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IT AUTOMATION

Lectures 1, 2, 3

Developed by

Dr. Masoud Sadjadi

Powered by

Kaseya & IT Scholars

Last updated on August, 2012



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IT AUTOMATION

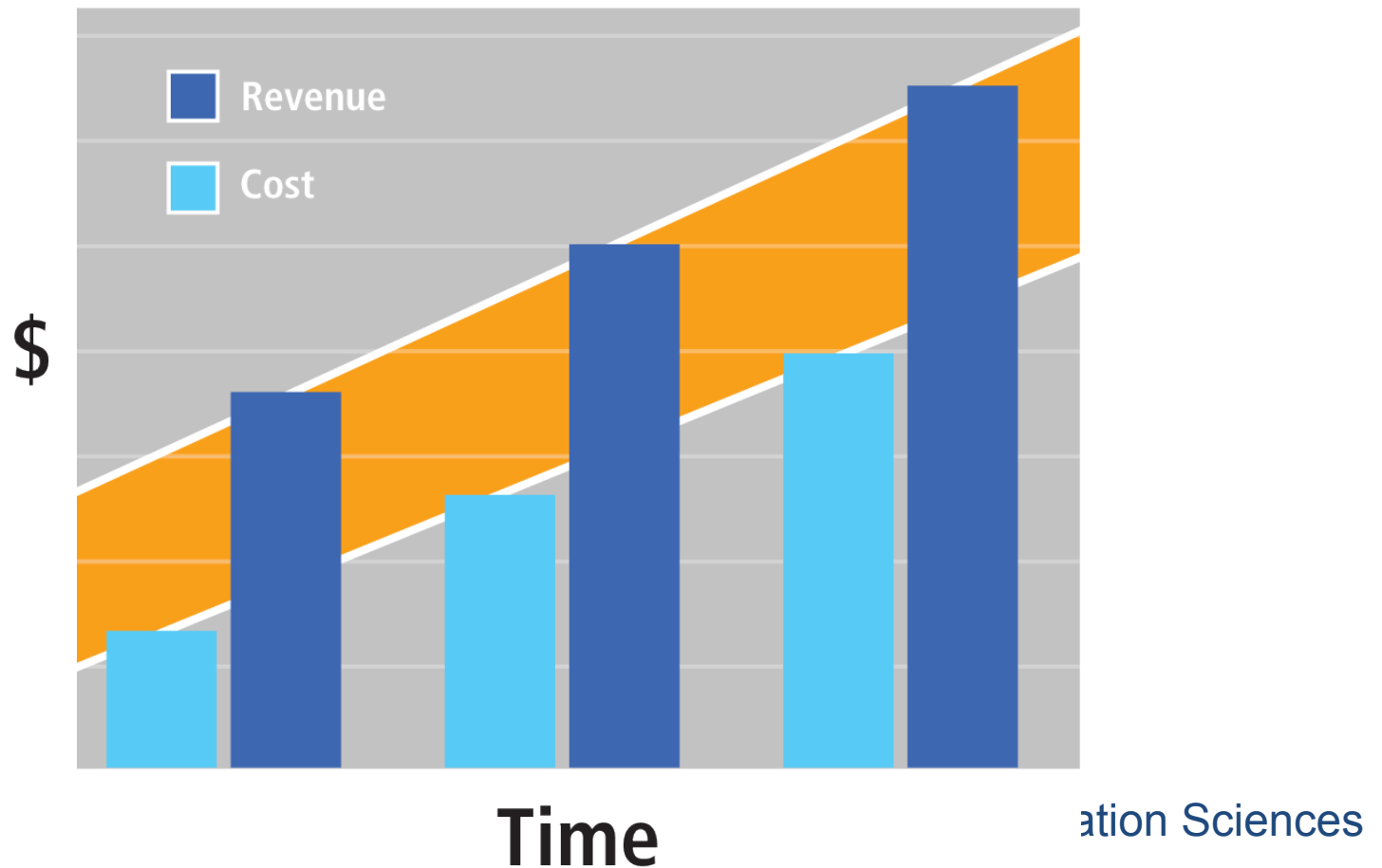
Why?

Motivation

- Computer systems are becoming pervasive
 - They are part of our everyday life & business
- Cost of dedicate in-house IT managers is high
 - They may be idle for most of the time
 - They may not be as effective in the time of crisis
- **Solution**
 - Out-sourcing the IT to IT management companies
 - IT automation

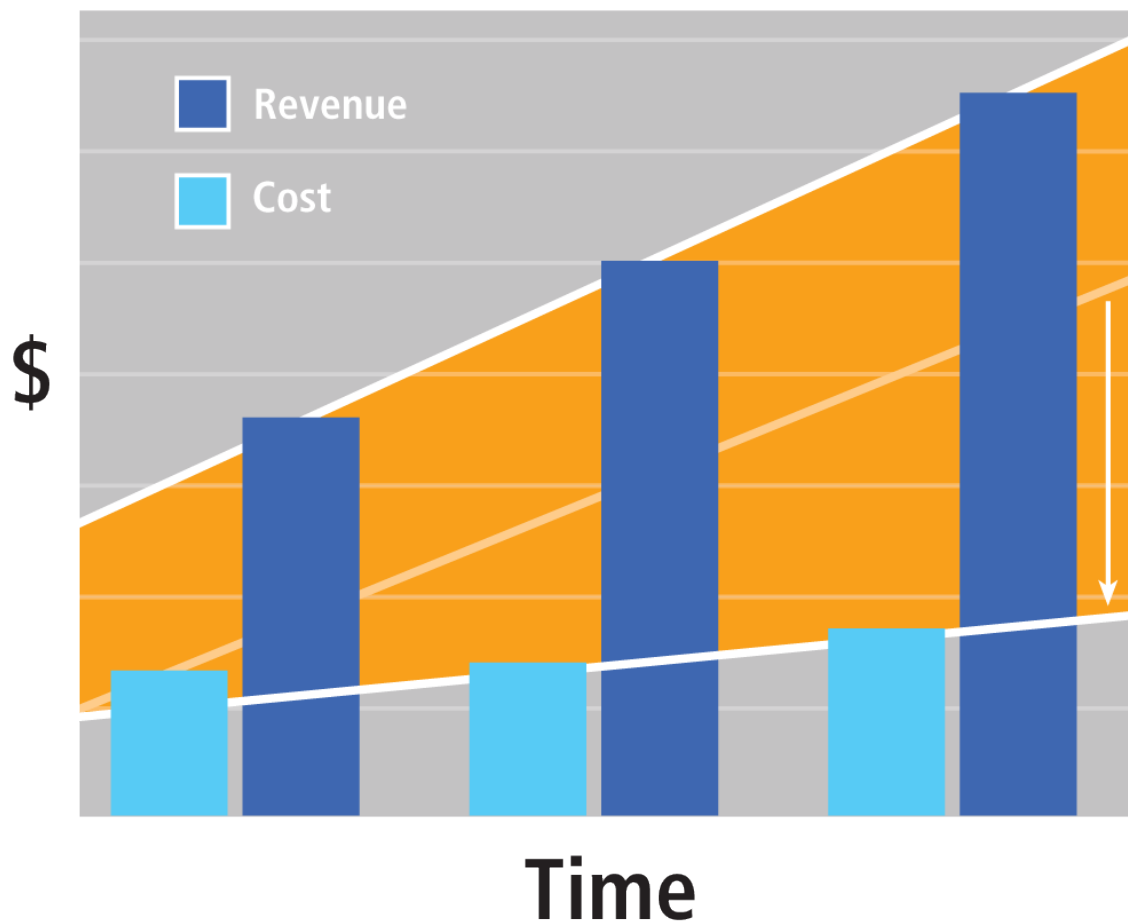
Why IT Automation?

- More staff increase revenue and costs, making it impossible to get ahead.



