

# **Kaseya Server Installation**

User Guide

September 8, 2008

#### 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.

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## Introduction

The Kaseya Server allows administrators to manage their entire computing infrastructure with one integrated web-based information technology application. The Kaseya Server is the central component of the Kaseya IT Framework, issuing schedule-based instructions to Kaseya agents. All communication to the Kaseya Server is initiated from a Kaseya *agent*, making it virtually impossible for a third-party application to attack the agent from the network.

Administrators access the Virtual System Administrator (VSA) console through a web interface, allowing them to schedule system management activities to remote systems.

The Kaseya Server:

- Is complete, scalable, secure, configurable, and location independent.
- Deploys in minutes, without consultants or long training cycles.
- Allows for complete control of each client's infrastructure.

Follow the instructions in this guide to install and configure the Kaseya Server on your network.

Note: For information about installing and configuring Kaseya agents, see the Kaseya <u>Agent</u> <u>Configuration and Deployment</u> *Guide*.

Note: For the latest instructions on migrating an existing KServer to a new machine see the article <u>How</u> <u>do I move my Kaseya Server to a new computer? (270436)</u> in the Kaseya Support Knowledge Base Portal.

## **Pre-Installation**

### **Minimum System Requirements**

The Kaseya minimum system requirements are a guide to help the user plan for a Kaseya implementation, based on the number of systems each user intends to manage. The current minimum system requirements are posted on the Kaseya website at <a href="http://www.kaseya.com/support/system-requirements.aspx">http://www.kaseya.com/support/system-requirements.aspx</a>

IMPORTANT: The Kaseya Service software must be installed on a server dedicated to the Kaseya application to qualify for server-related support.

All server configurations require:

- TCP/IP Port: 5721 open to inbound and outbound traffic
- TCP/IP Port: 25 open to outbound traffic
- TCP/IP Port: 80 open to inbound and outbound traffic

### **Pre-Install Checklist**

Before installing Kaseya Server software, verify that all the necessary prerequisites have been met.

Verify minimum system requirements at <u>http://www.kaseya.com/support/system-requirements.aspx</u>
Verify Microsoft Internet Information Services (IIS) is installed.
Verify MS IIS functionality.
Verify MS .NET Framework 2.0 is installed.
Verify folder permissions.
Verify Internet Explorer is the default web browser.
Verify the server is configured to bypass proxy.
Verify database type:
SQL Server 2005 – Production use
SQL Server Express 2005 – Evaluation only
Verify designated domain name or internet IP address.
Identify the TCP port to be used for agent communication, verify it is open.
TCP port 25 must be open for outbound SMTP traffic.
Identify the port to be used for VSA administration.
Port 80 for HTTP

Port 443 for HTTPS
Verify Kaseya software is NOT installed on a server running Microsoft Exchange
Verify Kaseya software is NOT installed on a server running MS Small Business Server

### **Microsoft Internet Information Services (IIS)**

The Kaseya Server uses Microsoft Internet Information Services (IIS) version 5.0 or above in order to host the administrative console. Verify MS IIS is installed and configured *PRIOR* to installing the Kaseya Server. IIS is included with all versions of Windows 2000 and Windows 2003 as well as Windows XP Professional.

Note: Although possible to do so, Kaseya does not recommend implementing the Kaseya Server on a system running Windows XP Professional. Windows XP Professional is supported for evaluation only.

### Verify Internet Information Services (ISS) is Installed

To verify that the Internet Information Services (IIS) is installed, follow the steps below.

- 1. Click Start  $\rightarrow$  Control Panel  $\rightarrow$  Add or Remove Programs.
- 2. From the Add or Remove Programs window select Add/Remove Windows Components on the left side. The Windows Component Wizard window will appear.
- 3. In the Windows Component Wizard window, scroll down and verify that the Internet Information Services (IIS) is checked. If IIS is NOT checked, then consult the appropriate Microsoft Documentation and install IIS PRIOR to installing the Kaseya Server.

