



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

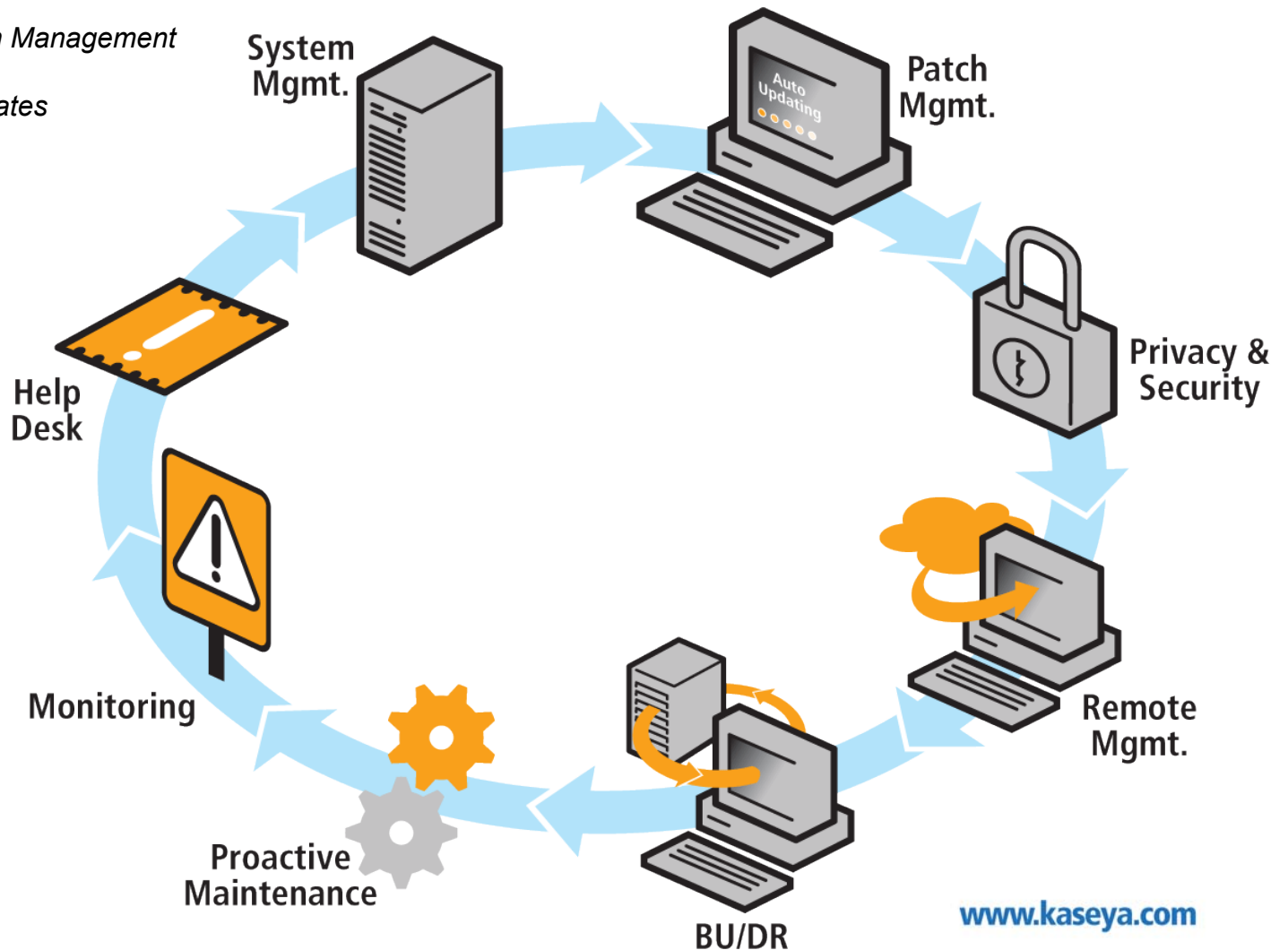
Data Protection,

Privacy – Anti-Spy,

Anti-Virus

User State Management

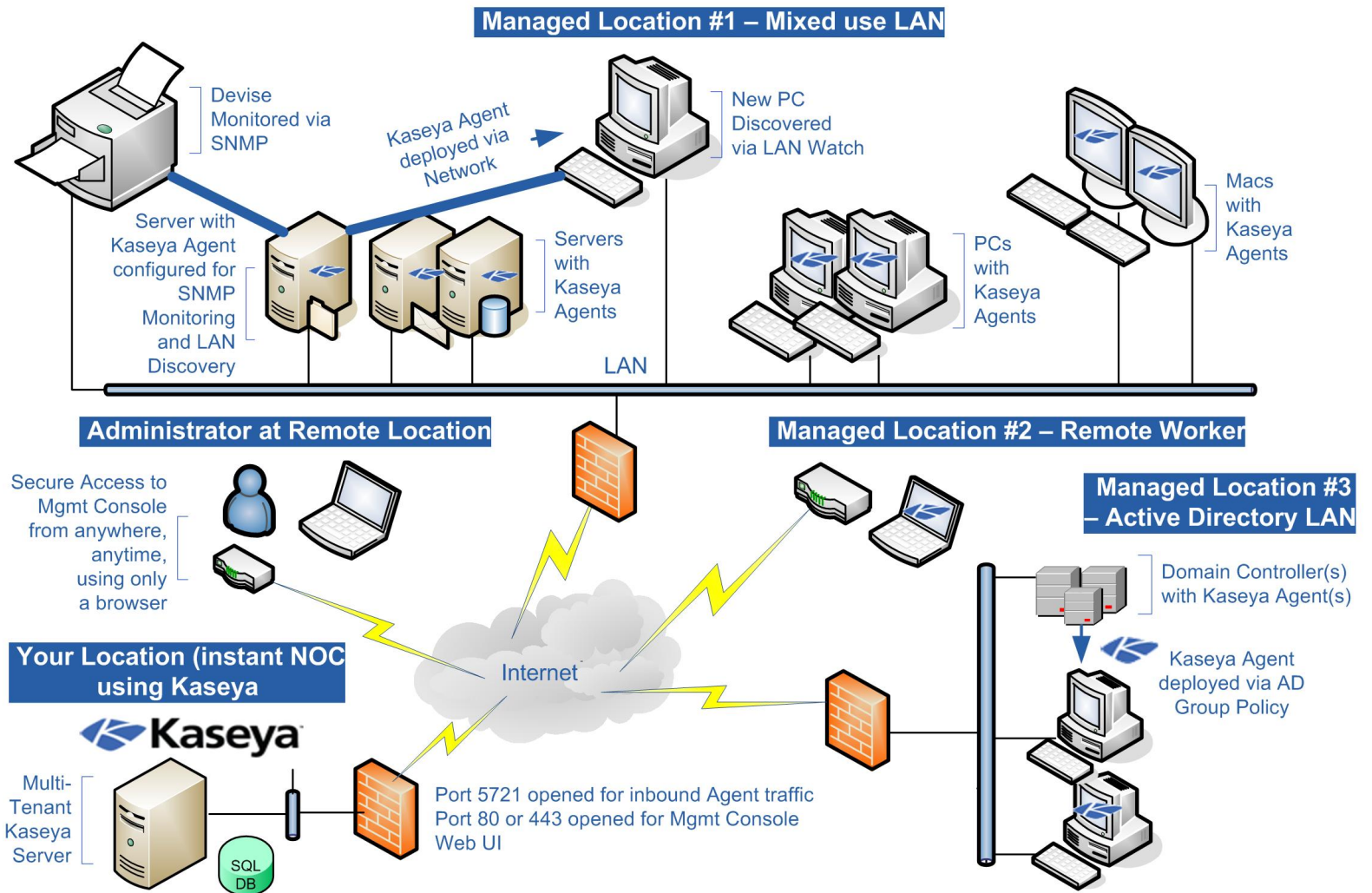
More....



