Background Story

You have been hired as the lead IT Administrator at the Florida International University (FIU) to manage the computers at the School of Computing and Information Sciences (SCIS), the Machine Room (MR), the Green Library (GL), and the College of Engineering and Computing (CEC). As shown in Fig. 9.15, SCIS, MR, GL, and CEC are physically located in four buildings. SCIS maintains about 200 desktop workstations in its instructional lab, MR maintains about 5 servers, GL maintains about 50 open access guest desktops, and CEC maintains about 500 PCs and laptops. The exact number and configurations of computers are not well documented. Typically, the servers run Windows 2003 and the desktop workstations, PCs, and laptops all run Windows XP. Active Directory is implemented in one of the servers, named dc, and is assigned to all computers in SCIS and GL, but not to those in CEC. As the lead IT Administrator of the organization you are responsible for ensuring that all systems run efficiently with minimal disruption of computing services to the users.

Fig. 9.15
A logical diagram of FIU’s network

You have decided to employ a Kaseya server to help you manage all computers at SCIS, MR, GL, and CEC. Your Kaseya server is now installed and is fully operational. In addition, you have successfully deployed agents on some of the machines under your management.

Sometimes, quick and simple system related tasks are needed to be done on a single machine. Physically being present at the machine or logging into it remotely to access system tasks, can waste valuable time. Instead, an easy accessible module can be used when quick access to basic system tools is needed. Kaseya’s Live Connect enables you to perform system level tasks on a single managed machine. In most cases, the tasks can be done without any interruption to the local user. Also Live Connect allows you to view, and sometimes edit, basic functionality given by the Kaseya VSA.
Technical Information

Your dedicated virtual environment includes the computers and network devices depicted in Fig. 9.15 and further described below:

- NAT Router: 192.168.0.1 & 192.168.1.1 & 192.168.2.1 & 192.168.3.1
- SCIS: ws1.scis.fiu.edu - 192.168.0.100
- MR: dc.scis.fiu.edu - 192.168.0.10 & 192.168.1.10 & 192.168.3.10
- GL: pc1.gl.fiu.edu - 192.168.1.100
- CEC: pc1.cec.fiu.edu - 192.168.2.100 & laptop1: laptop1.cec.fiu.edu - 192.168.2.200

Note: This virtual environment includes only a limited number of representative servers and workstations physically housed in the four buildings.

Exercises

Live Connect can be accessed by clicking on the agent icon from any module. The exercises you are about to conduct are independent of each other and do not require any pre-configuration from any module. All exercises will be done on pc1. To access the Live Connect's brief overview pop-up window, you can simply hover over the agent check-in icon anywhere in Kaseya VSA, for example the check-in icons provided in Agent > Agent Status page. To access the Live Connect window itself, you would need to click on the agent check-in icon.

Part 1: Live Connect Brief Overview Pop-up window

Let's assume that you would like to get a screenshot of pc1’s user desktop, for example, to see what the user is doing or to get a screen shot of the error message that the user is receiving. For this, you can use Live Connect Brief Overview Pop-up Window.

1. Go to Agent > Agent Status page and make sure that pc1 is listed, the agent is online, and a user is currently logged in to this machine (i.e., the check-in status icons should be this icon: 🤖).

2. Hover over the check-in icon next to pc1 to open up the Live Connect Brief Overview Pop-up Window for this agent.
3. Move your mouse pointer within this pop-up window and click on Screenshot.

4. A window pops up that shows the screen shot.
5. Go back to the brief overview window and this time click on Get File.

6. You can see a directory named Screen Shots. Click on this directory and see all the screenshots for pc1.
Many of the functions, such as *Screen Shot* and *Desktop Access*, are not available, if the agent is not online. Other functions such as *Get File* are available even if the machine is off line. This means that you can always check the screenshots that you have taken previously, even if machine is no longer online.

**Part 2: Home**

You received an email from the local user of pc1 requesting to check whether his machine requires any new patches. He also complained that he could not login to Kaseya after double clicking on the Kaseya agent icon,
displayed in the pc1’s system tray; therefore, he was not able to create a ticket for this request. He added that he cannot access his machine remotely using the Portal Access either. For these requests, you can use Live Connect to quickly run a patch scan and to change the machine user logon for this machine to username “jsmith” and the password <PASSWORD>, so that this user can login to Portal Access to create tickets and to access his machine remotely.

