email
- Customize

New Edit Rename Delete Refresh

fiu-johndoe 100

ID	Organization Name
fiu-johndoe	Florida International University - John Doe
kserver	kserver
unnamed	Unnamed

The “kserver” organization is available for On-Premise (non-SaaS) servers only

Selected: 1 | Viewing: 1-3 of 3

Search Machines

kaseya Logoff

00:00:00 No Timer Running

General Machine Groups Departments

Edit View

Organization Information

ID:	fiu-johndoe
Organization Name:	Florida International U

Demographics

Organization Type:	Internal
Number of Employees:	0
Annual Revenue:	
Preferred Method of Contact:	
Web Site:	
Parent Organization:	

Contact Information

Primary Phone:	
Primary Fax:	
Primary Email:	
Primary Contact:	

Primary Mailing Address

Country:	
Address:	

Navigation Mode: ► Classic



LAB 2

CREATING MACHINE GROUPS

www.kaseya.com

Creating Machine Groups for FIU

- You are expected to manage computers distributed over four buildings.
- As each building has its own subnet, you decide to define four machines groups as follows:
 - **scis**: School of Computing and Information Sciences
 - **mr**: Machine Room
 - **gl**: Green Library
 - **cec**: College of Computing and Engineering

Steps for Creating Machine Groups

- Under the org. name “FIU-<**USERNAME**>”
 - create machine groups to specify the physical locations of the computers.
- Machine groups
 - SCIS
 - MR
 - GL
 - CEC

Steps for Creating Machine Groups

The screenshot shows the Kaseya Test Pilots Program interface with the following steps highlighted:

- Step 1:** In the left navigation bar, the **System** menu is selected (highlighted with a red box and the number 1).
- Step 2:** Under the **Orgs/Groups/Depts/Staff** section, the **Manage** option is selected (highlighted with a red box and the number 2).
- Step 3:** In the main content area, the **Machine Groups** tab is selected (highlighted with a red box and the number 3).
- Step 4:** In the top navigation bar, the **Machine Groups** tab is selected (highlighted with a red box and the number 4).
- Step 5:** In the **Machine Groups** list, the **fiu-johndoe.base** entry is selected (highlighted with a red box and the number 5).
- Step 6:** In the top navigation bar, the **Rename** button is selected (highlighted with a red box and the number 6).
- Step 7:** In the **Rename a Machine Group** dialog, the **Machine Group Name*** field contains the value **scis** (highlighted with a red box and the number 7).
- Step 8:** In the **Rename a Machine Group** dialog, the **Save** button is selected (highlighted with a red box and the number 8).

Other visible elements include the Kaseya logo, the "Kaseya Test Pilots Program" title, a search bar, and a status bar at the bottom.

Steps for Creating Machine Groups

Kaseya Test Pilots Program

Search Navigation

System 1

- User Settings
- System Preferences
- User Security
- Orgs/Groups/Depts/Staff 2
- Server Management
- Customize

New Edit Rename Delete Refresh

ID	Organization Name
fiu-johndoe	Florida International University - John Doe 3
unnamed	Unnamed

General Machine Groups4 Departments

New 9 Rename 6 Move Delete Agents Set Def

Machine Group...	Parent Machin...	Default
fiu-johndoe.scis	Yes 5	
fiu-johndoe.mr	No 10	
fiu-johndoe.gl	No 11	
fiu-johndoe.cec	No 12	

FIU-<USERNAME>

```
graph TD; Root --- SCIS[SCIS]; Root --- MR[MR]; Root --- GL[GL]; Root --- CEC[CEC]
```

Selected: 1 | Viewing: 1-2 of 2

Selected: 0 | Viewing: 1-4 of 4

Navigation Mode: Classic



LAB 3

CREATING DEPARTMENTS

www.kaseya.com

Create Departments for FIU

- There are four departments as follows:
 - University Technology Services (UTS)
 - School of Computing and Information Sciences (SCIS)
 - Green Library (GL)
 - College of Computing and Engineering (CEC)
- You and the support team are in UTS.
- Note that MR is managed under UTS *department*.

Steps for Creating Departments

The screenshot shows the Kaseya Test Pilots Program interface with the following steps highlighted:

- System** (highlighted with a red box) 1
- Orgs/Groups/Depts/Staff** (highlighted with a red box) 2
- fiu-johndoe** organization 3
- Departments** tab (highlighted with a red box) 4
- Change Department ID** button (highlighted with a red box) 6
- Change Department ID** dialog box 7
- Save** button (highlighted with a red box) 8

Organization List:

ID	Organization Name
fiu-johndoe	Florida International University - John Doe
unnamed	Unnamed

Department List:

Department Id	Department Name	Parent Name	Manager
flj-johndoe.root	root		

Change Department ID Dialog:

Department ID*: uts 7

Buttons: Save 8 Cancel

Navigation: Selected: 1 | Viewing: 1-2 of 2 Selected: 1 | Viewing: 1-1 of 1

Steps for Creating Departments

The screenshot shows the Kaseya Test Pilots Program interface with the following steps highlighted:

- System** (highlighted in red box 1)
- Orgs/Groups/Depts/Staff** (highlighted in red box 2)
- flu-johndoe** organization list (highlighted in red box 3)
- Departments** tab (highlighted in red box 4)
- flu-johndoe.uts** department list (highlighted in red box 5)
- Edit Department** dialog (highlighted in red box 6)
- Organization Name***: flu-johndoe
- Department Name***: uts (highlighted in red box 10)
- Manager**: (dropdown menu)
- Save** button (highlighted in red box 11)

Other visible elements include the Kaseya logo, navigation icons, search bar, user info, and status bar.