Flexible Deployment of Agents in Kaseya



KASEYA FRAMEWORK



Kaseya Agent Interaction with the KServer



Agent Quick Check-in

Default 30 Sec
Like a Ping

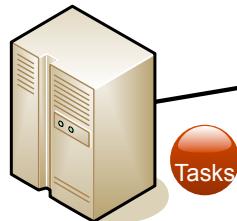
Agent Full Check-in

When Task is scheduled
Instructing the agent to do something

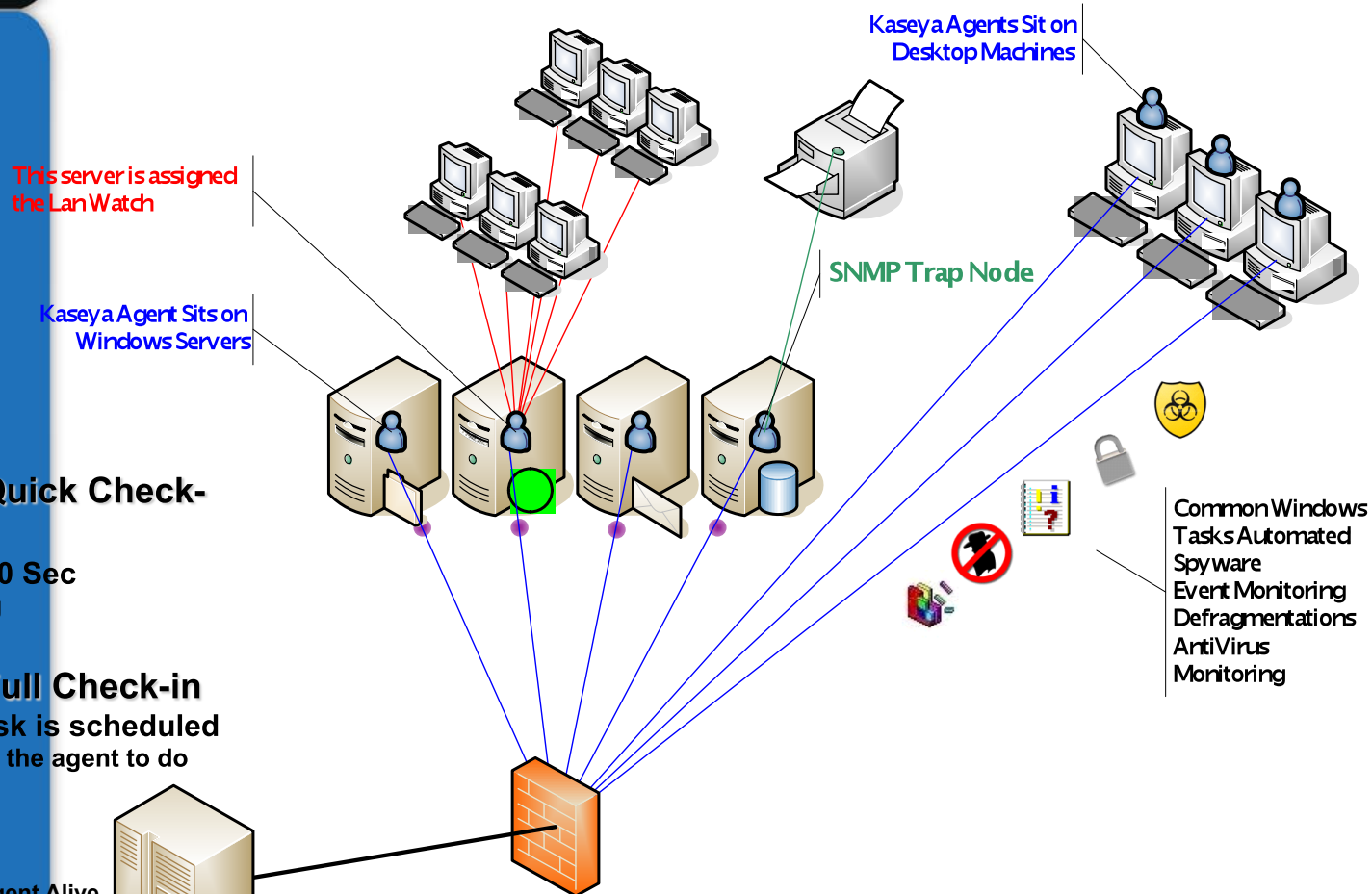
Agent Alive



Kaseya Server Hosted by you



When Task is scheduled the Agent Grabs the task and executes without needing firewall ports open





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 displays a web application interface. At the top, a notification bar is highlighted with a red border. It contains the following information:

- 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.
- Instructions:
 - 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** button
- Turn off for 1 Hour dropdown menu
- Save** button

The background interface includes a top navigation bar with a search field labeled "Search Machines", a user profile for "johndoe.fiu@gmail.com", and a "Logoff" button. Below this is a toolbar with buttons for "Reply", "Delete", "Read", "Unread", and "Refresh". A table with columns "Subject" and "Received" is visible, along with a "No Records Selected" message. The bottom of the screen shows a navigation menu with options like "Cover Page, Header, Footer", "Defaults", "Dashboard", "View Dashboard", "Layout Dashboard", "Dashboard List", and "Settings". The status bar at the bottom indicates "Navigation Mode: Classic" and "Selected: 0 | Viewing: 0-0 of 0".

VSA Modules

The screenshot displays the Kaseya VSA web interface. The top header includes the Kaseya logo, 'Kaseya Test Pilots Program', a user profile for 'johndoe.fiu@gmail.com' with a 'Logoff' button, and a timer showing '00:00:00' with 'No Timer Running'. Below the header is a navigation bar with icons for home, search, help, and other functions. The left sidebar, highlighted with a red border, contains a tree view of modules under the 'Agent' category: 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), and Protection (File Access, Network Access, Application Blocker). The main content area shows a search bar for 'Machine ID' and 'Machine Group', a 'View' dropdown set to '< No View >', and a 'Go to' section with a page selector and 'Show 10 0 machines'. Below this are buttons for 'Select Columns...', 'Filter...', and a table header with columns: 'Machine ID', 'Current User', 'Last Reboot Time', and 'Last Checkin Time'.

- 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

Expand/Collapse

VSA Layout Overview

Notification Maintenance

Role/Scope Selector

Notification Bar

Search Machines

Logged On User

Logoff

Timers

Timer Running

Site Header

Toolbox/Tool Bar

Selector Panel Buttons

Tab Specific Buttons

Search Navigation

Page Selector

Module
Selector

Selector
Panel

Data
Panel

Navigation Mode

Selected: 1 | Viewing: 1-2 of 2

Make sure to visit the Help documents often!

The screenshot shows the Kaseya Test Pilots Program web interface. At the top, there's a header with the Kaseya logo, the text "Kaseya Test Pilots Program", a user profile for "johndoe.fiu@gmail.com", and a "Logoff" button. Below the header is a navigation bar with icons for various functions. A red box highlights a question mark icon (the Help icon) in this bar. A red arrow points from this icon to a callout box. The callout box contains the text: "Click the Help icon to display context-sensitive help for the currently selected function page." The main content area is divided into three sections. The left section is a "System" sidebar with a tree view containing categories like "User Settings", "System Preferences", "User Security", "Orgs/Groups/Depts/Staff", "Server Management", and "Customize". The middle section is a table with columns "ID" and "Organization N...". It contains two rows: "myOrg" with "Florida International" and "unnamed" with "Unnamed". The right section is a form titled "Organization Information" with fields for "ID:" (myOrg), "Organization Name:" (Florida International U), "Contact Information" (Primary Phone, Primary Fax, Primary Email, Primary Contact), and "Primary Mailing Address" (Country: United States, Address:). At the bottom, there's a status bar showing "Navigation Mode: Classic" and "Selected: 1 | Viewing: 1-2 of 2".

Click the Help icon to display context-sensitive help for the currently selected function page.

There are many help documents available to you!

Virtual System Administrator

☐ Match partial words

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.