🐻 Add or Rei	move Programs			
	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	~
Change or Remove	🚰 Acronis True Image Server		Size	<u>102.00MB</u>
Programs	Click here for support information.		Used	<u>rarely</u>
<b>B</b>	To remove this program from your computer, click Remove.			Remove
Add New	🔁 Adobe Acrobat 6.0 Professional		Size	349.00MB
Programs	Broadcom 440× 10/100 Integrated Controller		Size	0.13MB
	🕞 Conexant HDA D110 MDC V.92 Modem		Size	0.55MB
Add/Remove	B Dell ResourceCD		Size	2.73MB
Windows Components	FireWarrior		Size	1,535.00MB 🔜
-	S G ToMeeting/GoToWebinar 3.0.0.190		Size	4.41MB
	🔂 High Definition Audio Driver Package - KB835221			
Set Program	🕞 Intel(R) Graphics Media Accelerator Driver for Mobile			
Defaults	Thtel(R) PROSet/Wireless Software		Size	32.94MB
	T50 Recorder		Size	0.61MB
	🕞 Kaseya Agent		Size	1.23MB
	🔂 LiveUpdate 1.7 (Symantec Corporation)		Size	3.99MB
	😤 Microsoft .NET Framework 1.1			
	🖟 Microsoft .NET Framework 1.1 Hotfix (KB886903)			
	🔯 Microsoft MapPoint North America 2006		Size	1,145.00MB 👱
	5.4Y 2**			CN CN

### **Test Internet Information Services (IIS)**

Close the previous window. To test the IIS configuration and confirm the Kaseya Server's IIS service is functioning, follow the steps below.

1. Open a Microsoft Internet Explorer web browser and enter http://localhost in the address bar.

2. If IIS is properly configured, a welcome page similar to this one should appear. The actual page displayed will vary according to the version of IIS and the operating system installed on.



- If 'Page cannot be displayed' or 'Can not find server' message(s) appear in the web browser, IIS
  has not been configured correctly. DO NOT PROCEED with the Kaseya Server installation. The
  installation will fail if IIS is not installed and configured properly.
- You need to set IIS in 32 bit mode if you are installing the KServer frontend on a 64 bit server. See <u>http://support.microsoft.com/default.aspx/kb/894435</u> for more information.

#### **Pre-Installation**



- 5. While the web browser is open, ensure that the Server is NOT configured to access the internet via a proxy server. Follow the steps below.
  - Select Tools on the browser's menu bar.
  - Select Internet Options. In the Connections tab, select the LAN Settings button and verify that the Proxy Server Option is NOT checked.
  - Ensure that the intended Kaseya Server has all of the current patches, including the latest MS IIS patches. If installing any of these patches now, ensure that the intended Kaseya Server has been rebooted prior to beginning the server installation.

### Verify MS .NET Framework 2.0 is Installed

MS .NET Framework 2.0 is a prerequisite for the Kaseya Server installation. Verify .NET Framework 2.0 is installed via the Add/Remove Programs console on your server.

#### **Verify Folder Permissions**

Verify Read & Execute, List Folder Contents, and Read permissions are enabled for NETWORK SERVICES and IIS\_WPG on the following folders:

- Windows\Help\iisHelp\Common
- Windows\System32\inetsrv\ASP Compiled Templates
- Windows\SysWOW64\inetsrv\ ASP Compiled Templates (64-bit only)
- Windows\IIS Temporary Compressed Files

### **Default Web Browser**

Verify that the default web browser is Internet Explorer. Although it is possible to administer the Kaseya Server using other internet web browsers, Kaseya will only provide support for Microsoft Internet Explorer.

To verify the default web browser, follow the steps below.

- 1. Select Control Panel from the Start menu.
- 2. Launch the Add or Remove Programs utility.
- 3. Select Set Program Access and Defaults on the left side and then select the Microsoft Windows radio button. This will display your Windows defaults.
- 4. Verify that the web browser is Internet Explorer one more time.

