



Agent Configuration and Deployment

Quick Start Guide

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English

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Contents

| | |
|--|-----------|
| Installing Your First Agent..... | 1 |
| What are Agents? | 1 |
| Working With Agents on Managed Machines..... | 2 |
| Working with Agents in the VSA..... | 4 |
| Creating Agent Install Packages | 7 |
| Manually Installing the Agent..... | 8 |
| Automating the Installation of the Agent..... | 9 |
| Configuring Agent Settings..... | 10 |
| Configuring Agent Settings Using Policies..... | 11 |
| Configuring Agent Settings Using Templates..... | 11 |
| Agent Functions..... | 12 |
| Learning More | 15 |
| Index..... | 17 |

Installing Your First Agent

If you haven't installed an agent on a VSA yet, you should do so now. You can use it to experiment with the features mentioned in this document. The following is the fastest way to install an agent manually.



Note: The `d1.asp` download page is available to install partition 1 agents in an on-premise VSA, whether or not tenants are created using the Tenant Management module. The `d1.asp` page is not available in any partition in SaaS environments.

1. Log on to any machine you want to install an agent on.
2. Enter the following URL in the browser of that machine:
`http://<YourVSAaddress>/d1.asp`
3. Click the **Default Install** package to begin installation of the agent on that machine.
 - If other install packages are listed, select your preferred install package.
 - Once the install starts you may have to confirm the installation to ensure it completes.
4. Logon to your VSA:
`http://<YourVSAaddress>`
5. Within the VSA, select the Agent > **Manage Agents**
(<http://help.kaseya.com/webhelp/EN/VSA/9040000/index.asp#250.htm>) page.
 - You should see a new machine account listed on this page for the agent you just created.

What are Agents?

Agents

The VSA manages machines by installing a software client called an **agent** on a managed machine. The agent is a system service that does not require the user to be logged on for the agent to function and does not require a reboot for the agent to be installed. The agent is configurable and can be totally invisible to the user. The sole purpose of the agent is to carry out the tasks requested by the VSA user. Once installed:

- An agent icon—for example the  agent icon—displays in the system tray of the managed machine. Agent icons can be custom images or removed altogether.
- Each installed agent is assigned a unique VSA machine ID / group ID / organization ID. Machine IDs can be created automatically at agent install time or individually prior to agent installation.
- Each installed agent uses up one of the available agent licenses purchased by the service provider.
- Agents are typically installed using packages created using Agent > Deploy Agents inside the VSA.
- Multiple agents can be installed on the same machine, each pointing to a different server.
- A check-in icon displays next to each machine ID in the VSA, displaying the overall status of the managed machine. For example, the  check-in icon indicates an agent is online and the user is currently logged on.
- Clicking a check-in icon displays a single machine interface for the managed machine called Live Connect. **Live Connect** provides instant access to comprehensive data and tools you need to work on that one machine.

Working With Agents on Managed Machines

- Hovering the cursor over a check-in icon displays an agent Quick View window immediately. You can view agent properties, quick launch selected agent procedures, or launch **Live Connect** from the agent **Quick View** window.

Machine IDs vs Agents

When discussing agents it is helpful to distinguish between the machine ID / group ID / organization ID and the agent. The machine ID / group ID / organization ID is the **account name** for a managed machine in the VSA database. The agent is the client software installed on the managed machine. A one-to-one relationship exists between the agent on a managed machine and its account name on the VSA. Tasks assigned to a machine ID by VSA users direct the agent's actions on the managed machine.

The Machine ID / Group ID / Organization ID Hierarchy

Each agent installed on a managed machine is assigned a unique **machine ID / group ID / organization ID**. All machine IDs belong to a machine group ID and optionally a subgroup ID. All machine group IDs belong to an organization ID. An organization typically represents a single customer account. If an organization is small, it may have only one machine group containing all the machine IDs in that organization. A larger organization may have many machine groups and subgroups, usually organized by location or network. For example, the full identifier for an agent installed on a managed machine could be defined as `jsmith.sales.chicago.acme`. In this case `sales` is a subgroup ID within the `chicago` group ID within the organization ID called `acme`. In some places in the VSA, this hierarchy is displayed in reverse order. Each organization ID has a single default machine group ID called `root`. Group IDs and subgroup IDs are created using the System > Orgs/Group/Depts/Staff > Manage > Machine Groups page.