Steps for Creating Departments

Kaseya Test Pilots Program

Search Navigation

System 1

- User Settings
- System Preferences
- User Security
- Orgs/Groups/Depts/Staff 2
- Server Management
- Customize

New Edit Rename Delete Refresh

ID	Organization Name
fiu-johndoe	Florida International University - John Doe 3
unnamed	Unnamed

General Machine Groups Departments 4

New Edit Move Change Department 6 Delete

Department Id	Department Na...	Parent Name	Manager
fiu-johndoe.uts	uts 5		
fiu-johndoe.scis	scis 13		
fiu-johndoe.gl	gl 14		
fiu-johndoe.cec	cec 15		

FIU-<USERNAME>

```
graph TD; FIU[FIU-<USERNAME>] --- UTS[UTS]; FIU --- SCIS[SCIS]; FIU --- GL[GL]; FIU --- CEC[CEC]
```

Selected: 1 | Viewing: 1-2 of 2

Selected: 0 | Viewing: 1-4 of 4

Navigation Mode: Classic

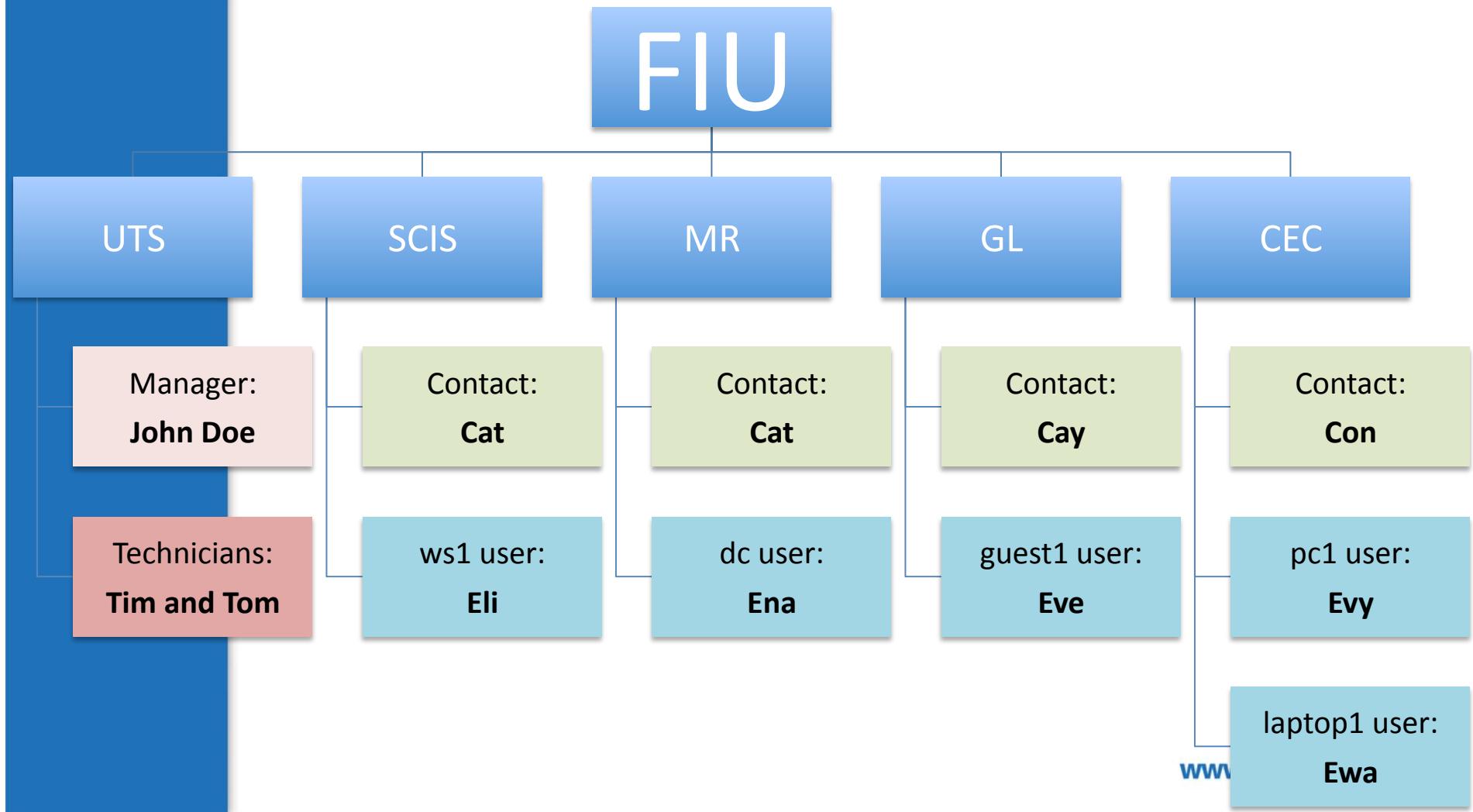


LAB 4

CREATING STAFF



FIU's Staff



Steps for Creating Staff

The screenshot shows the Kaseya Test Pilots Program interface with various sections and numbered steps highlighting specific fields and actions.

Navigation Bar: Shows icons for search, navigation, and system status (1-0, 0-0, 0-0, 0-0).

Header: Kaseya Test Pilots Program, Search Machines, Logoff, User: johndoe.fiu@gmail.com, 00:00:00, No Timer Running.

Left Sidebar (System):

- 1. System
- 2. Manage
- 3. Set-up Types
- 4. Orgs/Groups/Depts/Staff
- 5. Manage
- 6. Set-up Types
- 7. Orgs/Groups/Depts/Staff
- 8. Default Settings
- 9. License Manager
- 10. Import Center
- 11. System Log
- 12. Outbound Email
- 13. Customize
- 14. Color Scheme
- 15. Site Customization
- 16. Local Settings
- 17. Live Connect

Central Area:

- Organization List:** Shows 'fiu-johndoe' (ID: fiu-johndoe, Name: Florida International University - John Doe) and 'Kaseya Support' (ID: Kaseya Support, Name: Kaseya Support). Step 3 highlights the organization name.
- Edit Staff Member Dialog:** Step 7 highlights the 'Edit' button.
- Staff Member Fields:** Step 8 highlights 'Full Name*: John Doe'. Other fields include: Department*: fiu-johndoe.uts (Step 9), Supervisor: -- No supervisor selected -- (Step 10), Title: UTS Head (Step 11), Function: Lead IT Administrator (Step 12), User Name: johndoe.fiu@gmail.com (Step 13), and View all tickets?: (Step 14).
- Contact Information:** Step 15 highlights 'Preferred Contact Method: Email'.
- Buttons:** Save (Step 16) and Cancel.

Bottom Navigation: Navigation Mode: Classic, Selected: 1 | Viewing: 1-2 of 2, Selected: 0 | Viewing: 1-2 of 2.

Steps for Creating Staff

The screenshot illustrates the steps for creating staff in the Kaseya Test Pilots Program. The interface is divided into several panels:

- Left Panel (Navigation):** Shows the Kaseya logo and the title "Kaseya Test Pilots Program". The "System" menu is selected (1). Under "Orgs/Groups/Depts/Staff", the "Manage" option is selected (2).
- Middle Panel (Organization Management):** A table lists organizations. The first row, "fiu-johndoe" (3), is selected and shows "Florida International University - John Doe" in the "Organization Name" column. The second row is "unnamed" (4).
- Right Panel (Staff Management):** A table lists staff members. The first row, "Kaseya Support" (5), is selected and shows "Kaseya Support" in the "Name" column. The second row is "John Doe" (6), which is highlighted with a red box. The third row is "Kaseya Support" (7).
- Top Bar:** Includes icons for search, refresh, and user information (johndoe.fiu@gmail.com, Logoff). The status bar shows "00:00:00" and "No Timer Running".
- Bottom Bar:** Shows "Selected: 1 | Viewing: 1-2 of 2" and "Selected: 0 | Viewing: 1-2 of 2".