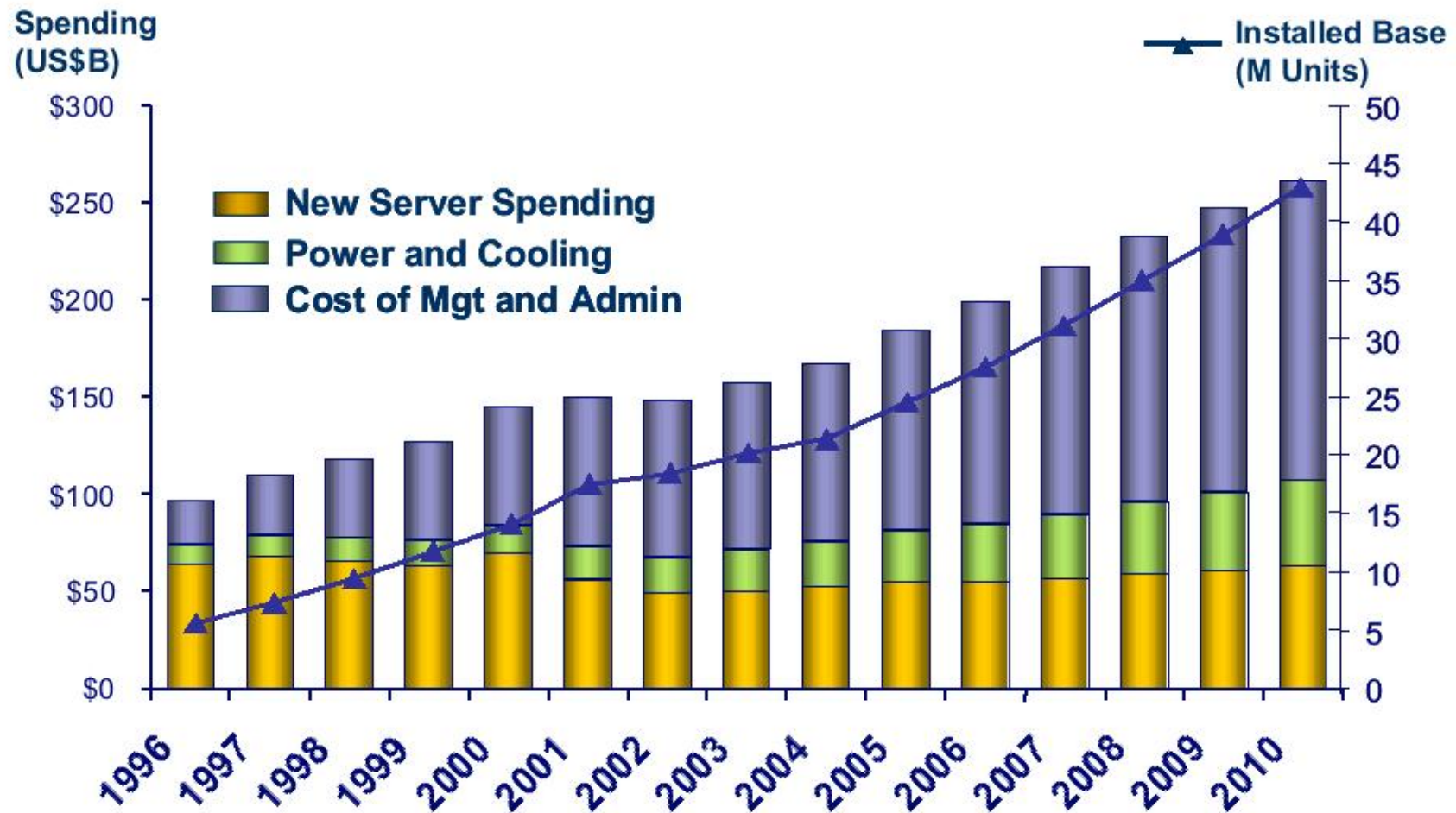
Scale with IT Automation

- It allows service providers to keep costs the same while increasing revenue.



in Sciences

Worldwide Server Market: Cost of Management



Source & Copyright : IDC 2007

State of Infrastructure Today



Server Sprawl

- **41 m** physical servers by 2010 - **700% increase** in 15 years
- **Ave UT <10% = \$140 bn** in excess server capacity - a 3-year supply

Power & Cooling

- **50c** for every \$1 spent on servers
- **\$29 bn** in power and cooling industry wide

Space Crunch

- **\$1,000 /sqft**
- **\$2,400 / server**
- **\$40,000 / rack**

Operating Cost

- **\$8** in maintenance for every \$1 spent on new infrastructure
- **20-30 : 1** server-to-admin ratio

Source & Copyright : IDC 2007

Why Transition Now?

- According to Gartner (*January 3rd, 2005*)
 - *“the fastest growing part of the IT Management Market is the Remote Operation and Management of Networks and IT Infrastructure”*
 - *“the Remote Monitoring and Management market is expected to grow at a compound annual growth rate of 36 percent through 2008”.*

Why Transition Now? (cont.)

- Rising acceptance of the paradigm shift to Proactive Service Delivery, the traditional “break-fix” model will become increasingly less appealing to the end-user Client.
- Commoditization of these Services is inevitable, and price wars will follow soon afterwards.

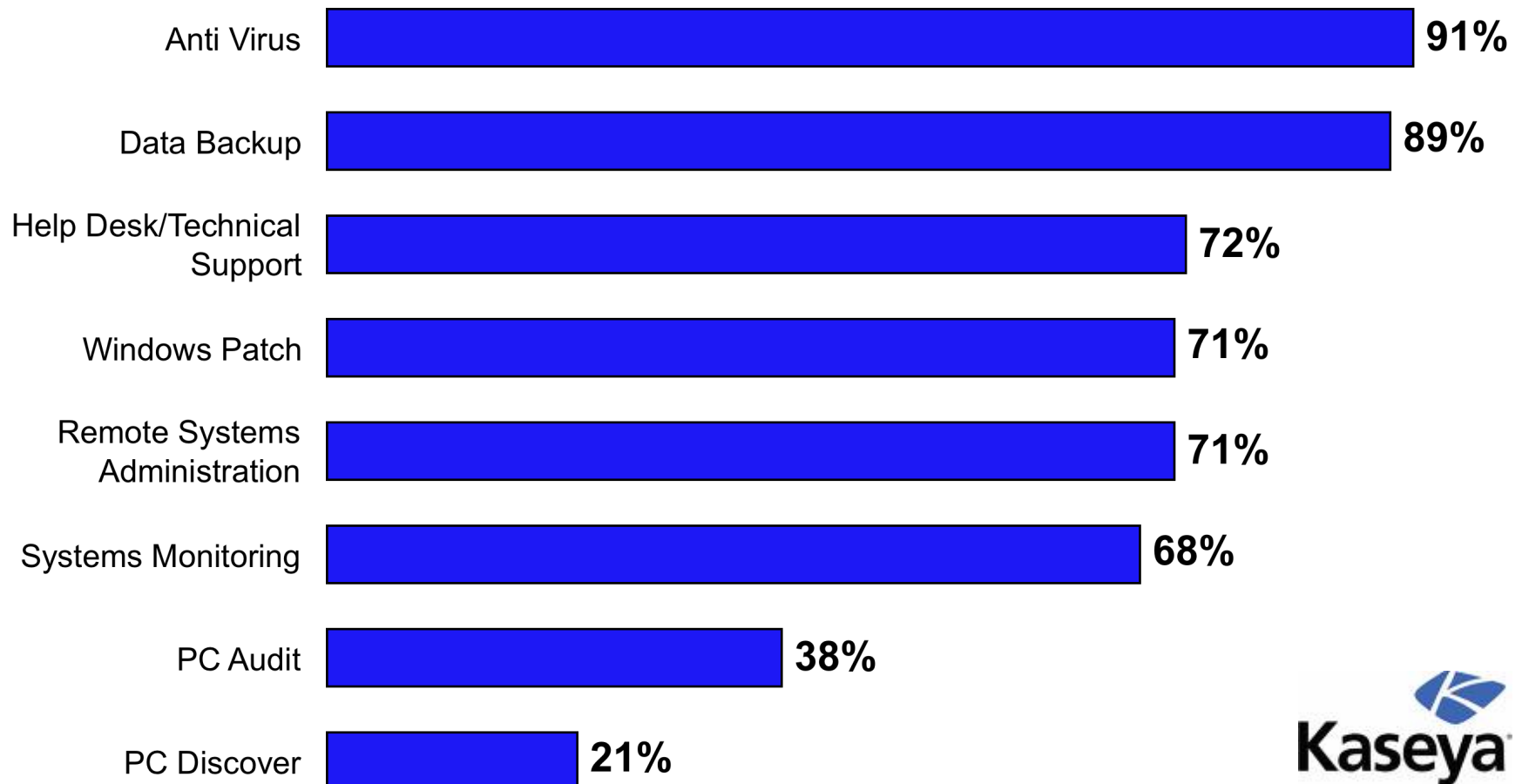
*The Guide to a Successful Managed Services Practice by
Erick Simpson*

Automating Common IT Tasks

- Auditing
- Monitoring
- Patch Management
- Backup
- Endpoint Security
- User State Management
- Help Desk

What Services to Include in SLAs

- Q: Which of the following computer systems management tasks are performed at your company?