1. Click on the check-in icon next to pc1 to open up the Live Connect window.

2. Click on the Home function listed on the left side of this window.
3. Click on the Home tab on the right side of this window.
4. Click on the Run Now button next to the Scan for Missing Patches procedure. This will schedule a patch scan on pc1 immediately.

5. To verify that the patch scan ran on pc1, you can go to Agent Data > Patch Status in the Live Connect window.
6. Now to change the machine user logon credentials for the user of pc1, click on the Change Logon tab.
7. Type “jsmith” in the Username textbox.
8. Type <PASSWORD> in the New Password textbox.
9. Type <PASSWORD> in the Confirm Password textbox.
10. Click on Apply.

11. To verify that user is now able to create tickets locally from pc1, use a RDP client (e.g., mstsc.exe or just use the webRDP applet embedded in the virtual lab interface) to simulate local login to pc1. Once logged in, double click on the Kaseya icon in the system tray of pc1, and use the username “jsmith” and password <PASSWORD> to login to Access Portal. Next, check if the user can access the Ticketing function in the Portal Access.
12. To verify that the user is now able to access his machine remotely, using a browser on your local machine, login to the Kaseya VSA using “jsmith” and <PASSWORD>. Once logged in, check if the user can access the Desktop Access function in the Portal Access.

Note: A Live Connect session run by a machine user is called Portal Access. The functions displayed using Portal Access are determined by the System > Machine Roles > Access Rights tab.

Note: Live Connect and Portal Access are not supported on certain browsers, such as browsers older than IE8 or Firefox 3.5.
Part 3: Agent Data

The local user on pc1 is complaining of low disk space. He has asked you to see if you can free up some space before he has to resort to deleting his own backup documents. Use a pre-made procedure to clean up some disk space from his drive. You have also received a memo about a crucial security patch needed for the pc1 machine. Use Patch Status to find all missing patches and schedule it for immediate execution on pc1 machine. Finally, your boss has asked you to keep all agent logs for 60 days to troubleshoot possible issues in the future and to change the agent check-in time to 45 seconds.

1. Open up Live Connect. Go to the Agent Data function.
2. Click on Schedule Another Procedure, in the Pending Procedures tab. A new window will open up.
3. Click on the Windows Disk Cleanup (wdc) stored procedure.

Note: The full link for the Windows Disk Cleanup procedure is: Sample Procedures\Managed Services\Disk Mgmt\Clean\Windows Disk Cleanup (wdc)
4. Click on \textit{Submit}.

5. Click on the \textit{Patch Status} tab.

6. Click on the \textit{Select All} link.

7. Click on \textit{Schedule}. A new window will open up.
8. Click on submit.

9. Click on the **Agent Settings** tab.
10. Type “45” in the **Quick check-in** textbox.
11. Click on **Apply**.
13. Click on Apply.

14. To verify, go to the Agent Logs tab. Select Agent Procedure Log and look for the “Cleaning was successful” message for the “WDC Step 1” script.
Part 4: Audit Information

Your boss is asking to check the inventory list of pc1. Using Live Connect, schedule an audit on pc1 and check its software and hardware inventory.

1. Open up Live Connect. Go to the Audit Information function.
2. Click on the Audit Now button.
3. View all the options under the Installed Apps, System Info, Disk Volumes, PCI & Disk Hardware, Printers, Software Licenses, and Add/Remove Programs tabs.
Part 5: File Manager

The local user is requesting to use Google Chrome on his machine. However, application policies prevent him from downloading the file. Download Google Chrome and upload it to a folder titled, "Chrome Install" on the C: drive in pc1 using File Manager.