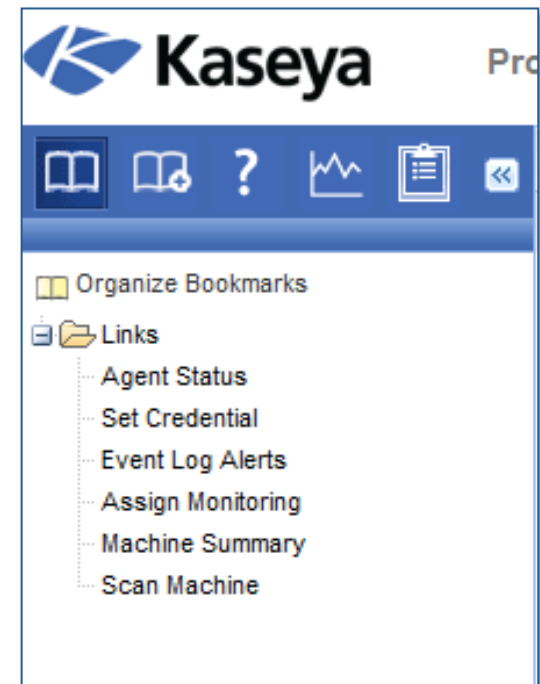
Kaseya 2

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

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)

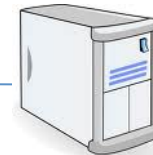
FIU's Network Diagram



Your Laptop/Desktop



Kaseya Server



Internet

192.168.0.0/24

192.168.0.1

192.168.2.1

192.168.2.0/24

192.168.3.1

192.168.1.1

NAT ROUTER

192.168.3.0/24

192.168.1.0/24

Instruction
Lab



ws1
192.168.0.100

...

SCIS

Machine
Room



dc
192.168.3.10

192.168.0.10

192.168.1.10

...

MR

Guest
Desktops

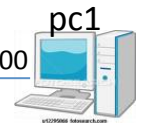


guest1
192.168.1.100

...

GL

PCs &
Laptops



pc1
192.168.2.100



laptop1
192.168.2.200

...

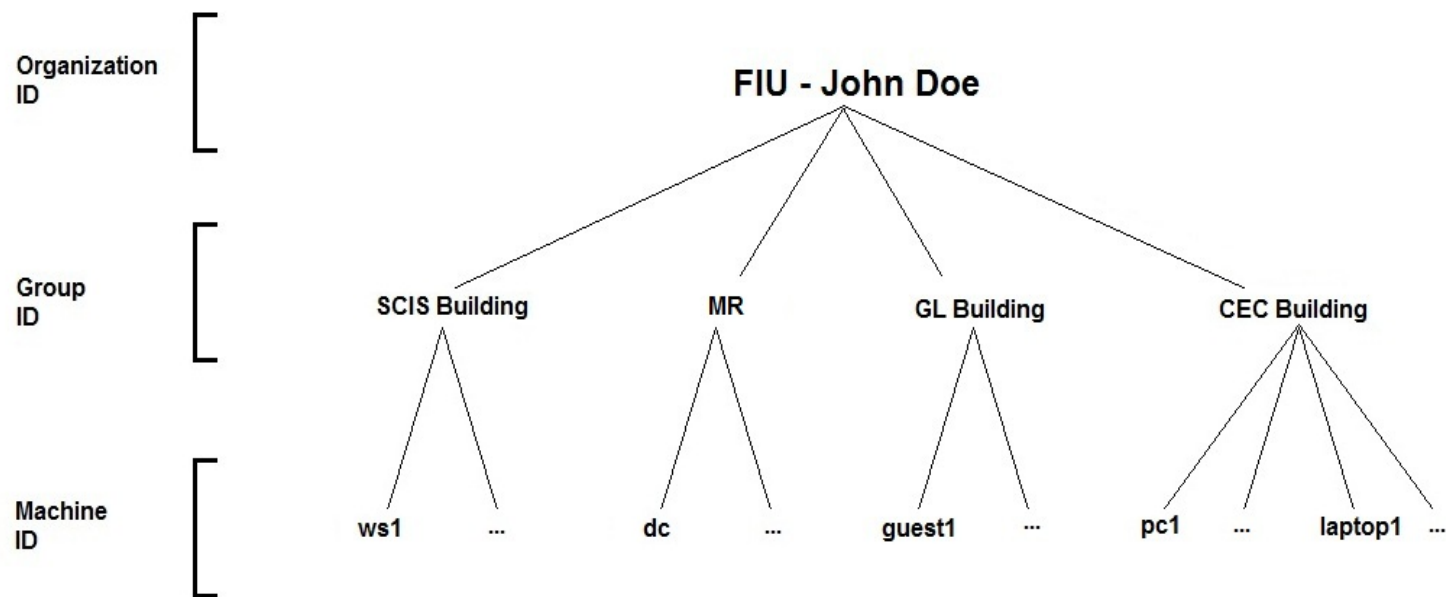
CEC

www.kaseya.com

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.ced.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

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 labeled "Search Machines", a user profile for "johndoe.fiu@gmail.com" with a "Logoff" button, and a timer showing "00:00:00" with the status "No Timer Running".

The left sidebar contains a "Search Navigation" section with a list of menu items. The "System" item is highlighted with a red box and a red number "1". Below it, the "Orgs/Groups/Depts/Staff" section is expanded, and the "Manage" item is highlighted with a red box and a red number "2".

The main content area features a toolbar with buttons for "New", "Edit", "Rename4" (highlighted with a red box), "Delete", and "Refresh". Below the toolbar is a table with two columns: "ID" and "Organization N...". The table contains two rows: "myOrg" with "Florida International" (highlighted with a red box and a red number "3") and "unnamed" with "Unnamed".

On the right side, there are three tabs: "General", "Machine Groups", and "Departments". The "General" tab is active, showing a form for "Organization Information". The form includes fields for "ID:" (myOrg), "Organization Name:" (Florida International U), "Organization Type:", "Number of Employees:" (0), "Annual Revenue:" (\$0.00), "Preferred Method of Contact:", "Web Site:", and "Parent Organization:". Below this is a "Contact Information" section with fields for "Primary Phone:", "Primary Fax:", "Primary Email:", and "Primary Contact:". At the bottom is a "Primary Mailing Address" section with fields for "Country:" (United States) and "Address:".

The bottom of the interface shows "Navigation Mode: Classic" and "Selected: 1 | Viewing: 1-2 of 2".

Steps for Creating an Organization

The screenshot displays the Kaseya Test Pilots Program interface. The left sidebar contains a 'System' menu (1) and an 'Orgs/Groups/Depts/Staff' menu with a 'Manage' option (2). The main area shows a table of organizations with 'myOrg' selected (3). A 'Rename Organization' dialog box is open, showing the 'Org ID*' as 'fiu-johndoe' (5) and the 'Org Name*' as 'Florida International University - John Doe' (6). The 'Save' button (7) is highlighted at the bottom of the dialog. The background shows the 'Organization Information' tab with fields for ID, Name, and various contact details.

Kaseya Test Pilots Program

Search Navigation

System 1

Orgs/Groups/Depts/Staff

Manage 2

myOrg 3

Rename Organization

Org ID*: fiu-johndoe 5

Org Name*: Florida International University - John Doe 6

Save 7

Steps for Creating an Organization

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 labeled "Search Machines", and a user profile for "johndoe.fiu@gmail.com" with a "Logoff" button. Below the navigation bar is a toolbar with icons for "New", "Edit" (highlighted with a red box and the number 8), "Rename", "Delete", and "Refresh".

The left sidebar contains a "Search Navigation" section with a list of menu items. The "System" item is highlighted with a red box and the number 1. Under "System", the "Orgs/Groups/Depts/Staff" section is expanded, and the "Manage" item is highlighted with a red box and the number 2.

The main content area shows a table with two columns: "ID" and "Organization Name". The first row is highlighted with a red box and the number 3, showing "fiu-johndoe" and "Florida International University - John Doe". The second row shows "unnamed" and "Unnamed".

