



Kaseya

Our Automation. Your Liberation.™

Kaseya 2

Kaseya SQL Server Reporting Services (SSRS) Configuration

User Guide

Version 6.1

January 28, 2011

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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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 KServer.

When installing or updating the KServer, 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 another.

- 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:

Specifying the SSRS URL

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

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.

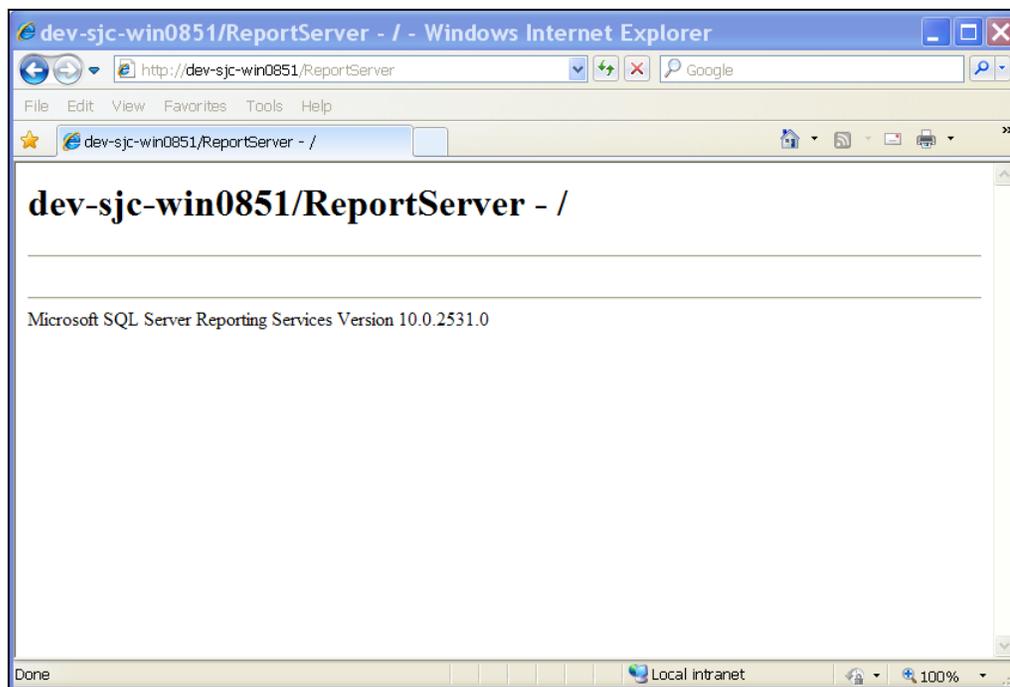
Enter just the first part of the URL, without the `ReportService2005.aspx` filename.

- 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`



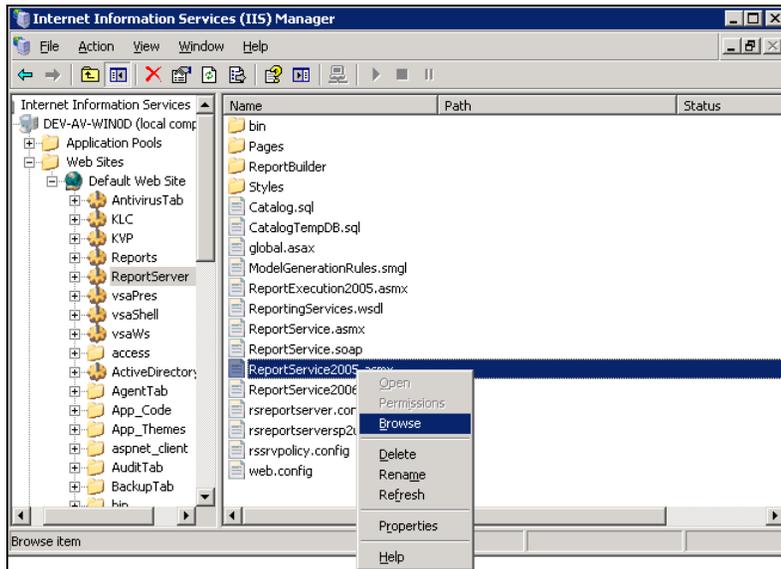
Identifying a SSRS 2005 URL

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.aspx` page in the right hand pane.

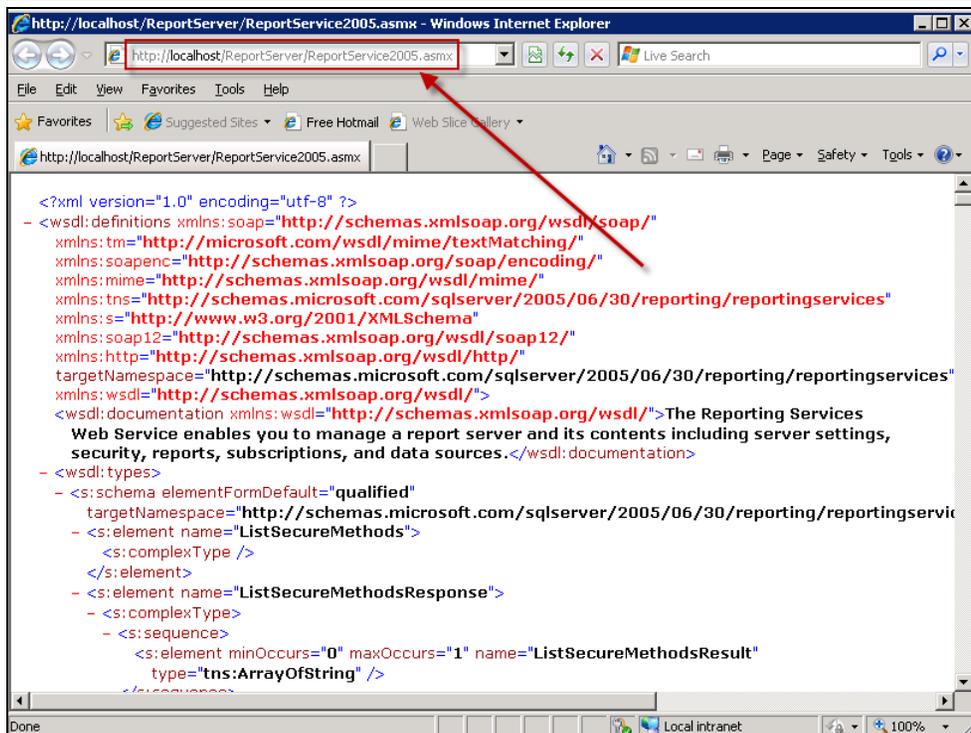
Specifying the SSRS URL

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



3. 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.

