



Kaseya 2

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# **Kaseya SQL Server Reporting Services (SSRS)**

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**User Guide**

Version 6.3

August 13, 2012

## **About Kaseya**

Kaseya is a global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

## **Agreement**

The purchase and use of all Software and Services is subject to the Agreement as defined in Kaseya's "Click-Accept" EULA as updated from time to time by Kaseya at <http://www.kaseya.com/legal.aspx>. If Customer does not agree with the Agreement, please do not install, use or purchase any Software and Services from Kaseya as continued use of the Software or Services indicates Customer's acceptance of the Agreement."

# Contents

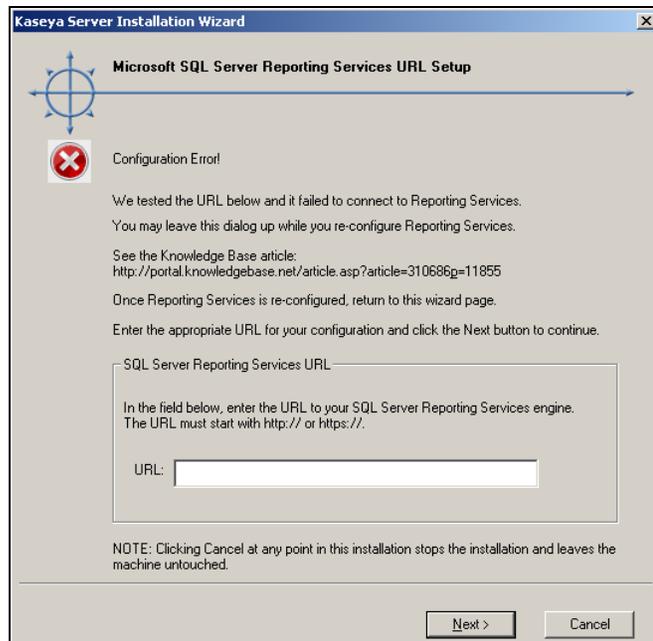
<b>Specifying the SSRS URL.....</b>	<b>1</b>
<b>Reapply Default Settings for SSRS 2005 .....</b>	<b>7</b>
<b>Remote SSRS 2005 Configuration.....</b>	<b>10</b>
<b>Remote SSRS 2008 Configuration.....</b>	<b>14</b>
<b>Adding Custom Credentials to a Remote Report Server .....</b>	<b>18</b>
<b>Setting the Report Logo URL .....</b>	<b>24</b>



## Specifying the SSRS URL

Kaseya 2 requires a URL to connect to SQL Server Reporting Services. The SSRS may be installed locally or remotely from the Kaseya Server.

When installing or updating the Kaseya Server, the installation attempts to identify this URL automatically and connect to Reporting Services. If the connection fails, a wizard page displays and requires you to enter the URL manually.



This topic provides guidance on how to determine what this URL should be, using settings in three different software packages. When all three packages are integrated successfully, these settings should be consistent with each other.

- Report Services Configuration
- IIS
- The VSA > System > Configure page, once Kaseya 2 is installed

### Format of the SSRS URL

The URL used by the VSA to connect to Reporting Services has the following format:

```
http://<SSRS-system-name>/ReportServer/ReportService2005.asmx
```

- You can substitute `localhost` for `<SSRS-system-name>` in the format above if you are logging on locally to the SQL Server.
- Use `ReportService2005.asmx` for both *SQL Server 2005* and *SQL Server 2008*.
- If you are not using the default instance name of `MSSQLServer`, you'll need to include the instance name, formatted as `$InstanceName`. For example:  

```
http://localhost/<SSRS-system-name$InstanceName>/ReportServer/ReportService2005.asmx
```

For example, if your SSRS SQL Server 2008 name is `OhioStar`, and it is using the default instance name of `MSSQLServer`, then the URL would be:

```
http://OhioStar/ReportServer/ReportService2005.asmx
```

## Specifying the SSRS URL

### Verifying the SSRS URL using a Web Browser

If the format discussion above was enough for you to specify what the SSRS URL should be, you can test the URL immediately using your favorite web browser. If the connection is successful it shows you a Report Server confirmation page, similar to the image below.

**Note:** If logging in remotely, you may have to provide authentication.

Enter just the first part of the URL, without the `ReportService2005.asmx` filename.

- If logged on locally, enter the following:

`http://localhost/ReportServer`

- If logged on remotely, enter the SSRS system name instead of `localhost`. For example:

`http://OhioStar/ReportServer`

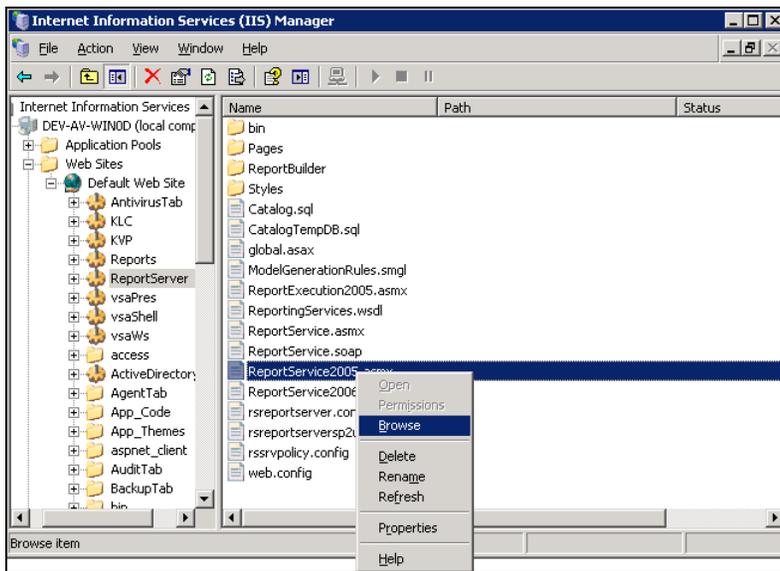


### Identifying a SSRS 2005 URL

If browser testing of the URL as described above fails, and you're using SSRS 2005, check the following settings.

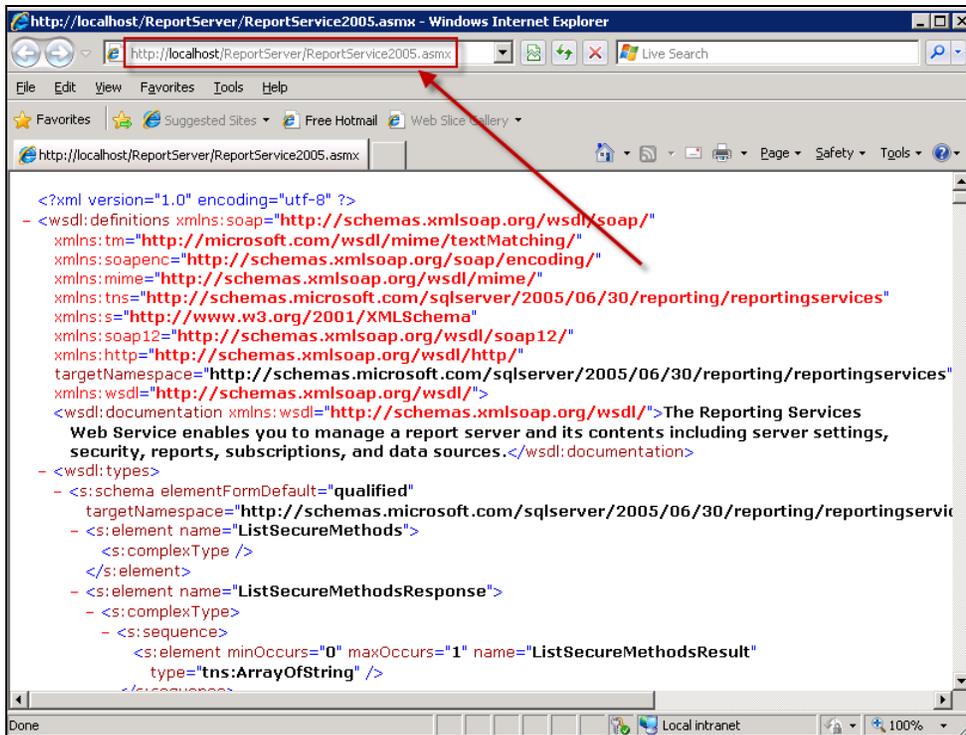
1. Select the Default Web Site > ReportServer virtual directory in IIS 6.0 on the system hosting your SSRS. You should see the `ReportService2005.asmx` page in the right hand pane.

- Right-click the ReportService2005.asmx page and select the Browse option.



- Typically a SOAP XML statement displays in the browser page. The URL in the browser is the URL your VSA should use to connect to the SSRS. In the example image below the URL reads: `http://localhost/ReportServer/ReportService2005.asmx`.

**Note:** If the page displays an error message using this URL, the SSRS is not configured correctly.

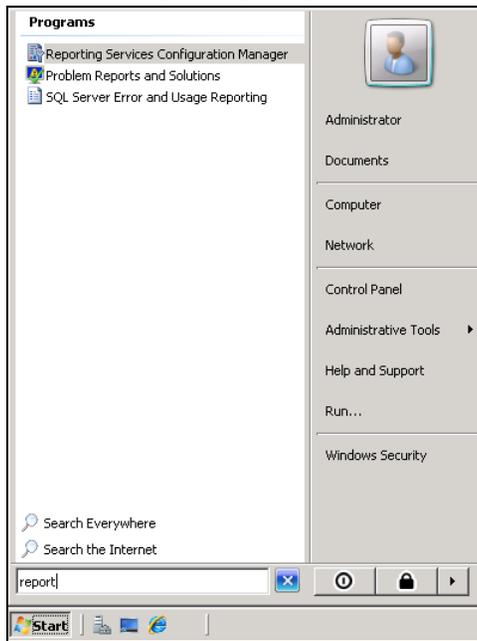


### Identifying a SSRS 2008 URL

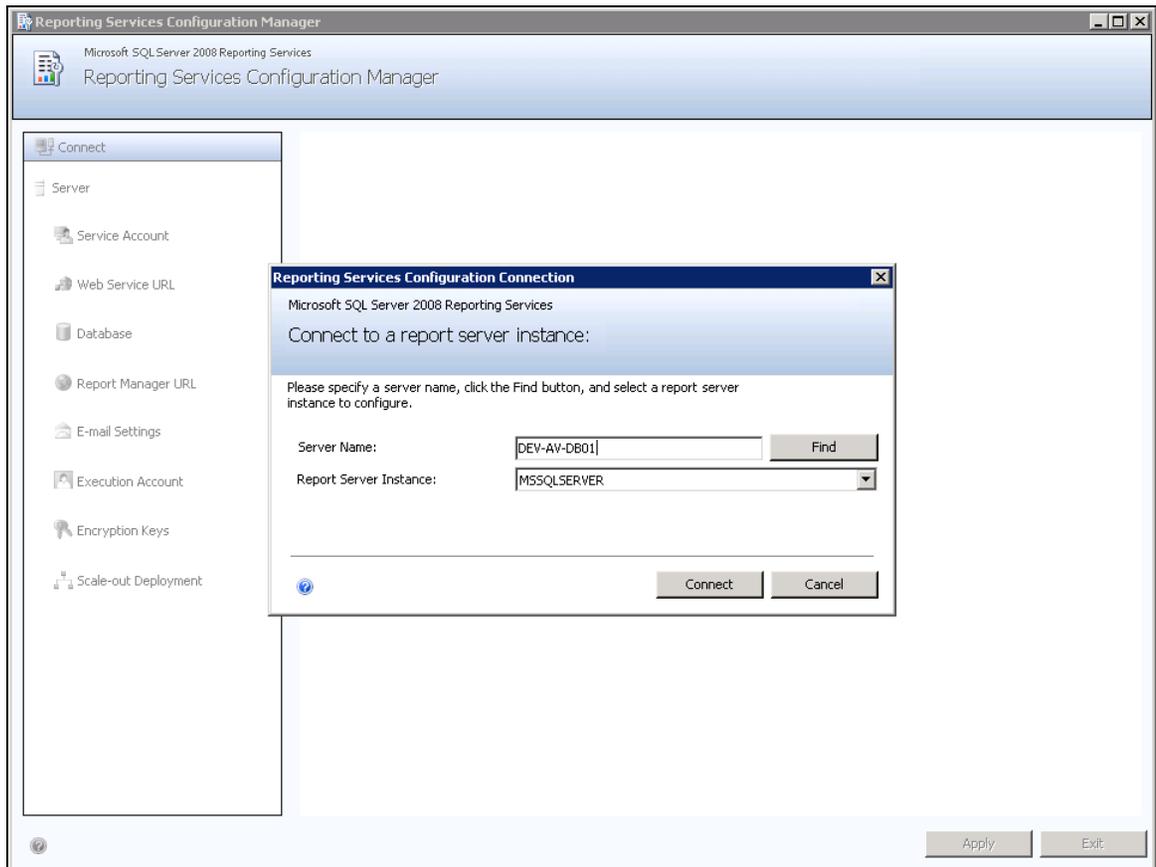
If browser testing of the URL as described above fails, and you're using SSRS 2008, check the following settings.