Working With Agents on Managed Machines

Agent Icons on Managed Machines

Once installed on a machine, the agent displays an icon in the computer's system tray. This icon is the machine user's interface to the agent. The icon may be disabled at the discretion of the VSA user using the Agent > Agent Menu page.

Note: You can fully customize agents icon using System > Site Customization. See [Creating Custom Agent Icons](#). This includes unique icons for Apple and Linux machines.

Agent Icon Background is Blue

When the agent is running and **successfully checking into the VSA**, the agent icon's background is **blue**.



Note: Double clicking the agent icon displays the Portal Access Welcome Page.

Agent Icon Background is Grey

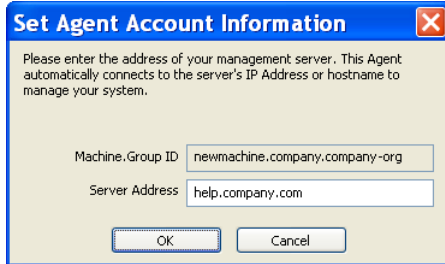
A running agent that can **not** check into the VSA displays a **gray icon**. This indicates that either the network connection is down or the agent is pointed at the wrong address for the VSA.



If the agent icon is gray check the following:

1. Verify this machine has internet access.

2. Check to see if there is a firewall blocking the **outbound** port used by the agent to connect to the VSA. The default is port 5721.
3. Verify this machine account's Check-in Control settings are correct.
4. Manually set the VSA server address in the agent by right clicking the agent menu, selecting **Set Account...**, and filling in the form with the correct address.



Agent Icon Background is Red

The agent icon turns **red** when a machine user manually disables remote control. VSA users prevent anyone from remote controlling their machine by selecting **Disable Remote Control** when they right click the agent menu.



Agent Icon Background Flashes between White and Blue

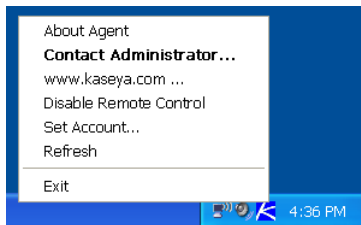
The agent icon **flashes** between a white background and its normal background when a *message is waiting* to be read. Clicking the icon displays the message.



Note: See [Remote Control > Send Message](#) for an explanation of how to set up the sending of messages.

Agent Menu Options

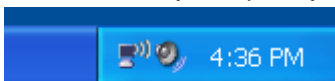
Right clicking the agent icon pops up a menu of options available to the machine user.



Note: See [Agent > Agent Menu](#) for a description of how to turn these options on or off.

Disabling the Agent Menu

VSA users may completely disable the agent menu and remove the icon from the machine's desktop.



Working with Agents in the VSA

Viewing Audit Results

When an agent is first installed on a machine all the hardware and software components of the machine are inventoried and reported back to the VSA.










Wait a few minutes after the agent is installed, then navigate to the Audit > **Machine Summary** (<http://help.kaseya.com/webhelp/EN/VSA/9040000/index.asp#554.htm>) page in the VSA. This single page shows all the data returned by the audit about the machine you just installed an agent on.

Agent Status

Once an agent is installed and checks in, its corresponding "machine ID" displays on various pages throughout the VSA. A typical one is the Agent > **Manage Agents** page. The **Manage Agents** page provides a summary view of a wide variety of agent data.

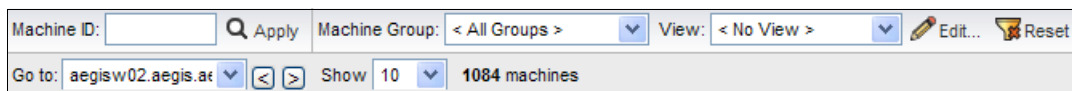
Agent Status Icons in the VSA

Once a machine ID is created, an agent check-in icon displays next to each machine ID account in the VSA. These icons indicate the agent check-in status of each managed machine. Click a check-in icon to display Live Connect. Hovering the cursor over a check-in icon displays the agent Quick View window.