The right sidebar contains a form for "Organization Information". The form has two tabs: "General" (selected) and "Machine Groups". The "General" tab contains the following fields:

- 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:

The bottom of the interface shows "Navigation Mode: Classic" and "Selected: 1 | Viewing: 1-2 of 2".

Steps for Creating an Organization

The screenshot displays the Kaseya Test Pilots Program web interface. The top navigation bar includes the Kaseya logo, the program name, a user profile (john DOE, fiu@gmail.com), and a Logoff button. A search bar for machines is also present. The left sidebar contains a 'Search Navigation' section with a list of categories: System (1), User Settings, System Preferences, User Security, Orgs/Groups/Depts/Staff (2), Server Management, and Customize. The 'System' category is expanded, showing sub-items like Preferences, Change Logon, Naming Policy, Users, User Roles, Machine Roles, Scopes, Logon Hours, and User History. The 'Orgs/Groups/Depts/Staff' category is also expanded, showing sub-items like Set-up Types, Default Settings, License Manager, Import Center, System Log, Outbound Email, Color Scheme, Site Customization, Local Settings, and Live Connect. The main content area shows a table of organizations with columns for ID and Organization Name. The first row is highlighted in red, showing 'fiu-johndoe' and 'Florida International University - John Doe' (3). Below the table, a 'Change Organization' dialog box is open, displaying the details for the selected organization. The dialog box includes a description of organizations and a form with fields for ID, Name*, Org Type (9), Number of Employees, Annual Revenue, Preferred Method of Contact, Org Web Site (10), Parent Organization, Primary Phone, Primary Fax, and Primary Email. The 'Save' button (11) is highlighted in red. The bottom status bar shows 'Navigation Mode: Classic' and 'Selected: 1 | Viewing: 1-2 of 2'.

Kaseya Test Pilots Program

Search Machines

john DOE, fiu@gmail.com Logoff

00:00:00 No Timer Running

Search Navigation

System 1

User Settings

System Preferences

User Security

Orgs/Groups/Depts/Staff 2

Server Management

Customize

fiu-johndoe 100

ID Organization Name

fiu-johndoe Florida International University - John Doe 3

Change Organization

Update an organization. Typically an organization is a customer, but an organization could also be a business partner. Organizations are associated with incidents and with service desk definitions.

ID: fiu-johndoe

Name*: Florida International University - John Doe

Org Type: Internal 9

Number of Employees: 0

Annual Revenue: 0

Preferred Method of Contact:

Org Web Site: www.cis.fiu.edu 10

Parent Organization:

Primary Phone:

Primary Fax:

Primary Email:

Save 11 Cancel

Navigation Mode: Classic

Selected: 1 | Viewing: 1-2 of 2

Steps for Creating an Organization

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 labeled "Search Machines", a user profile for "johndoe.fiu@gmail.com" with a "Logoff" button, and a timer showing "00:00:00" with the status "No Timer Running".

The left sidebar contains a "Search Navigation" bar and a tree view of the application's structure. The "System" item is highlighted with a red box and the number "1". Below it, the "Orgs/Groups/Depts/Staff" section is expanded, and the "Manage" item is highlighted with a red box and the number "2".

The main content area features a toolbar with "New", "Edit", "Rename", "Delete", and "Refresh" buttons. Below the toolbar is a table with two columns: "ID" and "Organization Name". The table contains two rows: one with "fiu-johndoe" and "Florida International University - John Doe" (highlighted with a red box and the number "3"), and another with "unnamed" and "Unnamed".

On the right side, there are tabs for "General", "Machine Groups", and "Departments". The "General" tab is active, showing a form for "Organization Information". The form includes fields for "ID" (fiu-johndoe), "Organization Name" (Florida International U), "Organization Type" (Internal), "Number of Employees" (0), "Annual Revenue" (\$0.00), "Preferred Method of Contact", "Web Site" (www.cis.fiu.edu), and "Parent Organization". Below this is a "Contact Information" section with fields for "Primary Phone", "Primary Fax", "Primary Email", and "Primary Contact". At the bottom is a "Primary Mailing Address" section with fields for "Country" (United States) and "Address".

The bottom of the interface shows "Navigation Mode: Classic" and a status bar indicating "Selected: 1 | Viewing: 1-2 of 2".

On-Premise Only

The screenshot displays the Kaseya 3 - On Premise web interface. The top navigation bar includes the Kaseya logo, the title 'Kaseya 3 - On Premise', a user profile 'kaseya', a 'Logoff' button, and a 'Search Machines' input field. Below the navigation bar, a sidebar on the left contains a 'Search Navigation' box and a tree view of system settings. The main content area features a table of organizations with columns for ID and Organization Name. The 'kserver' organization is highlighted in red. To the right of the table, a form displays the details for the selected organization, including Organization Information, Demographics, Contact Information, and Primary Mailing Address.

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

Navigation Mode: Classic

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

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:	

Selected: 1 | Viewing: 1-3 of 3

LAB 2

CREATING MACHINE GROUPS

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 displays the Kaseya Test Pilots Program interface. The left sidebar contains a navigation menu with the following items: System (1), User Settings, System Preferences, User Security, Orgs/Groups/Depts/Staff (2), Manage, Server Management, and Customize. The main content area shows the 'Machine Groups' tab (4) with a table of machine groups. The table has columns for ID, Organization Name, and a checkbox. The first row is 'fiu-johndoe' with organization 'Florida International University - John Doe' (3). The second row is 'unnamed' with organization 'Unnamed'. The third row is 'fiu-johndoe.base' with organization 'Yes' (5). A 'Rename' button (6) is visible. A dialog box titled 'Rename a Machine Group' is open, showing a text input field for the 'Machine Group Name*' with the value 'scis' (7). The 'Save' button (8) and 'Cancel' button are at the bottom of the dialog. The status bar at the bottom indicates 'Selected: 1 | Viewing: 1-2 of 2' and 'Selected: 1 | Viewing: 1-1 of 1'.

Kaseya Test Pilots Program

Search Machines

john DOE.fiu@gmail.com Logoff

00:00:00 No Timer Running

System (1)

User Settings

System Preferences

User Security

Orgs/Groups/Depts/Staff (2)

Manage

Server Management

Customize

Machine Groups (4)

fiu-johndoe

Florida International University - John Doe (3)

unnamed

Unnamed

fiu-johndoe.base

Parent Machin...

Default

fiu-johndoe.base Yes (5)

Rename (6)

Rename a Machine Group

Machine Group Name*: scis (7)

Save (8) Cancel

Navigation Mode: Classic

Selected: 1 | Viewing: 1-2 of 2

Selected: 1 | Viewing: 1-1 of 1

Steps for Creating Machine Groups

The screenshot shows the Kaseya Test Pilots Program interface. The navigation pane on the left has the following items:

- 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

The main content area shows a table of machine groups. The table has columns for ID, Organization Name, and a checkbox. The table contains the following data:

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

The right pane shows the 'Machine Groups' tab. It has a table with columns for Machine Group, Parent Machine, and Default. The table contains the following data:

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

The diagram at the bottom shows a hierarchy of machine groups. The root is 'FIU-<USERNAME>'. It has four children: 'SCIS', 'MR', 'GL', and 'CEC'.

Navigation Mode: Classic

Selected: 1 | Viewing: 1-2 of 2

Selected: 0 | Viewing: 1-4 of 4



LAB 3

CREATING DEPARTMENTS

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 the support team are in UTS.
- Note that MR is managed under UTS *department*.

Steps for Creating Departments

The screenshot displays the Kaseya Test Pilots Program interface. The left sidebar contains a 'Search Navigation' menu with the following items: System (1), User Settings, System Preferences, User Security, Orgs/Groups/Depts/Staff, Manage (2), Server Management, and Customize. The main area is divided into three panes. The top pane shows a table with columns 'ID' and 'Organization Name', containing rows for 'fiu-johndoe' (3) and 'unnamed'. The middle pane shows a table with columns 'Department Id', 'Department Na...', 'Parent Name', and 'Manager', containing a row for 'fiu-johndoe.root' (5). The right pane shows a 'Change Department ID' dialog box (6) with a 'Department ID*' field containing 'uts' (7) and 'Save' (8) and 'Cancel' buttons. The bottom status bar shows 'Selected: 1 | Viewing: 1-2 of 2' and 'Selected: 1 | Viewing: 1-1 of 1'.