## Specifying the SSRS URL

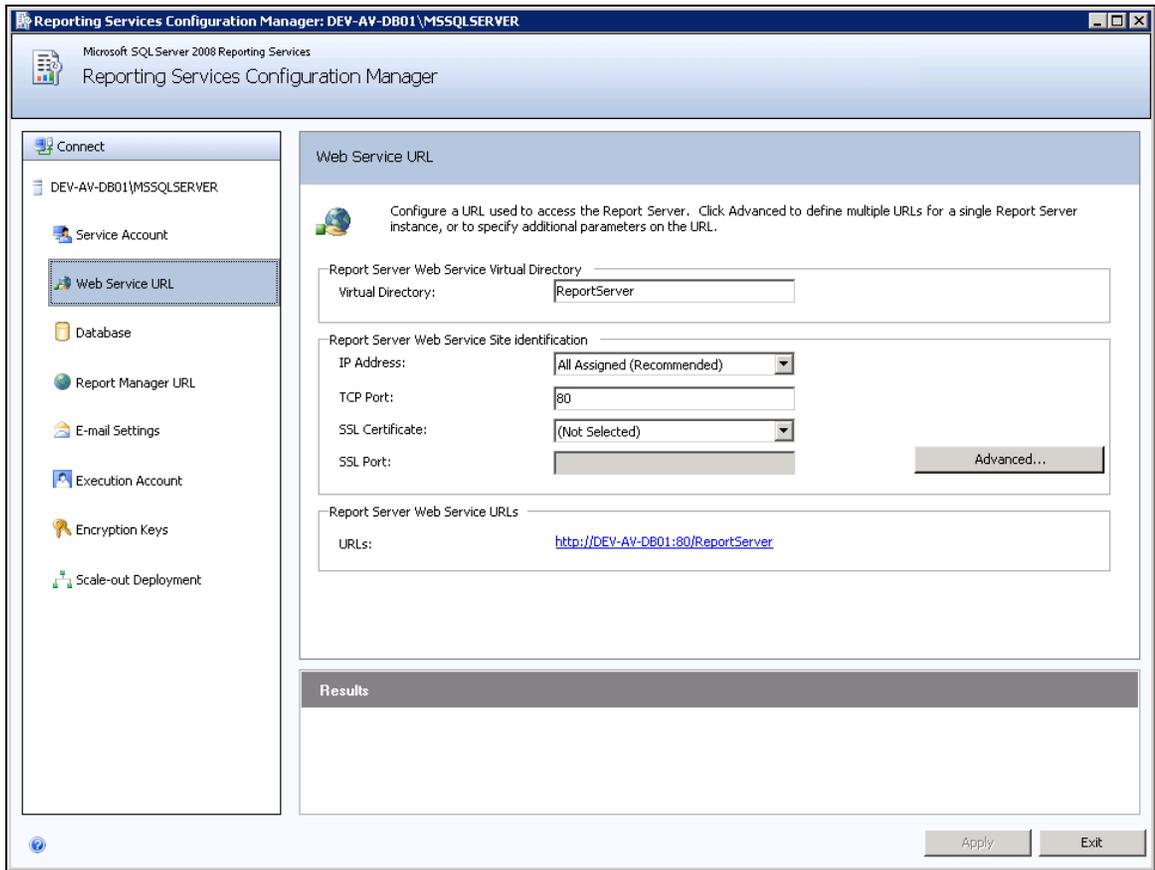
1. Locate and open **Reporting Services Configuration Manager**.



2. Connect to your SSRS server and instance.

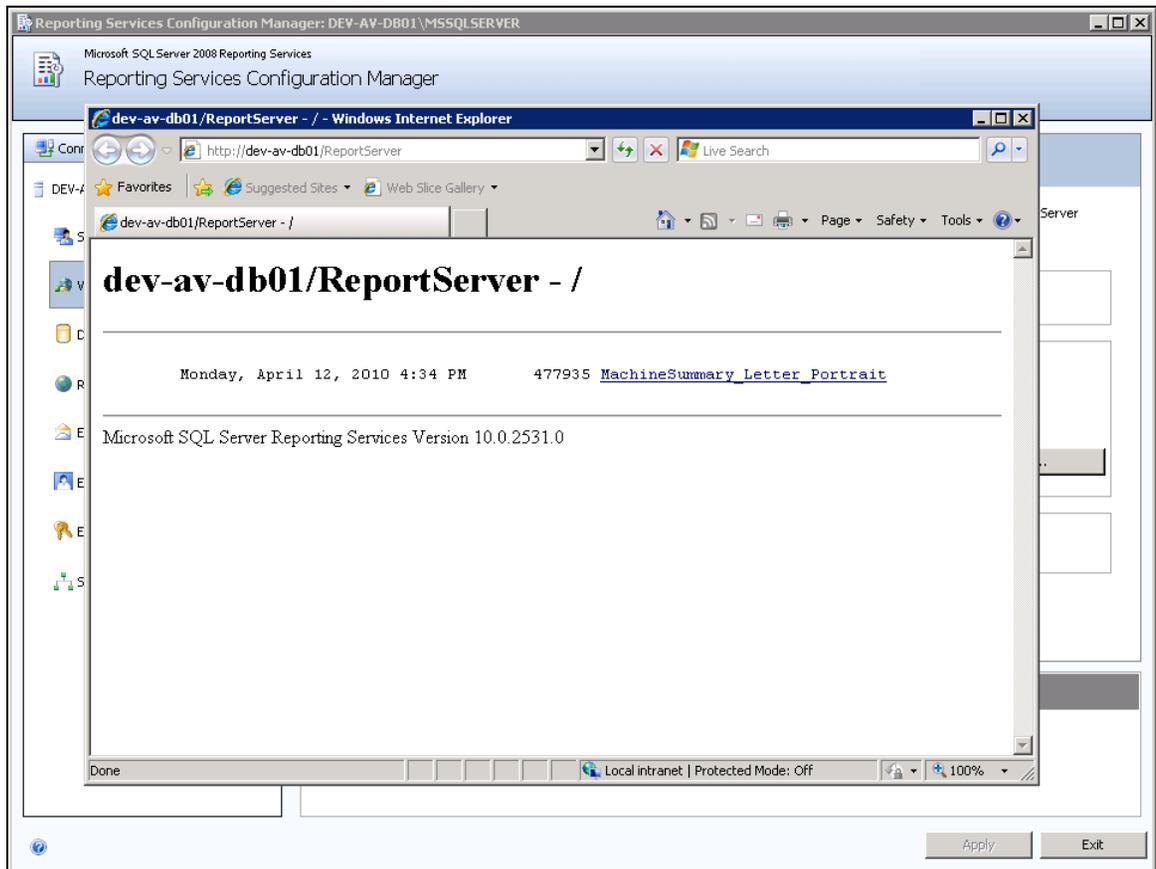


3. Select the **Web Service URL** menu option. Then click the **Report Server Web Service URLs** link.



## Specifying the SSRS URL

### 4. Report Server confirmation page displays.



## Returning to the Wizard Page

Once you have a verified you have a working SSRS URL, you can enter the SSRS URL in the edit field of the wizard page and continue with the Kaseya 2 update or new install.

If you canceled the update or install, and still encounter the same wizard error page, try entering the working SSRS URL and see if the update or install will continue. *Sometimes the wizard error page displays even when the SSRS is configured correctly. You only have to manually enter in the correct URL to continue.*

## Specifying the SSRS URL within the VSA

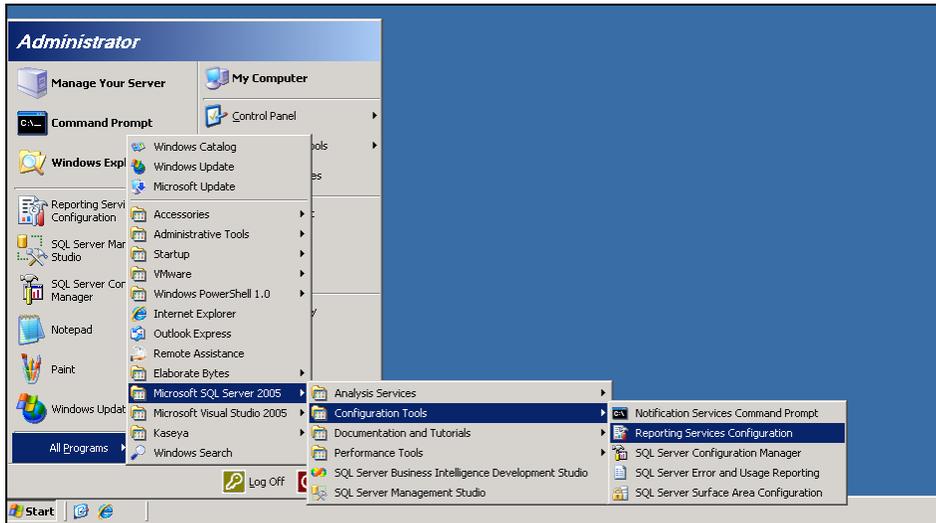
Once Kaseya 2 is installed you can always specify a different SSRS URL from within the VSA using the System > Configure page. Click the **Change URL** button to:

- Display or change the URL the VSA uses to connect to the SSRS.
- **Set a credential used to run reports** (page 18).
- **Set the report logo URL** (page 24).

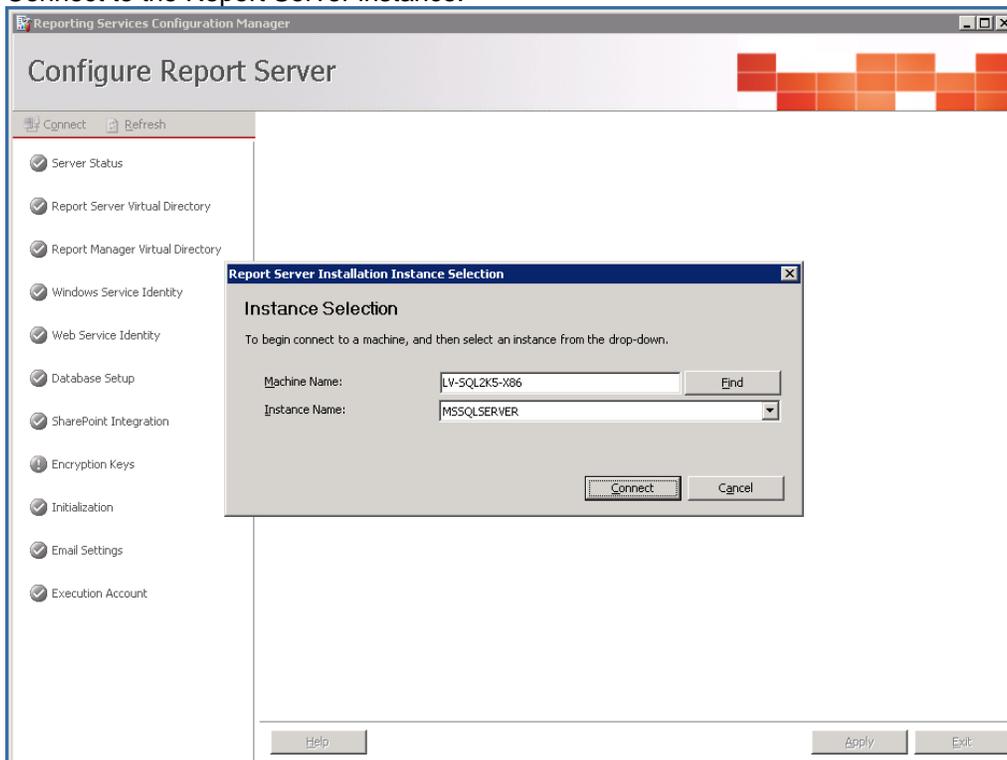
# Reapply Default Settings for SSRS 2005

This article describes the steps necessary to restore default settings for SSRS 2005. You should perform these steps when you encounter errors running reports in [Info Center](#).