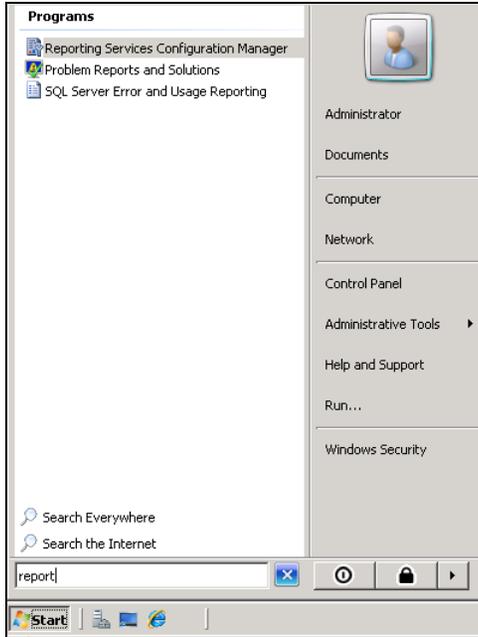


Specifying the SSRS URL

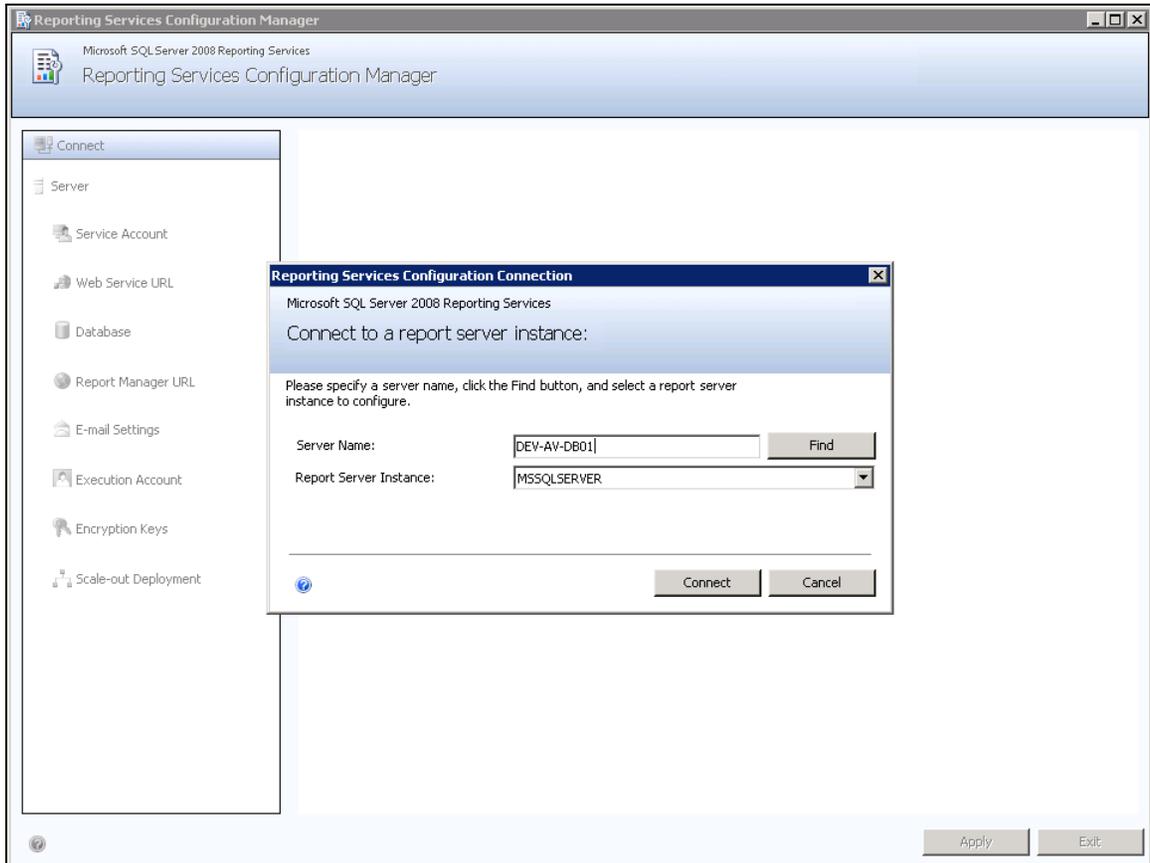
Identifying a SSRS 2008 URL

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

1. Locate and open [Reporting Services Configuration Manager](#).

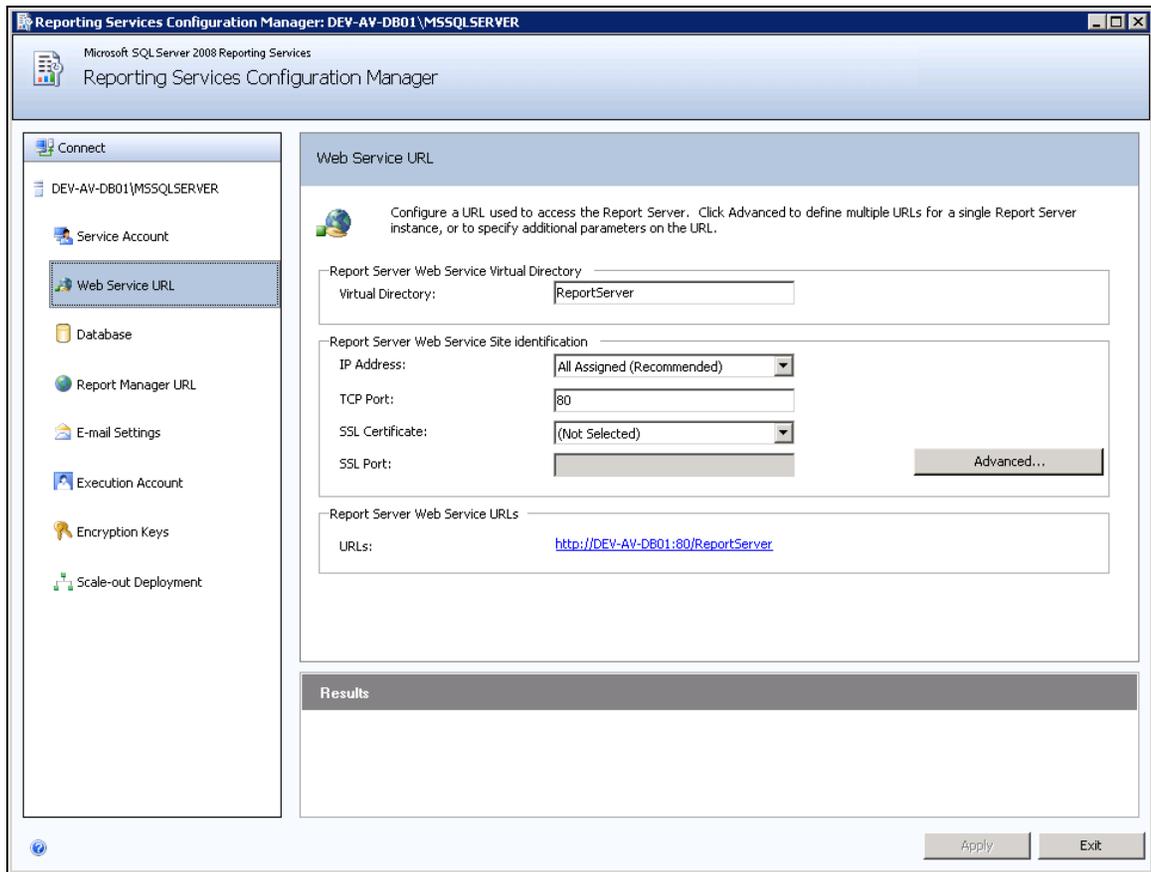


2. Connect to your SSRS server and instance.



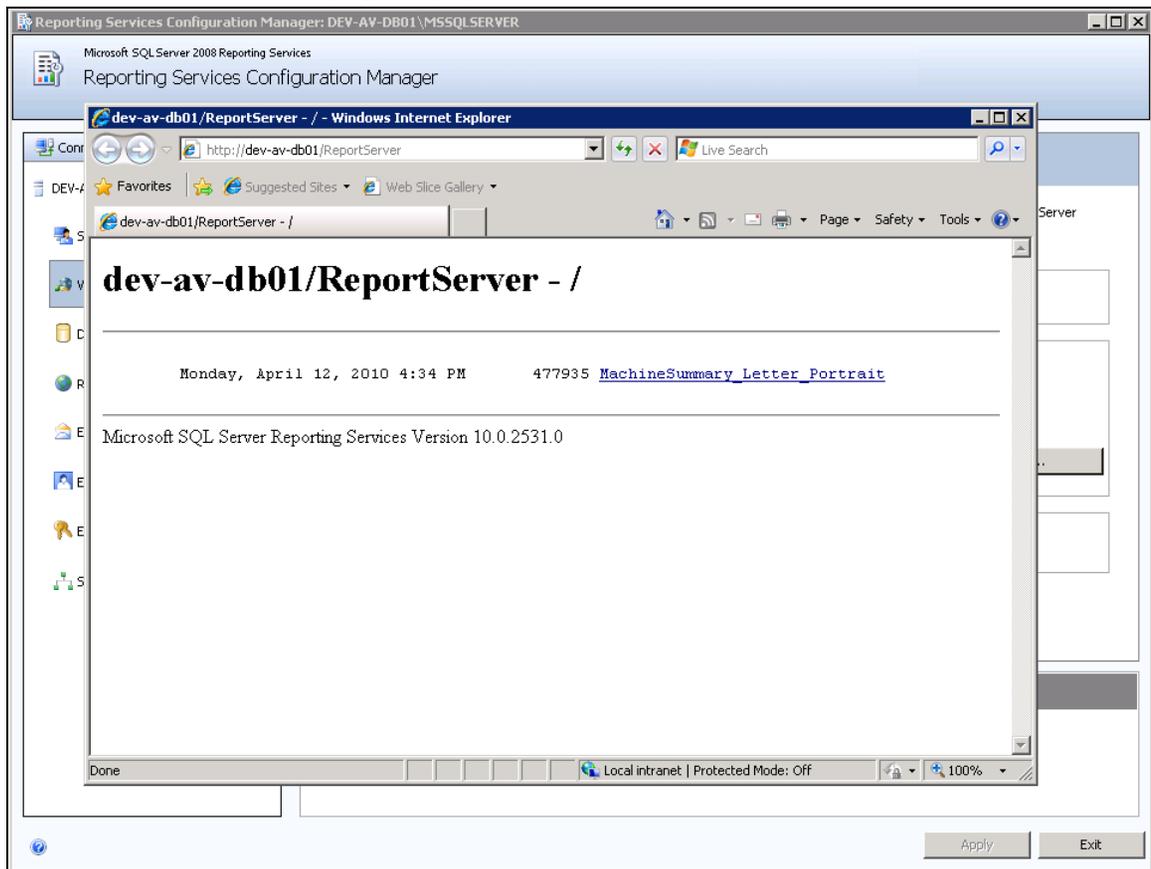
Specifying the SSRS URL

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

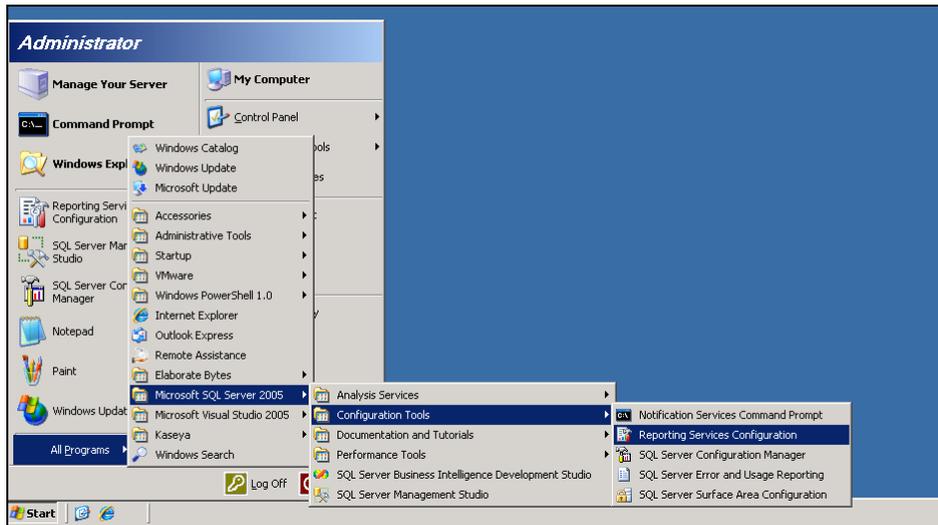
Once Kaseya 2 is installed you can always specify a different SSRS URL from within the VSA using the System > Configure page. Click the [Change URL](#) button to:

- Display or change the URL the VSA uses to connect to the SSRS.
- [Set a credential used to run reports](#) (page 20).
- [Set the report logo URL](#) (page 29).

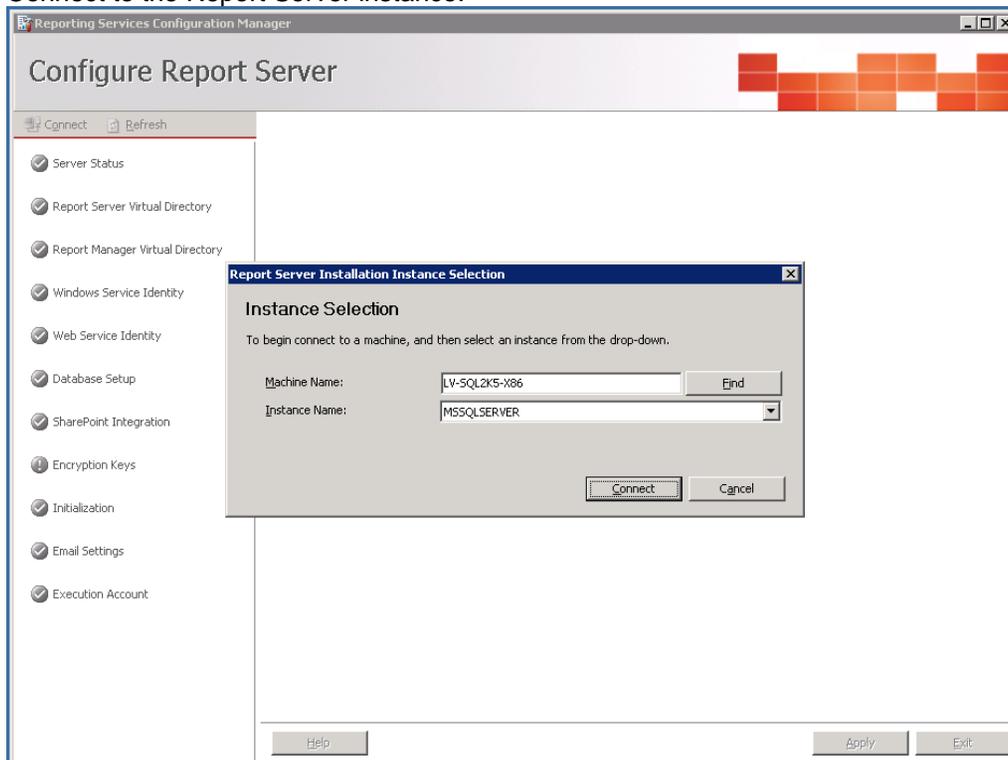
Reapply Default Settings for SSRS 2005

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.