🐻 Add or Rer	nove Programs	
	A program configuration specifies def programs are accessible from the Sta	ault programs for certain activities, such as Web browsing or sending e-mail, and which rt menu, desktop, and other locations.
C <u>h</u> ange or Remove	Choose a configuration:	
Programs	Microsoft Windows	٢
	Sets programs included in Micro	soft Windows as defaults, and enables or removes access to the programs shown below.
Add <u>N</u> ew Programs	Web browser :	Internet Explorer
	Enable access:	Internet Explorer
6	E-mail program :	Use my current Microsoft e-mail program 👻
Add/Remove	Enable access:	Outlook Express
<u>W</u> indows Components	Media player :	Windows Media Player
· · · · · · · · · · · · · · · · · · ·	Enable access:	QuickTime Player, RealPlayer, Windows Media Player
	Instant messaging program :	Windows Messenger
Set Program	Enable access:	windows Messenger
Access and Defaults	Finable access:	Microsoft Virtual Machine
	<ul> <li>Non-Microsoft</li> </ul>	۲
	O Custom	۲
		OK Cancel Help

#### **Bypass Proxy Server**

Ensure that the Kaseya Server is not configured to access the internet via a proxy server. Kaseya agents may be configured to connect to the Kaseya Server through a proxy server (*Knowledge Base article KB10018*); however, the server must have a direct connection to the internet.

Internet Options			
General Security Privacy Content Connections Programs Advanced			
Local Area Network (LAN) Settings			
Automatic configuration Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration. Automatically detect settings Use automatic configuration gcript			
Address  Proxy server Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).  Address: Port: Advanced Bypass proxy server for local addresses			
OK Cancel			
OK Cancel Apply			

#### **Kaseya Server Domain Name or Internal IP Address**

Kaseya agents initiate all communication with the Kaseya Server, it is for this reason the agents must always be able to reach the domain name or IP (Internet Protocol) address assigned to the Kaseya Server. Choose an IP address or domain name which can be resolved from all desired network(s), both on the local LAN and across the internet.

Note: Although a public IP address may be used, Kaseya recommends using a Domain Name Server (DNS) name for the Kaseya Server. This practice is recommended as a precaution should the IP address need to change. It is easier to modify the DNS entry than redirecting orphaned agents.

### **Port Configuration**

By default, Kaseya agents communicate with the Kaseya Server using Transmission Control Protocol (TCP) Port 5721. This may be reconfigured to any other free and available port during (or after) Kaseya Server installation.

The Kaseya Server makes an outbound communication to Kaseya's Corporate Headquarters using port 5721. For this reason, ensure both inbound and outbound access.

Ensure that:

- Both outbound and inbound access is ENABLED on TCP port 5721.
- Another system or service is not currently using this port.
- There is outbound connectivity on port 25/TCP to send email alert notifications.
- Port 80/TCP (HTTP) or 443/TCP (HTTPS) is accessible to system administrators to connect to the Kaseya web pages for remote management.

### **Anti-Virus Software**

DISABLE Script Blocking for any anti-virus software running on the intended Kaseya Server.

DISABLE the real-time anti-virus scanning during the actual installation of the Kaseya Server software. ENABLE this feature after the installation is complete.

### **SQL** Server Version

Kaseya supports installation using Structured Query Language (SQL) Server or SQL Server 2005 Express edition. SQL Server 2005 Express is only supported for evaluation and should not be used in a production environment.

Download the appropriate installer from http://www.kaseya.com/forms/download.aspx

- If installing Kaseya with SQL Server 2005 Express, confirm that an old version of SQL Server 2005 Express is not already installed. Although it is possible for multiple versions of SQL Server 2005 Express to co-exist, Kaseya does not recommend this configuration. Remove any existing versions of SQL Server 2005 Express prior to installation.
- If installing Kaseya with SQL support, confirm that SQL Server 2005 is installed and functional prior to installing your Kaseya Server. Confirm that the system administrator (SA) password is available during the installation process.