1. Logon to the system hosting SSRS 2005.
2. Open the [Reporting Services Configuration](#) application.

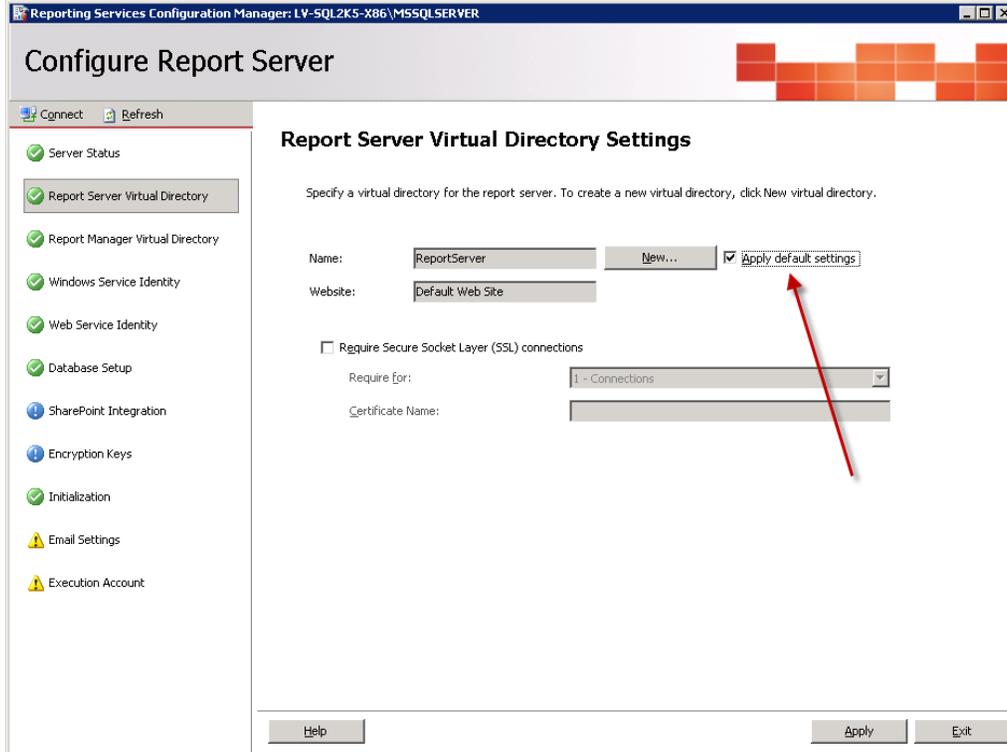


3. Connect to the Report Server instance.

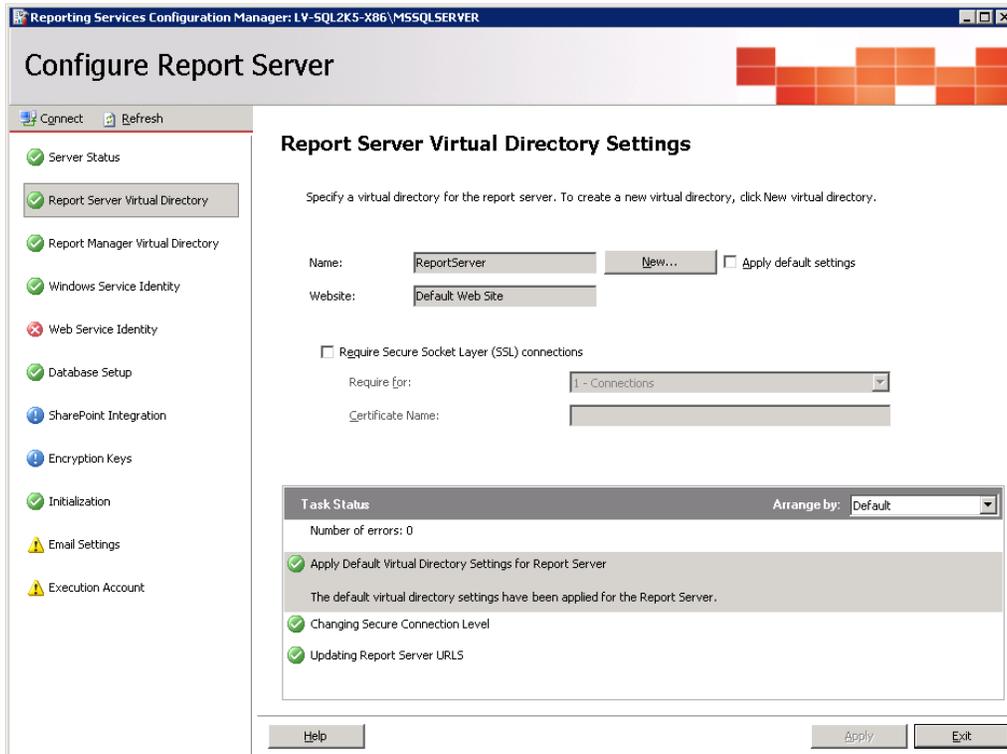


## Reapply Default Settings for SSRS 2005

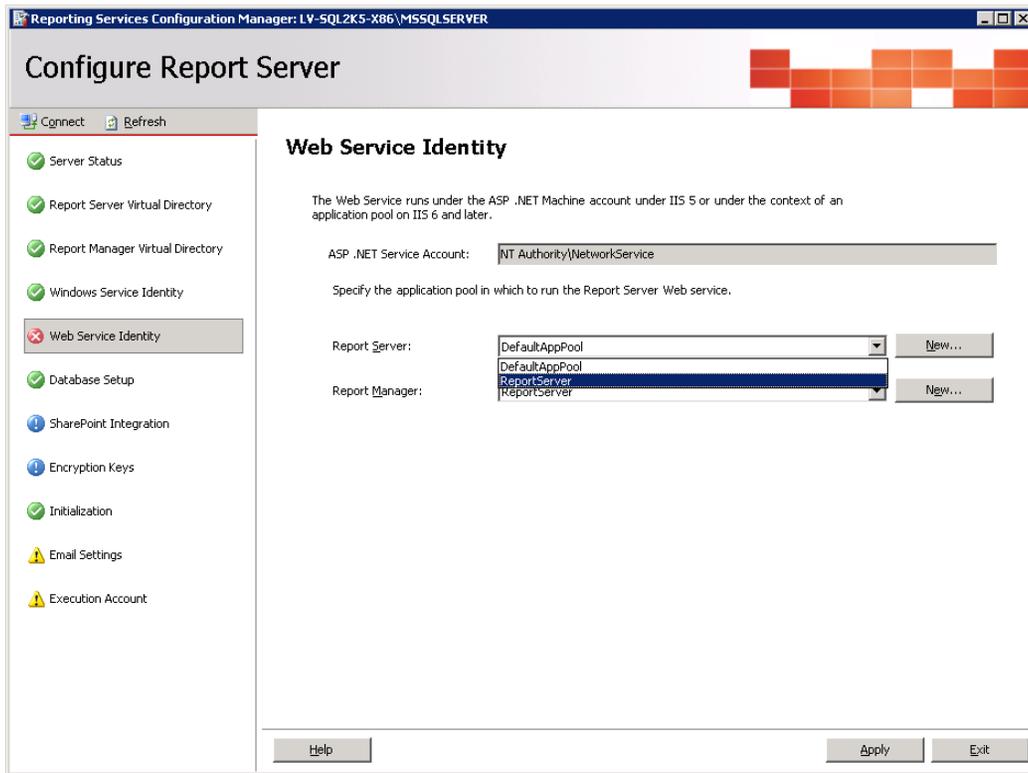
4. Navigate to the Report Server Virtual Directory and check the Apply Default Settings checkbox.



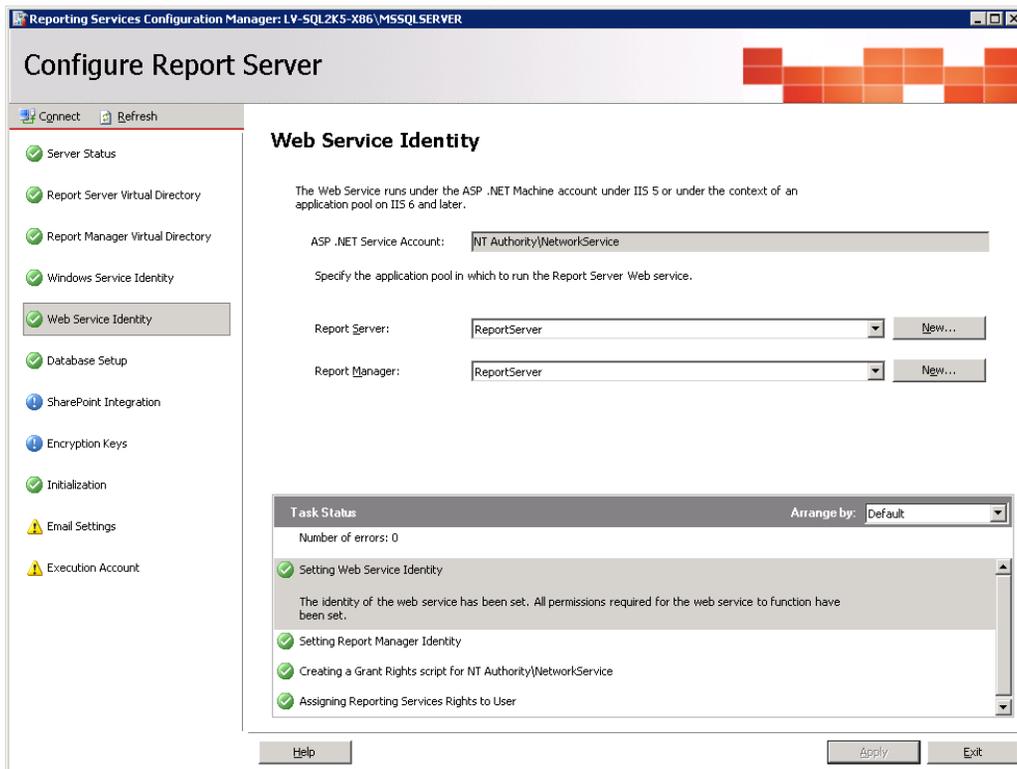
5. Click the **Apply** button.



- Navigate to the **Web Service Identity** and ensure all application pools are set to ReportServer.



- Click the **Apply** button to commit the changes.



At this point your SSRS 2005 installation should be reset to the default settings and your reports should execute correctly.

# Remote SSRS 2005 Configuration

When **SSRS 2005 is remote from the Kaseya Server** and **attempting to run a VSA report** displays the following connection error...

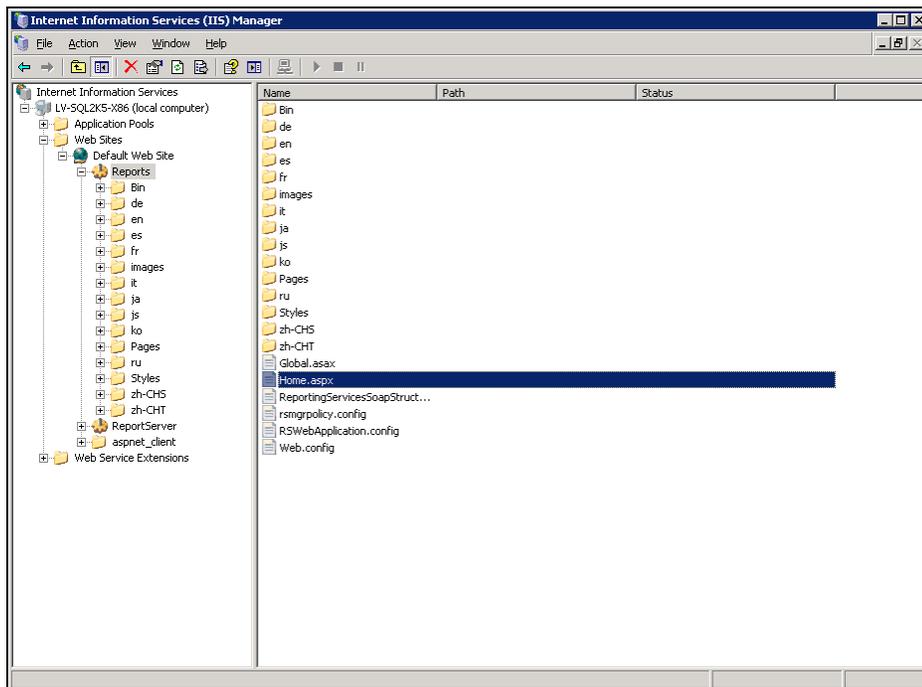
ERROR: The permissions granted to user '<domain>\<username>' are insufficient for performing this operation

... perform the following configuration.