Steps for Creating Staff

Kaseya Test Pilots Program

Search Machines Logoff 00:00:00 No Timer Running

Search Navigation

System 1

- User Settings
- Preferences
- Change Logon

System Preferences

- Naming Policy

User Security

- Users
- User Roles
- Machine Roles
- Scopes
- Logon Hours
- User History

Orgs/Groups/Depts/Staff

- Manage 2
- Set-up Types

Server Management

- Default Settings
- License Manager
- Import Center
- System Log
- Outbound Email

Customize

- Color Scheme
- Site Customization
- Local Settings
- Live Connect

New Edit Rename Delete Refresh

General Machine Groups Departments Staff 5 Custom Fields Systems Management

New 17 Edit 7 Delete

ID	Name	User Name	Depart...	Title	Phone	Email	Supervisor
1	Tom		uts	Technician			John Doe 18
2	Tim		uts	Technician			John Doe 19
3	Kaseya Support	KaseyaSupport98581528	uts				KaseyaSupport98581528
4	Ewa		cec	Faculty Memb			Con 20
5	Evy		cec	Secretary			Con 21
6	Eve		gl	Librarian			Cay 22
7	Ena		scis	System Progr:			Cat 23
8	Eli		scis	Developer			Cat 24
9	Con		cec	Manager			25
10	Cay		gl	Manager			26
11	Cat		scis	Manager			27
12	John Doe	johndoe.fiu@gmail.com	uts	UTS Head		johndoe.fiu@gmail.com	6

Selected: 0 | Viewing: 1-12 of 12

Navigation Mode: ▶ Classic Select



LAB 5

CREATING SCOPES

Creating Scopes

- You do not plan to give Master or System scopes to anyone
- Therefore, you create the following scopes, each assigned to their corresponding machine groups:
 - *scis-<USERNAME> assigned to scis*
 - *mr-<USERNAME> assigned to mr*
 - *gl-<USERNAME> assigned to gl*
 - *cec-<USERNAME> assigned to cec*

Steps for Creating Scopes

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar is titled 'System' (1) and contains the following menu items:

- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security
 - Users
 - User Roles
 - Machine Roles
 - Scopes (2)
 - Logon Hours
 - User History
- Orgs/Groups/Depts/Staff
 - Manage
 - Set-up Types
- Server Management
 - Default Settings
 - License Manager
 - Import Center
 - System Log
 - Outbound Email
- Customize
 - Color Scheme
 - Site Customization
 - Local Settings
 - Live Connect

The main content area shows a list of scopes with the following entries:

Scope Name
Anonymous
NoAccess
System

Below this is a 'Members' tab with a table:

User Name	Full Name
No records found.	

A modal window titled 'Add Scope' is open in the foreground (3). It contains the following text:

Define a name for a scope.

Scope Name*: scis-johndoe (4)

Buttons at the bottom of the modal are 'Save' (5) and 'Cancel'.

At the bottom of the screen, the status bar shows 'Selected: 1 | Viewing: 1-3 of 3' and 'Selected: 0 | Viewing: 0-0 of 0'.

Steps for Creating Scopes

The screenshot shows the Kaseya Test Pilots Program interface with the following steps highlighted:

- Step 1:** The 'System' menu item in the left sidebar is highlighted with a red box and the number 1.
- Step 2:** The 'Scopes' menu item in the left sidebar is highlighted with a red box and the number 2.
- Step 3:** The 'New' button in the top toolbar is highlighted with a red box and the number 3.
- Step 4:** The 'Anonymous' scope is selected in the list.
- Step 5:** The 'Rename' button in the top toolbar is highlighted with a red box and the number 4.
- Step 6:** The new scope name 'scis-johndoe' is highlighted with a red box and the number 6.
- Step 7:** The 'Machine Groups' tab in the top navigation bar is highlighted with a red box and the number 7.
- Step 8:** The 'Assign' button in the top toolbar is highlighted with a red box and the number 8.
- Step 9:** The 'scis-johndoe' scope is selected in the 'Machine Group' list, highlighted with a red box and the number 9.
- Step 10:** The 'Save' button in the bottom right corner of the 'Assign Machine Group' dialog is highlighted with a red box and the number 10.

Navigation Mode: ► Classic

Selected: 1 | Viewing: 1-4 of 4

Selected: 0 | Viewing: 0-0 of 0

Steps for Creating Scopes

The screenshot shows the Kaseya Test Pilots Program interface with the following steps highlighted:

- Step 1:** In the left navigation pane, the **System** node is selected (highlighted with a red box and the number 1).
- Step 2:** In the left navigation pane, the **Scopes** node is selected (highlighted with a red box and the number 2).
- Step 3:** In the top right toolbar, the **New** button is highlighted with a red box and the number 3.
- Step 4:** In the main list, the **Anonymous** scope is selected (highlighted with a red box and the number 4).
- Step 5:** In the list, the user **cec-johndoe** is selected (highlighted with a red box and the number 5).
- Step 6:** In the list, the user **scis-johndoe** is selected (highlighted with a red box and the number 6).
- Step 7:** In the top right toolbar, the **Machine Groups** tab is selected (highlighted with a red box and the number 7).
- Step 8:** In the **Assign** section, the user **fiu-johndoe.cec** is selected (highlighted with a red box and the number 8).
- Step 9:** In the list, the user **fiu-johndoe.cec** is selected (highlighted with a red box and the number 9).

Navigation Mode: ► Classic

Selected: 1 | Viewing: 1-7 of 7

Selected: 0 | Viewing: 1-1 of 1



LAB 6

CREATING USER ROLES

Creating User Roles

- You do not plan to give Master or System user role to your team members
 - Tim is only responsible for creating tickets originated from cec issues
 - Tom is only responsible for patching the gl machines
- Therefore, you create the following user roles:
 - *ticket-<USERNAME> can access Ticketing*
 - *Patch-<USERNAME> can access Patch Management*

Steps for Creating User Roles

The screenshot shows the Kaseya Test Pilots Program interface with the following steps highlighted:

- 1** The **System** menu item in the left navigation bar is highlighted.
- 2** The **User Roles** item under the **User Security** section is highlighted.
- 3** The **New** button in the top toolbar is highlighted.
- 4** The **Role Name*** field in the **Add User Role** dialog is highlighted and contains the value **ticketing-johndoe**.
- 5** The **Role Type*** dropdown in the **Add User Role** dialog is highlighted and shows the value **Kaseya Advanced**.
- 6** The **Save** button in the **Add User Role** dialog is highlighted.