Some Popular Network Monitoring Tools

- Altiris, <http://www.altiris.com/>
- LANdesk, <http://www.landesk.com/>
- TrakIT,
<http://www.numarasoftware.com/Track-It.asp?>
- Handsfree Networks:
www.handsfreenetworks.com
- HyBlue: www.hyblue.com
- Kaseya: www.kaseya.com
- Level Platforms: www.levelplatforms.com
- N-able: www.n-able.com
- Nagios: www.nagios.org
- Silverback Technologies: www.silverbacktech.com
- Zenith Infotech: www.zenithinfotech

Help Desk Software Vendors

- Autotask: www.autotask.com
- ConnectWise: www.connectwise.com
- Frontrange Solutions: www.frontrange.com
- Kemma Software: www.kemma.com
- GWI Software: www.gwi.com
- Helpstar: www.helpstar.com
- NetHelpDesk: www.nethelpdesk.com
- Novo Solutions: www.novosolutions.com
- Shockey Monkey:
www.shockeymonkey.com

Why Kaseya was Selected to be Used for This Class?

- Kaseya is a GLUE, integrating many IT automation tools.
- Kaseya provided us with a free use of their tools for educational purposes.
- Comprehensive IT Automation Framework (not a tool vendor).
- Web Based – remotely accessible from anywhere anytime.
- Extensible Automation – as easy to work with 500 machines as it is to work with one.
- Unattended – virtually no end user input required
- Easy to Deploy
- No infrastructure reconfiguration required

Kaseya Green Initiative

- Kaseya 2008 with the KUSM and Intel® Core™2 Processor with vPro™ Technology increases productivity while contributing to energy conservation.
- Remotely power off computers and promote energy efficiency during non productive hours then power on to conduct routine off hour IT tasks.
- Use of remote IT management contributes to an overall reduction in the carbon footprint through fewer “truck rolls”...



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

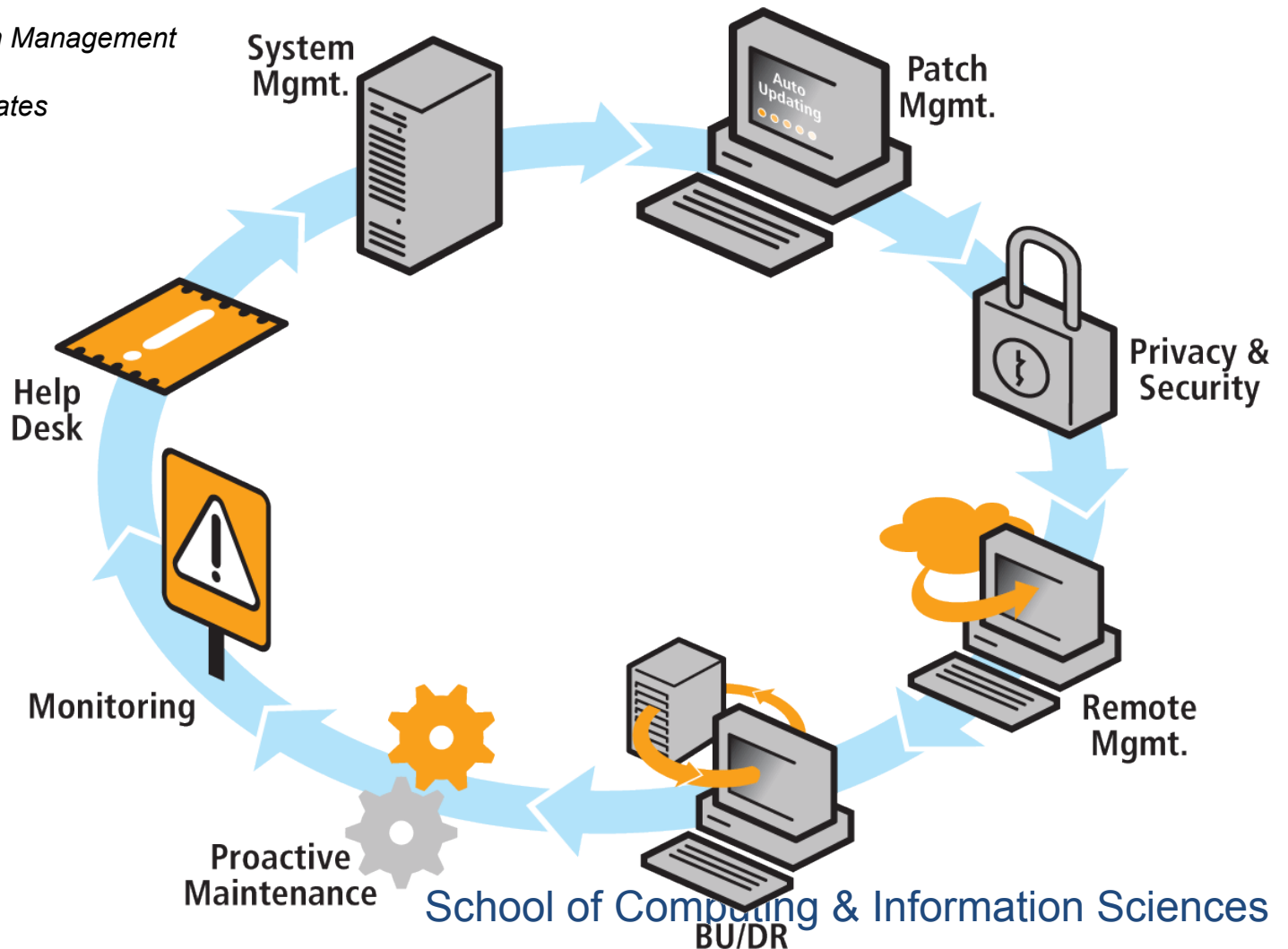
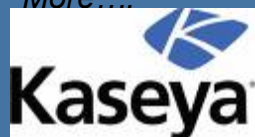
Data Protection,

Privacy – Anti-Spy,

Anti-Virus

User State Management

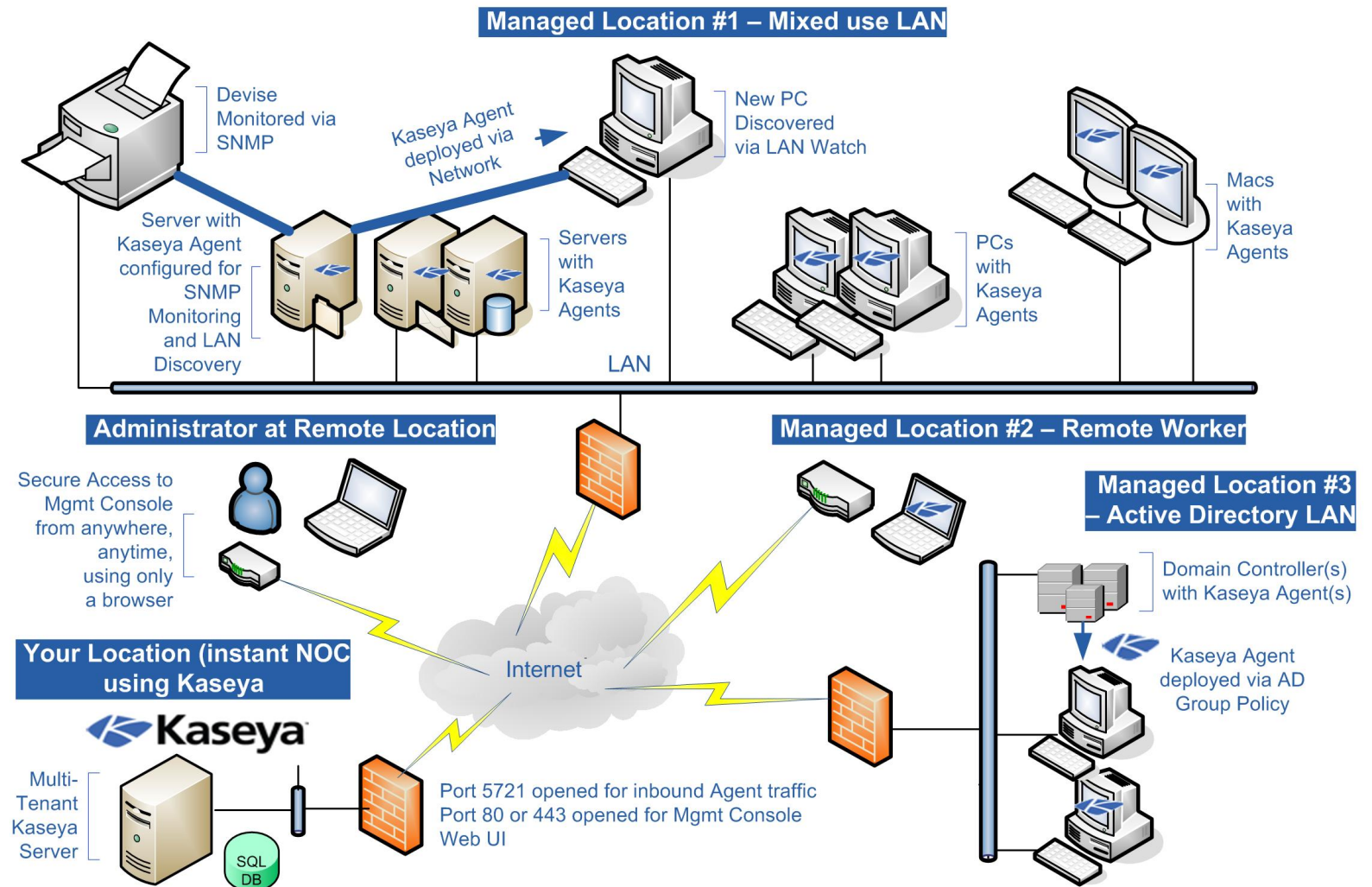
More....