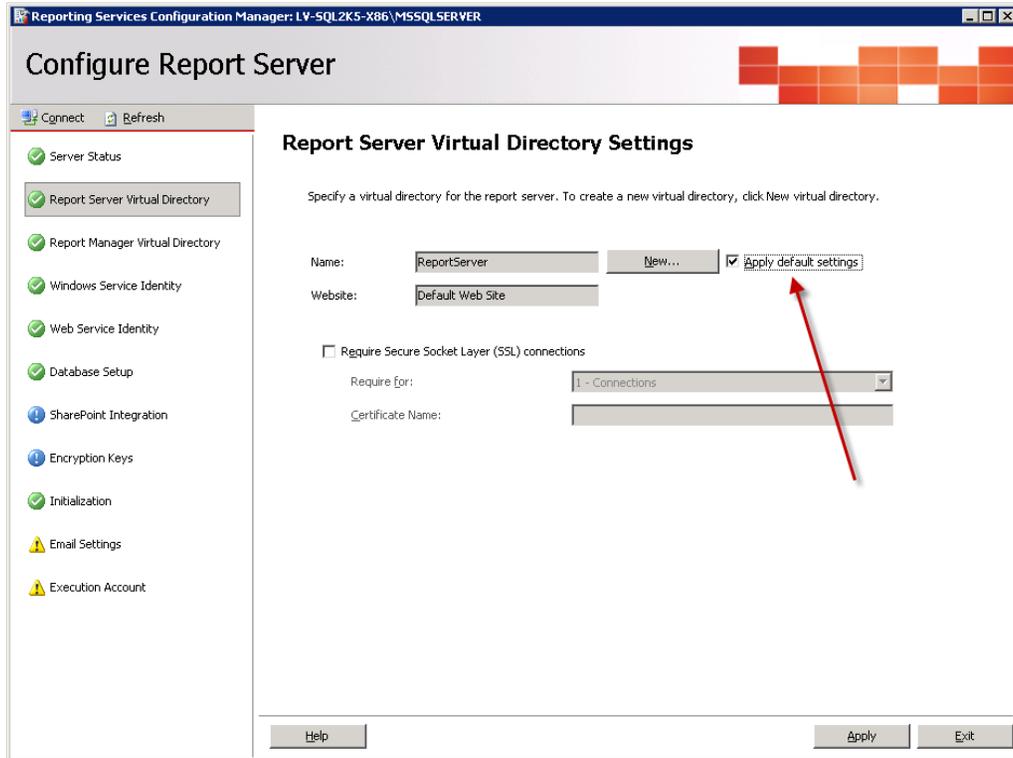


3. Connect to the Report Server instance.

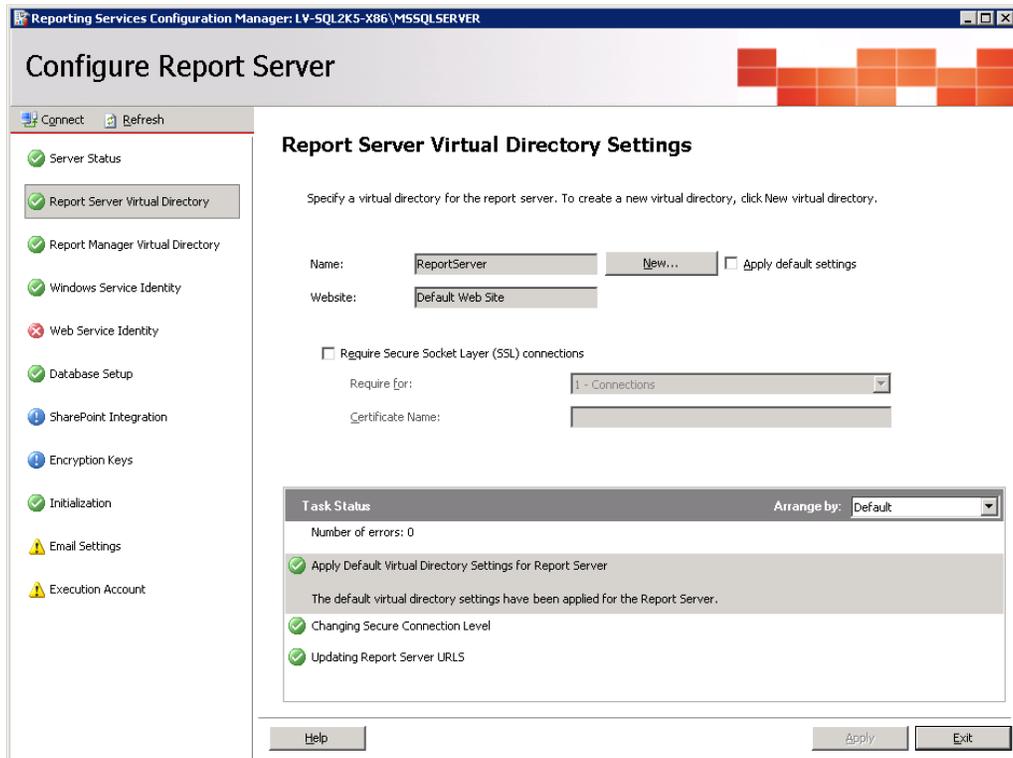


Reapply Default Settings for SSRS 2005

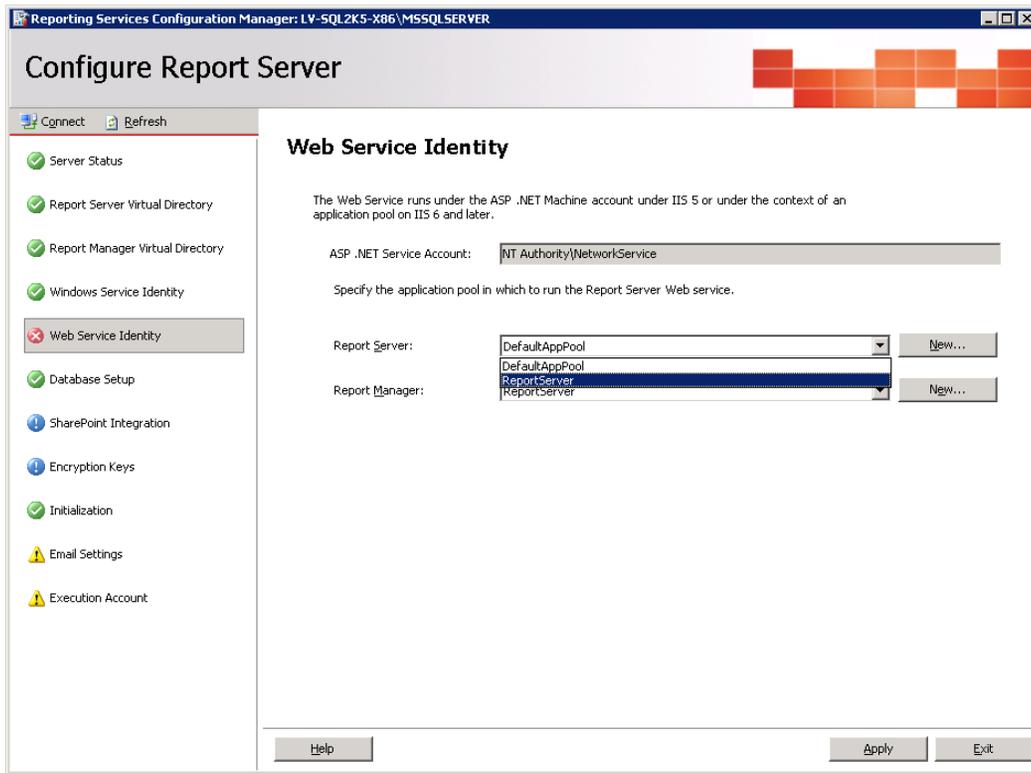
4. Navigate to the Report Server Virtual Directory and check the Apply Default Settings checkbox.



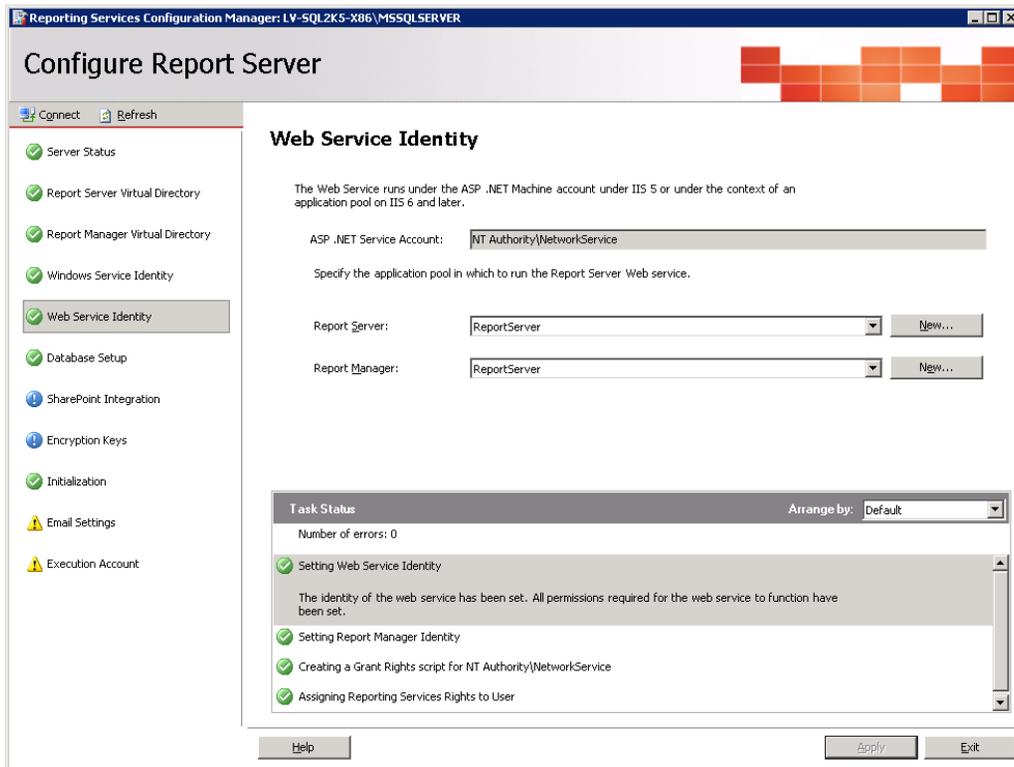
5. Click the Apply button.



- 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 KServer and attempting to run a VSA report displays the following connection error...

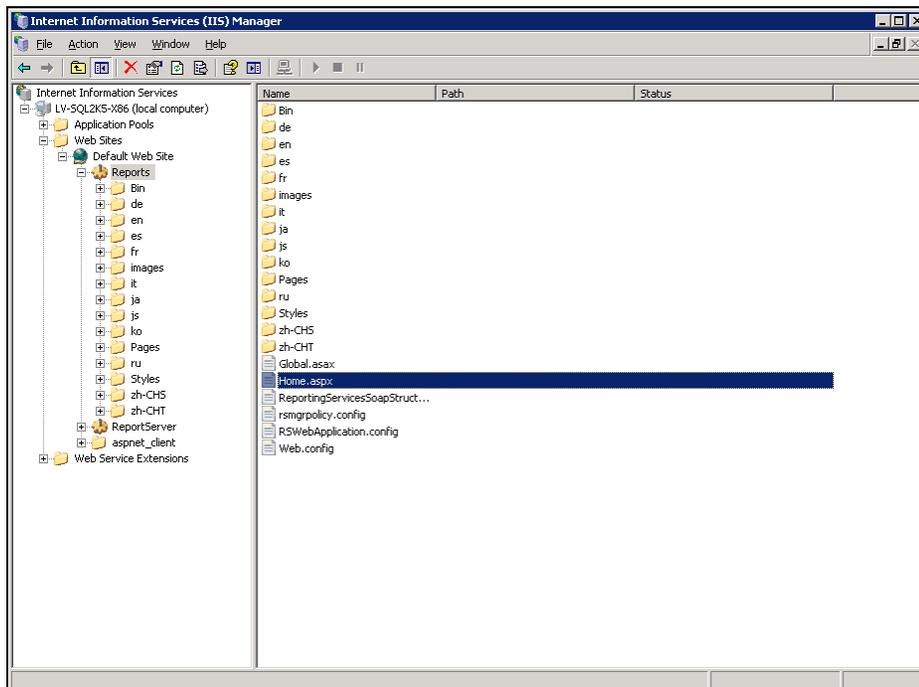
```
ERROR: The permissions granted to user '<domain>\<username>' are insufficient for performing this operation
```

... perform the following configuration.

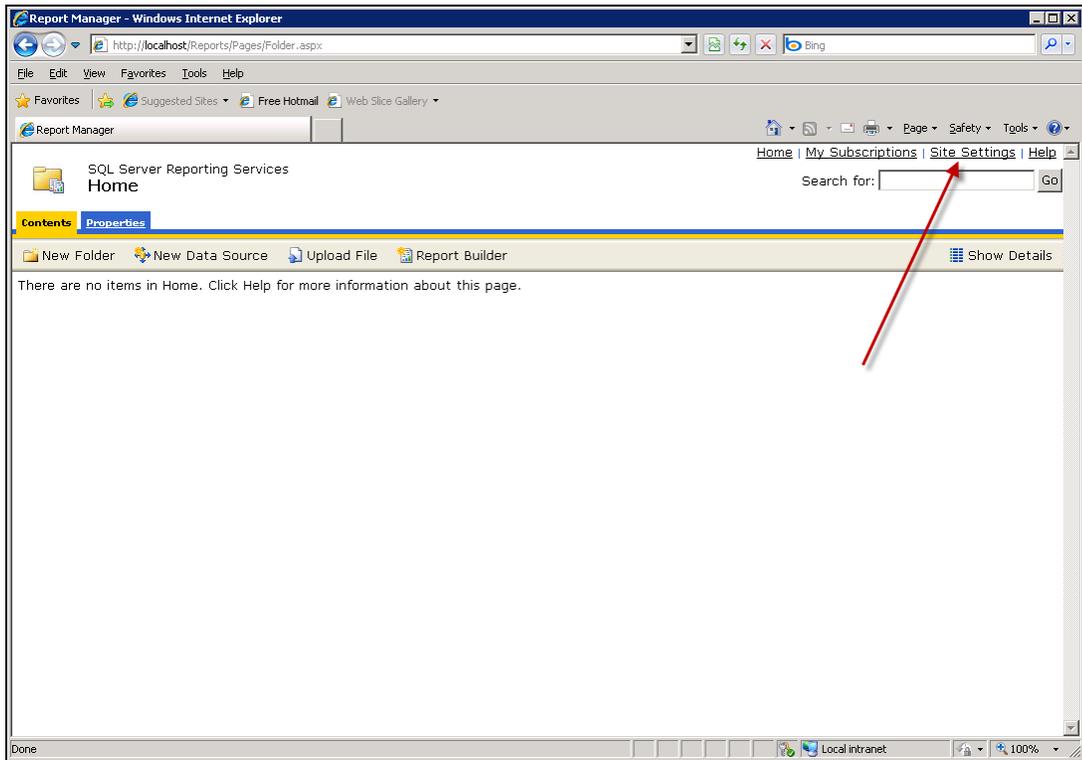
Creating an "Everyone" System User in Report Manager

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

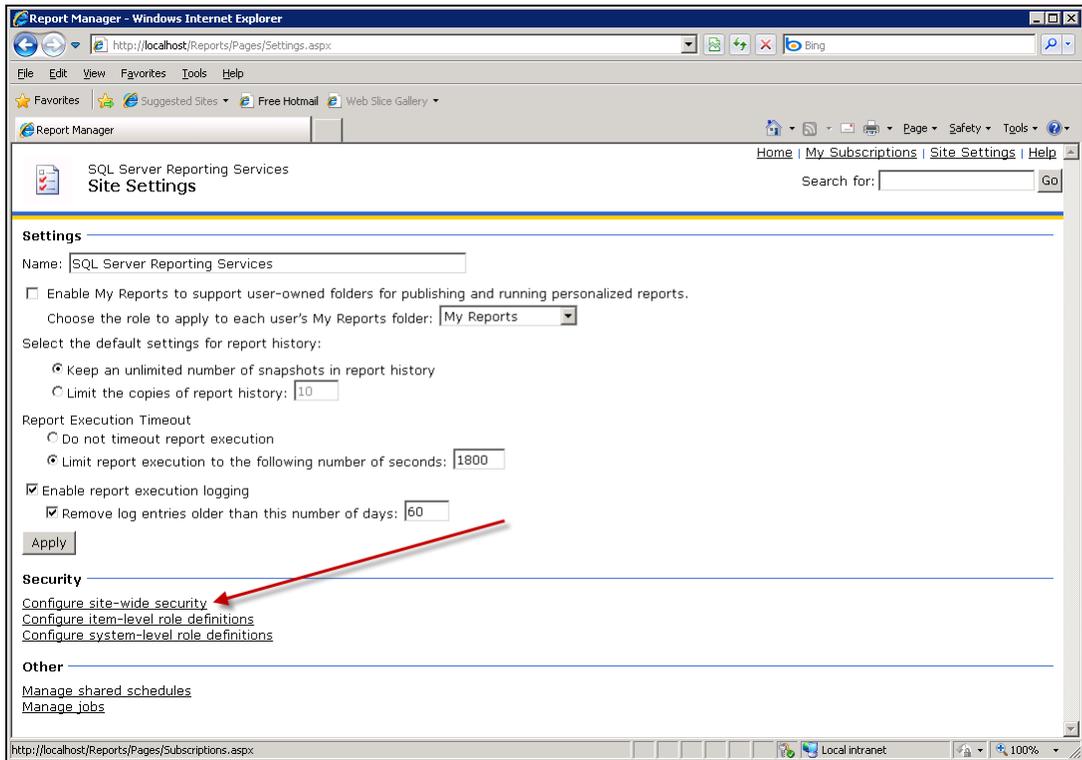
1. Logon to the system hosting SQL Server 2005.
2. Open IIS Manager
3. Navigate to the Report virtual directory.
4. Right-click Home.aspx and select the [Browse](#) option.