Kaseya Test Pilots Program

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

fiu-johndoe

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

fiu-johndoe.root

Department Id	Department Na...	Parent Name	Manager
fiu-johndoe.root	root		

Change Department ID (6)

Change Department ID.

Department ID*: uts (7)

Save (8) Cancel

Navigation Mode: Classic

Selected: 1 | Viewing: 1-2 of 2

Selected: 1 | Viewing: 1-1 of 1

Steps for Creating Departments

The screenshot displays the Kaseya Test Pilots Program interface. The left sidebar contains a 'Search Navigation' menu with the following items: System (1), User Settings, System Preferences, User Security, Orgs/Groups/Depts/Staff, Manage (2), Server Management, and Customize. The main area is divided into three panes. The top pane shows a list of organizations with columns for ID and Organization Name; the entry 'fiu-johndoe' is selected (3). The middle pane shows a list of departments with columns for Department Id, Department Name, Parent Name, and Manager; the entry 'fiu-johndoe.uts' is selected (5). The right pane shows the 'Departments' tab (4) with a table of departments. An 'Edit Department' dialog box is open in the foreground, showing the 'fiu-johndoe' organization and the 'uts' department name (10). The dialog has 'Save' (11) and 'Cancel' buttons. The bottom status bar shows 'Selected: 1 | Viewing: 1-2 of 2' for the organizations pane and 'Selected: 1 | Viewing: 1-1 of 1' for the departments pane.

System 1

Orgs/Groups/Depts/Staff

Manage 2

fiu-johndoe 3

fiu-johndoe.uts 5

Departments 4

Edit Department

Organization Name*: fiu-johndoe

Department Name*: uts 10

Manager:

Save 11 **Cancel**

Navigation Mode: Classic

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. The navigation pane on the left has the following items highlighted with red boxes and numbers:

- 1. System
- 2. Orgs/Groups/Depts/Staff Manage

The main content area shows a table of departments. The table has columns: Department Id, Department Name, Parent Name, and Manager. The table contains the following data:

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

The diagram below the table illustrates the hierarchy of departments. A central box labeled "FIU-<USERNAME>" is connected to four boxes below it: "UTS", "SCIS", "GL", and "CEC".

Navigation Mode: Classic



LAB 4

CREATING STAFF

FIU's Staff

FIU

UTS

SCIS

MR

GL

CEC

Manager:
John Doe

Technicians:
Tim and Tom

Contact:
Cat

Contact:
Cat

Contact:
Cay

Contact:
Con

ws1 user:
Eli

dc user:
Ena

guest1 user:
Eve

pc1 user:
Evy

laptop1 user:
Ewa

www

Steps for Creating Staff

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' section with a tree view of system settings. The main content area shows a list of staff members and an 'Edit Staff Member' dialog box.

Steps for Creating Staff:

1. Click on the **System** tab in the left sidebar.
2. Click on the **Manage** link under the **Orgs/Groups/Depts/Staff** section.
3. Click on the **Staff** tab in the top right navigation bar.
4. Click on the **Edit** button (pencil icon) for the staff member 'John Doe'.
5. In the 'Edit Staff Member' dialog box, update the following information:
 - 8. Full Name*: John Doe
 - 9. Department*: fiu-johndoe.uts
 - 10. Supervisor: -- No supervisor selected --
 - 11. Title: UTS Head
 - 12. Function: Lead IT Administrator
 - 13. User Name: johndoe.fiu@gmail.com
 - 14. View all tickets?: ☒
 - 15. Preferred Contact Method: Email
6. Click on the **Save** button (16) to save the changes.

The background shows a list of staff members with columns for User Name, Department Name, and Title. The 'John Doe' entry is highlighted in red.

Steps for Creating Staff

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' section with a tree view of system settings. The main content area is divided into three panels: a central table for user management, and two side panels for 'Machine Groups' and 'Departments'.

Step 1: The 'System' menu item in the left sidebar is highlighted with a red box and the number 1.

Step 2: The 'Orgs/Groups/Depts/Staff' > 'Manage' sub-menu item is highlighted with a red box and the number 2.

Step 3: The 'fiu-johndoe' entry in the central table is highlighted with a red box and the number 3.

Step 4: The 'Edit' button in the 'Machine Groups' panel is highlighted with a red box and the number 4.

Step 5: The 'John Doe' entry in the 'Departments' table is highlighted with a red box and the number 5.

Step 6: The 'John Doe' entry in the 'Departments' table is highlighted with a red box and the number 6.

The interface also shows a 'Search Machines' bar, a 'Logoff' button, and a 'No Timer Running' status. The bottom status bar indicates 'Navigation Mode: Classic' and 'Selected: 1 | Viewing: 1-2 of 2'.

Steps for Creating Staff

Kaseya Test Pilots Program

Search Machines

johndoe.fiu@gmail.com 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 Managem

ID

fiu-ph

unnam

+ New 17 Edit 7 Delete

Tom 100

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

Navigation Mode: Classic

Selected: 0 | Viewing: 1-12 of 12



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 displays the Kaseya Test Pilots Program web interface. The top navigation bar includes the Kaseya logo, the program name, a user profile (john.doe.fiu@gmail.com), and a Logoff button. A search bar for machines is also present. The left sidebar contains a 'Search Navigation' section with a tree view of system settings. The main content area shows a list of scopes under the 'Anonymous' filter, with a '+ New' button highlighted. A modal dialog titled 'Add Scope' is open, prompting the user to define a name for a scope. The 'Scope Name*' field contains the text 'scis-johndoe'. The 'Save' button is highlighted.

Step 1: Click on the 'System' icon in the left sidebar.

Step 2: Click on the 'Scopes' link in the left sidebar.

Step 3: Click on the '+ New' button in the top navigation bar.

Step 4: Enter the scope name 'scis-johndoe' in the 'Scope Name*' field.

Step 5: Click the 'Save' button.

Steps for Creating Scopes

The screenshot displays the Kaseya Test Pilots Program interface. The left sidebar contains a navigation tree with the following items: System (1), User Settings (Preferences, Change Logon), System Preferences (Naming Policy), User Security (Users, User Roles, Machine Roles), Scopes (2), Orgs/Groups/Depts/Staff (Manage, Set-up Types), Server Management (Default Settings, License Manager, Import Center, System Log, Outbound Email), and Customize (Color Scheme, Site Customization, Local Settings, Live Connect). The main area shows a list of scopes: Anonymous, NoAccess, scis-johndoe (6), and System. The 'Machine Groups' tab is selected, showing an 'Assign' button (8) and a list of machine groups. A modal window titled 'Assign Machine Group' is open, showing the 'Scope*' as 'scis-johndoe' and a list of machine groups: fiu-johndoe.cec, fiu-johndoe.gl, fiu-johndoe.mr, fiu-johndoe.scis (9), and unnamed.root. The 'Save' button (10) is highlighted at the bottom of the modal.

Kaseya Test Pilots Program

Search Navigation

System (1)

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

Scope Name

Anonymous

NoAccess

scis-johndoe (6)

System

Machine Groups (7)

Assign (8)

Remove

All in Scope

Refresh

Machine Group...

Machine Group...

No records found.