The interface includes a top navigation bar with icons for search, refresh, and user information, and a status bar at the bottom showing navigation mode and selected items.

Steps for Creating User Roles

The screenshot shows the Kaseya Test Pilots Program interface with the following steps highlighted:

- Step 1:** In the left navigation pane, the **System** node is selected (highlighted with a red box and the number 1).
- Step 2:** Under the **User Security** node, the **User Roles** node is selected (highlighted with a red box and the number 2).
- Step 3:** In the top toolbar, the **New** button is highlighted with a red box and the number 3.
- Step 4:** In the main list, the role **patch-johndoe** is highlighted with a red box and the number 8.
- Step 5:** In the main list, the role **ticketing-johndoe** is highlighted with a red box and the number 7.

Members Tab: The Members tab is selected. The table shows the following data:

User Name
patch-johndoe
SD Admin
SD User
System
ticketing-johndoe

Access Rights Tab: The Access Rights tab is selected. The table shows the following data:

Access Rights
No records found.

Role Type Tab: The Role Type tab is selected. The table shows the following data:

Role Type
No records found.

Navigation and Status:

- Navigation Mode: **Classic**
- Selected: 1 | Viewing: 1-6 of 6
- Selected: 0 | Viewing: 0-0 of 0
- Search Machines: **Search Machines**
- User: **johndoe.fiu@gmail.com**
- Logoff
- 00:00:00 | No Timer Running

Steps for Creating User Roles

The screenshot shows the Kaseya Test Pilots Program interface with the following steps highlighted:

- System** (1) in the left navigation menu.
- User Roles** (2) in the left navigation menu.
- New** (3) button in the top toolbar.
- KB Admin** (4) in the Role list.
- patch-johndoe** (5) in the Role list.
- SD Admin** (6) in the Role list.
- SD User** (7) in the Role list.
- System** (8) in the Role list.
- ticketing-johndoe** (9) in the Role list.
- Access Rights** (10) tab in the top right.
- Set Role Access Rights** (11) button in the Access Rights tab.

Navigation Mode: ► Classic

Selected: 1 | Viewing: 1-6 of 6

Steps for Creating User Roles

Kaseya Test Pilots Program

Search Machines Logoff

00:00:00 No Timer Running

Search Navigation

System **1**

- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security
 - Users
 - User Roles **2**
- Orgs/Groups/Depts/St
- Server Management
- Customize

New **3** Copy Permissions Rename Delete

Set Role Access Rights

Role : ticketing-johndoe

Enable All **12** Disable All **12**

Expand All **13** Collapse All **13**

ticketing-johndoe

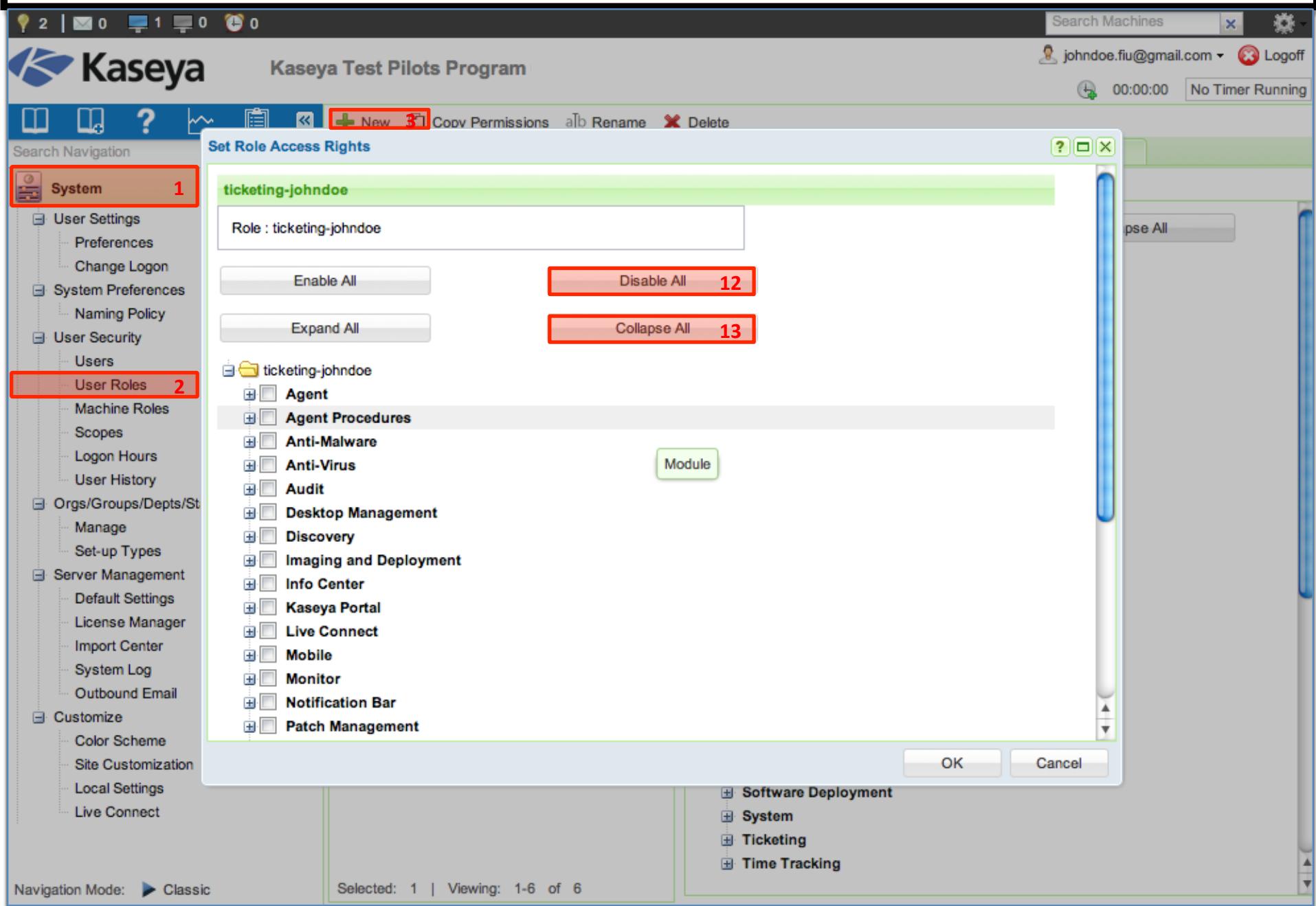
- Agent
- Agent Procedures
- Anti-Malware
- Anti-Virus
- Audit
- Desktop Management
- Discovery
- Imaging and Deployment
- Info Center
- Kaseya Portal
- Live Connect
- Mobile
- Monitor
- Notification Bar
- Patch Management