5. Click the Site Settings link.

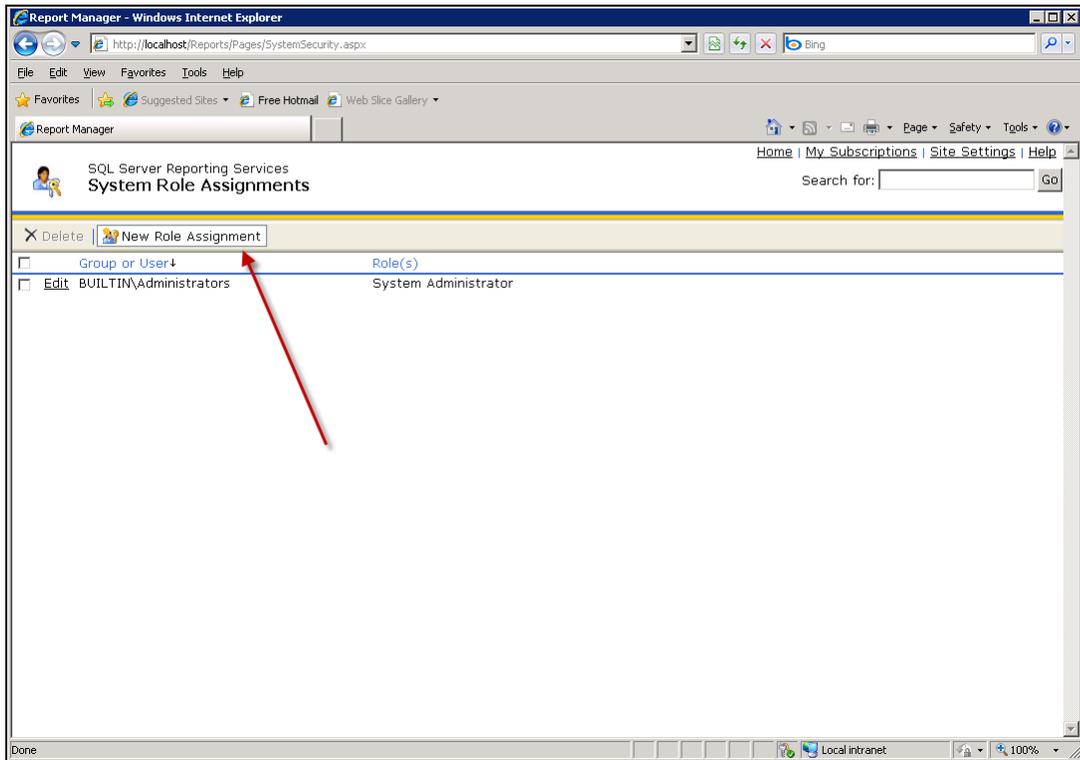


6. Then click Configure site-wide security.

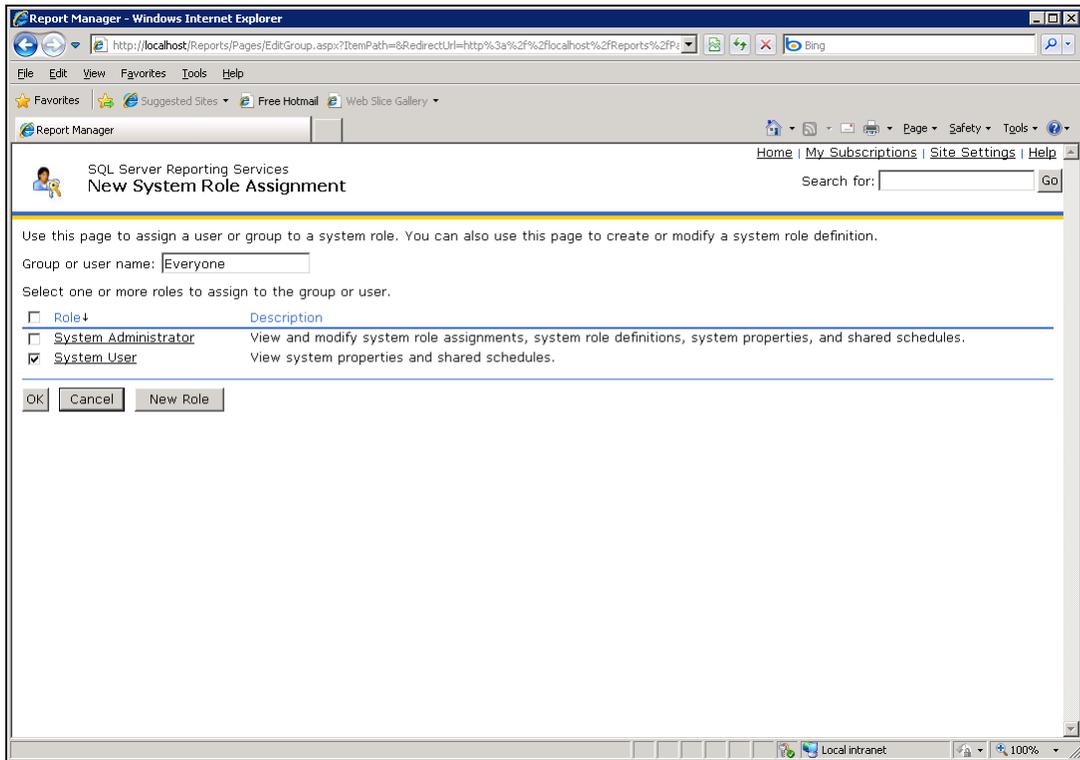


Remote SSRS 2005 Configuration

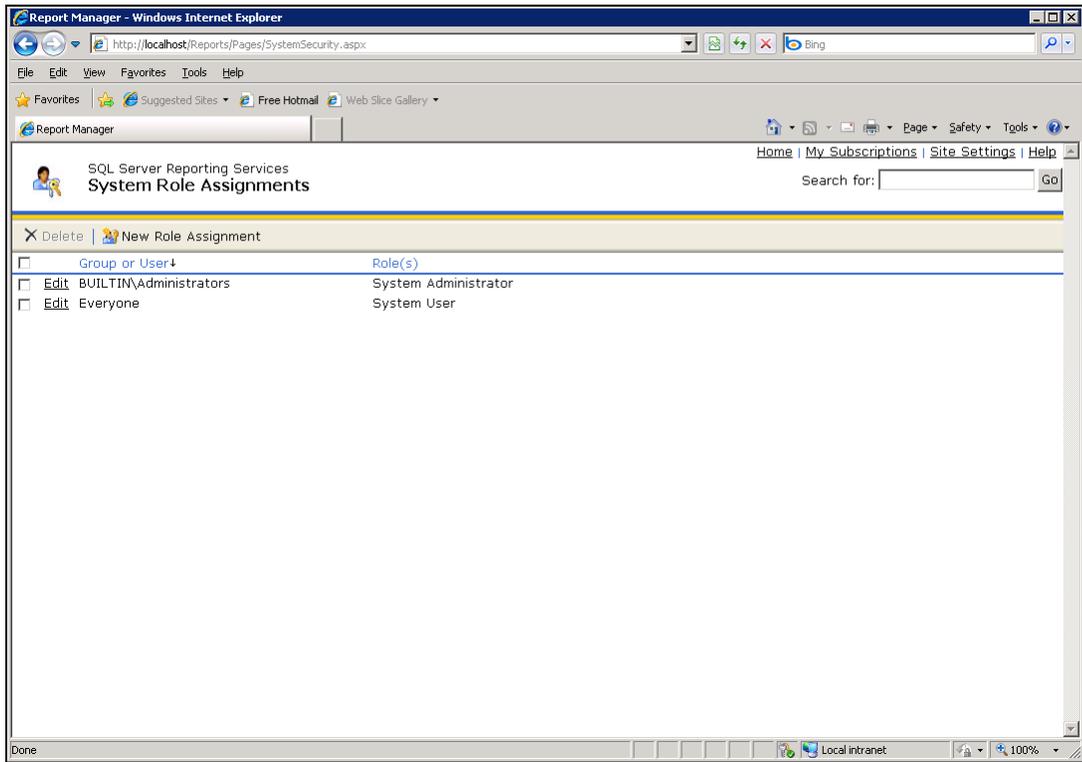
7. Then click **New Role Assignment**.



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 KServer and attempting to run a VSA report displays the following connection error...

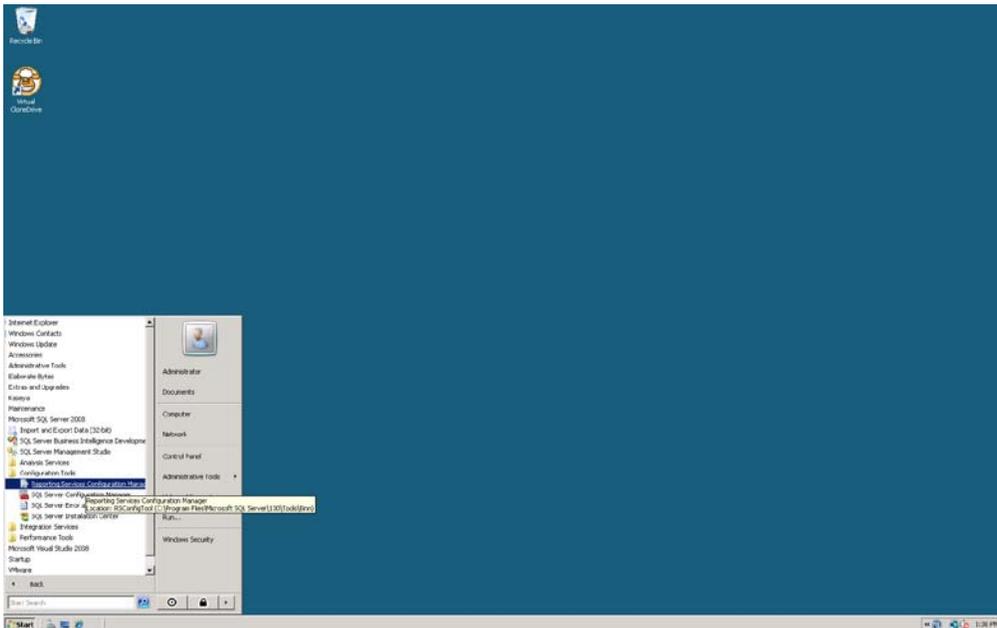
```
ERROR: The permissions granted to user '<domain>\<username>' are insufficient for performing this operation
```

... perform the following configuration.

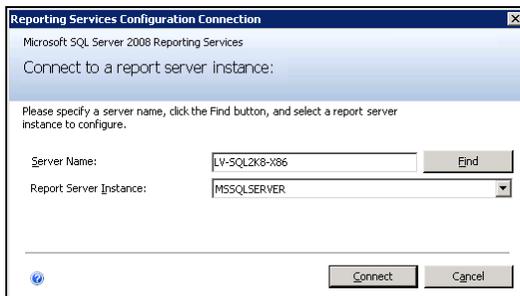
Creating an "Everyone" System User in Report Manager

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](#).