-  Online but waiting for first audit to complete
-  Agent online
-  Agent online and user currently logged on. Icon displays a tool tip showing the logon name.
-  Agent online and user currently logged on, but user not active for 10 minutes
-  Agent is currently offline
-  Agent has never checked in
-  Agent is online but remote control has been disabled
-  The agent has been suspended
-  An agent icon adorned with a red clock badge is a temporary agent.

Filtering Lists of Machine IDs

A **Machine ID / Machine Group** filter at the top of a "machine ID" page allows *you* to decide how to limit the display of all the machines IDs you are authorized to see. The **Machine ID / Machine Group** filter is displayed at the top of *all* function pages that display machine ID accounts.




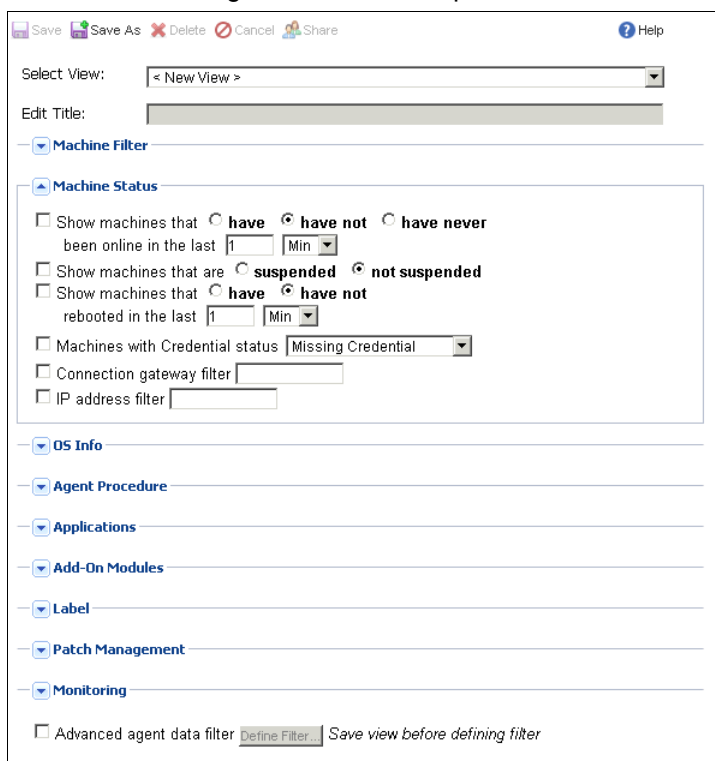
The screenshot shows a filter bar with the following elements: a text input for 'Machine ID', a search icon, an 'Apply' button, a 'Machine Group' dropdown menu set to '< All Groups >', a 'View' dropdown menu set to '< No View >', an 'Edit...' button with a pencil icon, and a 'Reset' button with a trash icon. Below this is a 'Go to:' field containing 'aegisw02.aegis.at', navigation arrows, a 'Show' dropdown set to '10', and a count of '1084 machines'.

Once filter parameters are specified, click the Apply icon  to apply filter settings to *all* function pages. By default, the **Machine ID / Machine Group** filter displays all machine IDs in **<All Groups>** managed by the currently logged in user.

Note: Even if a user selects **<All Groups>**, only groups the user is granted access to using **System > Scopes** are displayed.

View Definitions

The View Definitions window lets you further refine a machine ID / group ID filter based on attributes contained on each machine—for example, the operating system type. Views provide users flexibility for machine management and reporting. View filtering is applied to *all* function pages by selecting a view from the **Select View** drop-down list on the machine ID / group filter panel and clicking the Apply icon . Any number of views can be created and shared with other users. Views are created by clicking the **Edit** button to the right of the **Views** drop-down list.