Assign Machine Group

Scope*: scis-johndoe

Machine Group:

fiu-johndoe.cec

fiu-johndoe.gl

fiu-johndoe.mr

fiu-johndoe.scis (9)

unnamed.root

Save (10)

Cancel

Navigation Mode: Classic

Selected: 1 | Viewing: 1-4 of 4

Steps for Creating Scopes

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, a user profile for johndoe.fiu@gmail.com, and a "Logoff" button. Below the navigation bar, the left sidebar contains a "Search Navigation" field and a list of menu items. The "System" menu item is highlighted with a red box and the number 1. The "Scopes" menu item is also highlighted with a red box and the number 2. The main content area is divided into two sections. The top section, labeled "Scope Name", shows a list of scopes: "Anonymous", "cec-johndoe" (13), "gl-johndoe" (12), "mr-johndoe" (11), "NoAccess", "scis-johndoe" (6), and "System". The "cec-johndoe" scope is highlighted with a red box and the number 3. The bottom section, labeled "Machine Groups", shows a table with columns "Machine Group..." and "Machine Group...". The first row is highlighted with a red box and the number 4, showing "fiu-johndoe.cec" and "cec". The "Assign" button is highlighted with a red box and the number 5. The "Remove" button is highlighted with a red box and the number 6. The "All in Scope" button is highlighted with a red box and the number 7. The "Refresh" button is highlighted with a red box and the number 8. The bottom status bar shows "Navigation Mode: Classic" and "Selected: 1 | Viewing: 1-7 of 7".

2 | 0 | 1 | 0 | 0

Search Machines

Kaseya Kaseya Test Pilots Program

johndoe.fiu@gmail.com Logoff

00:00:00 No Timer Running

+ New 3b Rename X Delete

Search Navigation

System 1

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

Scope Name

Anonymous

cec-johndoe 13

gl-johndoe 12

mr-johndoe 11

NoAccess

scis-johndoe 6

System

Members Organizations Machine Groups 7 Machines

+ Assign 8 Remove All in Scope Refresh

fiu-johndoe.cec 100

Machine Group... Machine Group...

fiu-johndoe.cec cec

Selected: 0 | Viewing: 1-1 of 1

Navigation Mode: Classic

Selected: 1 | Viewing: 1-7 of 7



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 displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the text "Kaseya Test Pilots Program", and a search bar. The left sidebar contains a "Search Navigation" section with a list of categories and sub-items. The main content area shows a list of roles under the "KB Admin" filter. A modal window titled "Add User Role" is open, prompting the user to define a name for a role. The modal contains two input fields: "Role Name*" and "Role Type*". The "Role Name*" field is populated with "ticketing-johndoe". The "Role Type*" field is a dropdown menu showing "Kaseya Advanced". The modal also includes "Save" and "Cancel" buttons.

Steps for Creating User Roles:

1. Click on the **System** icon in the left sidebar.
2. Click on **User Roles** in the left sidebar.
3. Click on the **New** button (indicated by a red box) in the top toolbar.
4. Enter the **Role Name*** as "ticketing-johndoe" in the modal.
5. Select **Kaseya Advanced** for the **Role Type*** in the modal.
6. Click the **Save** button (indicated by a red box) to create the role.

Steps for Creating User Roles

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

The left sidebar contains a "Search Navigation" bar and a tree view of the application's structure. The "System" item is highlighted with a red box and the number 1. The "User Roles" item is also highlighted with a red box and the number 2.

The main content area is divided into two panels. The left panel, titled "Role", lists several roles: "KB Admin", "patch-johndoe", "SD Admin", "SD User", "System", and "ticketing-johndoe". The "patch-johndoe" role is highlighted with a red box and the number 8, and the "ticketing-johndoe" role is highlighted with a red box and the number 7. The right panel, titled "Members", shows a table with a header "User Name" and a message "No records found.".

At the bottom of the interface, the "Navigation Mode" is set to "Classic". The status bar at the bottom indicates "Selected: 1 | Viewing: 1-6 of 6" on the left and "Selected: 0 | Viewing: 0-0 of 0" on the right.

Steps for Creating User Roles

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes a search bar, user profile, and status indicators. The left sidebar contains a tree view of system settings, with 'System' (1) and 'User Roles' (2) highlighted. The main content area shows a list of roles, with 'ticketing-johndoe' (9) selected. The right pane shows the 'Access Rights' (10) tab, with a 'Set Role Access Rights' button (11) highlighted. The bottom status bar indicates 'Navigation Mode: Classic' and 'Selected: 1 | Viewing: 1-6 of 6'.

System 1

- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security
 - Users
 - User Roles** 2
 - 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

Role

Role
KB Admin
patch-johndoe
SD Admin
SD User
System
ticketing-johndoe 9

Access Rights 10

Set Role Access Rights 11

- 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
 - 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

Steps for Creating User Roles

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, and user information for 'johndoe.fiu@gmail.com'. A sidebar on the left contains a 'Search Navigation' menu with categories like System, User Settings, System Preferences, User Security, Users, User Roles, Machine Roles, Scopes, Logon Hours, User History, Orgs/Groups/Depts/St, Server Management, and Customize. The 'User Roles' category is highlighted with a red box and the number '2'. The main content area shows a 'Set Role Access Rights' dialog box for the role 'ticketing-johndoe'. The dialog box has a title bar with a question mark, maximize, and close button. It contains a text field for 'Role : ticketing-johndoe', two buttons 'Enable All' and 'Disable All' (the latter is highlighted with a red box and the number '12'), and two buttons 'Expand All' and 'Collapse All' (the latter is highlighted with a red box and the number '13'). Below these buttons is a list of modules with checkboxes: Agent, Agent Procedures, Anti-Malware, Anti-Virus, Audit, Desktop Management, Discovery, Imaging and Deployment, Info Center, Kaseya Portal, Live Connect, Mobile, Monitor, Notification Bar, and Patch Management. A 'Module' button is also present. The dialog box has 'OK' and 'Cancel' buttons at the bottom right. The background interface shows a 'New' button highlighted with a red box and the number '3', and a 'Coop Permissions' button. The bottom status bar indicates 'Navigation Mode: Classic' and 'Selected: 1 | Viewing: 1-6 of 6'.

Steps for Creating User Roles:

1. Click on the **System** menu item in the left sidebar.
2. Click on the **User Roles** menu item in the left sidebar.
3. Click on the **New** button in the top toolbar.
4. In the **Set Role Access Rights** dialog box, click on the **Disable All** button.
5. In the **Set Role Access Rights** dialog box, click on the **Collapse All** button.

Steps for Creating User Roles

The screenshot displays the Kaseya Test Pilots Program interface. The main window has a top bar with the Kaseya logo, the title 'Kaseya Test Pilots Program', and a search bar. Below the top bar is a navigation pane on the left with a 'Search Navigation' field. The navigation pane lists various categories: System, User Settings, System Preferences, User Security, Orgs/Groups/Depts/St, Server Management, and Customize. The 'System' category is highlighted with a red box and the number 1. The 'User Roles' sub-item under 'User Security' is highlighted with a red box and the number 2. The 'Set Role Access Rights' dialog box is open in the center, showing a tree view of access rights. The 'Ticketing' category is expanded, and its sub-items are listed: Manage Tickets, Migrate Tickets, and Configure Ticketing. The 'Manage Tickets' sub-item is highlighted with a red box and the number 14. The 'Configure Ticketing' sub-item is also highlighted with a red box and the number 14. The 'OK' button at the bottom right of the dialog box is highlighted with a red box and the number 15. The bottom of the interface shows the 'Navigation Mode' set to 'Classic' and the 'Selected' and 'Viewing' counts.

System 1

- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security
 - Users
 - User Roles** 2
 - Machine Roles
 - Scopes
 - Logon Hours
 - User History
- Orgs/Groups/Depts/St
 - 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

Set Role Access Rights

- System Preferences
- User Security
- Orgs/Groups/Depts/Staff
- Server Management
- Customize
- Ticketing**
 - Manage Tickets**
 - View Summary
 - Create/View
 - Delete/Archive
 - Migrate Tickets**
 - Migrate
 - Import
 - Configure Ticketing** 14
 - Notify Policy
 - Access Policy
 - Assignee Policy
 - Due Date Policy
 - Edit Fields
 - Email Reader
 - Email Mapping
- Time Tracking

OK 15 Cancel

Navigation Mode: Classic

Selected: 1 | Viewing: 1-6 of 6

Service Desk

Software Deployment

System

Ticketing

Time Tracking

Steps for Creating User Roles

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 timer shows "00:00:00" and "No Timer Running".