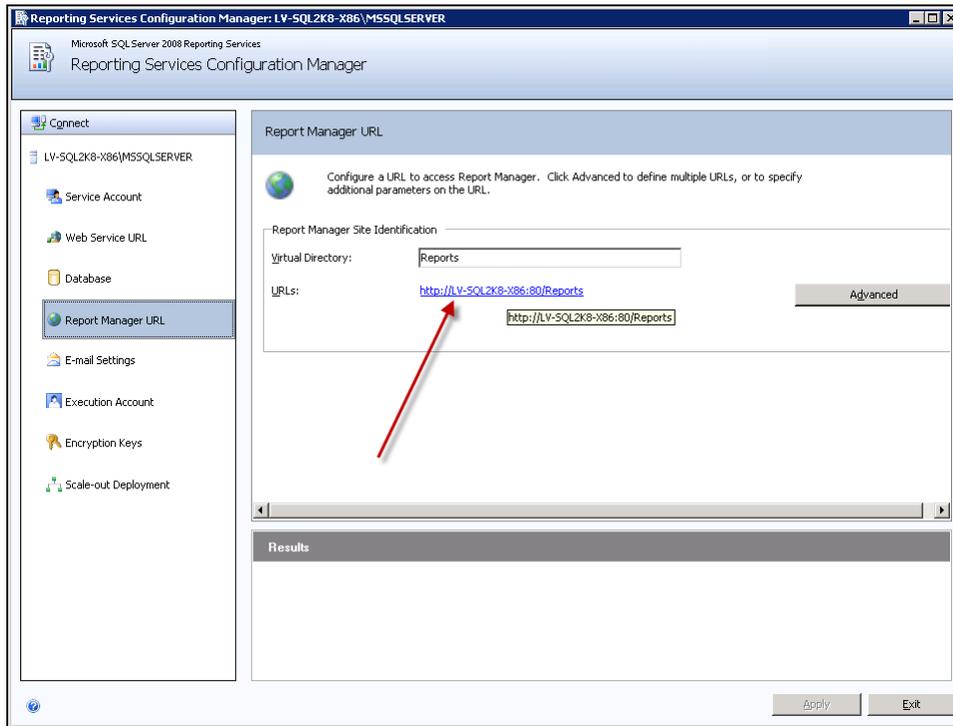


3. Connect to the Report Server instance.

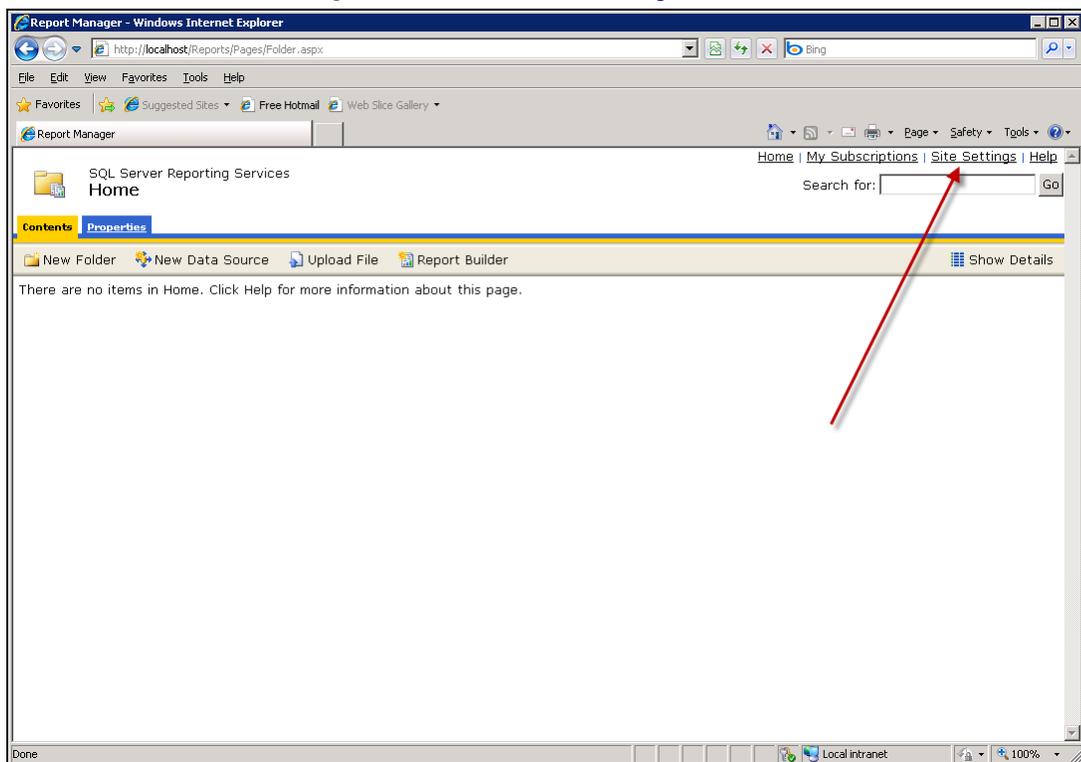


Remote SSRS 2008 Configuration

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

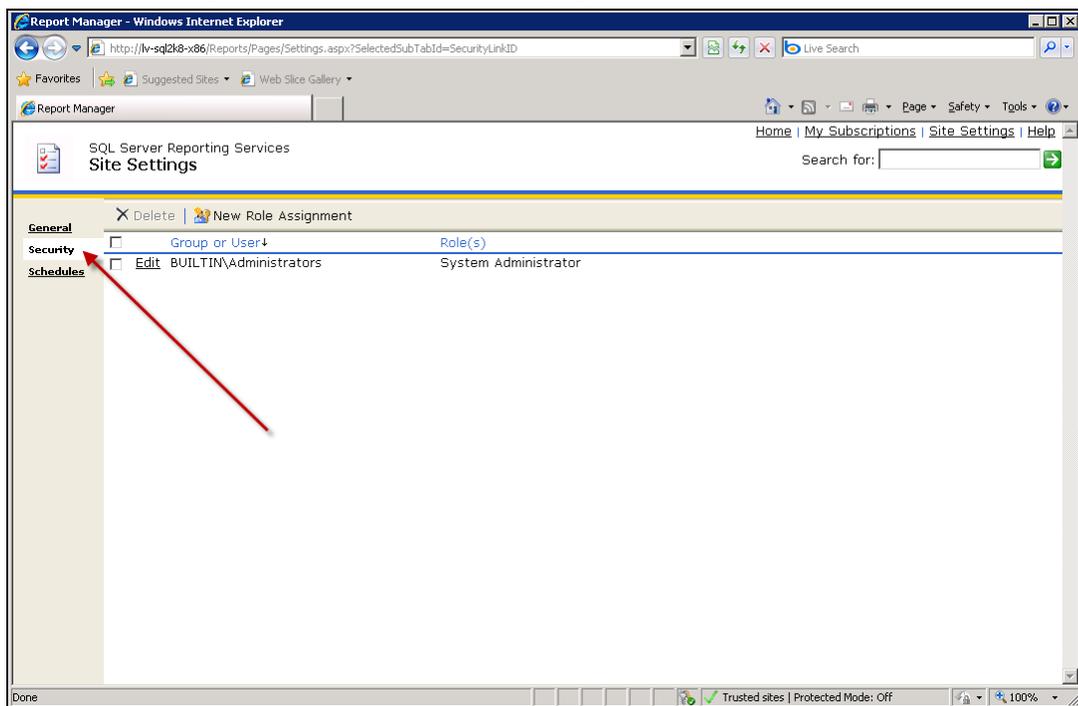


5. You should see the following screen. Click on **Site Settings**.

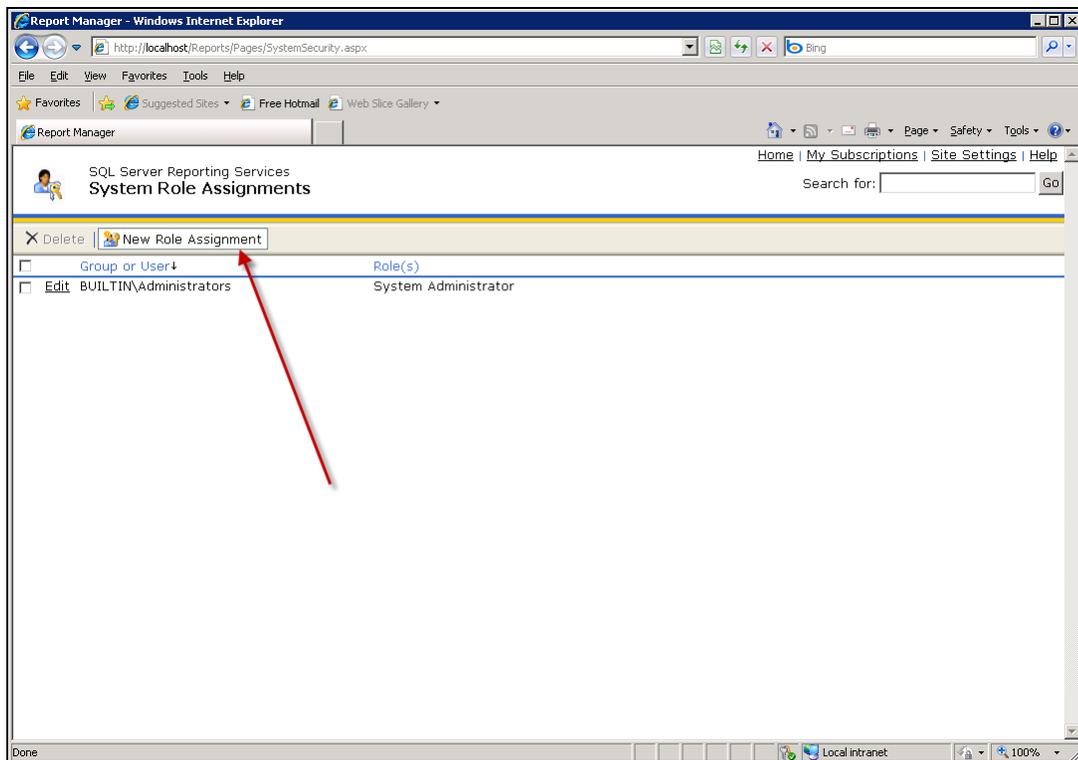


Remote SSRS 2008 Configuration

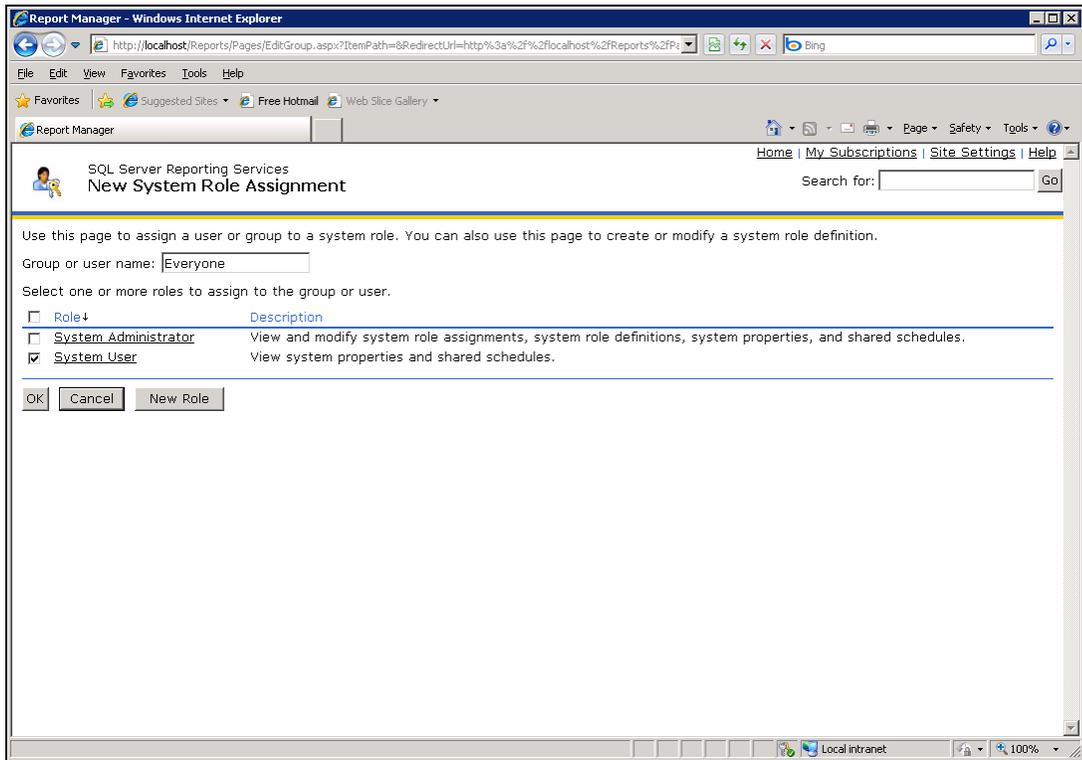
- Then click **Security** on the left hand side of the page.



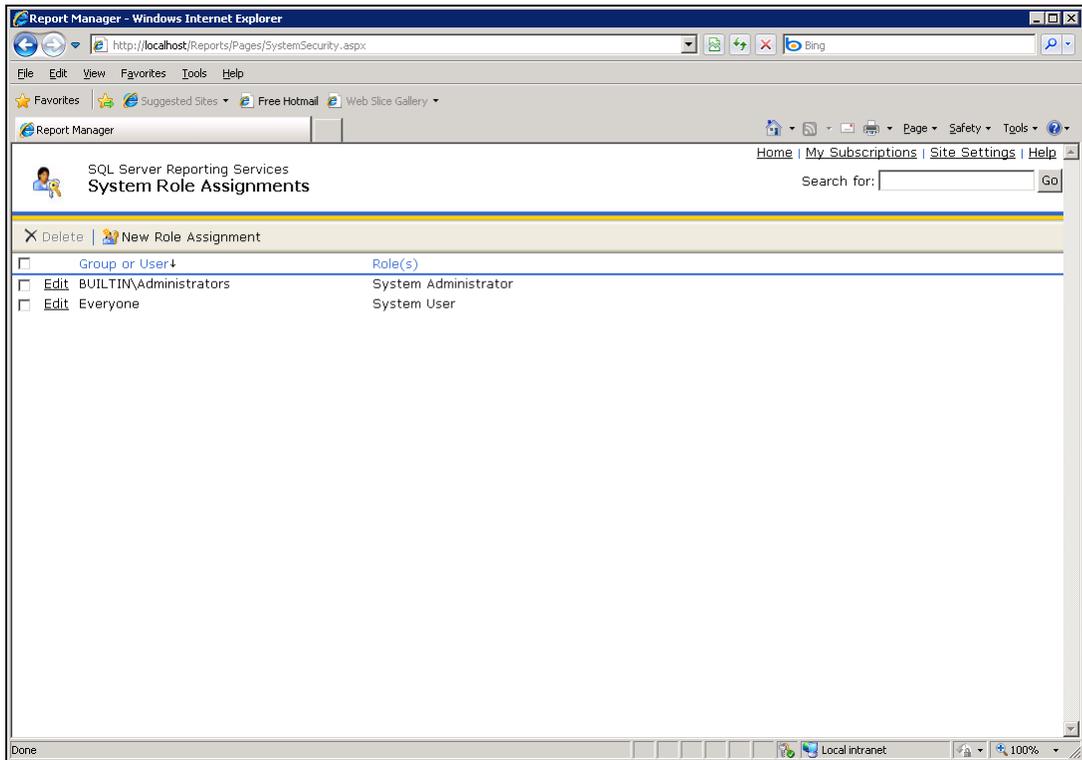
- Then click **New Role Assignment**.