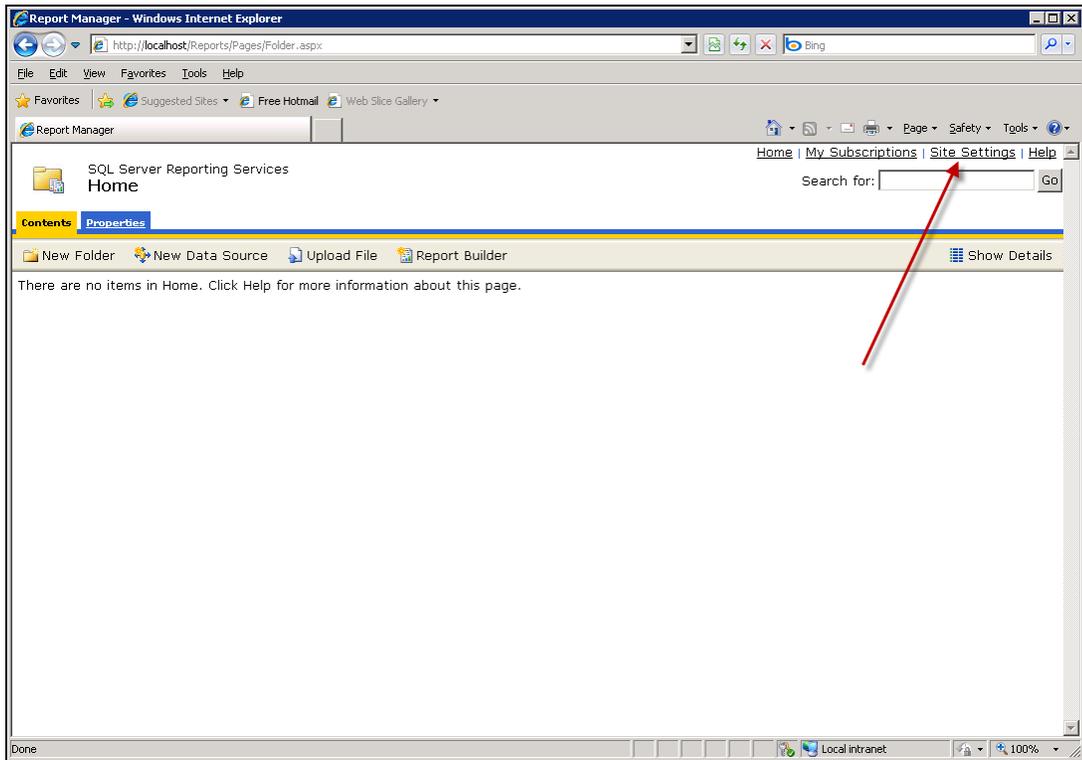
## Creating an "Everyone" System User in Report Manager

The following procedure sets "site wide" security settings for all users accessing SSRS.

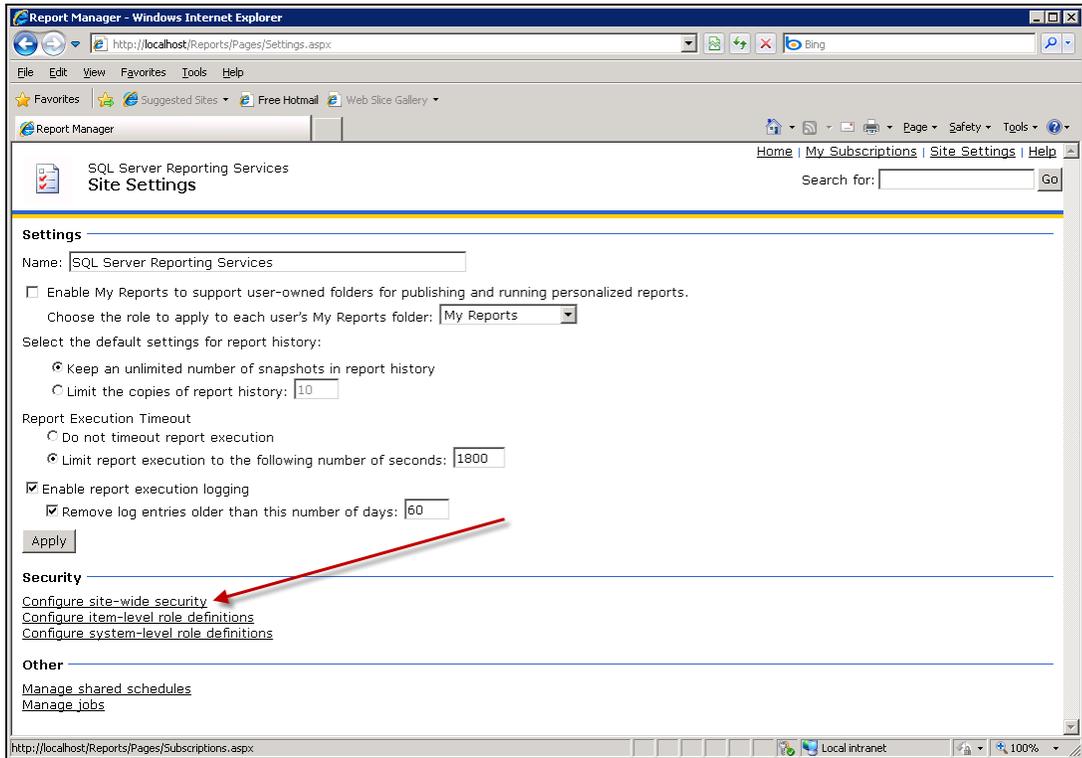
1. Logon to the system hosting SQL Server 2005.
2. Open IIS Manager
3. Navigate to the Report virtual directory.
4. Right-click Home.aspx and select the **Browse** option.