#### **Sizing Requirements**

SQL Server 2005 Express will be installed on the same drive and in the same subdirectory as the Kaseya Server installation. It is important to ensure sufficient disk space exists on the drive selected for your Kaseya Server application and database environments. Kaseya recommends a minimum of 5 Megabytes (MBs) of the disk space for each machine that will be managed by the Kaseya Server. For example, when managing 100 machines, a minimum 500 MBs of available disk space is required for the SQL Server 2005 Express database, on the drive where the Kaseya Server application has been installed.

## **Kaseya Server Installation**

After completing the Kaseya Server installation process, refer to the Kaseya <u>Agent Configuration and</u> <u>Deployment Guide to finalize the Kaseya implementation</u>.

Note: Do not proceed with the Kaseya installation unless the Pre-Install Checklist (*page 5*) has been completed.

#### **Installation Steps**

The Kaseya installation package automates most setup actions. However, some basic user interaction is required. Follow the steps below.

1. Locate the Kaseya Server Setup file. kaseyaVSA.exe is the single installer for use with SQL Server or SQL Server Express.

Note: SQL Server Express can be downloaded and installed automatically by the installer program.

- 2. Confirm agreement with Kaseya licensing requirements. Click Next to continue, or Cancel to end the Kaseya installation.
- After agreeing to the licensing, the system will prompt you to select to install using an existing SQL Server or SQL Server Express instance, download Microsoft SQL 2005 Express, or resume a previous download of SQL Server 2005 Express, Click Next.

Note: If selecting to download SQL Server 2005 Express, the database installation package is downloaded and installed to the local machine.

Kaseya Serv	ver Installation Wizard
t	Microsoft SQL Server 2005 Express Edition Download
Ŧ	The Kaseya Server installation requires Microsoft SQL Server 2000 or 2005. If none is available, you may choose to download the Microsoft SQL Server 2005 Express Edition now.
	Select Microsoft SQL Server 2005 Express Edition Download Option
	C Start new download. Any previous download will first be deleted.
	Continue previous download. Resume download from the point where a previous download, if any, was interrupted.
	To continue, click Next.
	Next> Cancel

4. The installation application will prompt you to select the location for Kaseya Server files to be installed. The installation path may not contain any spaces. At this time the installer will begin extracting the required files and begin the installation process.

Note: If installing Kaseya with SQL Server 2005 Express, the database installation and automatic configuration has been completed. Once you have selected the Kaseya directory skip to step 7.

Kaseya Server Installation Wizard				
t	Kaseya Server Installation Directory			
Ŧ	Choose the path to install the Kaseya Server, Web pages, Kaseya user profiles, and database engine if included in this installation packge.			
	Kaseya Directory			
	C:\Kaseya Browse			
	To change the path, click Browse.			
	Cancel			

 Select the location of the SQL Server instance to use for the Kaseya database. If using a separate SQL machine, configure the required IP and SQL Server instance name at this point; otherwise the installation will look for a local SQL Server instance.

Note (64-bit only): If you are installing to a local 64-bit SQL Server 2005 instance, choose remote SQL server instead of local, and enter the local computer's name as the server name.

th	Microsoft SQL Server Host Computer Selection
Ţ	Select the computer that hosts the Microsoft SQL Server on which you would like to install the Kaseya server database. Host Computer with Microsoft SQL Server
	To continue, click Next.

6. If running multiple instances of SQL databases on your SQL Server, select the desired database to install Kaseya. In this example, DBSERVER1 was used.