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



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

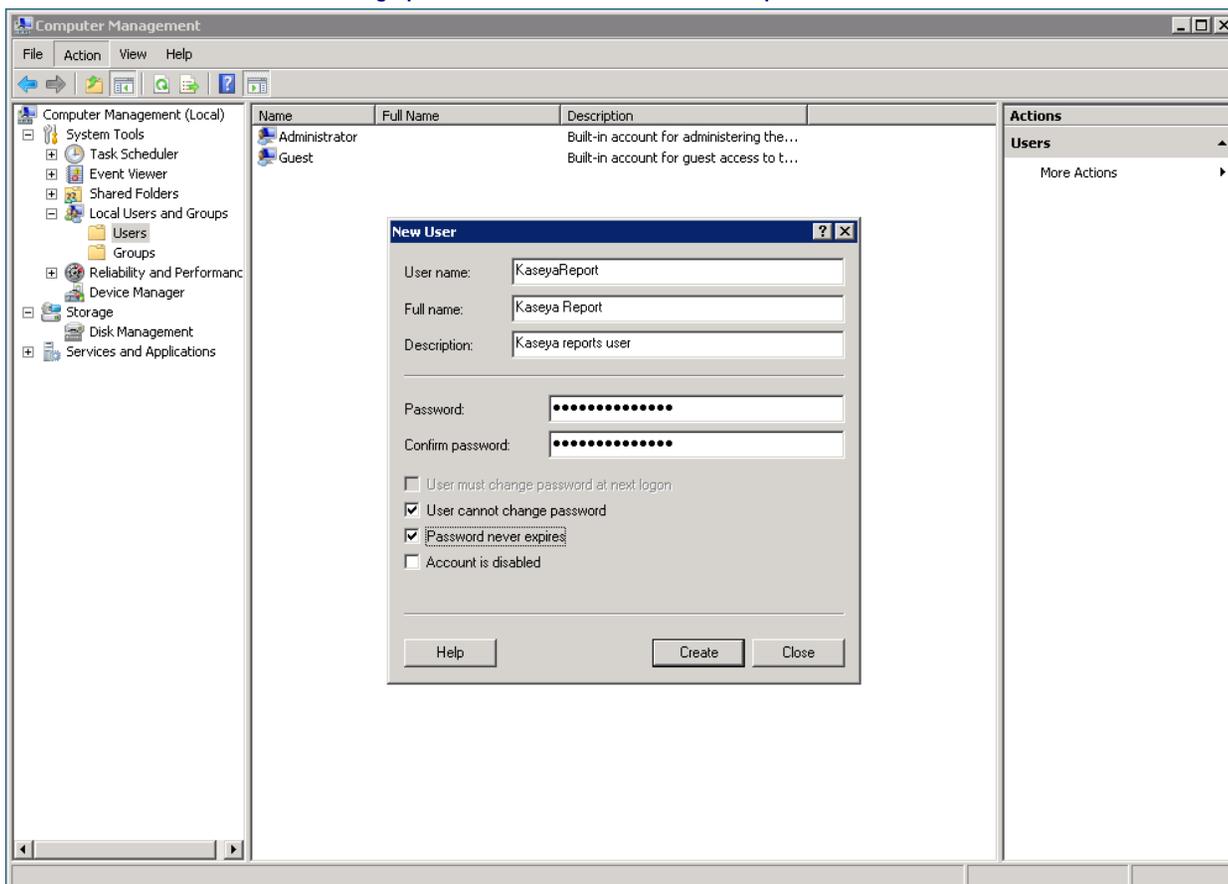


Adding Custom Credentials to a Remote Report Server

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.

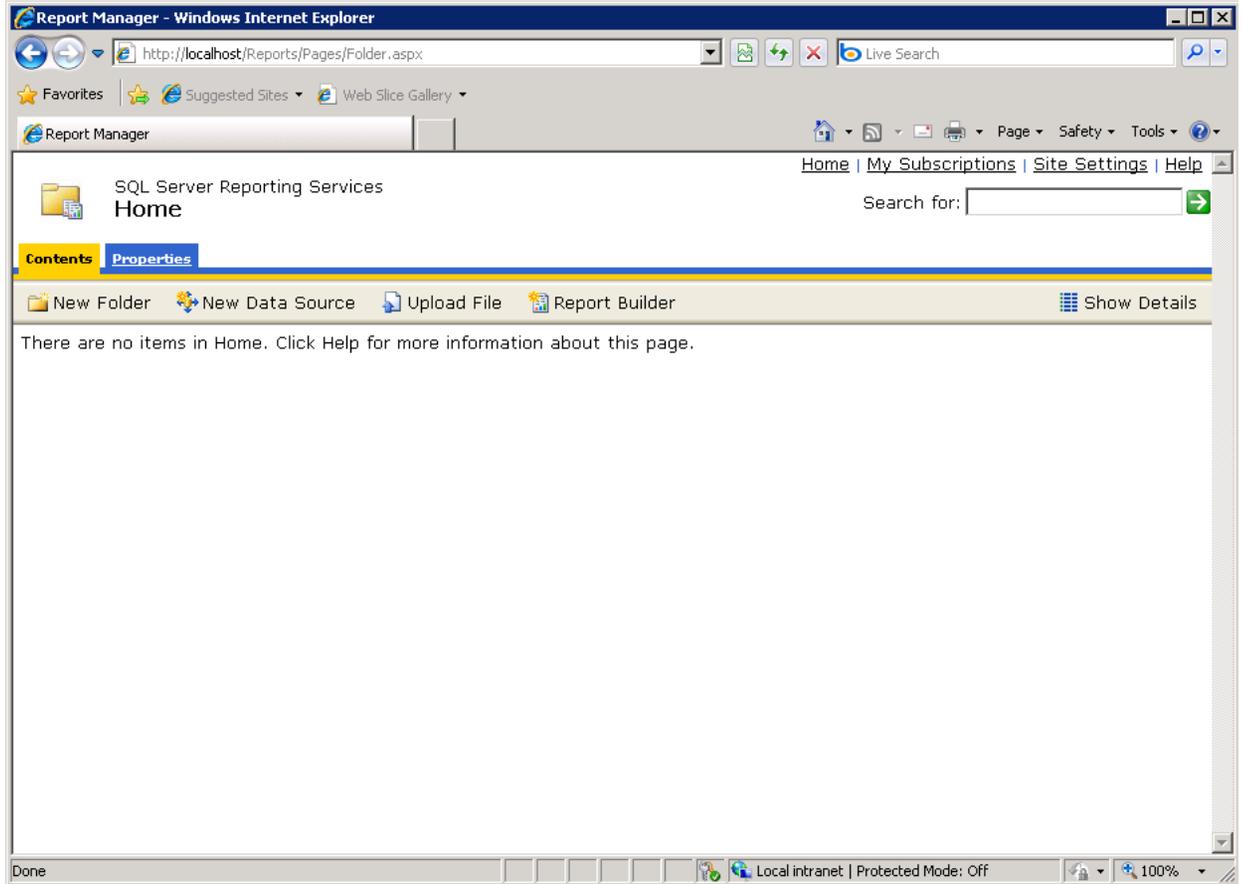
1. On the system hosting the SSRS, add a `KaseyaReport` user.
 - Give the user a strong password.
 - Uncheck the `User must change password at next logon` field.
 - Check the `User cannot change password` and `Password never expires` fields.



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

Adding Custom Credentials to a Remote Report Server

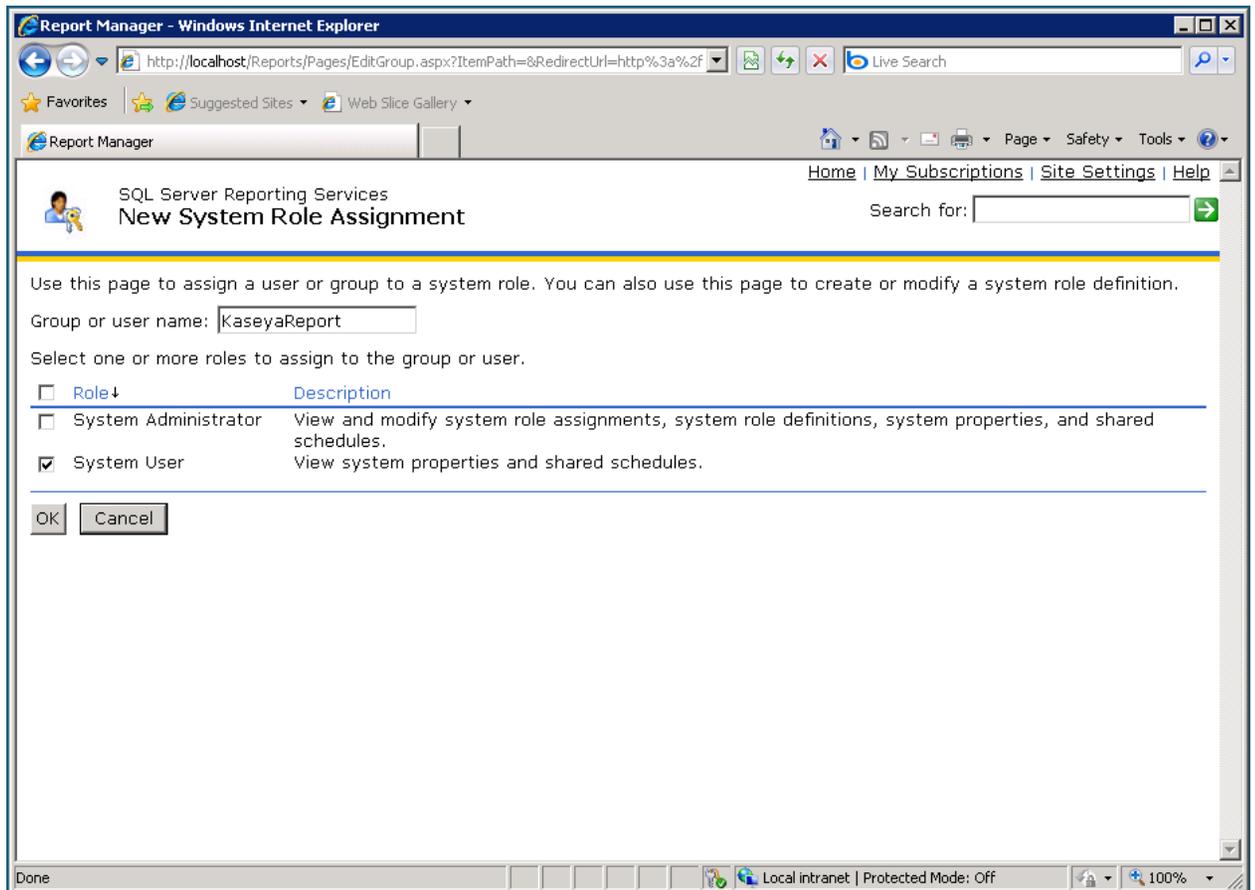
3. On the system hosting the SSRS, open a browser and type in the URL for Report Manager, for example, `http://localhost/Reports`, using the Administrator account.



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](#).

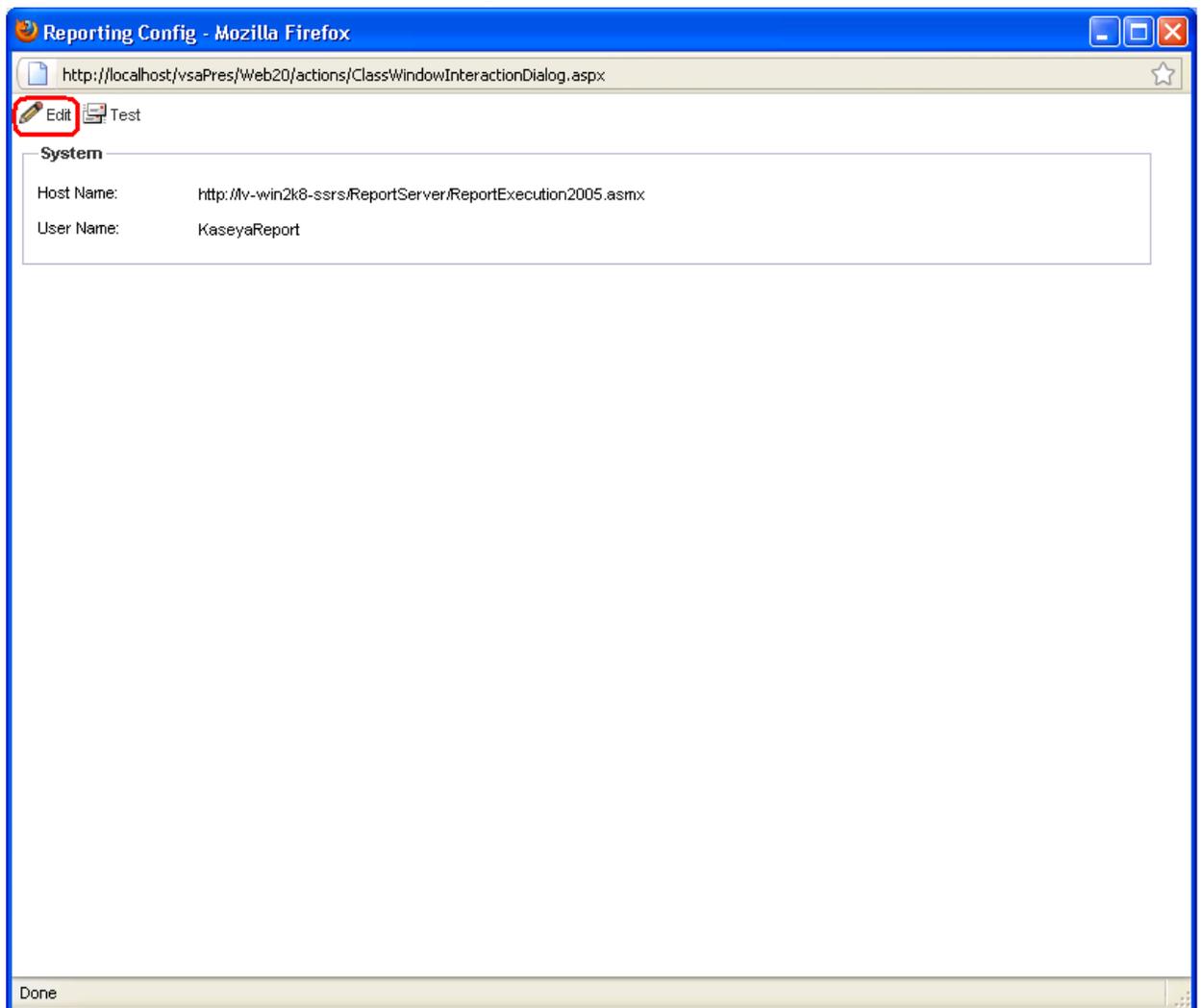
Adding Custom Credentials to a Remote Report Server

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 VSA 'Configure' page in a Mozilla Firefox browser window. The browser address bar shows the URL: `http://localhost/vsaPres/Web20/core/KHome.aspx?firstIn=True&ReferringWebWindowId=5628574b-13ef-4634`. The page title is 'Evaluation Edition - Mozilla Firefox'. The Kaseya logo and 'Evaluation Edition' text are visible at the top. The page is divided into a left sidebar and a main content area. The sidebar contains a tree view with categories like 'System', 'User Settings', 'System Preferences', 'User Security', 'Orgs / Groups / Depts', 'Server Management', and 'Customize'. The 'Server Management' category is expanded, and the 'Configure' option is selected and highlighted with a red box. The main content area displays various system configuration options, including checkboxes for reloading event and monitor sets, automatic redirects, VSA API Web Service, and invalid patch notifications. It also features sections for database backup/maintenance (frequency: 7 days at 2:00 am), log file archiving (frequency: 4:00 am), and KServer management (Log, Live Connect, Stop, Restart). At the bottom, there are fields for 'Change external name / IP address of Server' (lv-cg01), 'Set URL to MS-SQL Reporting Services engine' (with a 'Change URL' button highlighted in red), and 'Specify port Agents check into Server with' (5721). System information at the bottom includes OS Version (XP - Professional Edition Service Pack 3 Build 2600), IIS Version (Microsoft-IIS/5.1), KServer Version (6.0.2.0), and SQL Version (SQL Server 2008 - Express Edition with Advanced Services - SP1).