The main interface is divided into three sections:

- Left Panel (Navigation):** A tree view showing the system structure. The "System" folder is highlighted with a red box and the number 1. The "User Roles" folder is highlighted with a red box and the number 2.
- Center Panel (Role List):** A list of roles. The "ticketing-johndoe" role is highlighted with a red box and the number 9. Above the list, the "New" button is highlighted with a red box and the number 3. Other buttons include "Copy Permissions", "Rename", and "Delete".
- Right Panel (Access Rights):** A section for configuring access rights. The "Access Rights" tab is highlighted with a red box and the number 10. The "Set Role Access Rights" button is highlighted with a red box and the number 11. Below this, the "ticketing-johndoe" role is highlighted with a red box and the number 16, and the "Security" folder is highlighted with a red box and the number 16.

At the bottom, the "Navigation Mode" is set to "Classic", and the status bar shows "Selected: 1 | Viewing: 1-6 of 6".

Steps for Creating User Roles

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", a user profile for "johndoe.fiu@gmail.com" with a "Logoff" button, and a timer showing "00:00:00" with the status "No Timer Running".

The main interface is divided into three primary sections:

- Left Navigation Panel:** A tree view of system settings. The "System" category is highlighted with a red box and the number "1". Within it, "User Roles" is highlighted with a red box and the number "2".
- Central Panel:** Displays a list of roles under the "KB Admin" filter. The roles listed are "KB Admin", "patch-johndoe" (highlighted with a red box and the number "17"), "SD Admin", "SD User", "System", and "ticketing-johndoe" (highlighted with a red box and the number "9"). Above the list, there are buttons for "New", "Copy Permissions", "Rename", and "Delete".
- Right Panel:** Shows the "Access Rights" tab for the selected role. A red box highlights the "Access Rights" tab with the number "10". Below it, a red box highlights the "Set Role Access Rights" button with the number "18". A list of system components with expand/collapse icons is shown, including "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", and "Time Tracking".

At the bottom of the interface, the "Navigation Mode" is set to "Classic", and the status bar indicates "Selected: 1 | Viewing: 1-6 of 6".

Steps for Creating User Roles

The screenshot displays the Kaseya Test Pilots Program interface. The main window has a top navigation bar with icons for help, search, and user management. The left sidebar contains a 'Search Navigation' tree with categories like System, User Settings, System Preferences, User Security, Users, User Roles, Machine Roles, Scopes, Logon Hours, User History, Orgs/Groups/Depts/St, Server Management, and Customize. The 'User Roles' category is highlighted with a red box and the number '2'. The main content area shows a 'Set Role Access Rights' dialog box for the role 'patch-johndoe'. The dialog box has a title bar with a question mark, maximize, and close button. It contains a text field for the role name, a 'Role : patch-johndoe' label, and two buttons: 'Enable All' and 'Disable All' (highlighted with a red box and the number '19'). Below these are 'Expand All' and 'Collapse All' buttons (highlighted with a red box and the number '20'). The dialog box also lists various system components with checkboxes: Agent, Agent Procedures, Anti-Malware, Anti-Virus, Audit, Desktop Management, Discovery, Imaging and Deployment, Info Center, Kaseya Portal, Live Connect, Mobile, Monitor, and Notification Bar. The bottom of the dialog box has 'OK' and 'Cancel' buttons. The background interface shows a 'Navigation Mode: Classic' at the bottom left and a 'Selected: 1 | Viewing: 1-6 of 6' status at the bottom center.

Kaseya Test Pilots Program

Search Machines

johndoe.fiu@gmail.com Logoff

00:00:00 No Timer Running

New 3 Copy Permissions Rename Delete

Search Navigation

System 1

- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security
 - Users
 - User Roles 2
 - Machine Roles
 - Scopes
 - Logon Hours
 - User History
- Orgs/Groups/Depts/St
 - 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

Set Role Access Rights

patch-johndoe

Role : patch-johndoe

Enable All Disable All 19

Expand All Collapse All 20

- 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

Navigation Mode: Classic

Selected: 1 | Viewing: 1-6 of 6

Steps for Creating User Roles

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes a search bar, user information (johndoe.fiu@gmail.com), and a logoff button. The main content area is divided into a left sidebar and a central panel.

Step 1: The 'System' menu item in the left sidebar is highlighted with a red box and the number 1.

Step 2: The 'User Roles' menu item in the left sidebar is highlighted with a red box and the number 2.

Step 3: The 'Set Role Access Rights' dialog box is open, showing a list of permissions. The 'Patch Management' section is highlighted with a red box and the number 21, and the 'System' section is highlighted with a red box and the number 22. The 'OK' button is highlighted with a red box and the number 23.

The 'Set Role Access Rights' dialog box contains the following permissions:

- ☒ 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

The bottom of the dialog box shows 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a red box and the number 23.

Steps for Creating User Roles

The screenshot displays the Kaseya Test Pilots Program interface. The top navigation bar includes the Kaseya logo, the text "Kaseya Test Pilots Program", and a search bar labeled "Search Machines". The user profile "johndoe.fiu@gmail.com" and a "Logoff" button are visible on the right. The main interface is divided into three sections: a left sidebar, a central role management area, and a right access rights area.

Left Sidebar (Navigation):

- System (1)
- User Settings
 - Preferences
 - Change Logon
- System Preferences
 - Naming Policy
- User Security
 - Users
 - User Roles (2)
 - 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

Central Role Management Area:

Buttons: + New (3), Copy Permissions, a|b Rename, X Delete

Search: KB Admin, 100

Role List:

- KB Admin
- patch-johndoe (17)
- SD Admin
- SD User
- System
- ticketing-johndoe (9)

Right Access Rights Area:

Buttons: Members, Access Rights (10), Role Type

Buttons: Set Role Access Rights (18), Expand All, Collapse All

Access Rights List (24):

- 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

Footer:

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 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 (johndoe.fiu@gmail.com). A secondary bar contains various action buttons like New, Edit, Rename, Delete, Set Password, Force Change, Enable, Disable, and Log Off. The left sidebar shows a 'Search Navigation' tree with categories like System, User Settings, System Preferences, User Security, Orgs/Groups/Depts/Staff, Server Management, and Customize. The 'System' category is expanded, and the 'Users' sub-item is highlighted with a red box and a red '2'. The main content area shows a table of users with columns for User Name, Full Name, and a numeric value. The user 'johndoe.fiu@gmail.com' is listed with the full name 'John. Doe.' and a value of '0'. The right sidebar contains three sections: 'Basic' (User Name, First Name, Last Name, Email Address, Last Logon, Last Role, Last Scope, Creation Date), 'Current Status' (Signed On, User Status), and 'Staff Member' (Organization, Department, Staff Name).

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

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

General **Roles** **Scopes**

Basic

User Name*: johndoe.fiu@gmail.com

First Name: John.

Last Name*: Doe.

Email Address: johndoe.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

Current Status

Signed On: Yes

User Status: Enabled

Staff Member

Organization: fiu-johndoe

Department: fiu-johndoe.uts

Staff Name: John Doe

Navigation Mode: Classic

Selected: 1 | Viewing: 1-1 of 1

Steps for Creating VSA Users

The screenshot displays the Kaseya Test Pilots Program interface. The 'Add User' dialog box is open, showing the process of creating a new user. The steps are numbered as follows:

- 1. Click on the 'System' icon in the left navigation pane.
- 2. Click on the 'Users' link under the 'System' icon.
- 3. Click on the 'Add User' button (indicated by a green plus icon).
- 4. Enter the email address 'tim-johndoe@fiu.edu' in the 'Email Address*' field.
- 5. Select 'ticketing-johndoe' for the 'Initial Role*'.
- 6. Select 'cec-johndoe' for the 'Initial Scope*'.
- 7. Enter 'Tim' for the 'First Name*'.
- 8. Enter 'Technician' for the 'Last Name*'.
- 9. Enter 'fiu-johndoe' for the 'Staff Org.*'.
- 10. Enter 'fiu-johndoe.uts' for the 'Staff Dept.*'.
- 11. Select 'Tim' for the 'Staff Member*'.
- 12. Enter 'tim-johndoe' for the 'User Name*'.
- 13. Enter a password for the 'Password*' field.
- 14. Enter the same password for the 'Confirm Password*' field.
- 15. Click the 'Save' button at the bottom right of the dialog.