The screenshot shows the 'View Definitions' window with the following elements:

- Toolbar: Save, Save As, Delete, Cancel, Share, Help.
- Select View: < New View >
- Edit Title: [Text Input Field]
- Machine Filter:
 - Machine Status:
 - Show machines that have have not have never been online in the last [1] Min
 - Show machines that are suspended not suspended
 - Show machines that have have not rebooted in the last [1] Min
 - Machines with Credential status: Missing Credential
 - Connection gateway filter: [Text Input Field]
 - IP address filter: [Text Input Field]
 - OS Info
 - Agent Procedure
 - Applications
 - Add-On Modules
 - Label
 - Patch Management
 - Monitoring
- Advanced agent data filter: Define Filter... Save view before defining filter

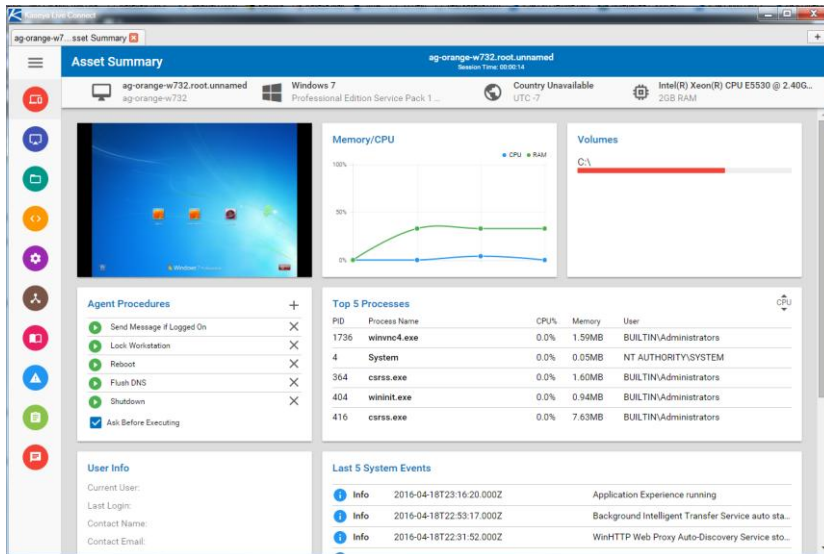
Live Connect

The **Live Connect** app is a single-machine user interface that runs natively on your local machine, independent of the browser you are using to log into the VSA. The **Live Connect** app is designed using a Material Design look and feel.

- The first page you see is the **Asset Summary** page.
- Multiple icons along the left provide access to other menus or pages.
- You can click the add tab  icon to work with multiple menu options for the same machine at the same time.
- Most data lists throughout **Live Connect** can be filtered and sorted.
- **Live Connect** sessions continue without user interruption, even if the VSA user logs out of the VSA or the VSA session times out.

Working with Agents in the VSA

- Enhanced Live Connect features do not display until agents are updated.



Note: This updated version of **Live Connect** replaces **Live Connect (Classic)**. **Live Connect (Classic)** and **Quick View (Classic)** can be enabled by setting the **Use new Live Connect** when clicking the **Live Connect** button in **Quickview** option to **No** in **System > Default Settings**.

Launching Live Connect

- If you hover the cursor momentarily over the agent icon, the Quick View window displays. You can use Quick View to launch **Live Connect**.
- Ctrl+clicking the agent icon launches **Live Connect** immediately.
- The first time you launch **Live Connect**, you are prompted to download and install the **Live Connect** app on your local computer.

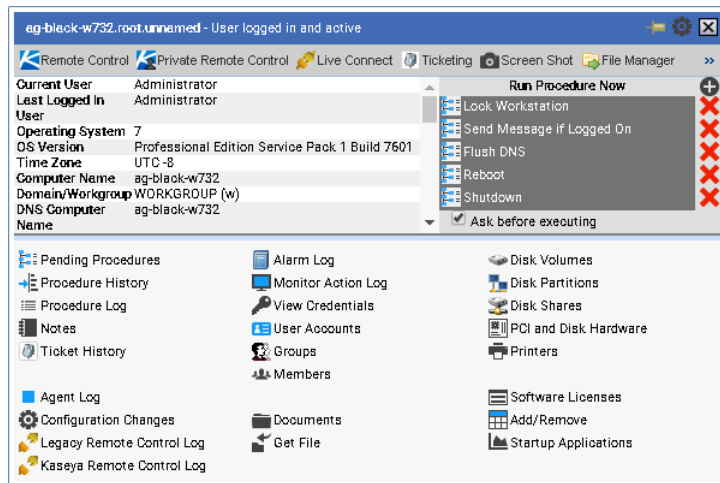
You can also launch **Live Connect** independently of the VSA. See Agent/Asset Browser.