Kaseya Serv	ver Installation Wizard	×
t	Microsoft SQL Server Instance Selection	
Ą	Vultiple instances of the Microsoft SQL Server has been found on this server. Please select the name of the instance of the SQL Server on which you would like to install the Kaseya server database.	
	Microsoft SQL Server Instance Names Select SQL Server instance on which to install the Kaseya server database:	
	To continue, click Next.	
	Next > Cancel	

7. Enter the license. If you do not have a license key, contact your Kaseya sales representative.

Kaseya Serv	rer Installation Wizard 🛛 🛛 🗙	
t	Welcome to the Kaseya Installation Wizard	
Ŧ	The Kaseya Installation Wizard installs the Kaseya server components on your machine.	
	License Code In the field below, enter the 26-character license code that was emailed to you. For convenience, dashes are ignored and can be left out.	
	NOTE: Clicking Cancel at any point in this installation stops the installation and leaves the machine untouched.	
	Next> Cancel	

8. Once the license code has been accepted, the Database configuration dialog will be displayed. The SQL version requires administrator rights to install the database. Enter the SQL System Administrator username and password. Kaseya recommends accepting the default SQL Memory Size.

Note: SQL Server 2005 Express installations will NOT be able to access the Logon Name/Password function. The installer will generate a random SQL Server 2005 Express administrator credentials and then discard it after the installation is completed.

Kaseya Ser	ver Installation Wizard	×
t	Microsoft SQL Server Properties	
Ψ	SQL Server System Administrator Authentication Enter the SQL Server system administrator login name and password. This account is used to install the Kaseya database schema. Login Name: sa Password: **	
	SQL Server Memory Allocation SQL Server's default memory setting consumes virtually all system memory. To efficiently run additional processes on the same machine, such as IIS, allocate 50% to 75% of the available memory to SQL Server. SQL Server memory size (MB): 251 16 MB	
	To continue, click Next.	
	<u>⟨B</u> ack <u>N</u> ext > Cancel	]

9. The system will prompt you to enter the Kaseya Master Administrator's User Name and Password. Both the user name and password are case sensitive.

Note: This is the Kaseya administrator address, not the database administrator address.

Enter a valid email address. This address is used as the 'reply to' address for messages sent from the Kaseya Server. Kaseya recommends using the address for the ticketing system or a group distribution address. Do not use a personal email address. A common choice is support@clientcompany.com.

Kaseya Serv	er Installation Wiza	ırd	×
t	Kaseya Master Adm	inistrator Account	
Ţ	Create a Master Adminis least six characters. Lor	strator account name and password. The password must be at nger names and passwords are recommended for higher security.	
	Email alerts are sent to r managed machines. En email address may be cl	notify the administrator of system problems and changes on ter an email address for this adminstrator to receive alerts. The hanged later in the VSA.	
	Account Information-		
	Account Name: (case sensitive)	admin	
	Password: (case sensitive)	KAKANANA	
	Password Confirmation:	MANANANAN	
	Email Address:	admin@kaseya.com	
	To continue, click Next.		
		< <u>B</u> ack <u>N</u> ext> Cancel	

10. Enter the host name or IP address of the Kaseya Server in the next dialog box. The host name should be resolvable by all systems on the local network and across the internet. The agents will use this name or IP address to communicate with the Kaseya Server. The user has the option to change the default port number that the Kaseya agents use to connect to the Kaseya Service. The port number can be changed after installation.

Note: Do not set to Port 80. This port is already used by IIS and will result in conflict.

Best Practices: Although a public IP address may be used, Kaseya recommends using a domain name server (DNS) name for the KServer. This practice is recommended as a precaution should the IP address need to change. It is easier to modify the DNS entry than redirecting orphaned agents.

Kaseya Serv	ver Installation Wizard				
t	Kaseya Server Network Settings				
Ψ	Server Name or Routable IP Address Enter the fully qualified host name (ks.yourcompany.com) or IP address of the server:				
	vsaserver.yourdomain.com				
	NOTE: Kaseya Agents must be able to resolve this host name/IP address and port number.				
	Port Number Enter the port number for the Agents to connect to the Kaseya Service: 5721				
	To complete the installation, click Finish.				
	< <u>B</u> ack <u>Finish</u> Cancel				

11.Click Finish and the installation will complete.