**Note:** If you are unable to download Google Chrome, you may use any file you wish to continue the exercise.

1. Open up Live Connect. Go to File Manager function.
2. Right Click on the C: drive on the Remote Site explorer. Click on Create Directory.
3. Name the Directory Chrome Install.
4. Navigate to the Google Chrome file on the Local Site explorer.
5. Drag the file from the Local Site explorer to the Chrome Install folder on the Remote Site explorer.
Part 6: Command Shell

The user of pc1 sent you an email on his inability to go to google.com through Internet Explorer. Using Command Shell, verify if pc1 can ping out to google.com.
1. Open up Live Connect. Go to Command Shell function.
2. Type `ping google.com` in the command prompt.
3. Verify if there is a reply.

Note: If the agent is not online, this function will not be available.
The user on pc1 needs help setting the home page to Internet Explorer. Using Registry Editor, set the homepage to google.com.

1. Open up Live Connect. Go to the Registry Editor function.
2. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Main
3. Right Click the Default_Page_URL key.
4. Click on Modify.
6. Click on Ok.
Part 8: Task Manager

The user has bought a UPS for pc1. The UPS allows connectivity to the machine via USB to manage shutdown procedures in the event of a power failure. However, the user is having problems with the software provided. You realize it is because the Uninterruptible Power Supply service is disabled. Using Task Manager, manually enable the service then reboot his machine.

1. Open up Live Connect. Go to the Task Manager function.
2. Go to the Services tab.
3. Click on the Uninterruptible Power Supply service.
4. Click on Start.
5. Go to the Reboot tab.
6. Click on Reboot.

Note: Rebooting the machine will briefly affect Live Connect functionality. Please wait 5-10 minutes before proceeding.

Note: If the agent is not online, this function will not be available.

Part 9: Event Viewer

The user is experiencing some issues using RDP to connect to the pc1 machine. Using Event Viewer, see if there are any error events that might help solve the problem.
1. Open up Live Connect. Go to the Event Viewer function.
2. Go to the System event viewer.
3. See if RDP shows any errors in the logs.
Chapter 9 - Live Connect Hands-on Exercises

Sadjadi et al.

20

For the purposes of this exercise you may not find an error. This is only to familiarize yourself with the Event Viewer interface.

Note: If the agent is not online, this function will not be available.

Part 10: Ticketing

A ticket is needed to document some work you did on pc1. Pc1 needed some workstation configuration and it required 3 hours of work. After the ticket is created, close the ticket.

1. Open up Live Connect. Go to the Ticketing function.
2. Type in the ticket summary in the Summary textbox.
3. Select "<USERNAME>" in the Assignee dropdown box.
4. Select Workstation Configuration in the Category dropdown box.
5. Type “3” in the Hours Worked textbox.
6. Type in the ticket notes in the Enter new note textbox.
7. Click on Submit.
8. Select Closed in the Status dropdown box.
9. To verify, go to the View Ticket tab and see if your newly created ticket is listed.

Part 11: Chat

You need to talk to the user logged into pc1 to see if he is experiencing issues using Microsoft Office Suite. Begin a chat session with him using the Chat function within Live Connect.
1. Open up Live Connect. Go to the Chat function.
2. Click on the Start Chat Session link.
3. Type a message to the user.
4. Click on Send.

Part 12: Desktop Access

You received an email from the user on pc1 to see if you can assist him in installing Google Chrome on his machine. Using Desktop Access install Google Chrome.
1. Open up Live Connect. Go to the Desktop Access function.
2. Log in using your user credentials.
3. Download (or navigate to the Google Chrome installation file that may have been downloaded on this machine before) and open the file.
4. Follow the directions in the install prompt.

**Note:** You may use the same install file downloaded in Part 5: File Manager.

**Note:** If the agent is not online, this function will not be available.
The user on pc1 would like to conduct a video chat with you to talk about his workstation. Using Video Chat, initiate the video chat and send the link to the pc1 user.

1. Open up Live Connect. Go to the Video Chat function.
2. Click on the Connect URL button.
3. Open a new browser window.
4. Paste the URL link, saved in your clipboard, to the address bar.
5. Initiate the video chat.
Note: When initializing the video chat and clicking on the Connect URL button, you will copy the URL link to the chat to the clipboard. For the purposes of this exercise, you can initiate a video chat with yourself as both the host and the client.