The background interface shows the 'System' icon selected in the left navigation pane, and the 'Add User' dialog box is open. The 'Add User' dialog box has a title bar with a question mark, a close button, and a maximize button. The 'Add User' dialog box has a section for 'User Information' and a section for 'Related Org Staff Member'. The 'User Information' section has fields for 'Email Address*', 'Initial Role*', 'Initial Scope*', 'First Name*', and 'Last Name*'. The 'Related Org Staff Member' section has fields for 'Staff Org.*', 'Staff Dept.*', and 'Staff Member*'. The 'User Credentials' section has fields for 'User Name*', 'Password*', and 'Confirm Password*'. There are also checkboxes for 'Generate Strong Password' and 'Require password change at next login'.

Steps for Creating VSA Users

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 (john DOE, Logoff). Below the navigation bar is a toolbar with icons for various actions: New, Edit, Rename, Delete, Set Password, Force Change, Enable, Disable, and Log Off. The left sidebar contains a 'Search Navigation' section with a list of categories. The 'System' category is highlighted with a red box and a red '1'. Under 'System', the 'Users' sub-category is highlighted with a red box and a red '2'. The main content area shows a table of users. The first row is 'tim-johndoe' with the full name 'Tim Technician', and it is highlighted with a red box and a red '16'. The right sidebar contains three sections: 'Basic', 'Current Status', and 'Staff Member'. The 'Basic' section contains fields for User Name*, First Name, Last Name*, Email Address, Last Logon, Last Role*, Last Scope*, and Creation Date. The 'Current Status' section contains fields for Signed On and User Status. The 'Staff Member' section contains fields for Organization, Department, and Staff Name.

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

User Name	Full Name			
tim-johndoe	Tim Technician	0	0	16

General **Roles** **Scopes**

Basic

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

Current Status

Signed On: No

User Status: Enabled

Staff Member

Organization:

Department:

Staff Name:

Navigation Mode: Classic

Selected: 1 | Viewing: 1-2 of 2

Steps for Creating VSA Users

Kaseya Test Pilots Program

Add User

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

User Information

Create a new user.

Email Address*: tom-johndoe@fiu.edu 17

Initial Role*: patch-johndoe 18

Initial Scope*: gl-johndoe 19

First Name*: Tom 20

Last Name*: Technician 21

Related Org Staff Member

Staff Org.*: fiu-johndoe 22

Staff Dept.*: fiu-johndoe.uts 23

Staff Member*: Tom 24

User Credentials

User Name*: tom-johndoe 25

Password*: 26

Confirm Password*: 27

☐ Generate Strong Password

☐ Require password change at next logon

Save 28 **Cancel**

Navigation Mode: Classic

Search Machines

johndoe.fiu@gmail.com Logoff

00:00:00 No Timer Running

Disable Log Off

Roles Scopes

tim-johndoe

Tim

Technician

tim-johndoe@fiu.edu

ticketing-johndoe

cec-johndoe

5:08:38 pm 09-Jan-13

No

Enabled

Steps for Creating VSA Users

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 (john DOE, fiu@gmail.com). A secondary bar contains various action buttons like New, Edit, Rename, Delete, etc. The left sidebar shows a navigation tree with categories like System, User Settings, System Preferences, User Security, Orgs/Groups/Depts/Staff, Server Management, and Customize. The 'System' category is expanded, and 'Users' is highlighted with a red box and the number '2'. The main content area shows a table of users. The table has columns for User Name, Full Name, and two numerical columns. The first row is 'john DOE, fiu@gmail.com' with values 0 and 1. The second row is 'tim-johndoe' with values 0 and 0, and a red box with the number '16'. The third row is 'tom-johndoe' with values 0 and 0, and a red box with the number '29'. The right sidebar shows the 'General' tab selected, displaying user details for 'tom-johndoe'.

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

User Name	Full Name		
john DOE, 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/>



mt training

Enter Your Username and Password

Username 1

Password 2

Domain

3

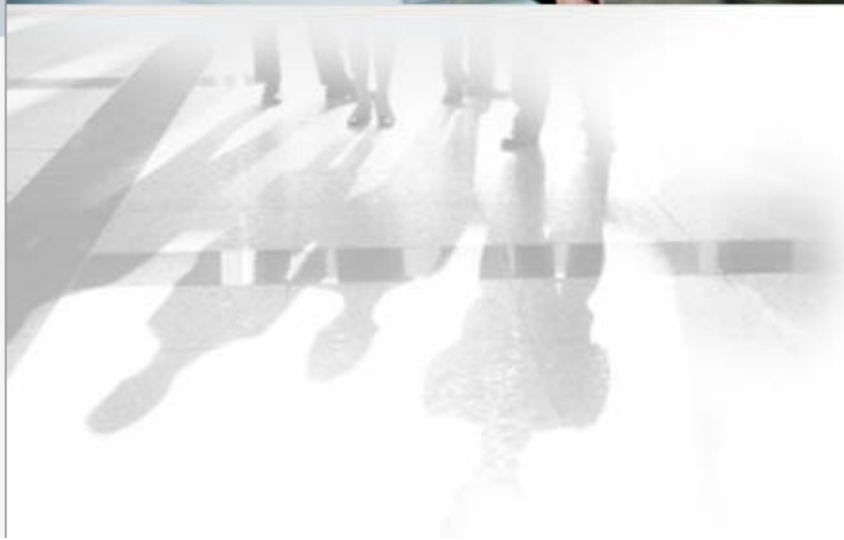
☒ Remember my username and domain (if any) on this computer

System Version

Getting Started
[Forgot Password?](#)

System Status
Operational

Customer ID
KSAASC



Testing the New VSA Users

The screenshot displays the Kaseya Test Pilots Program interface. The top header includes the Kaseya logo, the program name, and a user profile for 'tim-johndoe' with a 'Logoff' button. The left sidebar contains a 'Search Navigation' bar and a tree-based menu. The 'Ticketing' section is highlighted, showing options like 'Manage Tickets' (with sub-options: View Summary, Create/View, Delete/Archive, Migrate Tickets) and 'Configure Ticketing'. The main content area shows ticket statistics (Open, Past Due, Closed, Total Tickets: all 0), sorting options (ascending/descending), and a search bar. Below these are filter dropdowns for Assignee, Category, Status, Priority, SLA Type, Dispatch Tech, and Approval. A 'No items found' message is displayed, along with buttons for 'Select All', 'Unselect All', 'Mark All Read', 'Set Field.....', 'Merge...', and 'Change Highlight'. The bottom status bar indicates 'Navigation Mode: Tree-Based'.

Kaseya Kaseya Test Pilots Program | tim-johndoe | Logoff

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

Go to: < Select Page > Show 100 0 machines

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

Past Due: 0 Fields...

Closed Tickets: 0

Total Tickets: 0 Search Clear

< Last 10 Searches >

Assignee: < All Assignee >

Category: < All Category >

Status: < All Status >

Priority: < All Priority >

SLA Type: < All SLA Type >

Dispatch Tech: < All Dispatch Tech >

Approval: < All 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: ▶ Tree-Based

Testing the New VSA Users

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



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 screenshot displays the Kaseya Test Pilots Program web interface. At the top, the Kaseya logo and "Kaseya Test Pilots Program" text are on the left, while a user profile for "tom-johndoe" and a "Logoff" button are on the right. A blue navigation bar contains icons for a home page and a search function. Below this, a search navigation box is visible. The main navigation menu is highlighted with a red border and contains two sections: "Patch Management" with sub-items "Manage Machines", "Manage Updates", "Patch Policy", and "Configure"; and "System" with the sub-item "User Settings". At the bottom left, a "Navigation Mode:" label is followed by a right-pointing arrow.

Kaseya 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!