Upon completion of the installation, a web browser window will open with the contents of the Kaseya installation log. All installation steps, including any errors, will be listed in this log.

For assistance with any installation errors, email support@kaseya.com with a full description of the issue and attach the Kaseya installation log found at %WINDIR%\kaseya.html.

## **SMTP Smart Host Setup**

The KServer uses the IIS Default SMTP Virtual Server to route outbound email generated by the KServer to an existing smart host. A smart host is an email server which accepts outbound email and delivers it to recipients on your behalf. If the smart host requires authentication or encryption, the Default SMTP Virtual Server can be configured to provide it.

#### **Installation Steps**

Follow the steps below to configure the SMTP smart host using Internet Services Manager (IIS):

- 1. From the main menu bar, select the following:
  - Start
  - Settings
  - Control Panel
  - Administrative Tools
  - Internet Services Manager

The system launches the IIS Microsoft Management Console (MMC).

2. Select Default SMTP Virtual Server, the right click and click the Properties option.



3. Click the Delivery tab, then click the Advanced... button.

Default SMTP Virtual Server Properties	? ×
General Access Messages Delivery LD.	AP Routing Security
Outbound	
Eirst retry interval (minutes):	13
Second retry interval (minutes):	30
Third retry interval (minutes):	60
S <u>u</u> bsequent retry interval (minutes):	240
Delay notification:	12 Hours 💌
Expiration timeout:	2 Days 💌
-Local	
Delay <u>n</u> otification:	12 Hours 💌
E <u>x</u> piration timeout:	2 Days 💌
Outbound Security Outbound <u>c</u> onnec	ctions Advanced
OK Cancel	Apply Help

4. In the Advanced Delivery window, typically the only field you have to enter a value for is the Smart host field. This represents the target email server you are passing your outbound emails to, usually the email server maintained by your own company. If you are entering an IP address instead of a domain name enclose the IP address in square brackets. For example, [72.14.253.109].

Advanced Delivery	
Maximum hop count	
Masquerade <u>d</u> omain:	
, Eully-qualified domain name:	
kaseya.com	Check DNS
Smart host	-
mac5.intermedia.net	
Attempt direct delivery before sending to smart host Perform reverse DNS lookup on incoming messages	
OK Cancel	Help

- 5. The Fully-qualified domain name defaults to the name of the machine your VSA and IIS are installed on and typically doesn't need to be changed. You can click the Check DNS to check that your VSA machine is connected to your domain name server.
- Leave the Attempt direct delivery before sending to smart host checkbox blank. This ties up your VSA webserver by trying to deliver the mail itself first.
- 7. Right click the Default SMTP Virtual Server. Click the Stop option. Once the service stops, click the Start button to restart the service. This forces IIS to start using your configuration changes immediately.

This completes the basic setup for a smart host. The following settings may also be required.

#### **Changing the IP Address and Port Number**

The IP address and TCP port number uniquely identify the SMTP virtual server. The default TCP port number is 25. The SMTP virtual server by default listens on port 25 to (All Unassigned) IP addresses on the IIS machine. If you want the SMTP virtual server to listen to specific IP addresses, change the (All Unassigned) value in the IP Address box, click Advanced..., and select the additional IP addresses.

Default SMTP Virtual Server Properties
General Access Messages Delivery LDAP Routing Security
Default SMTP Virtual Server
IP address:
(All Unassigned) Advanced
✓ Limit number of connections to:         10
Connection time-out (minutes):
✓ Enable logging Active log format
W3C Extended Log File Format
OK Cancel Apply Help

#### Authentication and Encryption

If your company maintains its own email server, then your email server can be configured to accept your VSA generated outbound email without requiring authentication or encryption.

If you use an external email service provider, however, you will most likely need to authenticate the outbound email you are sending to the external email server. Email service providers usually require this to prevent spammers from using the email server as a "open relay" to forward spam email anonymously. The email service provider may also require email be encrypted to ensure privacy.