Module

OK Cancel

Navigation Mode: Classic Selected: 1 | Viewing: 1-6 of 6

Software Deployment
System
Ticketing
Time Tracking



Steps for Creating User Roles

Kaseya Test Pilots Program

Search Machines Logoff

00:00:00 No Timer Running

Navigation Mode: Classic

Selected: 1 | Viewing: 1-6 of 6

1 System

2 User Roles

3 New Copy Permissions Delete

4 Set Role Access Rights

User Settings

- System Preferences
- User Security
- Orgs/Groups/Depts/Staff
- Server Management
- Customize

5 Ticketing

- 6** Manage Tickets
 - View Summary
 - Create/View
 - Delete/Archive
 - Migrate Tickets
 - Migrate
 - Import
- 7** Configure Ticketing
 - Notify Policy
 - Access Policy
 - Assignee Policy
 - Due Date Policy
 - Edit Fields
 - Email Reader
 - Email Mapping

8 Time Tracking

OK **15** Cancel

Service Desk

Software Deployment

System

Ticketing

Time Tracking

Steps for Creating User Roles

The screenshot shows the Kaseya Test Pilots Program interface with the following steps highlighted:

- System** (1) - Selected in the left navigation menu.
- User Roles** (2) - Selected under the **System** menu.
- New** (3) - The 'New' button in the top toolbar.
- KB Admin** - The role name in the list.
- patch-johndoe** - A user listed under the KB Admin role.
- SD Admin** - Another user listed under the KB Admin role.
- SD User** - A third user listed under the KB Admin role.
- ticketing-johndoe** (9) - A user listed under the KB Admin role.
- Access Rights** (10) - The 'Access Rights' tab in the right-hand panel.
- Set Role Access Rights** (11) - The 'Set Role Access Rights' button.
- ticketing-johndoe** (16) - A user listed under the ticketing-johndoe role.
- Security** - A sub-section under the ticketing-johndoe role.

Navigation Mode: ► Classic

Selected: 1 | Viewing: 1-6 of 6

Steps for Creating User Roles

Kaseya Test Pilots Program

Search Machines Logoff 00:00:00 No Timer Running

Navigation Mode: Classic

Selected: 1 | Viewing: 1-6 of 6

1 System

2 User Roles

3 New

Members **10**

Access Rights **18**

Role Type

Role	Members	Access Rights	Role Type
KB Admin			
patch-johndoe	17		
SD Admin			
SD User			
System			
ticketing-johndoe	9		

Set Role Access Rights

Expand All Collapse All

- patch-johndoe
 - Agent
 - Agent Procedures
 - Anti-Malware
 - Anti-Virus
 - Audit
 - Desktop Management
 - Discovery
 - Imaging and Deployment
 - Info Center
 - Kaseya Portal
 - Live Connect
 - Mobile
 - Monitor
 - Notification Bar
 - Patch Management
 - Policy Management
 - Quick View
 - Remote Control
 - Security
 - Service Billing
 - Service Desk
 - Software Deployment
 - System
 - Ticketing
 - Time Tracking

Steps for Creating User Roles

Kaseya Test Pilots Program

Search Machines Logoff

00:00:00 No Timer Running

Navigation Mode: Classic

Selected: 1 | Viewing: 1-6 of 6

1 System

2 User Roles

3 New **31** Copy Permissions Rename Delete

19 Disable All

20 Collapse All

patch-johndoe

Role : patch-johndoe

Enable All Expand All Collapse All

patch-johndoe

- Agent
- Agent Procedures
- Anti-Malware
- Anti-Virus
- Audit
- Desktop Management
- Discovery
- Imaging and Deployment
- Info Center
- Kaseya Portal
- Live Connect
- Mobile
- Monitor
- Notification Bar

OK Cancel

- Service Desk
- Software Deployment
- System
- Ticketing
- Time Tracking

Steps for Creating User Roles

Kaseya Test Pilots Program

Search Machines Logoff 00:00:00 No Timer Running

Navigation Mode: ► Classic Selected: 1 | Viewing: 1-6 of 6

1 **System**

2 **User Roles**

3 **New**

21 **Patch Management**

- Manage Machines
- Manage Updates
- Patch Policy
- Configure

22 **System**

- User Settings
- System Preferences
- User Security
- Orgs/Groups/Depts/Staff
- Server Management
- Customize

23 **OK**

Service Desk
Software Deployment
System
Ticketing
Time Tracking

Set Role Access Rights

MONITOR

- Notification Bar
- Patch Management
- Manage Machines
- Manage Updates
- Patch Policy
- Configure
- Policy Management
- Quick View
- Remote Control
- Security
- Service Billing
- Service Desk
- Software Deployment

- System
- User Settings
- System Preferences
- User Security
- Orgs/Groups/Depts/Staff
- Server Management
- Customize
- Ticketing
- Time Tracking

Steps for Creating User Roles

Kaseya Test Pilots Program

Search Navigation

System 1

User Roles 2

New 3

Copy Permissions

Rename

Delete

KB Admin

Role 100

patch-johndoe 17

SD Admin

SD User

System

ticketing-johndoe 9

Members

Access Rights 10 18

Expand All

Collapse All

patch-johndoe 24

- Agent
- Agent Procedures
- Anti-Malware
- Anti-Virus
- Audit
- Desktop Management
- Discovery
- Imaging and Deployment
- Info Center
- Kaseya Portal
- Live Connect
- Mobile
- Monitor
- Notification Bar
- Patch Management
- Policy Management
- Quick View
- Remote Control
- Security
- Service Billing
- Service Desk
- Software Deployment
- System
- Ticketing
- Time Tracking