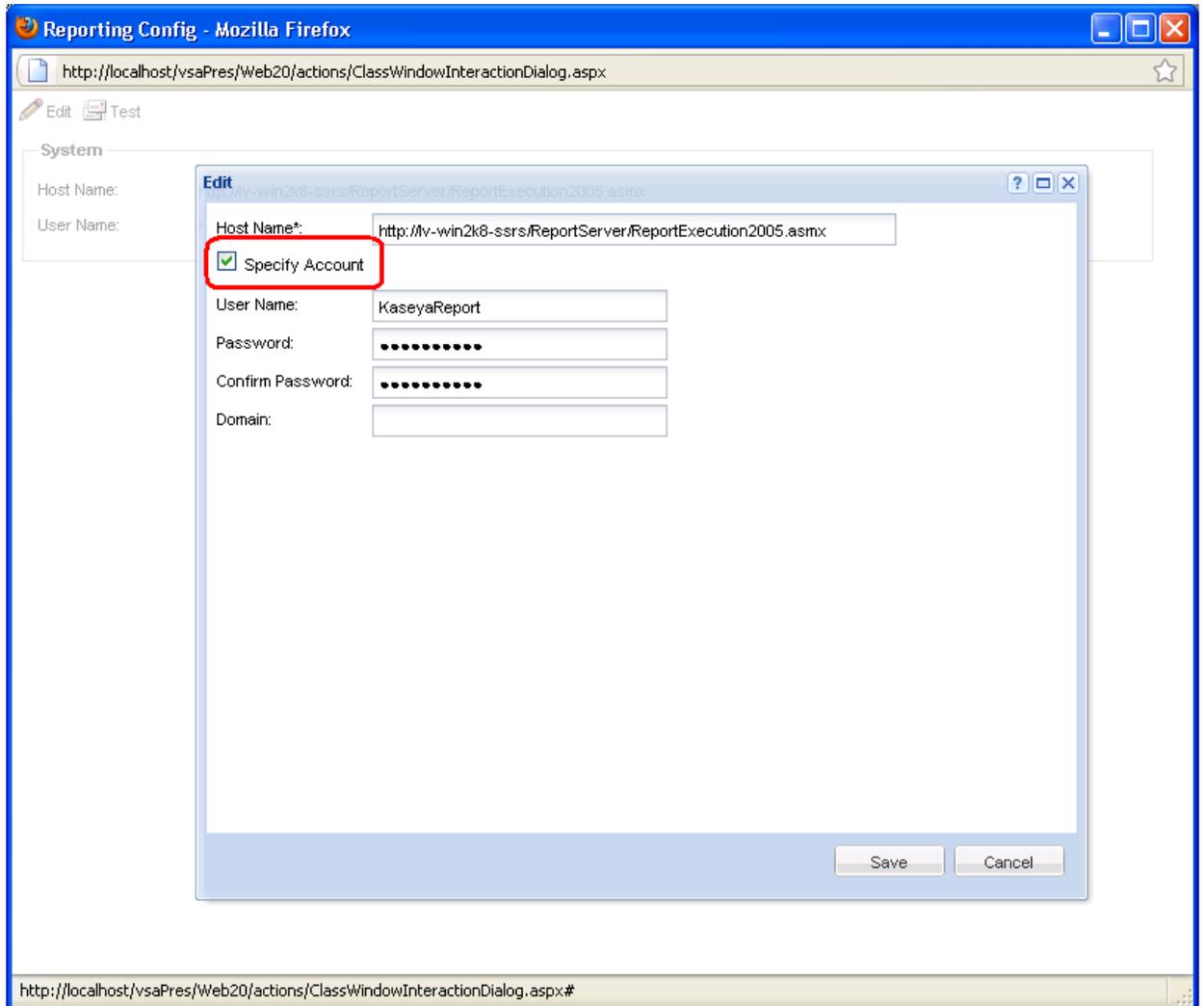
Adding Custom Credentials to a Remote Report Server

11. Click on the [Edit](#) button at the top of the page.



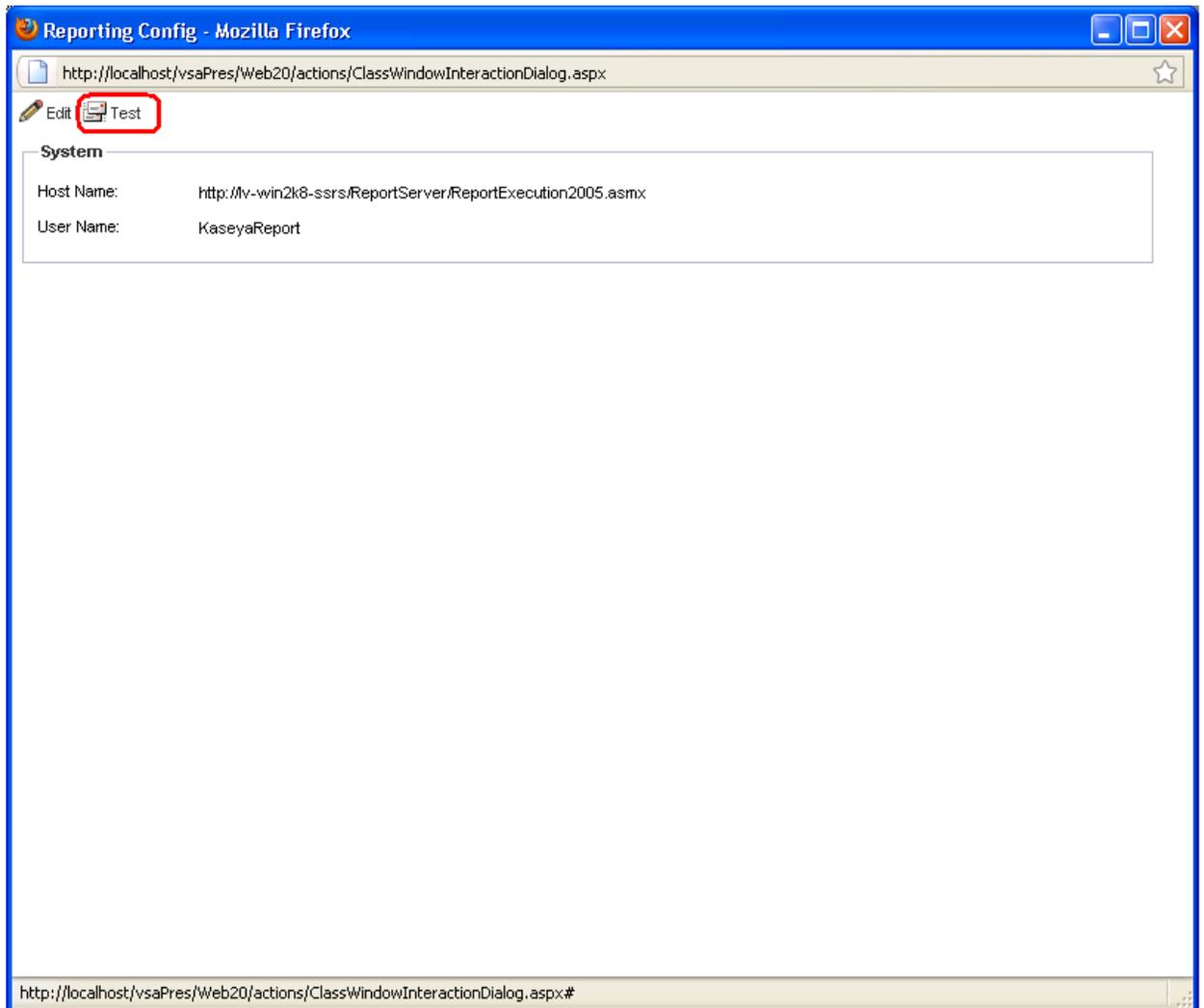
Adding Custom Credentials to a Remote Report Server

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.



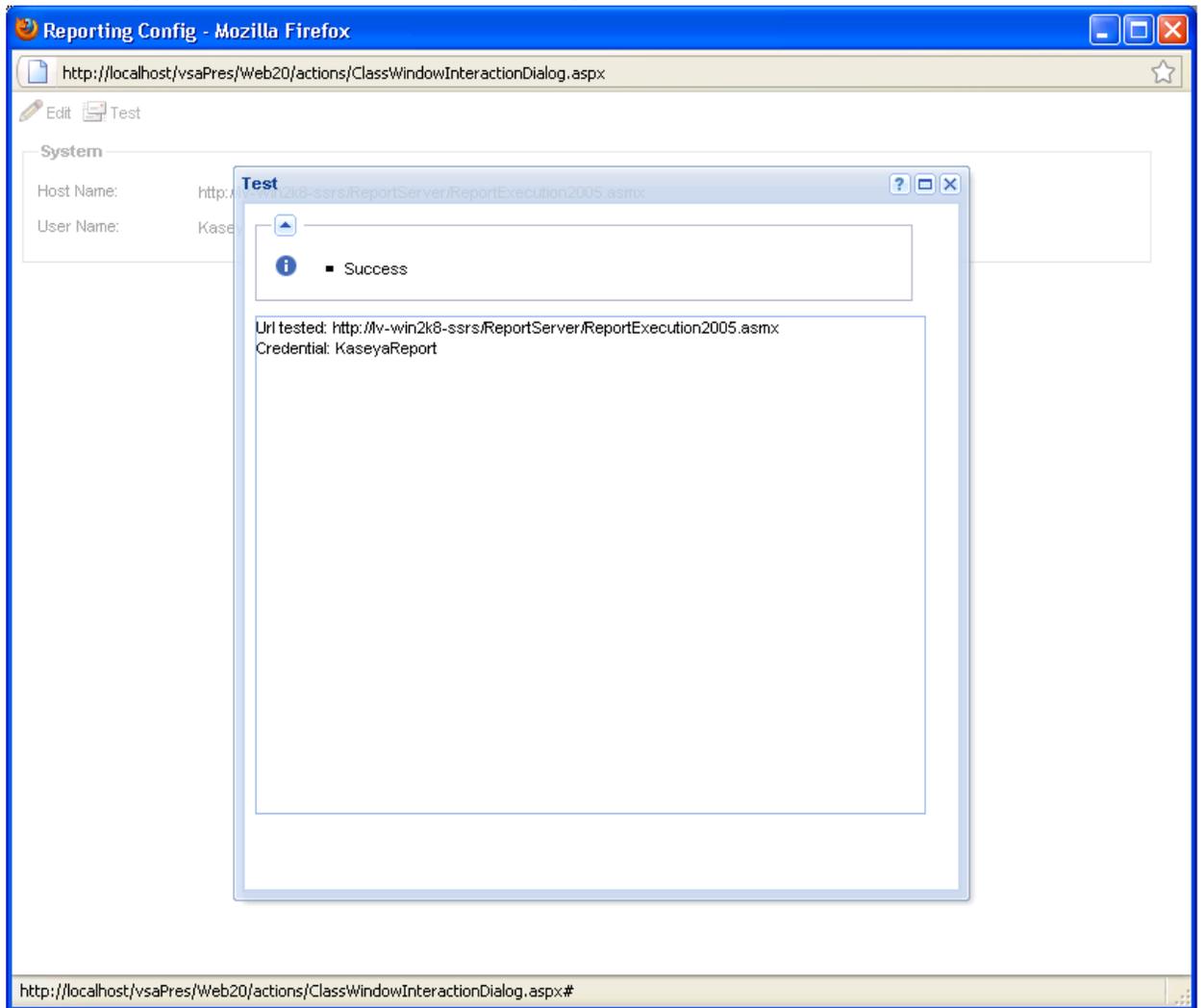
Adding Custom Credentials to a Remote Report Server