For example, let's say you want to use Google's Gmail as your smart host.

- 1. Create a Gmail user account.
- 2. Enter smtp.gmail.com in the Smart host field of the Advanced Delivery... window.
- 3. On the Delivery tab, click the Outbound Security... button.
- 4. Enter your new Gmail account user name and password in these two corresponding fields.
- 5. Check the TLS encryption checkbox. Gmail requires email be encrypted.

ssword required.	
e sent over the network in clear text	using standard
announcements	B <u>r</u> owse
*****	
Authentication	
r negotiate the Windows Security S	upport Provider
	Bro <u>w</u> se
********	_
	e sent over the network in clear text announcements annnouncements announcements announcements annou

#### **SMTP Smart Host Setup**

6. Right click the Default SMTP Virtual Server. Click the Stop option. Once the service stops click the Start button to restart the service. This forces IIS to start using your configuration changes immediately.

## **Finalizing and Testing**

The Kaseya Server is now completely installed and ready for service. It is advisable to perform a few functionality tests prior to full implementation. Test the Kaseya Server's ability to send email by sending a test email from the Kaseya Server. Follow the steps below.

- 1. Log on to Kaseya.
- 2. Access the System > Configure page.
- 3. Send a test email by clicking the Test button and enter a valid email address.

If the test email does not arrive within 5 minutes, check Kaseya Server's system event logs for any errors from SMTPSVC. These may provide a clue as to the point of failure. You can reference Kaseya knowledge base articles about troubleshooting SMTP.



4. Verify that the Kaseya Server can be reached from the internal and remote locations by opening a Microsoft Internet Explorer browser window and entering in http://<UserAddress>.

## Installing the Kaseya Endpoint Security Addon Module

Kaseya Endpoint Security is an addon module to the Virtual System Administrator that you can download and install once the VSA is installed. The KES.exe is a 49MB file and can be downloaded from: <a href="http://www.kaseya.com/forms/download.aspx">http://www.kaseya.com/forms/download.aspx</a>

Note: For information about Kaseya Endpoint Security features, see the Kaseya Endpoint Security User Guide.

Make sure you're working with a latest version of the KES.exe that is compatible with the KServer you have installed. Right click the KES.exe file and click the Properties option. Click the Version tab, then the File Version option in the Item Name list box. If the version is correct, proceed with the installation by double-clicking the KES.exe.

The KES server installation shares the same requirements as your KServer. In addition, you must configure your IIS to allow ASP.NET. The example below shows how to enable ASP.NET in an IIS 6 environment.



The KES server installation takes approximately 5 to 10 minutes, depending on the size of the database, and resets administrator logons to the KServer, if administrators are currently logged on. The KES installation:

- 1. Checks for the existence of the KServer.
- 2. Checks the KServer version supports the latest version of KES.
- 3. Connects to the Kaseya license server to verify license.
- 4. Checks for ASP.NET 2.0.
- 5. Verifies administrator credentials.
- 6. Registers IIS Extensions.

- 7. Creates the directory structure. For example, it adds the webpages\Antivirustab directory.
- 8. Updates the database and resets the KServer administrator logon page.

Once done verify the Endpoint Security version number displays on the System > License Manager page of your KServer. In this example, the version is v1.0.785.



This completes your installation of the Kaseya Endpoint Security addon module.

## Conclusion

Following the instructions presented in this document allows the user to install the Kaseya Server software properly. Contact a Kaseya Support Representative for any questions regarding the installation or use of the Kaseya Server software.

The Kaseya Server should be able to be reached from internal and remote locations by opening a Microsoft Internet Explorer browser window and entering http://<useraddress>. The user can reach the Kaseya Server's logon page from all supported locations. For difficulties accessing the server address, verify the name/IP resolution in the network Domain Name Server (DNS).

Kaseya Support may be contacted via email at support@kaseya.com.