Navigation Mode: Classic

Selected: 1 | Viewing: 1-6 of 6



LAB 7

CREATING VSA USERS

Creating VSA Users

- **Technicians:**
 - Tim is the ticketing technician for cec
 - User role: *ticketing-johndoe*
 - Scope: *cec-johndoe*
 - Department: *fiu-johndoe.uts*
 - Username: *tim-johndoe*
 - Password: *<same as your password>*
 - Tom is the patch manager for gl
 - User role: *patch-johndoe*
 - Scope: *gl-johndoe*
 - Department: *fiu-johndoe.uts*
 - Username: *tom-johndoe*
 - Password: *<same as your password>*

Steps for Creating VSA Users

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar has a tree view with the following structure:

- System (1) (highlighted with a red box)
- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security (2) (highlighted with a red box)
 - Users (highlighted with a red box)
 - User Roles
 - Machine Roles
 - Scopes
 - Logon Hours
 - User History
- Orgs/Groups/Depts/Staff
 - Manage
 - Set-up Types
- Server Management
 - Default Settings
 - License Manager
 - Import Center
 - System Log
 - Outbound Email
- Customize
 - Color Scheme
 - Site Customization
 - Local Settings
 - Live Connect

The main content area shows a list of users with one entry:

User Name	Full Name	0	1
john doe.fiu@gmail.com	John. Doe.	0	1

At the top of the main area, there are buttons for New (3) (highlighted with a red box), Edit, Rename, Delete, Set Password, Force Change, Enable, Disable, and Log Off. The status bar at the bottom shows "Selected: 1 | Viewing: 1-1 of 1".

The right side of the screen shows the "General" tab of a user profile for "john doe.fiu@gmail.com". The "Basic" section contains the following fields:

User Name*	john doe.fiu@gmail.com
First Name	John.
Last Name*	Doe.
Email Address	john doe.fiu@gmail.com
Last Logon	4:52:55 pm 09-Jan-13
Last Role*	System
Last Scope*	System
Creation Date	12:03:27 pm 28-Dec-12

The "Current Status" section contains:

Signed On	Yes
User Status	Enabled

The "Staff Member" section contains:

Organization	fiu-johndoe
Department	fiu-johndoe.uts
Staff Name	John Doe

Steps for Creating VSA Users

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar is titled 'Kaseya Test Pilots Program' and contains the following navigation items:

- System (highlighted with a red box, step 1)
- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security
 - Users (highlighted with a red box, step 2)
 - User Roles
 - Machine Roles
 - Scopes
 - Logon Hours
 - User History
- Orgs/Groups/Depts/Staff
 - Manage
 - Set-up Types
- Server Management
 - Default Settings
 - License Manager
 - Import Center
 - System Log
 - Outbound Email
- Customize
 - Color Scheme
 - Site Customization
 - Local Settings
 - Live Connect

The main window is titled 'Add User' and contains the following fields, each highlighted with a red box and a number:

- User Information
 - Email Address*: tim-johndoe@fiu.edu (4)
 - Initial Role*: ticketing-johndoe (5)
 - Initial Scope*: cec-johndoe (6)
 - First Name*: Tim (7)
 - Last Name*: Technician (8)
- Related Org Staff Member
 - Staff Org.*: fiu-johndoe (9)
 - Staff Dept.*: fiu-johndoe.uts (10)
 - Staff Member*: Tim (11)
- User Credentials
 - User Name*: tim-johndoe (12)
 - Password*: (13)
 - Confirm Password*: (14)

At the bottom right of the dialog are the 'Save' (15) and 'Cancel' buttons.

The right side of the interface shows a list of users and their details:

Role	Scope	Created	Enabled
John.	System	2:30:15 pm 11-Jan-13	Yes
Doe.	System	12:03:27 pm 28-Dec-12	Enabled
fiu-johndoe	fiu-johndoe.uts	John Doe	

Steps for Creating VSA Users

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar is a navigation tree with the following structure:

- System (1)
 - User Settings
 - Preferences
 - Change Logon
 - System Preferences
 - Naming Policy
 - User Security
 - Users (2)
 - User Roles
 - Machine Roles
 - Scopes
 - Logon Hours
 - User History
 - Orgs/Groups/Depts/Staff
 - Manage
 - Set-up Types
 - Server Management
 - Default Settings
 - License Manager
 - Import Center
 - System Log
 - Outbound Email
 - Customize
 - Color Scheme
 - Site Customization
 - Local Settings
 - Live Connect

The main content area shows a list of users in a table:

User Name	Full Name	0	1
johndoe.fiu@gmail.com	John. Doe.	0	1
tim-johndoe	Tim Technician	0	0 (16)

The 'New' button (3) is highlighted with a red box. The right side of the screen shows the 'General' tab of a user creation form for 'tim-johndoe'. The 'Basic' section contains the following fields:

User Name*	tim-johndoe
First Name:	Tim
Last Name*:	Technician
Email Address:	tim-johndoe@fiu.edu
Last Logon:	
Last Role*:	ticketing-johndoe
Last Scope*:	cec-johndoe
Creation Date:	5:08:38 pm 09-Jan-13

The 'Current Status' section shows:

Signed On:	No
User Status:	Enabled

The 'Staff Member' section shows:

Organization:
Department:
Staff Name:

Navigation Mode: ► Classic

Selected: 1 | Viewing: 1-2 of 2

Steps for Creating VSA Users

The screenshot shows the Kaseya Test Pilots Program interface. The left sidebar is titled 'Kaseya Test Pilots Program' and contains the following navigation items:

- System (highlighted with a red box, step 1)
- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security
 - Users (highlighted with a red box, step 2)
 - User Roles
 - Machine Roles
 - Scopes
 - Logon Hours
 - User History
- Orgs/Groups/Depts/Staff
 - Manage
 - Set-up Types
- Server Management
 - Default Settings
 - License Manager
 - Import Center
 - System Log
 - Outbound Email
- Customize
 - Color Scheme
 - Site Customization
 - Local Settings
 - Live Connect

The main window is titled 'Add User' and contains the following fields:

- User Information**
 - Email Address*: tom-johndoe@fiu.edu (highlighted with a red box, step 17)
 - Initial Role*: patch-johndoe (highlighted with a red box, step 18)
 - Initial Scope*: gl-johndoe (highlighted with a red box, step 19)
 - First Name*: Tom (highlighted with a red box, step 20)
 - Last Name*: Technician (highlighted with a red box, step 21)
- Related Org Staff Member**
 - Staff Org.*: fiu-johndoe (highlighted with a red box, step 22)
 - Staff Dept.*: fiu-johndoe.uts (highlighted with a red box, step 23)
 - Staff Member*: Tom (highlighted with a red box, step 24)
- User Credentials**
 - User Name*: tom-johndoe (highlighted with a red box, step 25)
 - Password*: (highlighted with a red box, step 26)
 - Confirm Password*: (highlighted with a red box, step 27)
 -
 - Require password change at next logon

At the bottom right of the dialog are the 'Save' (highlighted with a red box, step 28) and 'Cancel' buttons.