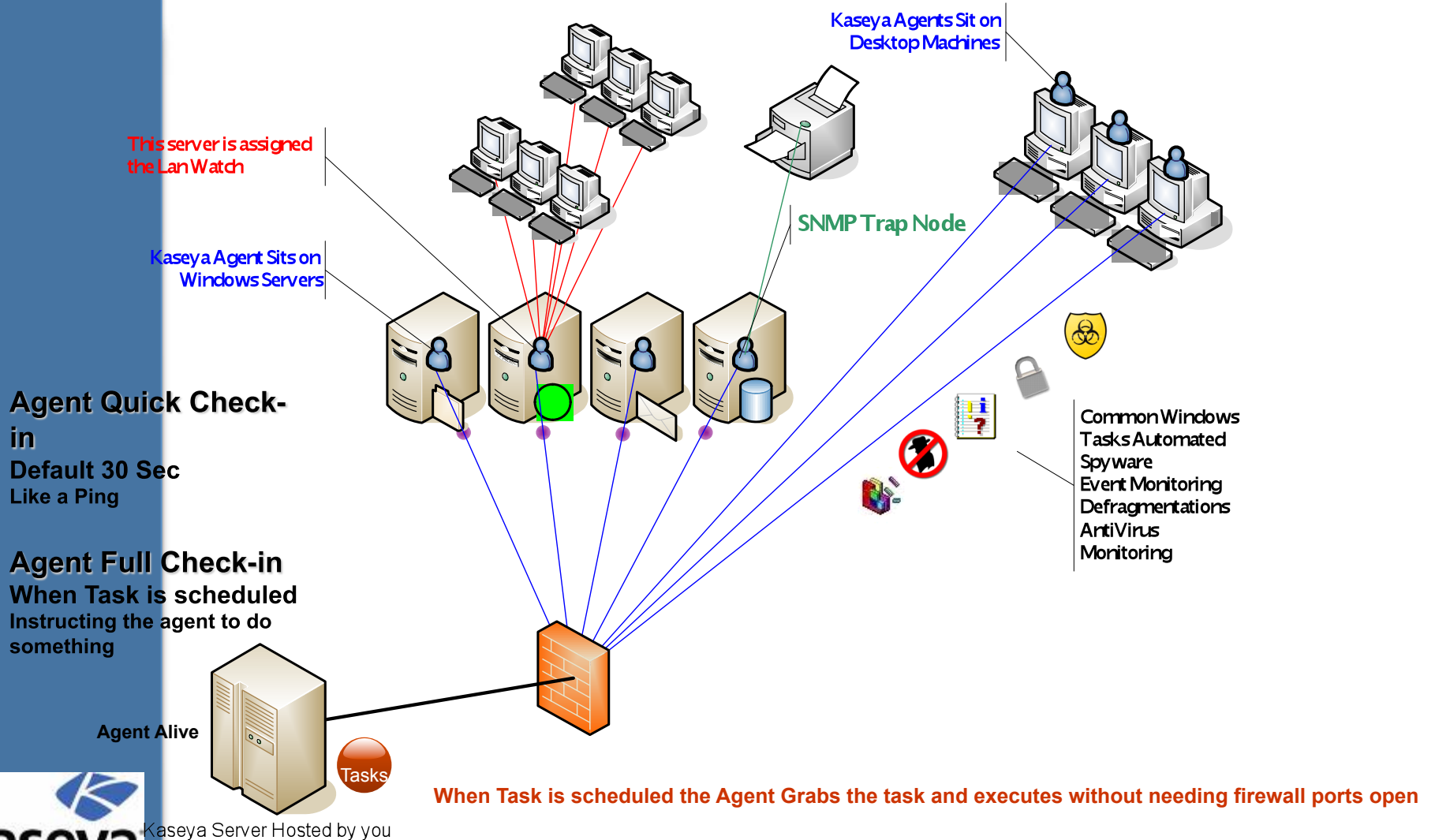
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Flexible Deployment

KASEYA FRAMEWORK



Kaseya Agent Topography Simulation





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IT AUTOMATION

COURSE OVERVIEW

Course Web Site

- Go to Lenny Simon's Home Page:
<http://users.cis.fiu.edu/~lsimo001/>
- At the bottom of this page, find the link to the CIS 4431 IT Automation course for this semester.

100% Success Rate! How?

Four-Step Reinforcement Learning

- Step 1: Being Exposed!
 - A new concept is introduced.
- Step 2: Getting Involved! (*Optional*)
 - You practice using an interactive video.
- Step 3: Practice Makes Perfect!
 - You practice using a dedicated virtual lab.
- Step 4: Mastering the Concepts!
 - You will read more and do self-assessment.

Let's Start!

- Go to <http://ita-portal.cis.fiu.edu/>
- Create a new account

Is this your first time here?

If this is your first time visiting this Web site and you would like to request for an account, you need to fill out the [New Account](#) form. An email will be immediately sent to your email address, indicating that your request was sent to the site administrator. Once your account is confirmed, you will be notified. Note that this process may take up to 24 hours. However, if you were told that you would need to first attend an orientation session, your account will be confirmed right before your scheduled orientation session.

Create new account

Create a New Account

- The required fields are marked by *

Choose your username and password

Username*

Password* ☐ Unmask

More details

Email address*

Email (again)*

First name*

Surname*

City/town*

Country*

- Username must be your FIU username!**
 - Email must be your FIU email!**
- School of Computing & Information Sciences

Create a New Account

- Please enter N/A, if not applicable.

Other fields

State	
Gender*	Not Declared
Company Name*	
Kaseya Customer ID*	
Email or name of your Kaseya Sales Rep*	
Website	
Skype or Google Talk ID*	
Timezone*	GMT-05:00 US/Eastern

There are required fields in this form marked*.

Create New Account

- Once successfully submitted, you will receive an email confirmation.
- click on the confirmation link in the email
 - If no link, then you need to wait until the admin of the portal approves your request.
- Upon the approval, you will receive a notification email.
- You can now open a browser (Chrome is preferred) and login to the portal
 - <http://ita-portal.cis.fiu.edu/>

Enroll In the Basics Course

- Once successfully logged in, click on the IT Automation course for this semester, for example:

- IT Automation Courses
 - Kaseya IT Automation Courses
 - Kaseya 2
 - Kaseya Certified Administrators - Core VSA
 - Workshops
 - Fundamentals
 - Kaseya Fundamentals Workshop
 - Kaseya Fundamentals Workshop (Jan. 9-13, 2012)
 - CIS 4431
 - CIS 4431 - IT Automation - Spring 2012
 - CIS 4431 - IT Automation - Fall 2011
 - CIS 4431 - IT Automation - Spring 2011

Enroll In the Kaseya Fundamentals Course

- The enrollment key is *cis4431*

This course requires an 'enrolment key' - a one-time password that you should have received from :
[Admin Dr. Masoud Sadjadi](#).