Quick View




Hovering the cursor over a check-in icon displays an agent **Quick View** window immediately. You can use **Quick View** to:

- View agent properties
- Start a shared or private Kaseya Remote Control session
- Launch an agent procedure

- Launch Live Connect



Agent Badges

Add *badges* to the lower right corner of agent status icons, such as . These badges display everywhere the agent icon displays in the user interface. For example, you could mark a machine with a  badge to indicate the customer requires a phone call before anyone works on that machine. Or mark a server with a  badge because you should not do anything to it until after hours.

Select one or more machines on the Agent > Edit Profile page, then click the **Icon Badge** link at the top of the page and select one of the available badges. You can define a **Special Instructions** text message for each badge. Click the **Update** button to assign the badge to selected machines.

When you hover the cursor over an agent status icon with a badge, the Quick View window displays the **Special Instructions** text in the bottom of the window.

Creating Agent Install Packages

Agent Install Packages

Agents are installed on managed machines using an **agent install package**. An agent install package contains all the settings you prefer an agent to work with on a target machine.

The Agent > **Manage Packages** page displays the agent install packages that are available in your VSA. A Default Install package is provided with the VSA. You might see other agent install packages already created and listed on this page.

An agent install package is created using the **Create Agent Package** wizard. The wizard copies agent settings from an *existing* machine ID or machine ID template and generates an install package called **KcsSetup**. All settings and pending agent procedures from the machine ID you copy from—except the machine ID, group ID, and organization ID—are applied to every new machine ID created with the package.

Create an Agent Install Package

On the Agent > Manage Packages page, click **Create** to start the **Create Agent Pack** wizard. The wizard is a 7 step process.

Note: To save changes to an existing agent package that is not shared Master users can Take Ownership of the agent package using the Share button.

1. Specify how the machine id is assigned.

Manually Installing the Agent

- Prompt the user to enter a machine ID.
 - Use the computer name as the machine ID.
 - Set the user name of the currently logged on user as the machine ID.
 - Specify a fixed machine ID for this install package.
2. Specify how the group id is assigned
 - **Existing Group** - Select an existing group ID from a drop-down list.
 - **Domain Name** - Uses the user's domain name.
 - **New Group** - Specify a new group ID. This option only displays for master role users.
 - **Prompt User** - Asks user to enter a group ID. This option only displays for master role users.
 3. Optionally specify installer options using command line switches. This includes the ability to install silently without any task bars or dialog boxes.
 4. Optionally select a machine from the **Agents** list to copy settings from. This is oftentimes a machine ID template account. All copied settings and pending agent procedures—except the organization ID, machine ID, and group ID—are applied to every new machine ID created with the package.

If **Do Not Copy Settings** is checked, default agent settings are used. If unchecked, click **Select Copy Agent** to select the agent or agent template account to copy settings from.
 5. Select the operating system you are creating the install package for: **Automatically choose OS of downloading computer: Windows, Macintosh, or Linux.**
 6. Optionally bind a user logon credential to the install package. Fill in the **Administrator Credential** form to securely bind user rights to the install package.
 - Users without administrator rights can install the package successfully without having to enter an administrator credential.
 - If the administrator credential is left blank and the user does not have administrator rights to install software, the install package prompts the user to enter an administrator credential during the install. **If the package is also silent KcsSetup will fail without any dialog messages explaining this.**
- Administrator Credentials** - If necessary, an agent install package can be created that includes an administrator credential to access a customer network. Credentials are only necessary if users are installing packages on machines and do not have administrator access to their network. The administrator credential is encrypted, never available in clear text form, and bound to the install package.
7. Provide a name and description for the install package for easy reference later. This name displays on the **Manage Packages** page and the `d1.asp` download page.
 8. Optionally set the new install package as the default install package.
 9. Optionally show the install package on the download page.

Manually Installing the Agent

Manually Downloading Install Packages from the Manage Packages Page

The **Manage Packages** page provides three types of links for downloading agent install packages:

- Click the link underneath the **Name** of an install package to display a download link you can copy to your clipboard or into an email message. Anyone who receives an email with that link can click it to install the agent package.
- Click the **Download Package** link for an install package to immediately download that package to your local machine.