On the right side of the interface, there is a list of users:

Role	Scope	Last Logon
Technician	tim-johndoe	00:00:00 No Timer Running
Technician	tim-johndoe@fiu.edu	
ticketing-johndoe	ticketing-johndoe	
ceo-johndoe	ceo-johndoe	
	5:08:38 pm 09-Jan-13	
No	No	
Enabled	Enabled	

Steps for Creating VSA Users

Kaseya Test Pilots Program

Search Navigation

System 1

- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security
 - Users 2
 - User Roles
 - Machine Roles
 - Scopes
 - Logon Hours
 - User History
- Orgs/Groups/Depts/Staff
 - Manage
 - Set-up Types
- Server Management
 - Default Settings
 - License Manager
 - Import Center
 - System Log
 - Outbound Email
- Customize
 - Color Scheme
 - Site Customization
 - Local Settings
 - Live Connect

+ New 3 Edit Rename Delete Set Password Force Change Enable Disable Log Off 00:00:00 No Timer Running

User Name	Full Name			
johndoe.fiu@gmail.com	John. Doe.	0	1	
tim-johndoe	Tim Technician	0	0	16
tom-johndoe	Tom Technician	0	0	29

General Roles Scopes

Basic

User Name*: tom-johndoe
First Name: Tom
Last Name*: Technician
Email Address: tom-johndoe@fiu.edu
Last Logon:
Last Role*: patch-johndoe
Last Scope*: gl-johndoe
Creation Date: 5:10:48 pm 09-Jan-13

Current Status

Signed On: No
User Status: Enabled

Staff Member

Organization:
Department:
Staff Name:

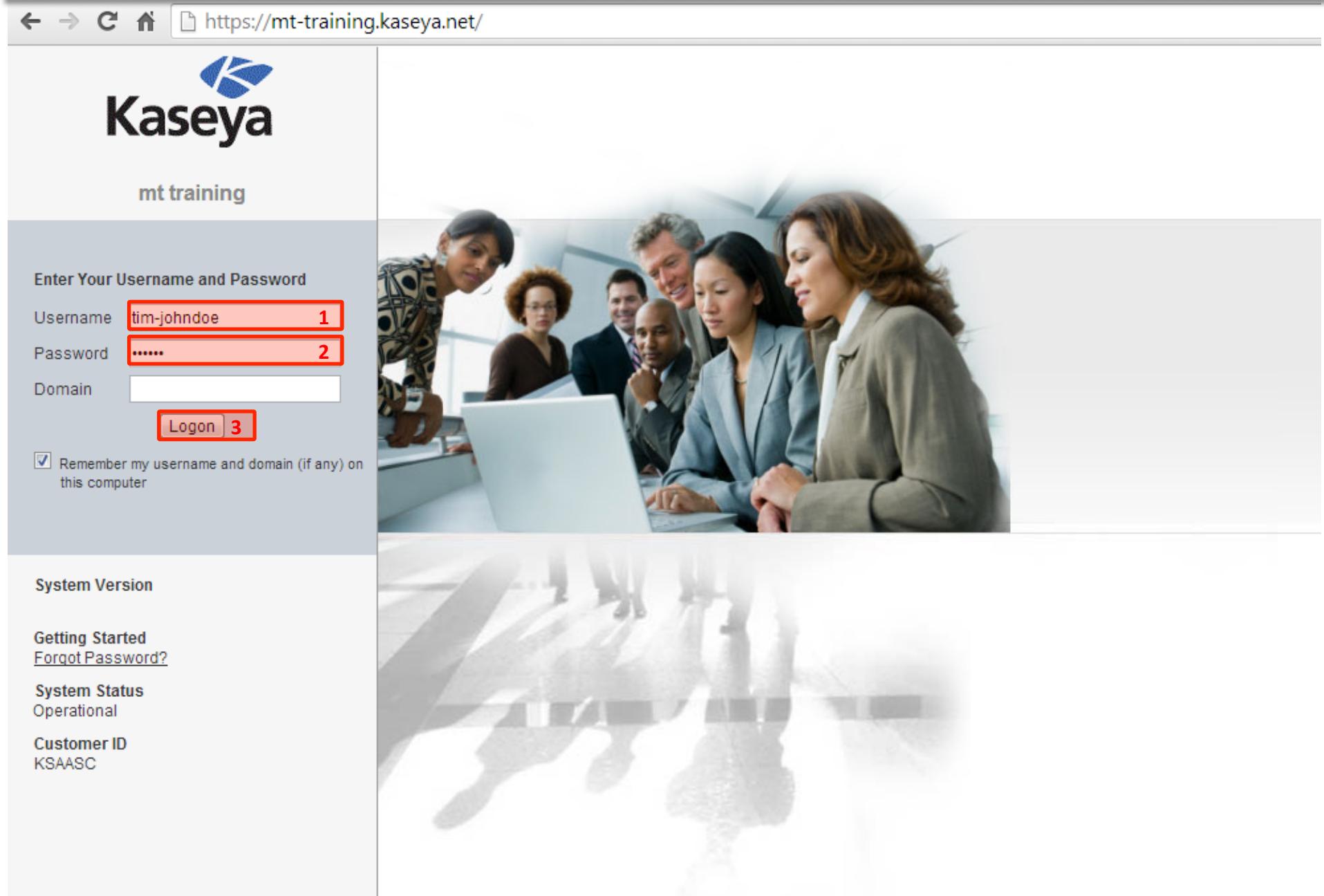
Navigation Mode: ► Classic Selected: 1 | Viewing: 1-3 of 3

Testing the New VSA Users

- Tim
 - Should only be able to access Ticketing
 - Should only be able to see cec
- Tom
 - Should only be able to access Patch Management
 - Should only be able to see gl

Testing the New VSA Users

← → ⌂ ⌂ <https://mt-training.kaseya.net/>



The image shows a screenshot of a web browser displaying the Kaseya login page. The page has a light gray header with the Kaseya logo and the text "mt training". Below this is a form titled "Enter Your Username and Password". The "Username" field contains "tim-johndoe" (marked with a red box and the number 1), the "Password" field contains "*****" (marked with a red box and the number 2), and the "Domain" field is empty. A "Logon" button is located below these fields (marked with a red box and the number 3). To the left of the form, there is a sidebar with the following links: "System Version", "Getting Started", "Forgot Password?", "System Status" (which shows "Operational"), and "Customer ID" (which shows "KSAASC"). The background of the page features a photograph of a diverse group of six business people (three men and three women) looking at a laptop screen together. The overall layout is clean and professional.