[Request Enrolment Key](#)

Enrolment key:

- Or the instructor provides the key

People

[Participants](#)

Activities

- [Assignments](#)
- [Deva](#)
- [Forums](#)
- [Quizzes](#)
- [Quota Systems](#)
- [Resources](#)
- [schedulerS](#)
- [Surveys](#)

Search Forums

[Go](#)
[Advanced search](#) [?](#)

Administration

- [Turn editing on](#)
- [Settings](#)
- [Assign roles](#)
- [Grades](#)
- [Groups](#)
- [Backup](#)
- [Restore](#)
- [Import](#)
- [Reset](#)
- [Reports](#)
- [Questions](#)
- [Files](#)
- [Profile](#)

Course categories

- [Miscellaneous](#)
- [IT Automation](#)

Topic outline

[News forum](#)

Quick Links:

- [Virtual Lab](#)
- [Scheduler](#)
- [Remaining Quota](#)

1 Lecture Notes

- [Week One & Two](#)
- [Week Three](#)
- [Week Four](#)
- [Week Five](#)
- [Week Six](#)

2 WEEK ONE & TWO: AGENT

Step 1: Being Exposed!

- [Agent: All Parts in One Streaming Video \(41 minutes\)](#)
- [Agent: Separate Parts \(Introduction, Part 1, Part 2, Part 3, Part 4, Part 5, Part 6, Part 7 \)](#)

Step 2: Getting Involved!

- [Agent: All Parts in One Interactive Video \(41 mins; may take a while to download\)](#)
- [Agent: Separate Parts \(Introduction, Part 1, Part 2, Part 3, Part 4, Part 5, Part 6, Part 7 \)](#)

Step 3: Practice Makes Perfect!

- [Agent: Hands-On Exercises \(Flash, PDF\)](#)
- [Agent: Virtual Lab](#)
- [Agent: Hands-On Lab Answer File \(Due at 5 pm on Jan. 23\)](#)

Step 4: Mastering the Concepts!

- [Agent: Book Chapter \(Flash, PDF\)](#)
- [Agent: Theory Quiz \(Due at 5 pm on Jan. 23\)](#)

Latest News

[Add a new topic...](#)
(No news has been posted yet)

Upcoming Events

[Agent: Theory Quiz \(Due at 5 pm on Jan. 23\) \(Quiz opens\)](#)
Today

[Audit: Theory Quiz \(Due at 5 pm on Jan. 30\) \(Quiz opens\)](#)
Today

[Patch Management: Theory Quiz \(Due at 5 pm on Jan. 30\) \(Quiz opens\)](#)
Today

[Monitor: Theory Quiz \(Due at 5 pm on Feb. 6\) \(Quiz opens\)](#)
Today

[Ticketing: Theory Quiz \(Due at 5 pm on Feb. 6\) \(Quiz opens\)](#)
Today

[Agent Procedures: Theory Quiz \(Due at 5 pm on Feb. 13\) \(Quiz opens\)](#)
Today

[Remote Control: Theory Quiz \(Due at 5 pm on Feb. 13\) \(Quiz opens\)](#)
Today

4-Step Reinforcement Learning

- All modules follow the 4-step approach
- For example, the Agent Module

2 WEEK ONE & TWO: AGENT

Step 1: Being Exposed!

 Agent: All Parts in One Streaming Video (41 minutes)

Agent: Separate Parts ([Introduction](#), [Part 1](#), [Part 2](#), [Part 3](#), [Part 4](#), [Part 5](#), [Part 6](#), [Part 7](#))

Step 2: Getting Involved!

 Agent: All Parts in One Interactive Video (41 mins; may take a while to download)

Agent: Separate Parts ([Introduction](#), [Part 1](#), [Part 2](#), [Part 3](#), [Part 4](#), [Part 5](#), [Part 6](#), [Part 7](#))

Step 3: Practice Makes Perfect!

Agent: Hands-On Exercises ([Flash](#), [PDF](#))

 Agent: Virtual Lab

 Agent: Hands-On Lab Answer File (Due at 5 pm on Jan. 23)

Step 4: Mastering the Concepts!

Agent: Book Chapter ([Flash](#), [PDF](#))

 Agent: Theory Quiz (Due at 5 pm on Jan. 23)



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Kaseya Fundamentals Workshop

Virtual Labs Overview

Background Story

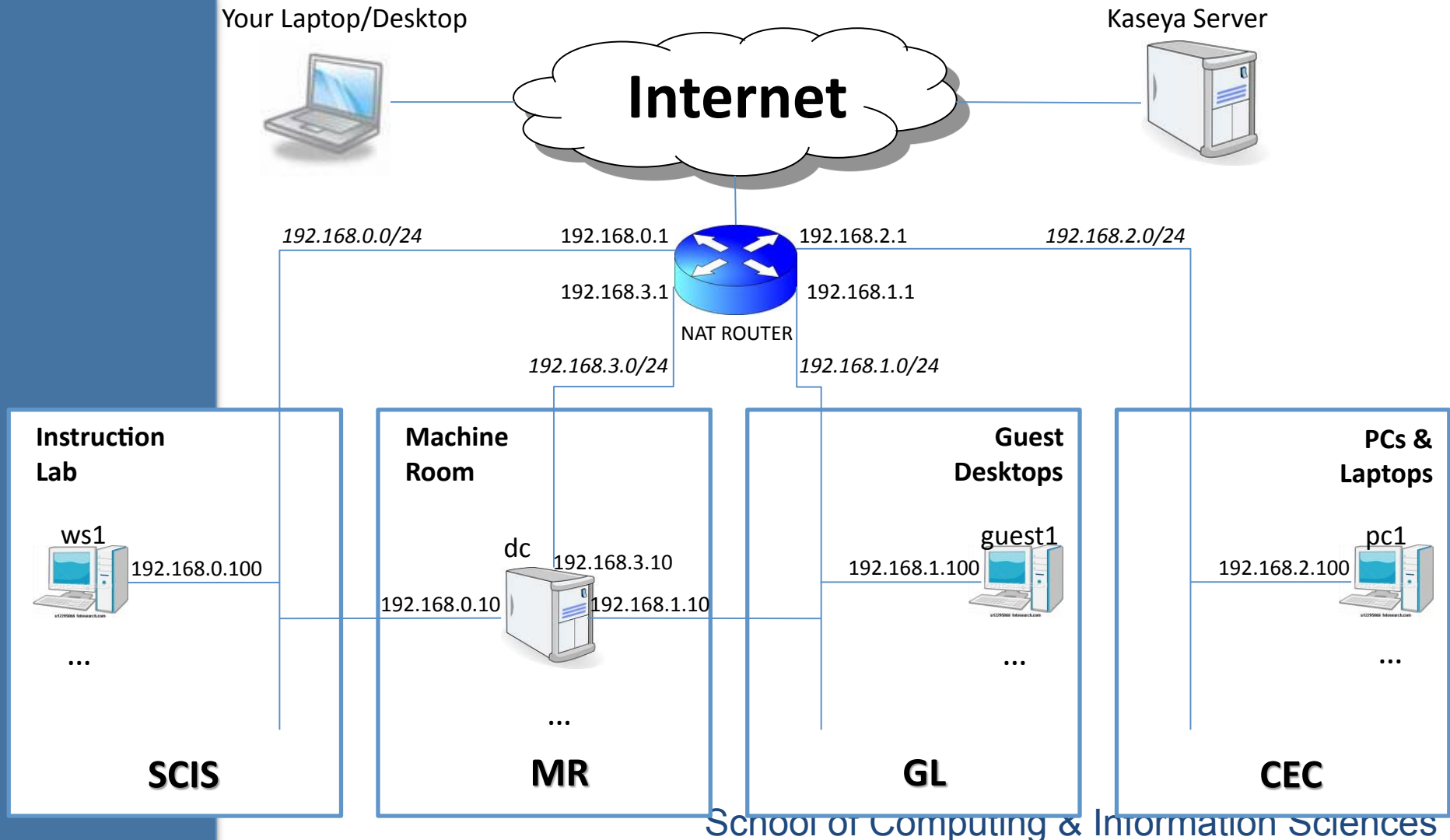
- Imagine that you were just hired by Florida International University (**FIU**) as the lead IT Administrator to manage 500 computers.
- Obviously, we cannot provide each one of you with 500 computers to play with!
- Instead, we provide each one of you with a virtual environment that has
 - **One shared SaaS 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)

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FIU's Network Diagram



Technical Information

- KServer: **saas12.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

Let's Start Our Virtual Labs

- Find the link to *Virtual Lab* and click it.
- Simply enter *hours/minutes* and *Confirm*.
- Three hours may be sufficient for today.