- Select an install package and click the [Download Page](#) to display a download link you can use to download the package to your local machine.

Any of these methods downloads the same `KcsSetup` file used to install the agent.

Executing the Agent Install Package on the Endpoint Machine

Users can execute the `KcsSetup` installer on the endpoint machine using any of the following methods:

- *Windows*
 - Double click `KcsSetup` to launch it.
 - Open a [command line window](#) and type `KcsSetup` followed by any desired command line switches.
 - Select [Run...](#) from the [Windows Start](#) menu and type `KcsSetup` followed by any desired command line switches.
- *Macintosh and Linux*
 - Double click `KcsSetup` to launch it.
 - The full filename for a Macintosh agent install package is `KcsSetup.app`. `KcsSetup.app` is downloaded as a `KcsSetup.zip` which contains `KcsSetup.app` inside a folder titled `Agent`. Click the `KcsSetup.zip` file to expand it, click the `Agent` folder, then click the `KcsSetup.app` file to execute it.

Note: For Macintosh, command line switches can only be used when creating the agent install package.

Note: For Linux, see [Installing Linux Agents](#) for more detailed instructions.

Automating the Installation of the Agent

You can use the following methods to automate the installation of agent install packages:

Logon

- **Windows** - Set up an [NT logon](#) procedure to run the install package every time a user logs into the network. See system requirements.
- **Apple** - Set up an [Apple OS X Login Hook Procedure](#) to run the install package every time a user logs into the network. See Apple KB Article [HT2420](http://support.apple.com/kb/HT2420) (<http://support.apple.com/kb/HT2420>).

Procedure

1. Create the deployment package using the Agent > [Manage Packages](#) wizard.
 - The `KcsSetup` installer skips installation if it detects an agent is already on a machine if the `/e` switch is present in the installer package.
 - You will probably want to select the silent install option.
 - It may be necessary to bind an administrator credential if users running the logon procedure don't have user rights.
2. Download the appropriate `KcsSetup` installer package using the `d1.asp` page and copy it to a network share which users can execute programs from.
3. Add `KcsSetup` with its network path to the logon procedure.

Email

Email `KcsSetup` to all users on the network. Download the appropriate install package from the [Manage Packages](#) page, then attach it to an email on your local machine. You can also copy and paste the link of

Configuring Agent Settings

the default install package into an email message. Include instructions for launching the package, as described in the [Manual](#) bullet below.

Discovery by Network or Domain

Use the **Discovery** module to discover machines on **Networks** (<http://help.kaseya.com/webhelp/EN/KDIS/9040000/index.asp#1944.htm>) and **Domains** (<http://help.kaseya.com/webhelp/EN/KDIS/9040000/index.asp#10750.htm>), then install the agents on discovered machines, either manually or automatically.

Automatic Account Creation

You should be aware that *automatic account creation* is enabled using System > **Check-in Policy** to automatically create a machine ID account when an agent install package is installed. This option is enabled by default when the VSA is installed.

Assigning New Machine IDs to Machine Group by IP Address

You may choose to create a "generic" install package that adds all new machine accounts to the **unnamed** group ID. When the agent checks in the first time, the System > **Naming Policy** assigns it to the correct group ID and/or sub-group ID using the IP address of the managed machine. Agent settings can be configured afterward by policy or template. See:

- [Configuring Agent Settings Using Policies](#) (page 11)
- [Configuring Agent Settings Using Templates](#) (page 11)

Configuring Agent Settings

Agent Settings

Agent settings determine the behavior of of the agent on the managed machine. Although each agent can be configured individually, it's easier to manage machines if you adopt similar settings for each type of machine you manage. For example, laptops, desktops and servers could all have settings that are unique to that type of machine. Similarly, machines for one customer may have unique characteristics that differ from the machines used by other customers. Type of agent settings include:

- Agent Credential
- Agent Menu
- Check-in Control
- Working Directory
- Logs
- Edit Profile
- View Collections
- Portal Access
- Remote Control Policy
- Patch Settings
- Patch File Source
- Patch Policy Memberships
- Alerts
- Event Log Alerts
- Monitor Sets
- Distribute Files
- Scheduled Agent Procedures

Policies vs Templates

There are two general methods of maintaining agent settings on multiple machines.