Testing the New VSA Users

Kaseya Test Pilots Program

tim-johndoe Logoff

Machine ID: Machine Group: View:

Search Navigation

Go to: < > Show 100 0 machines

Open Tickets: 0 Sort: ascending descending Automatically submit on field changes

Past Due: 0

Closed Tickets: 0

Total Tickets: 0

Search

Assignee:
Category:
Status:
Priority:
SLA Type:
Dispatch Tech:
Approval:

[Select All](#) [Unselect All](#) [Mark All Read](#) [Set Field.....](#) **No items found** [Merge...](#) [Change Highlight](#)

[ID](#) [Machine ID](#) [Assignee](#) [Category](#) [Status](#) [Priority](#) [SLA Type](#) [Dispatch Tech](#) [Approval](#) [Hours Worked](#) [Last Modified Date](#) [Cr](#)

No tickets available

Navigation Mode:

Testing the New VSA Users

← → ⌂ ⌂ https://mt-training.kaseya.net/


Kaseya
mt training

Enter Your Username and Password

Username 1
Password 2
Domain
 3

Remember my username and domain (if any) on this computer



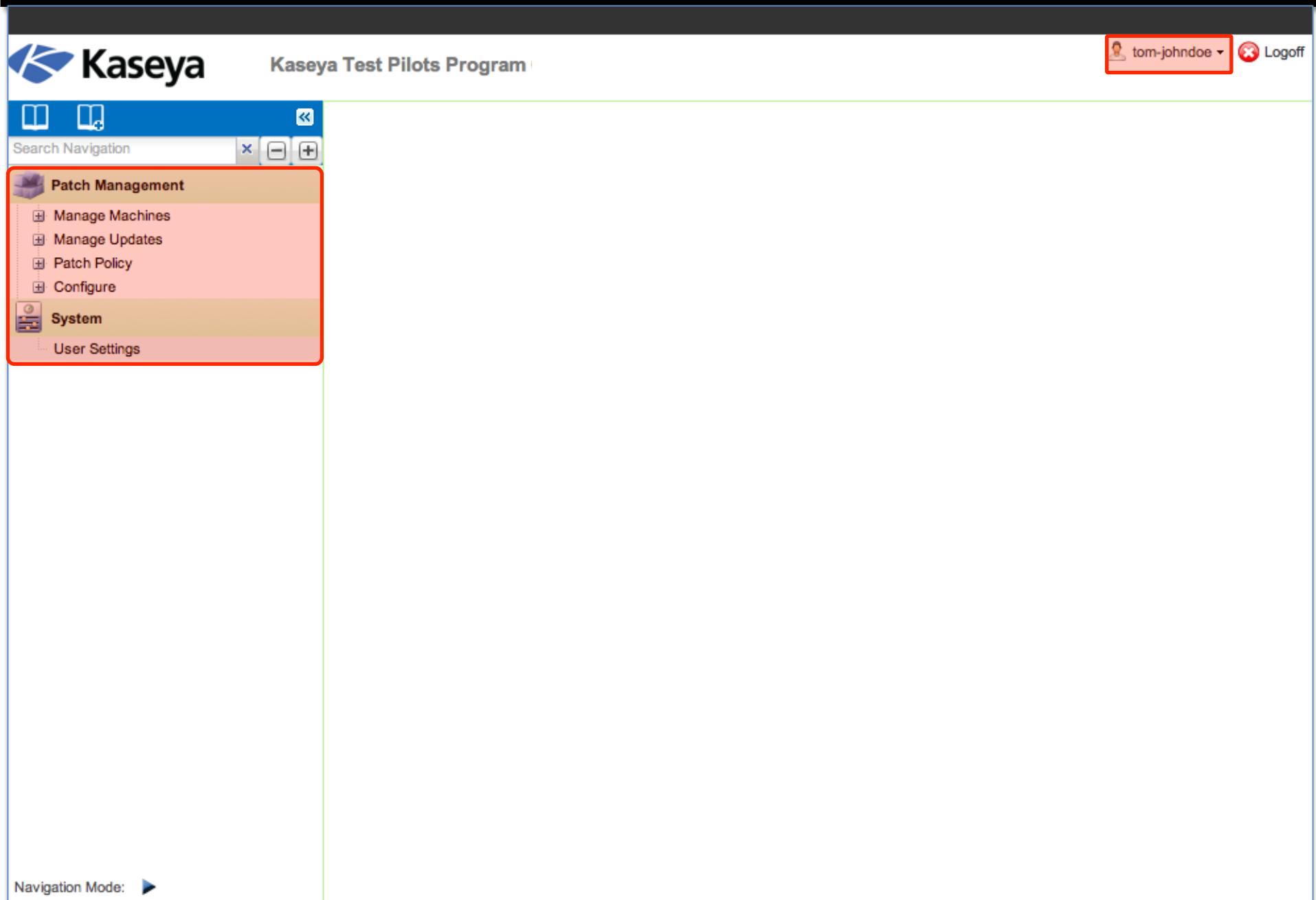
System Version

Getting Started
[Forgot Password?](#)

System Status
Operational

Customer ID
KSAASC

Testing the New VSA Users



The image shows the Kaseya Test Pilots Program interface. At the top, the Kaseya logo and the text "Kaseya Test Pilots Program" are visible. On the right, there is a user profile for "tom-johndoe" and a "Logoff" button. Below the header is a navigation bar with icons for "Search" and "Navigation". The main menu on the left is highlighted with a red box. It includes a "Patch Management" section with "Manage Machines", "Manage Updates", "Patch Policy", and "Configure" options, and a "System" section with "User Settings". At the bottom left, there is a "Navigation Mode" indicator with a right-pointing arrow.

Kaseya Test Pilots Program

tom-johndoe Logoff

Search Navigation

Patch Management

- Manage Machines
- Manage Updates
- Patch Policy
- Configure

System

- User Settings

Navigation Mode: ►

Progress Check

- Were you able to create the org, machine groups, departments, and staff for FIU?
- Did you append -<USERNAME> to your organization to avoid name clashing?
- Were you able to create new scopes, user roles, and VSA users?



THE END!

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