On-Demand Appointment

×

According to our records, you do not have a pre-scheduled appointment at this time.

We encourage you to use the Scheduler system to pre-schedule your appointments in the future. By doing so, the availability of resources for deploying your virtual environment will be guaranteed. If you wish to continue with an on-demand request, please note that your request will be processed in the order that it is received and it may take a while to be processed. So, please be patient and do not refresh or close this page in the meantime.

Also, note that only if resources are available and only if you have enough quota, your request will be processed successfully.

Would you like to send a request for an on-demand appointment for the next hours and minutes?

Confirm

Cancel

Virtual Labs Portal Network Diagram

Network Diagram

Data Sheet

Connection Info

Domain Controller (dc)

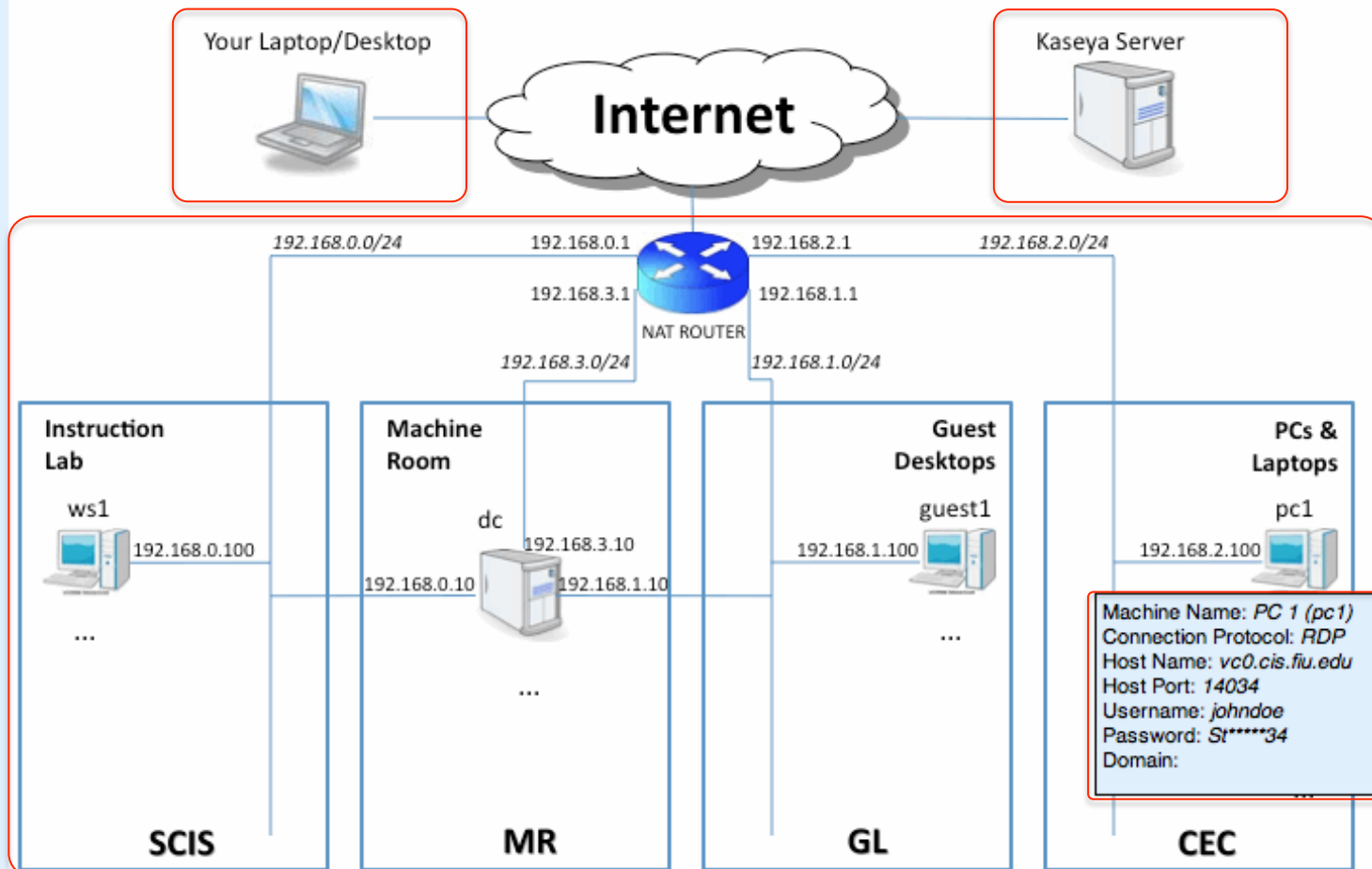
Workstation 1 (ws1)

Guest 1 (guest1)

PC 1 (pc1)

Laptop 1 (laptop1)

The simplified diagram of the FIU network



Virtual Labs Portal

Data Sheet

Network Diagram

Data Sheet

Connection Info

Domain Controller (dc)

Workstation 1 (ws1)

Guest 1 (guest1)

PC 1 (pc1)

Laptop 1 (laptop1)

Variables	Values
<USERNAME>	johndoe
<PASSWORD>	St*****34 Note: This is the same password you used to login to Moodle.
<DOMAIN_ADMIN_CREDENTIALS>	(johndoe, St*****34, FIU)
<LOGIN_CREDENTIALS>	(johndoe, St*****34, FIU) or just (johndoe, St*****34)
<LOGIN_CREDENTIALS> for user Student	(Student, St*****34, FIU) or just (Student, St*****34) Note: The Student password is same as yours.
<NAT_ROUTER_IP>	vc0.cis.fiu.edu
<DC_RDP_PORT>	14031
<WS_RDP_PORT>	14032
<GUEST_RDP_PORT>	14033
<PC_RDP_PORT>	14034
<LAPTOP_RDP_PORT>	14035

Connection Info

- Link to the KServer
- RDP connection information to your five dedicated virtual machines
 - HostName:PortName

Network Diagram Data Sheet Connection Info Domain Controller (dc) Workstation 1 (ws1) Guest 1 (guest1) PC 1 (pc1) Laptop 1 (laptop1)								
#	Machine Name	Connection Protocol	Host Name	Host Port	Username	Password	Domain	
1	Kaseya Server	http	http://kaseya2.cis.fiu.edu:80	80	john doe	St*****34		
2	Domain Controller (dc)	RDP	vc0.cis.fiu.edu	14031	john doe	St*****34	FIU	
3	Workstation 1 (ws1)	RDP	vc0.cis.fiu.edu	14032	john doe	St*****34	FIU	
4	Guest 1 (guest1)	RDP	vc0.cis.fiu.edu	14033	john doe	St*****34	FIU	
5	PC 1 (pc1)	RDP	vc0.cis.fiu.edu	14034	john doe	St*****34		
6	Laptop 1 (laptop1)	RDP	vc0.cis.fiu.edu	14035	john doe	St*****34		