5. Click the Site Settings link.

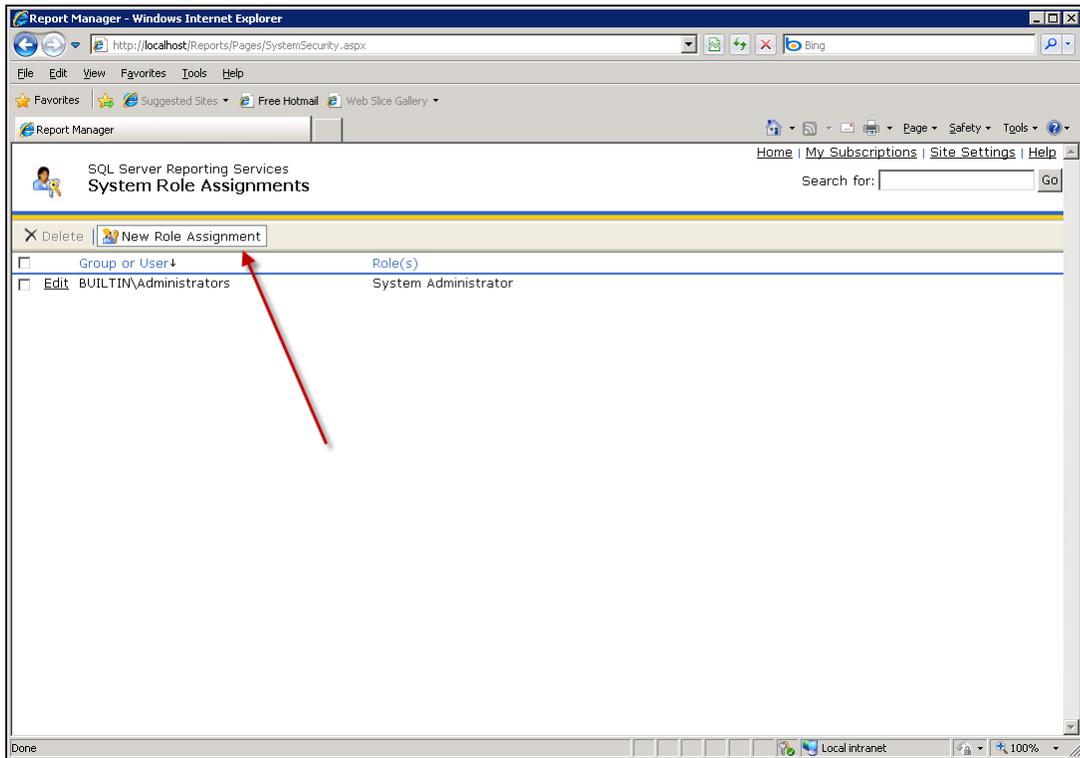


6. Then click **Configure site-wide security**.

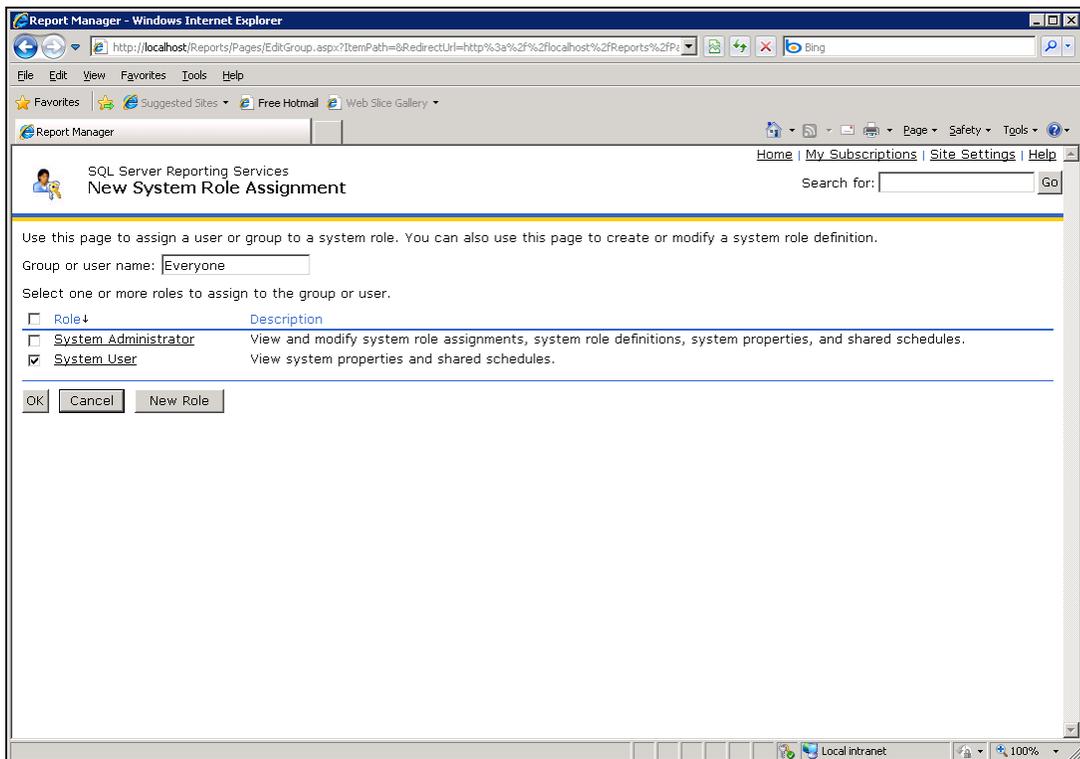


## Remote SSRS 2005 Configuration

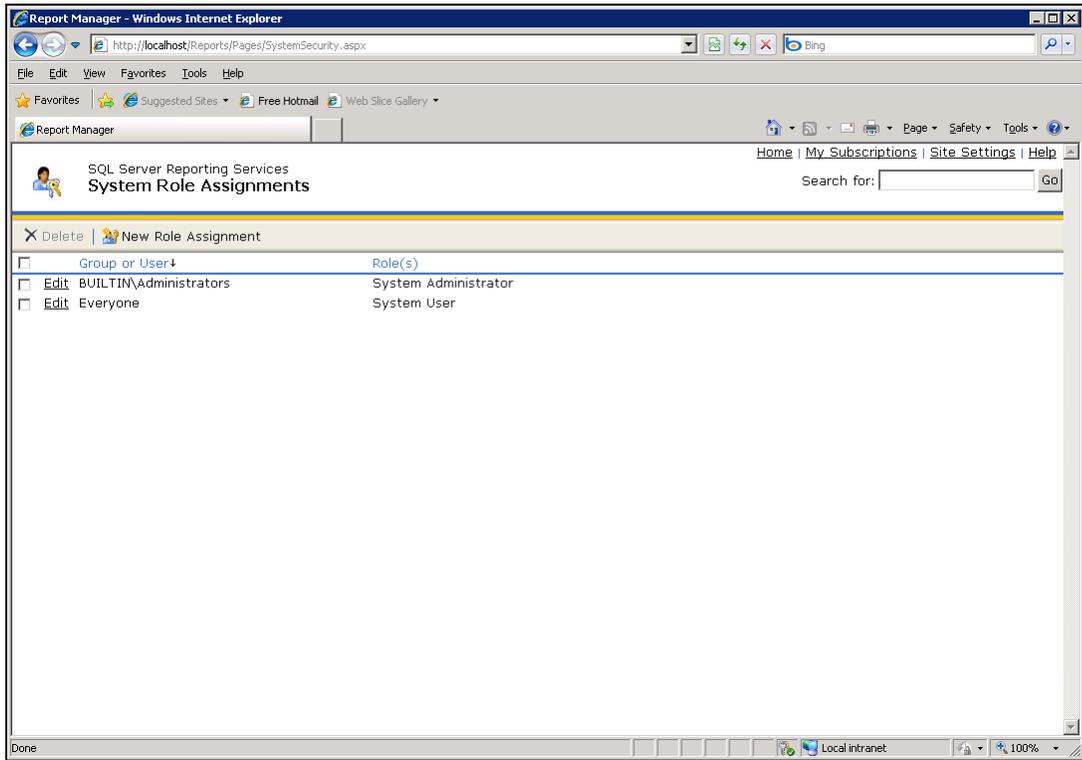
7. Then click **New Role Assignment**.



8. Create a role call **Everyone** as a **System User**. Click **OK**.



9. You're done! Your report should be running now.



# Remote SSRS 2008 Configuration

When **SSRS 2008 is remote from the Kaseya Server** and **attempting to run a VSA report** displays the following connection error...

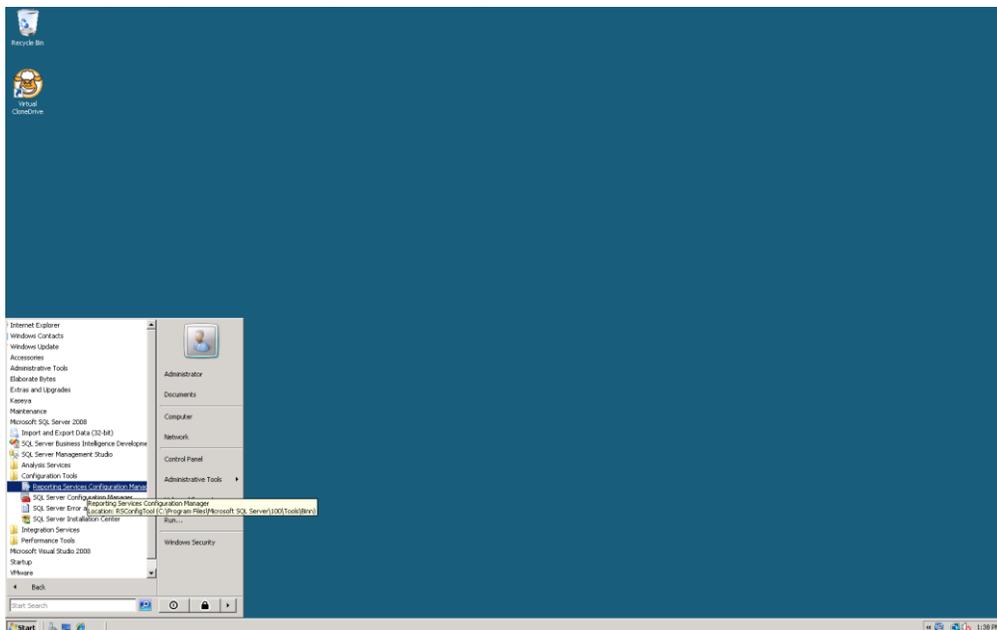
```
ERROR: The permissions granted to user '<domain>\<username>' are insufficient for performing this operation
```

... perform the following configuration.

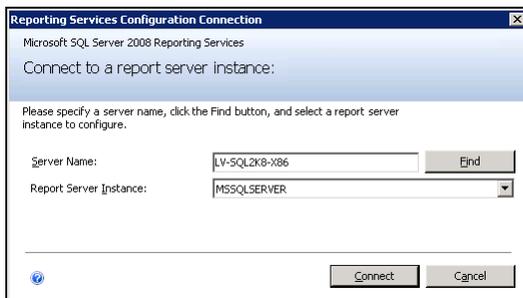
## Creating an "Everyone" System User in Report Manager

The following procedure sets "site wide" security settings for all users accessing SSRS.

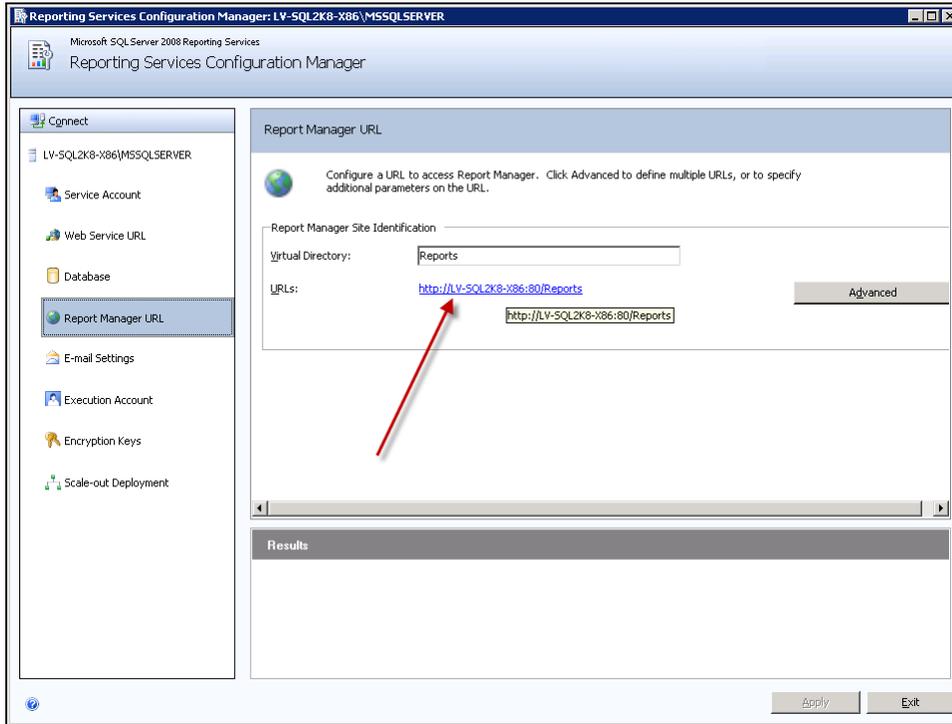
1. Login to your SQL Server 2008 box.
2. Open **Reporting Service Configuration Manager**.



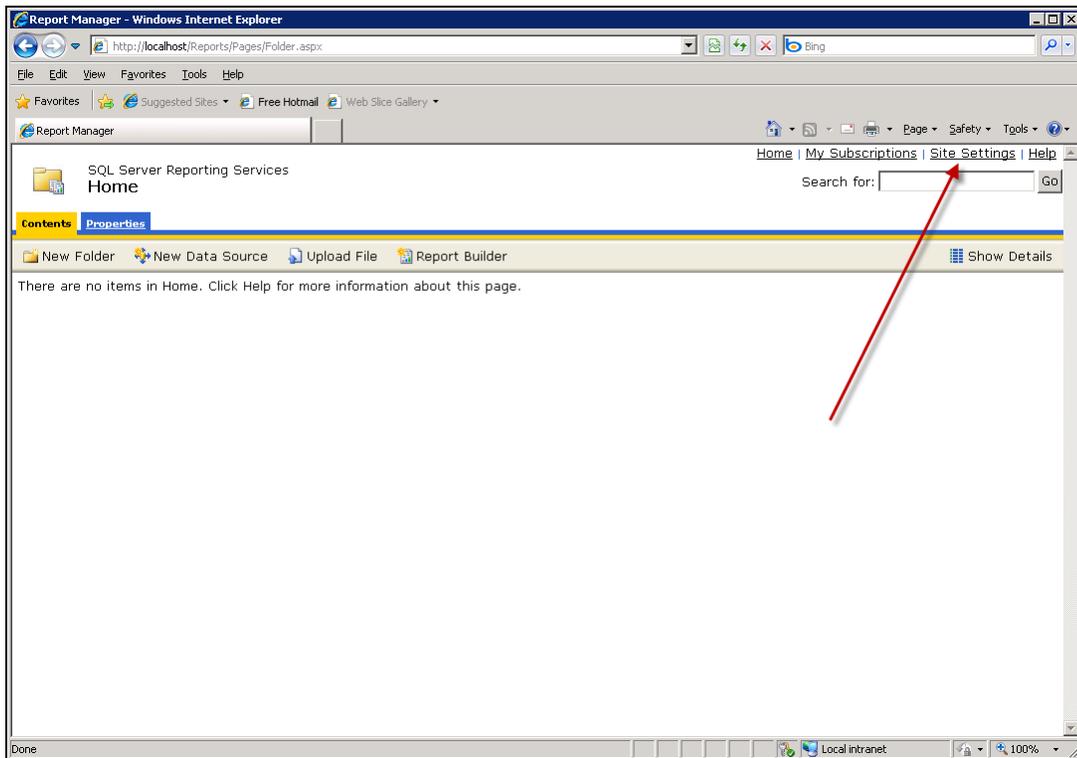
3. Connect to the Report Server instance.



4. Navigate to **Report Manager URL**. Click the link labeled URLs. You may be prompted for username and password. Just use your domain account.