- **Configuring Agent Settings Using Policies** (*page 11*) - This is the preferred, *dynamic* method of managing agent settings on hundreds, even thousands, of machines. Once a policy is applied to a target machine, propagation is automatic.
- **Configuring Agent Settings Using Templates** (*page 11*) - This is the legacy, *static* method of maintaining agent settings on multiple machines. Agent settings must be manually copied to each target machines each time you make a change.

Configuring Agent Settings Using Policies

The **Policy Management** (KPM) module in the VSA manages *agent settings by policy*. Once policies are assigned to machines, machine groups or organizations, *policies are propagated automatically*, without further user intervention.

The System Management Wizard

A policy setup wizard is located on System > Orgs/Groups/Depts/Staff > Manage > Systems Management tab.

The **Systems Management Configuration** setup wizard enables you to quickly *configure and apply machine management policies for a specific organization*. Once configured, these policies are assigned to each machine you manage on behalf of that organization. Policies govern many different aspects of machine management:

- Audit scheduling
- Monitoring
- Alerts
- Patch Management
- Routine machine maintenance using agent procedures

With policies you no longer have to manage each machine individually. You only have to assign or change the policy. A policy assignment or a change within an assigned policy is propagated within 30 minutes to all member machines without you having to schedule anything. Once applied, you can quickly determine whether managed machines are in compliance or out of compliance with their assigned policies. Compliance tracking by individual policy provides you with the information you need to deliver IT services consistently throughout the organizations you manage.

Note: See the **Standard Solution Package** for a detailed explanation of each option in the **setup wizard** (<http://help.kaseya.com/webhelp/EN/SSP/9040000/index.asp#11220.htm>).

Configuring Agent Settings Using Templates

Machine ID Templates

A machine ID template is *a machine ID record without an agent*. Since an agent never checks into a machine ID template account, it is not counted against your total license count. You can create as many machine ID templates as you want without additional cost. When an agent install package is created, the package's settings are typically copied from a selected machine ID template. Machine ID templates are usually created and configured for certain types of machine. Machine type examples include desktops, Autocad, QuickBooks, small business servers, Exchange servers, SQL Servers, etc. **A corresponding install package can be created based on each machine ID template you define.**

- Create machine ID templates using Agent > Create.

Agent Functions

- Import a machine ID template using Agent > Import/Export.
- Base an agent install package on a machine ID template using Agent > Manage Packages.
- Copy *selected* settings from machine ID templates to existing machine ID accounts using Agent > Copy Settings.
- Identify the total number of machine ID template accounts in your VSA using System > Statistics.
- Configure settings for the machine ID template using the standard VSA functions, just as you would a machine ID account with an agent.
- Separate machine ID templates are recommended for Windows, Apple and Linux machines. Alternatively you can create a package that selects the appropriate OS automatically and copy settings from a template that includes an agent procedure that uses OS specific steps.

To apply a machine ID template to a package:

1. Use the **Create Agent Package** wizard in **Manage Packages** to use the template as the source machine ID to copy settings from when creating the package to install.
2. Add additional attributes to the package using this same wizard. These additional attributes usually differ from one customer to the next and therefore cannot be usefully stored in the template.

Copying Agent Settings

Machine ID templates are initially used to create an agent install package using the template as the source to copy settings from. But even after agents are installed on managed machines, you'll need to update settings on existing machine ID accounts as your customer requirements change and your knowledge of the VSA grows. In this case use Agent > **Copy Settings** to copy these changes to any number of machines IDs you are authorized to access. Be sure to select **Do Not Copy** for any settings you do not want to overwrite. Use **Add** to copy settings without removing existing settings. Kaseya recommends making changes to a selected template first, then using that template as the source machine ID to copy changes from. This ensures that your machine ID templates remain the "master repositories" of all your agent settings and are ready to serve as the source of agent install packages and existing machine ID accounts.