Alternative Ways to RDP to Your Virtual Machines

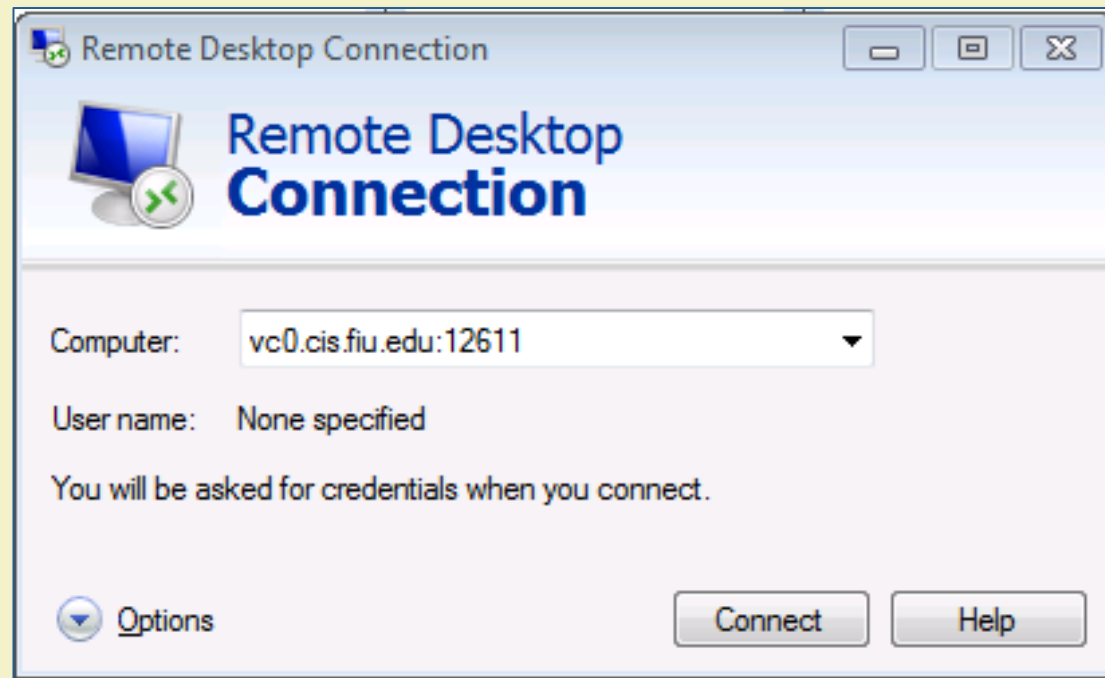
- You can use any RDP client of your choice
 - Windows
 - Microsoft Terminal Server Console (mstsc.exe)
 - MAC
 - Remote Desktop Connection
 - CoRD
 - Linux
 - Rdesktop
 - Web Browser
 - webRDP, an applet embedded in the Virtual Lab Portal

– ...

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Connecting to Your Virtual Machines Using mstsc.exe

- On your local Windows Machine
 - Go to *Start > Run*
 - Type *mstsc.exe*



Use mstsc.exe to connect to dc

- Enter *Host:Port* for *Computer*; see Data Sheet
- Enter your own *username* and *password*
- Domain is *FIU*



Use webRDP to connect to dc

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

Mozilla Firefox

Notepad++

Security Configurati...

Manage Your Server

Server: DC

Search Help and Support Center

Managing Your Server Roles

Use the tools and information found here to add or remove roles and perform your daily administrative tasks.

Your server has been configured with the following roles:

- Domain Controller (Active Directory)**
 - Domain controllers use Active Directory to manage network resources such as users, computers, and applications.
 - Manage users and computers in Active Directory
 - Manage domains and trusts
 - Manage sites and services
 - Review the next steps for this role
- DNS Server**
 - DNS (Domain Name System) servers translate domain
 - Manage this DNS server

Tools and Updates

- Administrative Tools
- More Tools
- Windows Update
- Computer and Domain Name Information
- Internet Explorer Enhanced Security Configuration

See Also

- Help and Support
- Microsoft TechNet
- Deployment and Resource Kits
- List of Common Administrative Tasks
- Windows Server Communities
- What's New
- Strategic Technology Protection Program

Recycle Bin

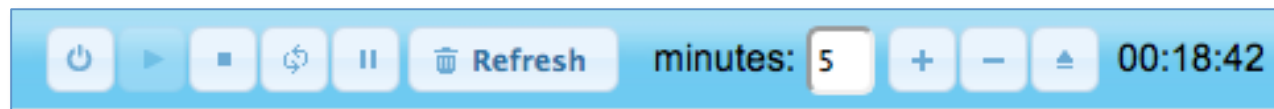
Start Manage Your Server

Note on RDP Connections

- Sometimes when using webRDP, you may experience that the keyboard and/or mouse do not work. Simply reconnect to resolve the issue (click on the tab).
- To improve the performance of your RDP sessions, you should get rid of the background wallpaper in the XP machines.
- For slow connections, you may choose to use 5 instances of mstsc.exe rather than webRDP.

Control Buttons and Timer

- You do not need these buttons for any of the exercises, but just in case you want full control over your dedicated machines, they are provided to you.



- Note:** Refresh provides you with a fresh copy of the virtual machine!
- Using + or – you can adjust the remaining time of your virtual lab.
- Use the eject button to cancel your lab.

Your Account on KServer

- After scheduling your virtual lab for the first time, a tenant account on our SaaS KServer will be automatically created for you and your username and password will be synced with your account at IT Scholars.
- **Note:** Your account on VSA is only active during a scheduled virtual lab.
 - If it complains that your account is disabled, it simply means that your virtual lab ran out of time or you forgot to schedule one.

Final Notes on Virtual Labs

- Before working on the labs, make sure that you are completely familiar with
 - the background story
 - the network diagram
 - the building names
 - the name of the virtual machines
- Sometimes we refer to your virtual machines as servers and workstations
 - **Servers:** dc
 - **Workstations:** ws1, guest1, pc1, and laptop1

Final Notes on Virtual Labs

(cont.)

- Please Follow the Presentation
 - Don't worry if you can't complete the LABs.
 - You can finish the labs as homework.
- Review Steps
 - Watch the streaming videos (Step 1)
 - Work with the Interactive Videos (Step 2)
 - Practice in Your Virtual Lab (Step 3)
 - Check the correctness of your work by looking at the screenshots included lab review slides at the beginning of the next slide set.
 - Scan the Book Chapter & Take the Quiz (Step 4)

Progress Check

- ☐ Were you able to start your virtual lab?
- ☐ Were you able to logon to the Kaseya VSA?
- ☐ Were you able to logon to your virtual machines (i.e., dc, ws1, guest1, pc1, and laptop1)?
- ☐ Hint: Your username/password is the same everywhere (see Data Sheet)

Supported Browsers

- Internet Explorer ver. 8.0 & above
- Firefox v3.6 & above
- Google Chrome 6.x & above
- Limitations/Requirements:
 - KLC Active-X for IE
 - KLC add-on module for Firefox
 - KLC add-on for Google Chrome
 - Remote Control – requires Active-X for remote sessions.

Kaseya VSA Overview

Kaseya Kaseya Fundamentals Workshop

KServer - Operational Role: System Scope: System

00:00:00 No Timer Running | sadjadi@cis.fiu.edu | Logoff

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

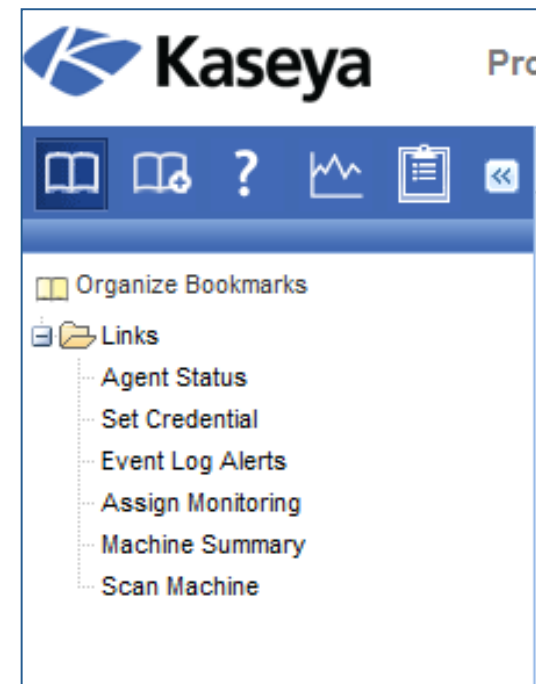
Go to: < Select Page > Show 10 6 machines

Select Columns... Filter...

Machine ID	Current User	Operating System	Manufacturer	RAM (MB)	IP Address	Connection Gateway	Last Check
☐ _advanced_win_desktop.ba...							
☐ _advanced_win_server.bas...							
☐ _basic_windows.base.myOr...							
☐ _default_linux.base.myOr...							
☐ _default_mac.base.myOrg							
☐ _default_windows.base.my...							