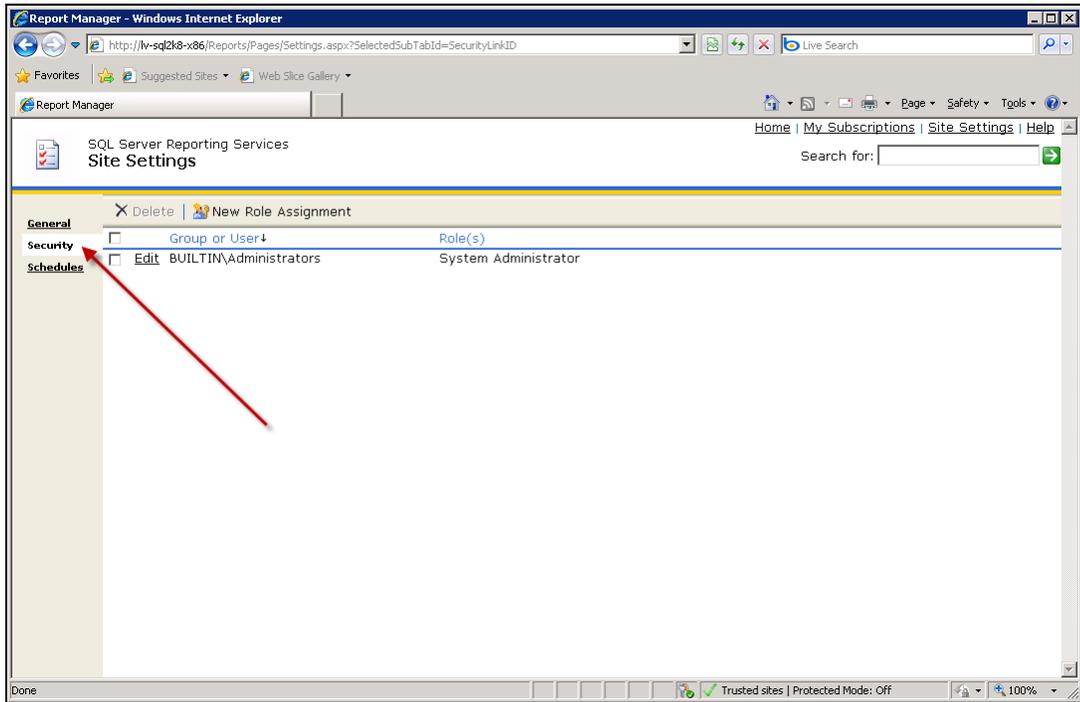


5. You should see the following screen. Click on **Site Settings**.

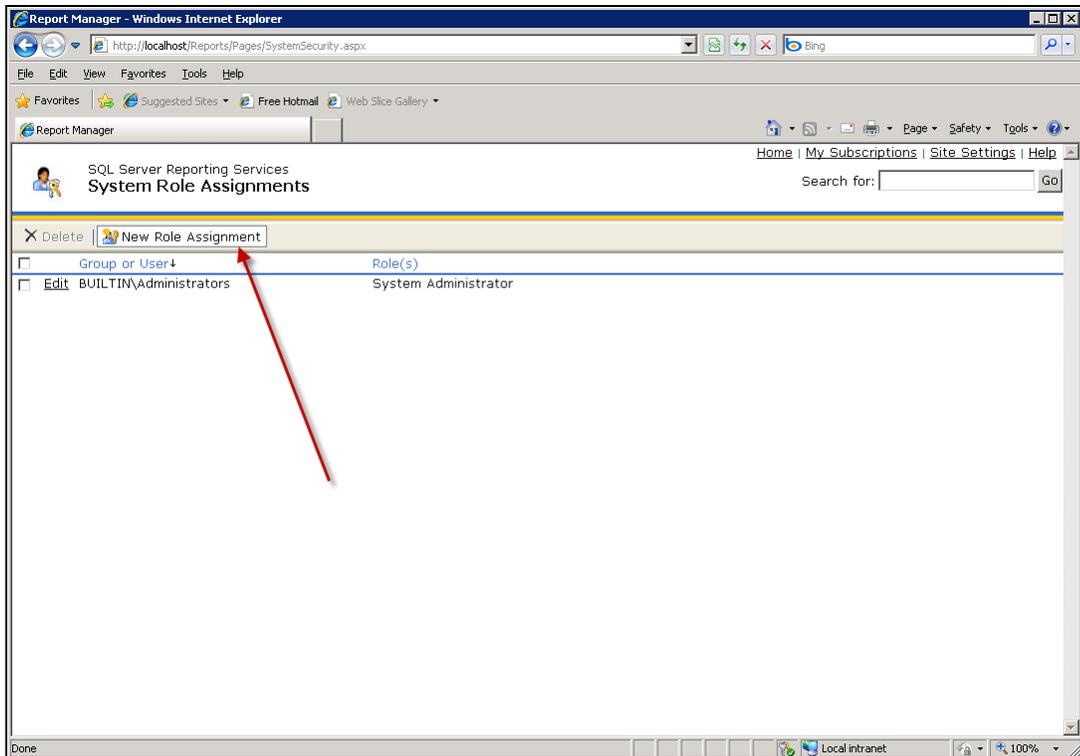


## Remote SSRS 2008 Configuration

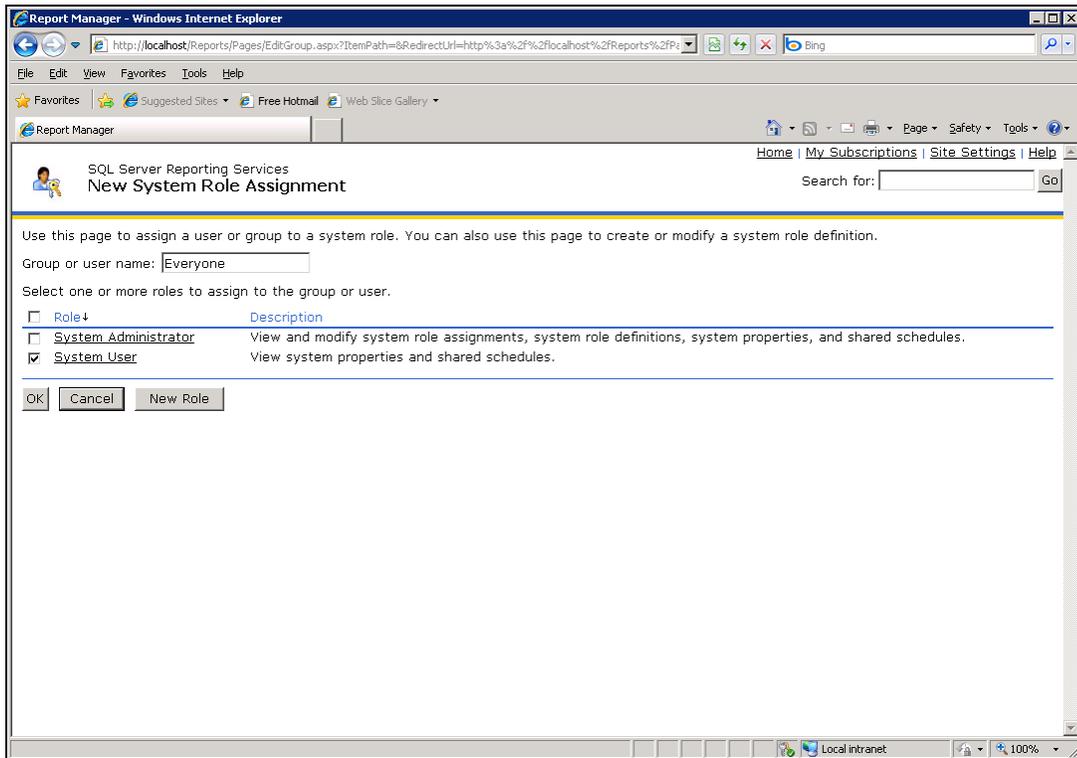
6. Then click **Security** on the left hand side of the page.



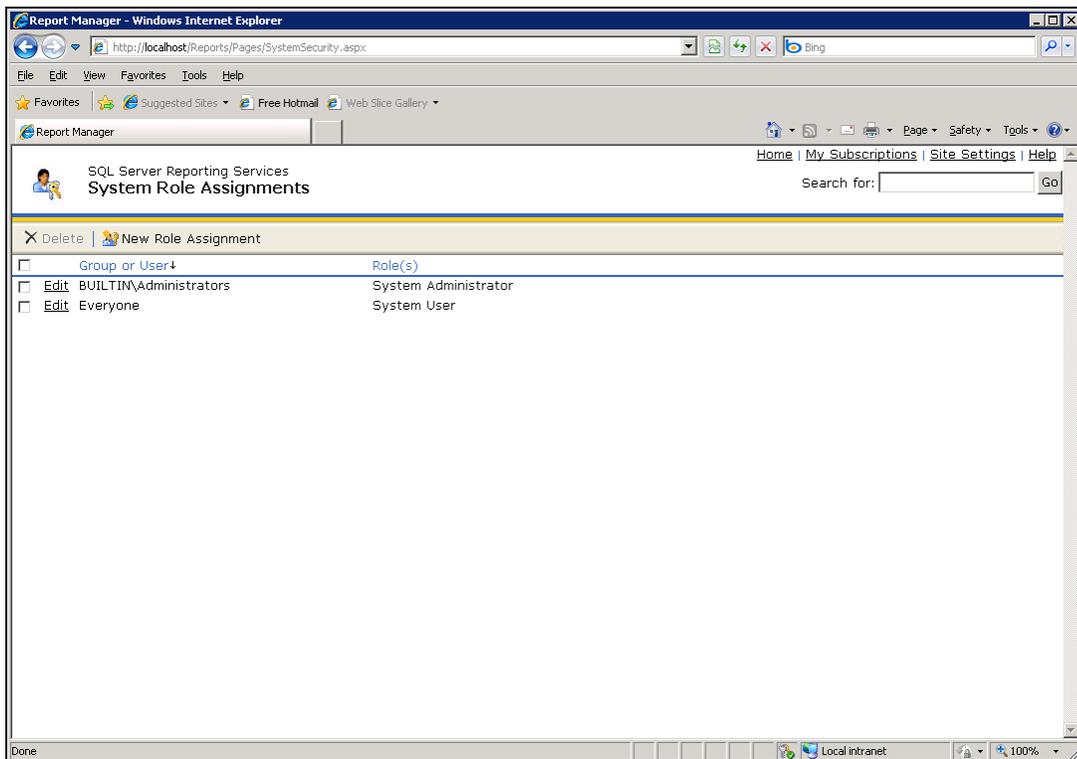
7. Then click **New Role Assignment**.



8. Create a role call **Everyone** with **System User**. Click **OK**.



9. You're done! Your report should be running now.

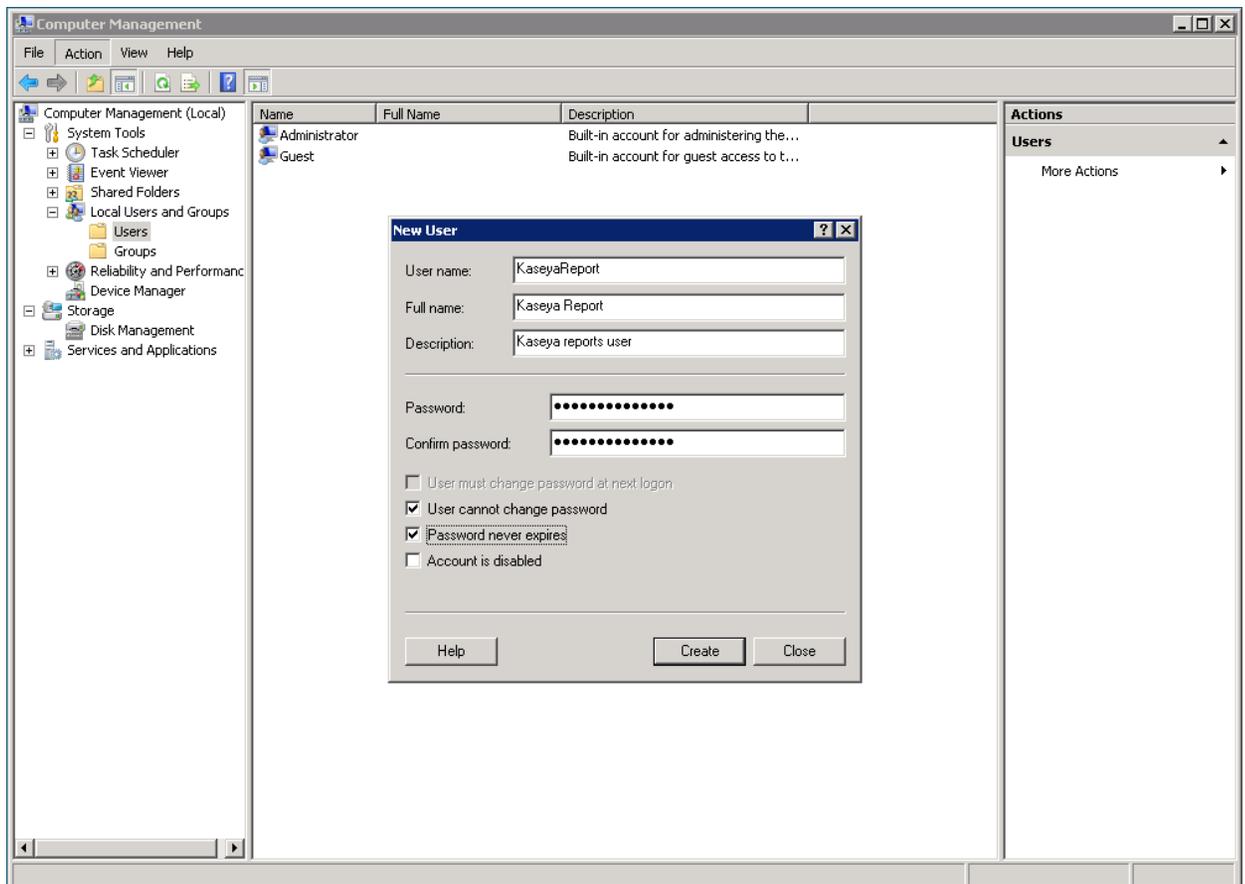


# Adding Custom Credentials to a Remote Report Server

You can provide all VSA users with a credential that lets them run SSRS reports. This eliminates the need to maintain access rights for each VSA user requiring access to the SSRS. This applies in particular to VSA users in a workgroup instead of a domain, who don't have a centralized method of authentication such as Active Directory to manage access rights to the SSRS.