Templates and Filtered Views

There is a corresponding relationship between machine ID templates and filtering your view of selected machines using the **Only show selected machine IDs** view definition option. For example, if you define a machine ID template called "laptops", then it's easier to apply settings to all the "laptops" you're responsible for if you have a filtered view called "laptops". Simply select the view for "laptops" and only laptops are displayed on any function page, regardless of the machine group they belong to. The same idea applies to "desktops", "workstations", "Exchange servers", etc.

Filtered views of selected machines are particularly useful when you're getting ready to copy settings from a machine ID template to existing agents using the **Copy Settings** function described above.

Base Templates and Audits

Since you can never be sure what settings should be applied to a machine until you perform an audit on the machine, consider installing an agent package created from a "base" template that has most of the agent settings *turned off*. Once you have the audit, then you can decide which settings should go on which machine. Use the **Copy Settings** function to copy settings from the appropriate template to the new agent.

Agent Functions

Once agents are installed you can maintain them using a variety of additional functions. The complete list of functions provided by the **Agent** module in the VSA includes:

| Functions | Description |
|--------------------|--|
| Manage Agents | Displays agent properties and performs a number of functions on multiple agents. <ul style="list-style-type: none"> • Update Agents • Delete Agents • Rename (Agents) • Change Group (Agents) • Working Directory • Suspend/Resume (Agents) • Set Credentials |
| Agent Logs | Displays logs of: <ul style="list-style-type: none"> • Agent system and error messages • Execution of agent procedures, whether successful or failed. • Configuration changes made by a user. • Send/receive data for applications that access the network. • Application, System, and Security event log data collected from managed machine. • Alarm log • Remote control log • Log monitoring |
| Log History | Specifies how long to store log data. |
| Event Log Settings | Specifies event log types and categories included in event logs. |
| Automatic Update | Updates agents to the latest version automatically. |
| Manage Packages | Creates agent install packages for installing agents on multiple machines. |
| Create | Creates machine ID accounts and/or install packages for installing agents on single machines. |
| Delete | Deletes machine ID template accounts. |
| Rename | Renames existing machine ID template accounts. |
| Change Group | Reassigns templates to a different machine group or subgroup. |
| Copy Settings | Mass copies settings from one machine account to other machine accounts. |
| Import / Export | Imports and exports agent settings, including scheduled agent procedures, assigned monitor sets, and event sets, as XML files. |
| Agent Menu | Customizes the agent menu on managed machines. |
| Check-In Control | Controls agent check-in frequency on agent machines. |
| Edit Profile | Edits machine account information. |
| Portal Access | Sets up accounts to allow machine users remote control access to their own machines. |
| LAN Cache | Designates a machine to act as a file source for other machines on the same LAN. |
| Assign LAN Cache | Assigns machines to, and removes machines from, a selected LAN Cache machine. |

Agent Functions

| | |
|---------------------|---|
| File Access | Prevents unauthorized access to files on managed machines by rogue applications or users. |
| Network Access | Lets you approve or deny network access on a per application basis. |
| Application Blocker | Application blocker prevents any application from running on a managed machine. |
| Application Logging | Displays a log of Agent module activity. |
| Configuration | Configures and enables the Live Connect on Demand feature. |
| Dashboard | Provides a dashboard view of temporary agent session metrics. |

Learning More

PDFs are available to help you quickstart your implementation of **Virtual System Administrator™**. They can be downloaded from the **first topic in the VSA online help**

(<http://help.kaseya.com/webhelp/EN/VSA/9040000>).

If you're new to **Virtual System Administrator™** we recommend the following quickstart guides:

1. Getting Started
2. User Administration
3. Agent Configuration and Deployment
4. Live Connect, Kaseya Remote Control, Quick View, User Portal
5. Monitoring Configuration
6. Custom Reports

The following resources are also available.

Kaseya University

See **Kaseya University** (<http://university.kaseya.com/efront/www/index.php>) for training options.

Index

A

- Agent Functions • 12
- Automating the Installation of the Agent • 9

C

- Configuring Agent Settings • 10
- Configuring Agent Settings Using Policies • 11
- Configuring Agent Settings Using Templates • 11
- Creating Agent Install Packages • 7

I

- Installing Your First Agent • 1

L

- Learning More • 15

M

- Manually Installing the Agent • 8

W

- What are Agents? • 1
- Working with Agents in the VSA • 4
- Working With Agents on Managed Machines • 2