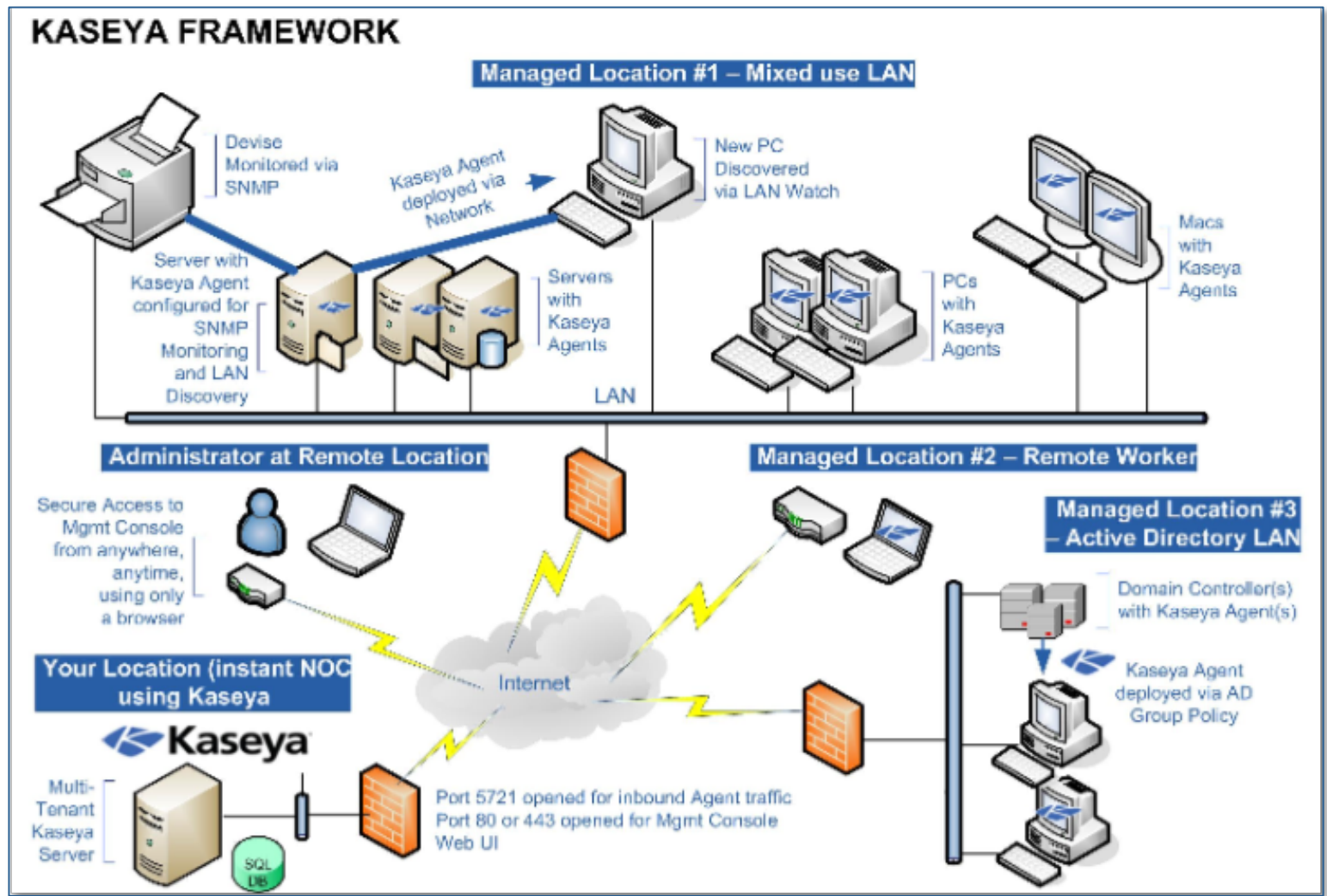
VSA Navigation

- Bookmarks
 - Create a list of most visited function



- Online Help
 - Content Sensitive Help

Agent and Server Framework



Preparing the Network

- Setup your Internet host name (Internal vs. External DNS)
- Setup port forwarding
- Kaseya Server must be able to access
 - <http://vsaupdate.kaseya.net> and
 - <http://license.kaseya.net>
- Web UI: Typically TCP port 80 or 443 inbound & outbound
- Email Notifications: typically TCP port 25 outbound
- Agent connections: default TCP and UDP port 5721 inbound and outbound
- Kaseya Live Connect P2P connection
 - STUN server UDP port 5721 stun.kaseya.net (212.54.132.36)
 - Router/ Firewall must allow endpoint-independent-mapping (EIM)
 - UPNP support and enabled
 - Permit EIM or Full Cone NAT connections

Additional Sources

- Kaseya Community
 - <http://community.kaseya.com>
 - Access Forums, Knowledgebase, and other Resources
- Customer Portal
- IT Service Delivery Kit
 - Additional Views, Monitor Sets, Event Sets, and Agent Procedures

Import Center

- Import or Export VSA Content
 - Agent Procedures
 - Agent Templates
 - Event Sets
 - Monitor Sets
 - SNMP Monitor Sets
 - Patch Policy
 - Views
- Export multiple content at once.
 - Download xml file to share
- Import will parse xml file

IT Service Delivery Kit

- Download IT Service Delivery Kit
http://demo1.kaseya.com/handouts/ProServITSDK_v2.zip
- Information on IT Service Delivery Kit on Kaseya's Community
<http://community.kaseya.com/resources/m/knowexch/53077.aspx>
- Note that IT SDK has already been imported in your virtual labs.

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?
- ☐ Do you know how to download and import the IT SDK?

Questions?

- Please type your questions in the chat section of your GoToMeeting window.
- Remember that you can always send your questions to training@kaseya.com too.
- If you are falling behind the steps in the lab, please just watch the presentation, take some notes, and perform your labs after the lecture.



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**Kaseya Fundamentals
Workshop**

AGENT

LAB

- Assumptions
 - Kaseya server is operational
 - Logical network layout is known
- Tasks
 - Define Organization Structure
 - Deploying Kaseya Agents
 - Customizing Kaseya Agent Menus

Create Agent Package

10. Choose *Computer Name* - the computer name and *Existing Group* - *FIU-<USERNAME>.MR* ", then Click next.

Configure Automatic Account Creation - Windows Internet Explorer

http://kaseya2.cis.fiu.edu/AgentTab/configDownload.asp?template=&groupId=

Specify naming rules for new accounts automatically created with

Create an agent installer package to load an agent on any managed machine that checks into your VSA. Agents installed with the package created by this wizard **automatically create a new VSA account the first time they check in.** Use this wizard to define naming convention for the machine ID (Step 1), group ID (Step 2), install silently (Step 3), specify account to copy setting from (Step 4), and append an administrator credential the agent installer uses if the currently logged on user does not have rights to install the agent.

1 Specify how the machine ID is assigned

- ☐ Prompt User - asks user to enter Machine ID
- ☒ Computer Name - the computer name
- ☐ User Name - the user's logon name
- ☐ Fixed Name -

2 Specify how the group is assigned

- ☒ Existing Group -

10.1 Select *fiu-johndoe.mr*.

10.2 Click the Next

<< Back Next >> Close

Create Agent Package

11. On the next screen, make sure to leave everything at its default values and click next.

Configure Automatic Account Creation - Windows Internet Explorer

http://kaseya2.cis.fiu.edu/AgentTab/configOptions.asp

Specify install options for this install package.

3 Specify installer options.

☐ *Silent Install* - Suppress all dialog boxes and status bars displayed by the installer.

Add additional Agent Install switches here. [Switch Definitions](#)

/e /g=mr.fiu-johndoe /c

4 Optionally select an account to copy settings from.

Check-in frequency, audit schedule, settings for the agent menu, logs, alerts, and all pending scripts from the selected account are applied to the new account the first time the new agent checks in. Copy settings from **unknown.root.unnamed** if nothing selected.

Display accounts from fiu-johndoe

☒ Do **Not** Copy Settings

11.1 Click the Next

<< Back Next >>

Create Agent Package

12. In the *Select agent type* drop down box choose *Windows* as the operating system.
13. Make sure *Securely bind administrator credentials to the install package?* is checked and enter the **<DOMAIN_ADMIN_CREDENTIALS>** (which you can find in your assigned dedicated virtual environment data sheet) under this selection box.
14. Next, under *Package Name* type “package4MR-**<USERNAME>**” and under *Package Description* type “MR”.
15. Click on “Save”.

Progress Check

☐ Were you able to block solitaire?

Questions?

- Please type your questions in the chat section of your GoToMeeting window.
- Remember that you can always send your questions to training@kaseya.com too.
- If you are falling behind the steps in the lab, please just watch the presentation, take some notes, and perform your labs after the lecture.

HOMEWORK

- Complete the labs (follow the instructions in the hands-on documents)
 - Create 4 Agent Deployment packages
 - Install agents on all 5 virtual machines
 - Create views
 - ...
- Review the VLAB environment and familiarize yourself with the network layout.
- Review the different methods of deploying an agent



THE END!

School of Computing & Information Sciences