This procedure creates a credential for a dedicated user called `KaseyaReport` in the system hosting the SSRS. **Report Manager** is used to give the `KaseyaReport` user access to running reports in the SSRS. Finally, the credential is registered in the System > Configure of the VSA. From that point forward the VSA uses that credential to access the SSRS every time a VSA user runs a report.

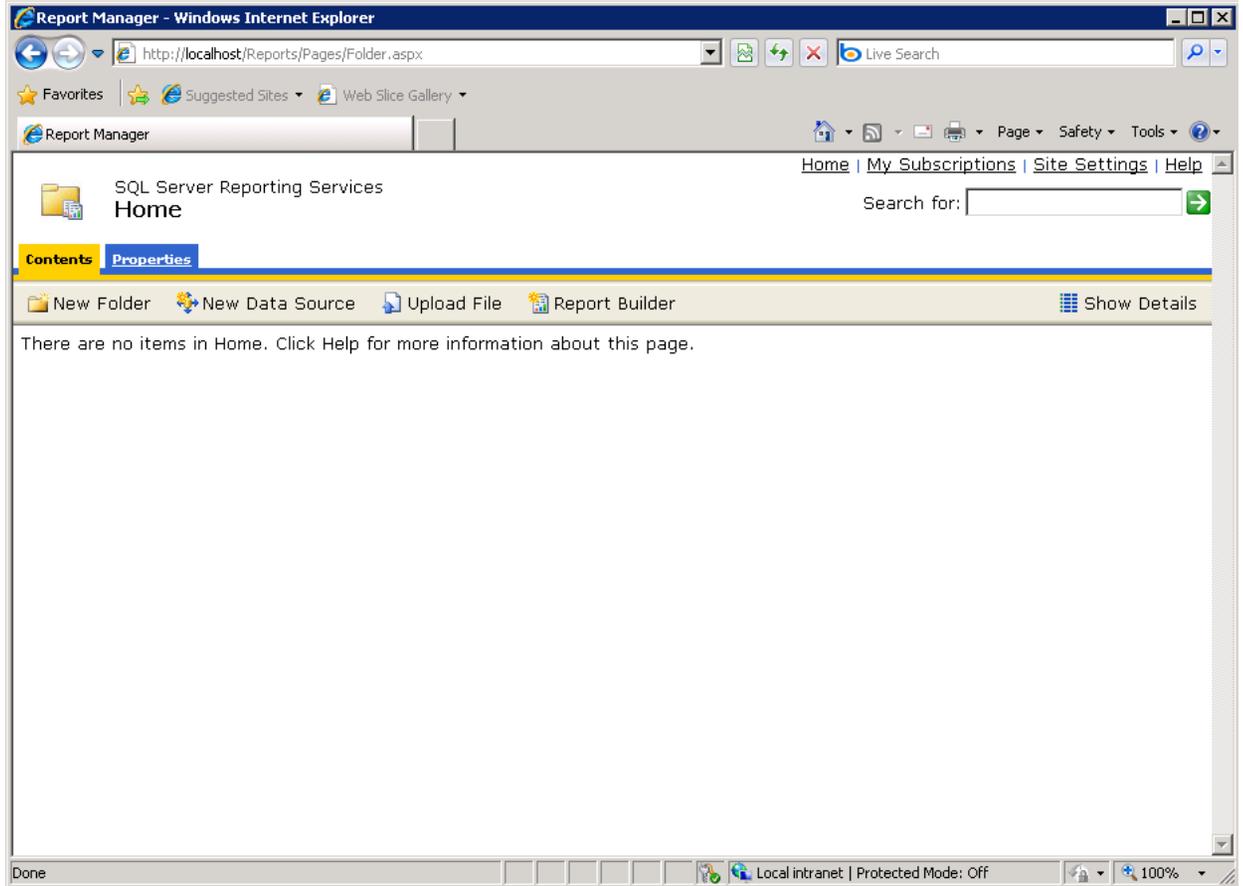
1. On the system hosting the SSRS, add a `KaseyaReport` user.
  - Give the user a strong password.
  - Uncheck the **User must change password at next logon** field.
  - Check the **User cannot change password** and **Password never expires** fields.



2. Apply appropriate permissions to the new user for your environment.

## Adding Custom Credentials to a Remote Report Server

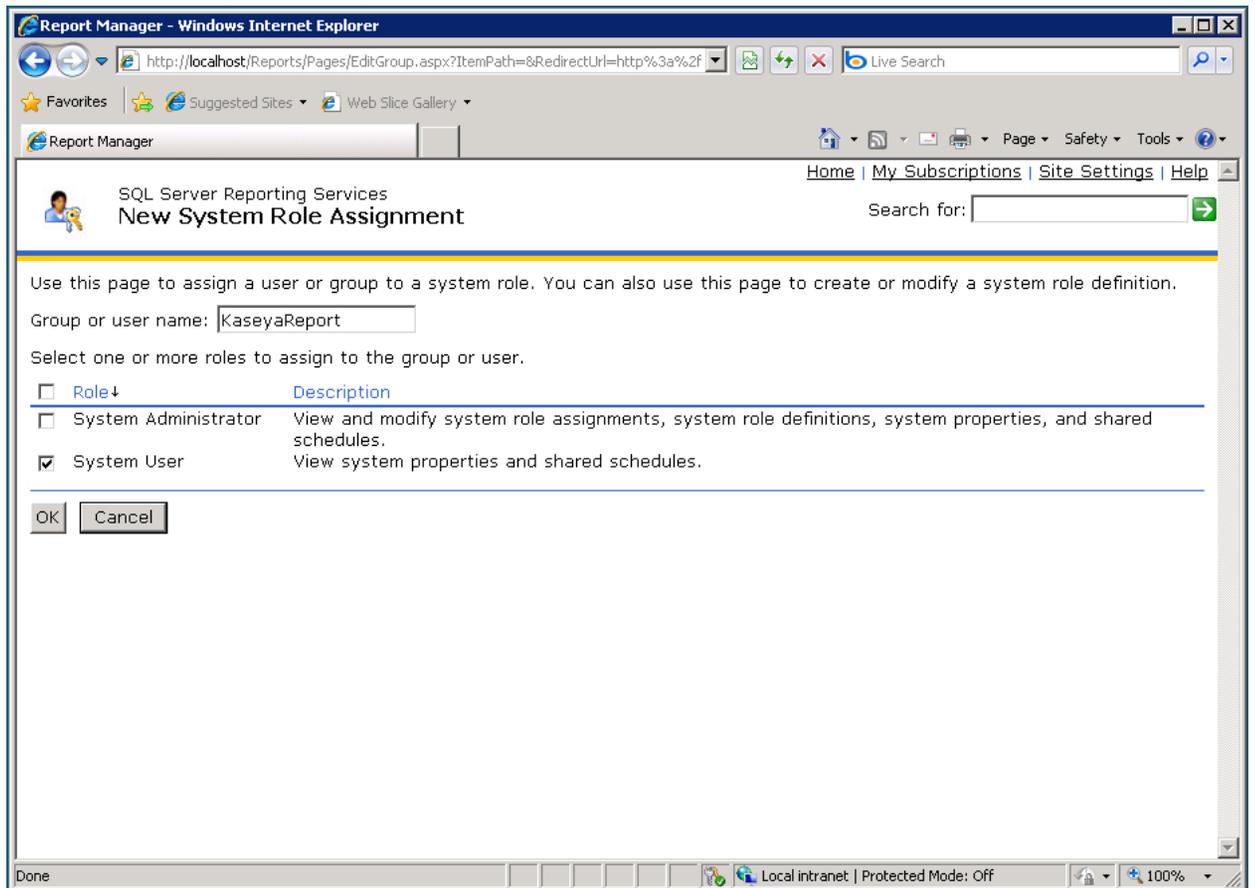
3. On the system hosting the SSRS, open a browser and type in the URL for Report Manager, for example, `http://localhost/Reports`, using the Administrator account.



4. Click **Site Settings** at the top right hand corner.
5. Click **Security** in the right hand sidebar.

## Adding Custom Credentials to a Remote Report Server

6. Click **New Role Assignment** along the menu bar.



7. Enter the username that was created in step 1 in the **Group or user name** field, for example, KaseyaReport.
8. Select **System User** checkbox
9. Click **Add**.

## Adding Custom Credentials to a Remote Report Server

10. In the VSA, display the System > Server Management > Configure page. Click on the **Change URL** button to open the **Report Configuration** dialog.

The screenshot shows the Kaseya Managed Services Edition interface. The left sidebar is expanded to 'Server Management' > 'Configure'. The main content area displays various system configuration options:

- Reload sample **monitor sets** with every update and database maintenance cycle.
- Automatically redirect to https at logon page (except when accessing via localhost).
- Enable VSA API Web Service.
- Enable Invalid Patch Location Notifications.
- Allow non-authenticated users to download attachments from ticket notifications.

Configuration fields include:

- Run database backup / maintenance every: 7 Days @ 2:00 am (Set Period)
- Backup folder on KServer: C:\Kaseya\UserProfiles\@dbBackup (Change Default)
- Archive and purge logs every day @ 4:00 am (Set Period)
- Log file archive path: C:\Kaseya\UserProfiles\@archive (Change Default)
- Buttons: KServer Log, Live Connect KServer, Stop KServer, Restart MsgSys
- Enable alarm generation:  (Disable during system maintenance)
- Enable logging of script errors:  (Continue script if step fails)
- Select time format:  10:15:17 am 18-Jul-11 (10:15:17 18-Jul-11 (24-hour))
- Change external name / IP address of Server: dev-av-win0d (Change Name/IP)
- Set URL to MS-SQL Reporting Services engine: (Change URL...)
- Specify port Agents check into Server with: 5721 (Change Port)
- ID used to bind agents to the KServer: 4614547550302231 (Change ID)

OS Version: 2003 - Server R2 Standard Edition Service Pack 2 Build 3790

11. Click on the **Edit** button at the top of the page.

The screenshot shows the 'Report Configuration' dialog box with the following fields:

**Reporting Services**

- Host Name: http://dev-av-win0d/ReportServer/ReportExecution2005.asmx
- User Name: Default Credentials

**Advanced**

- Logo: http://dev-av-win0d/themes/default/images/2008logo.gif
- Report URL Base: http://localhost/
- Use 2008 RDLs: No

## Adding Custom Credentials to a Remote Report Server

12. Enter the credential you defined in step 1 and make sure the **Specify Account** checkbox is checked. This means SSRS will use the credential you entered. If the user, for example *KaseyaReport*, is not a domain user you can leave the **Domain** field blank.

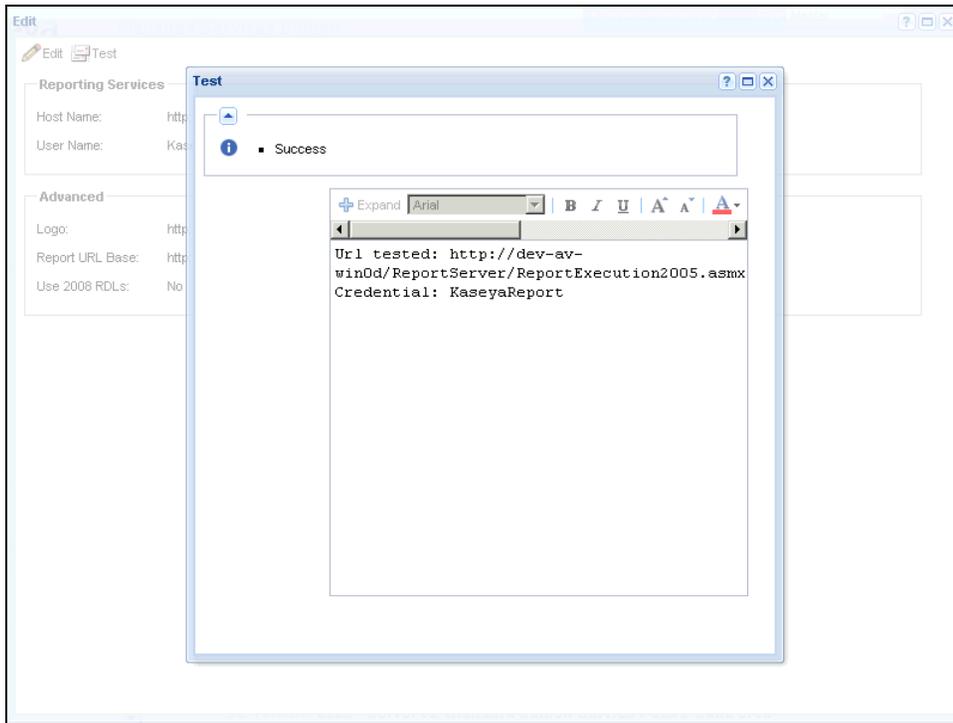
The screenshot shows the 'Edit' dialog box for Reporting Services. The 'Specify Account' checkbox is checked and highlighted with a red box. The 'User Name' field contains 'KaseyaReport'. The 'Host Name' field contains 'http://dev-av-win0d/ReportServer/ReportExecu'. The 'Domain' field is empty. The 'Advanced' section shows 'Logo' as 'http://dev-av-win0d/themes/default/images/200...', 'Report URL Base' as 'http://localhost/', and 'Use 2008 RDLs' as unchecked. 'Save' and 'Cancel' buttons are at the bottom.

13. Click **Save** and then click on the **Test** button to test the changes.

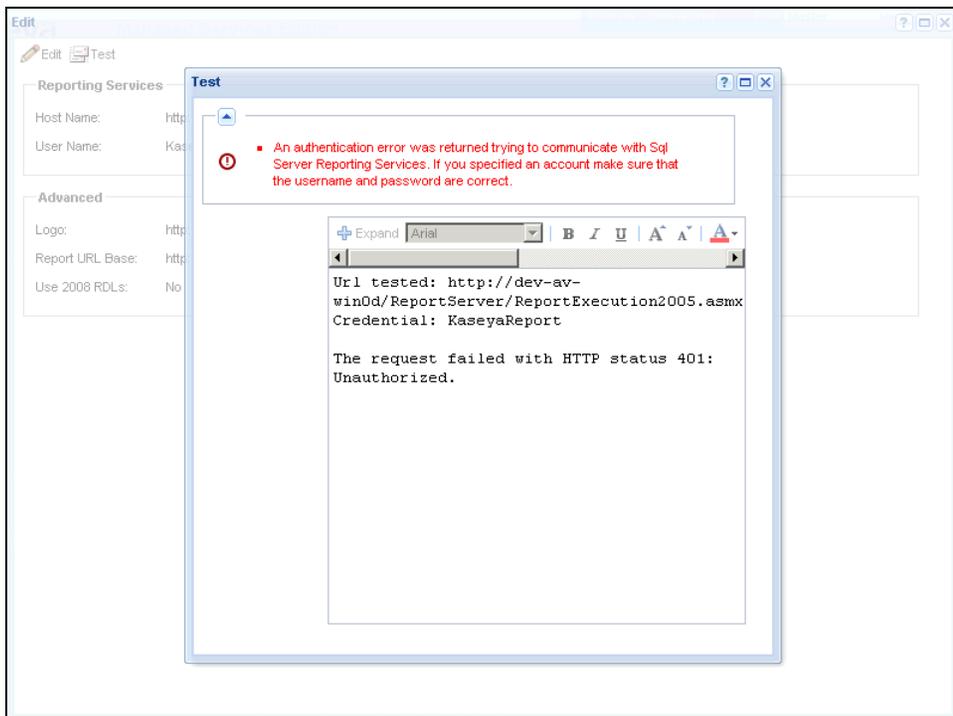
The screenshot shows the 'Edit' dialog box for Reporting Services after saving. The 'Test' button is highlighted with a red box. The 'Reporting Services' section shows 'Host Name' as 'http://dev-av-win0d/ReportServer/ReportExecution2005.aspx' and 'User Name' as 'KaseyaReport'. The 'Advanced' section shows 'Logo' as 'http://dev-av-win0d/themes/default/images/2008logo.gif', 'Report URL Base' as 'http://localhost/', and 'Use 2008 RDLs' as 'No'.

## Adding Custom Credentials to a Remote Report Server

14. If everything is correct you should see the following screen.



15. If you mistyped the credentials you should see the following error message. Ensure that the credentials are correct and retest.



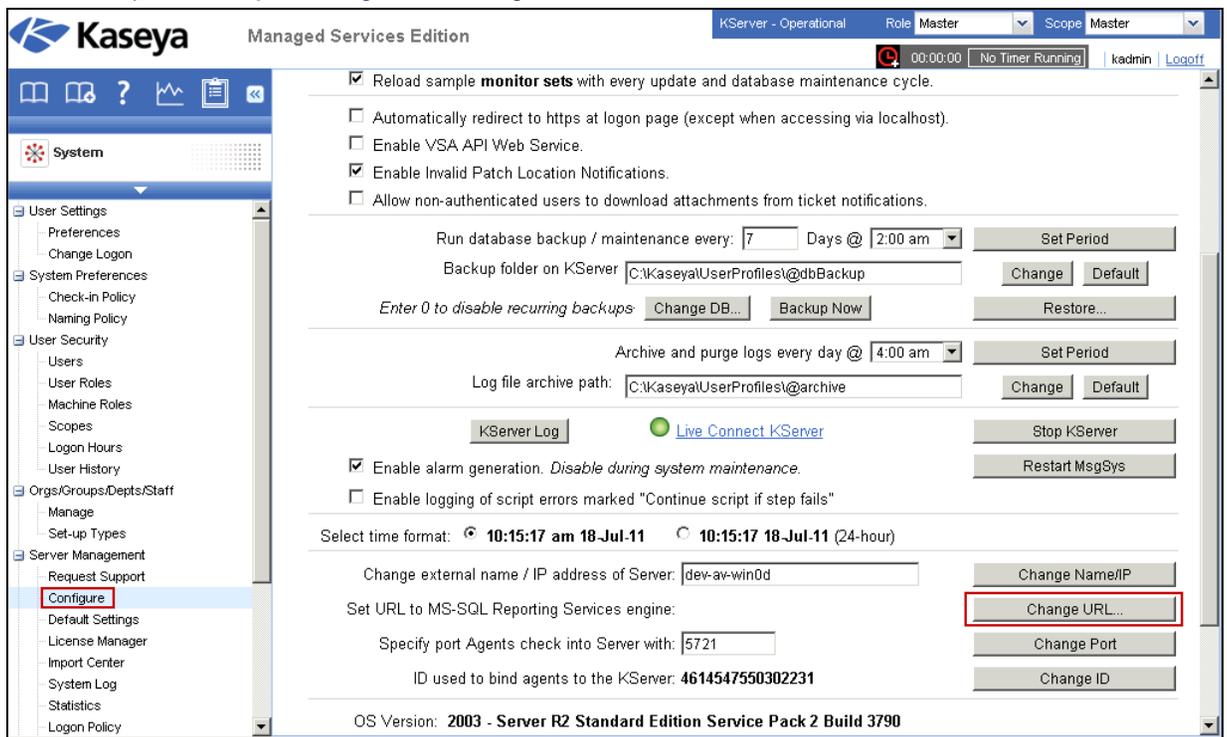
# Setting the Report Logo URL

If the logo does not display in SSRS reports and may be due to either of the following conditions:

- SSRS is installed on the same machine as the Kaseya Server. SSRS is unable to retrieve the logo because of firewall issues. To fix this issue, change the URL to `localhost` from the externally available URL/IP address. This fix replaces the earlier work around of having the customer change the host file on their machine.
- The VSA has been configured using a self-signed SSL certificate. To fix this issue change the protocol from `https` to `http`.

## Procedure

1. Display the System > Server Management > Configure page in the VSA. Click the **Change URL** button to open the **Report Configuration** dialog.



2. Click on the **Edit** button at the top of the screen.

The screenshot shows a window titled "Managed Services Edition" with a sub-window "Edit" in the foreground. The "Edit" button is highlighted with a red box. The main window displays the following configuration:

Reporting Services	
Host Name:	http://dev-av-win0d/ReportServer/ReportExecution2005.asmx
User Name:	Default Credentials

Advanced	
Logo:	http://dev-av-win0d/themes/default/images/2008logo.gif
Report URL Base:	http://localhost/
Use 2008 RDLs:	No

3. Change the URL for the report logo from <your-Kaseya Server-system-name> to localhost in the **Logo** field.
4. For Kaseya Servers configured using a self-signed SSL certificate, change the https to http.

**Note:** No other part of the URL need be changed.

The screenshot shows the same "Managed Services Edition" window, but with the "Edit" dialog box open. The "Logo" field in the "Advanced" section is highlighted with a red box. The dialog box displays the following configuration:

Reporting Services	
Host Name*:	win0d/ReportServer/ReportExecution2005.asmx
<input type="checkbox"/> Specify Account	
User Name:	
Password:	
Confirm Password:	
Domain:	

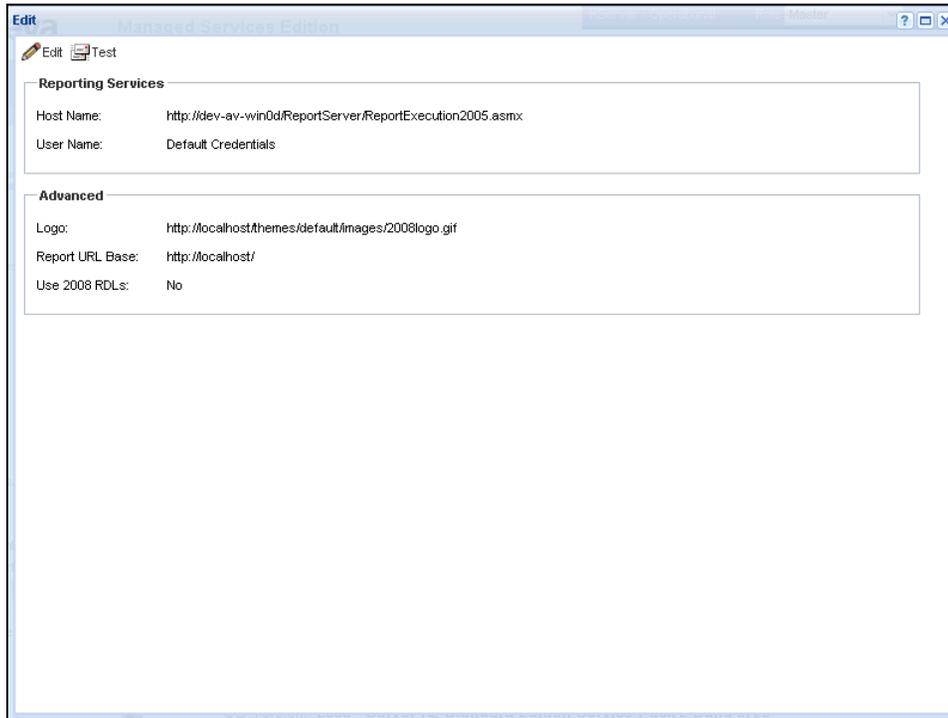
  

Advanced	
Logo:	http://dev-av-win0d/themes/default/images/2008logo.gif
Report URL Base:	http://localhost/
<input type="checkbox"/> Use 2008 RDLs	

Buttons: Save, Cancel

## Setting the Report Logo URL

5. Click **Save** to commit your changes.



The URL has now been saved. Run a report to see the logo display in the header of the report.