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



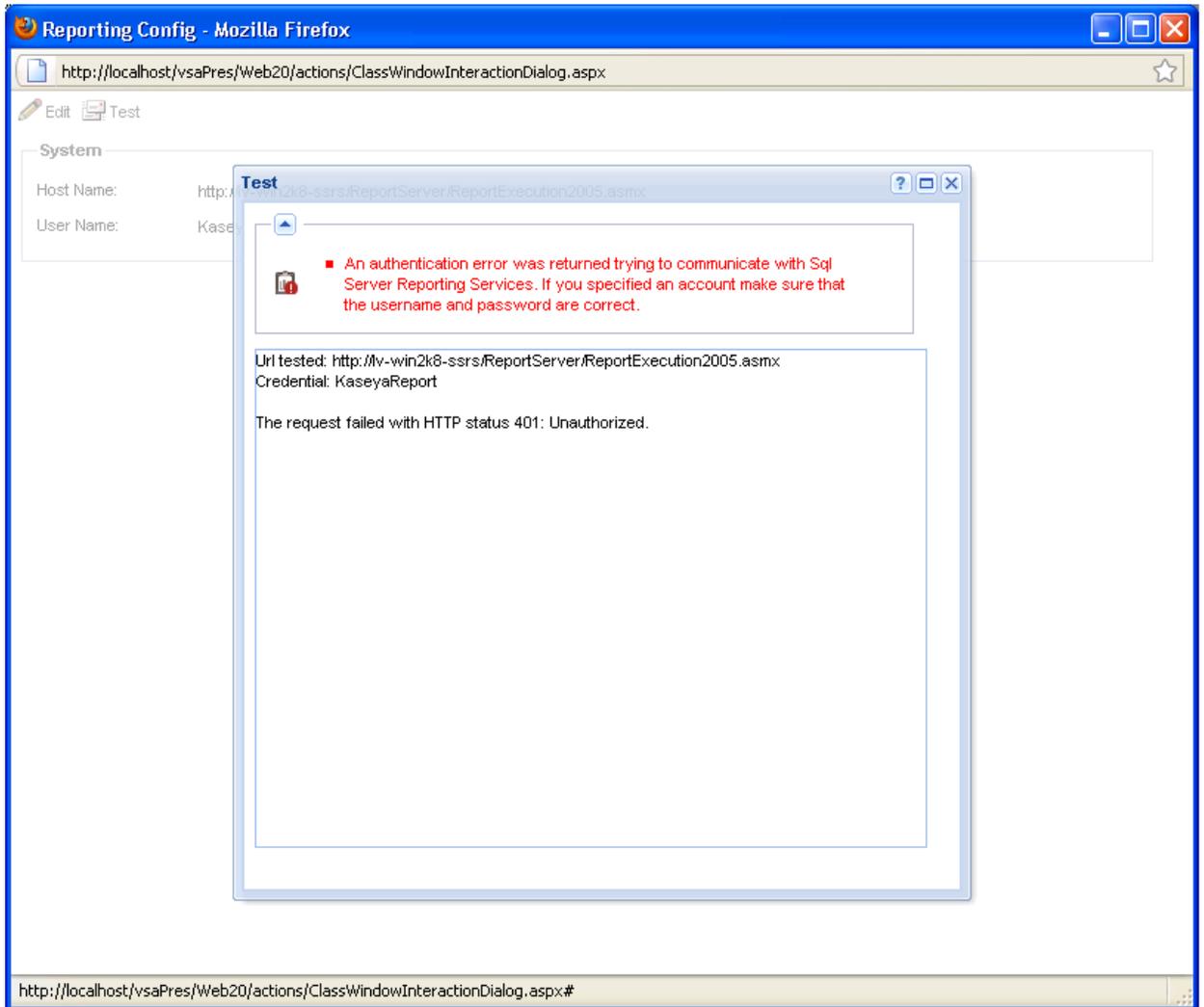
Adding Custom Credentials to a Remote Report Server

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



Adding Custom Credentials to a Remote Report Server

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 KServer. 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.

The screenshot shows the Kaseya VSA Configuration page in Mozilla Firefox. The browser address bar shows the URL: `http://localhost/vsaPres/Web20/core/KHome.aspx?firstIn=True&ReferringWebWindowId=5628574b-13ef-4634`. The page title is "Evaluation Edition - Mozilla Firefox". The Kaseya logo and "Evaluation Edition" are visible at the top. The user is logged in as "admin".

The left navigation pane shows the following menu items:

- System
 - User Settings
 - Preferences
 - Change Logon
 - System Preferences
 - Check-in Policy
 - Naming Policy
 - User Security
 - Users
 - User Roles
 - Machine Roles
 - Scopes
 - Logon Hours
 - User History
 - Orgs / Groups / Depts
 - Manage
 - Set-up Types
 - Server Management
 - Request Support
 - Configure** (highlighted with a red box)
 - License Manager
 - System Log
 - Statistics
 - Logon Policy
 - Application Logging
 - Outbound Email

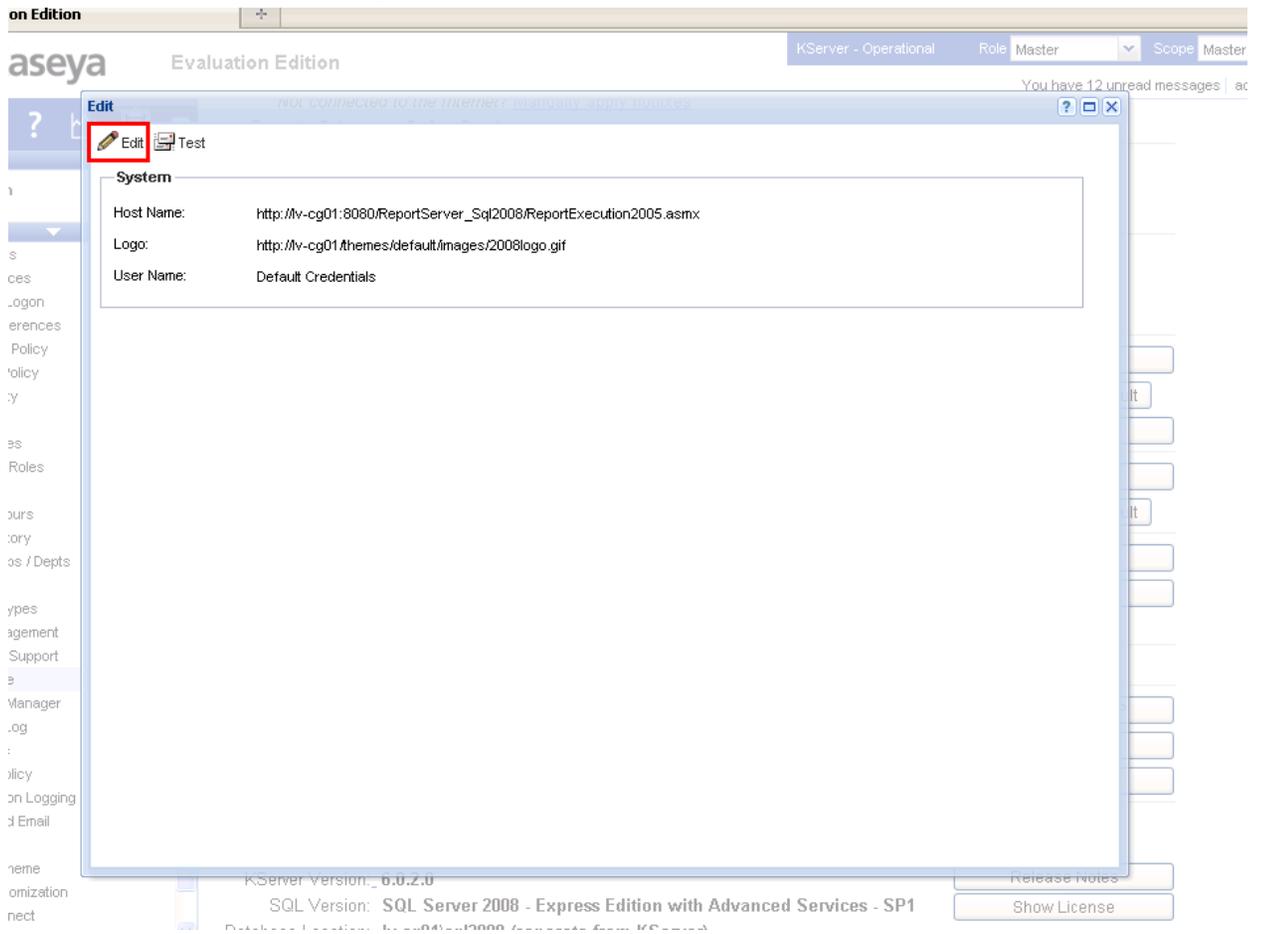
The main configuration area contains the following settings:

- Reload sample **event sets** with every update and database maintenance cycle.
- 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.
- Run database backup / maintenance every: Days @
- Backup folder on lv-cg01\sql2008:
- Enter 0 to disable recurring backups.
- Archive and purge logs every day @
- Log file archive path:
- [Live Connect KServer](#)
- Enable alarm generation. *Disable during system maintenance.*
- Enable logging of script errors marked "Continue script if step fails"
- Select time format: 5:19:44 pm 30-Mar-10 17:19:44 30-Mar-10 (24-hour)
- Change external name / IP address of Server:
- Set URL to MS-SQL Reporting Services engine: (highlighted with a red box)
- Specify port Agents check into Server with:
- OS Version: **XP - Professional Edition Service Pack 3 Build 2600**
- IIS Version: **Microsoft-IIS/5.1**
- KServer Version: **6.0.2.0**
- SQL Version: **SQL Server 2008 - Express Edition with Advanced Services - SP1**
-

The browser address bar at the bottom shows the full URL: `http://localhost/vsaPres/Web20/core/KHome.aspx?firstIn=True&ReferringWebWindowId=5628574b-13ef-4634-a7d4-e2ebdb523e8`

Setting the Report Logo URL

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

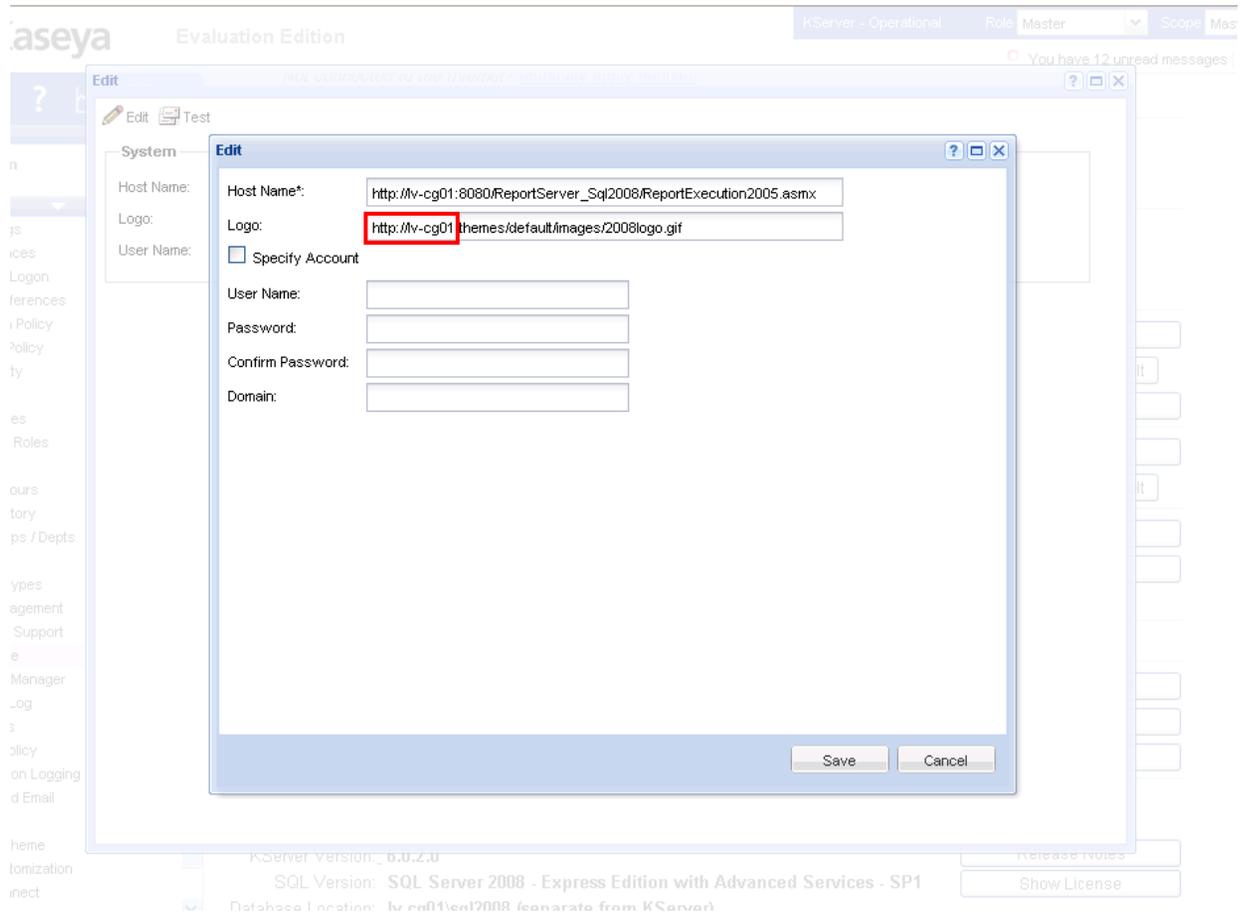


3. Change the URL for the report logo from <your-Kserver-system-name> to localhost in the **Logo** field.

Setting the Report Logo URL

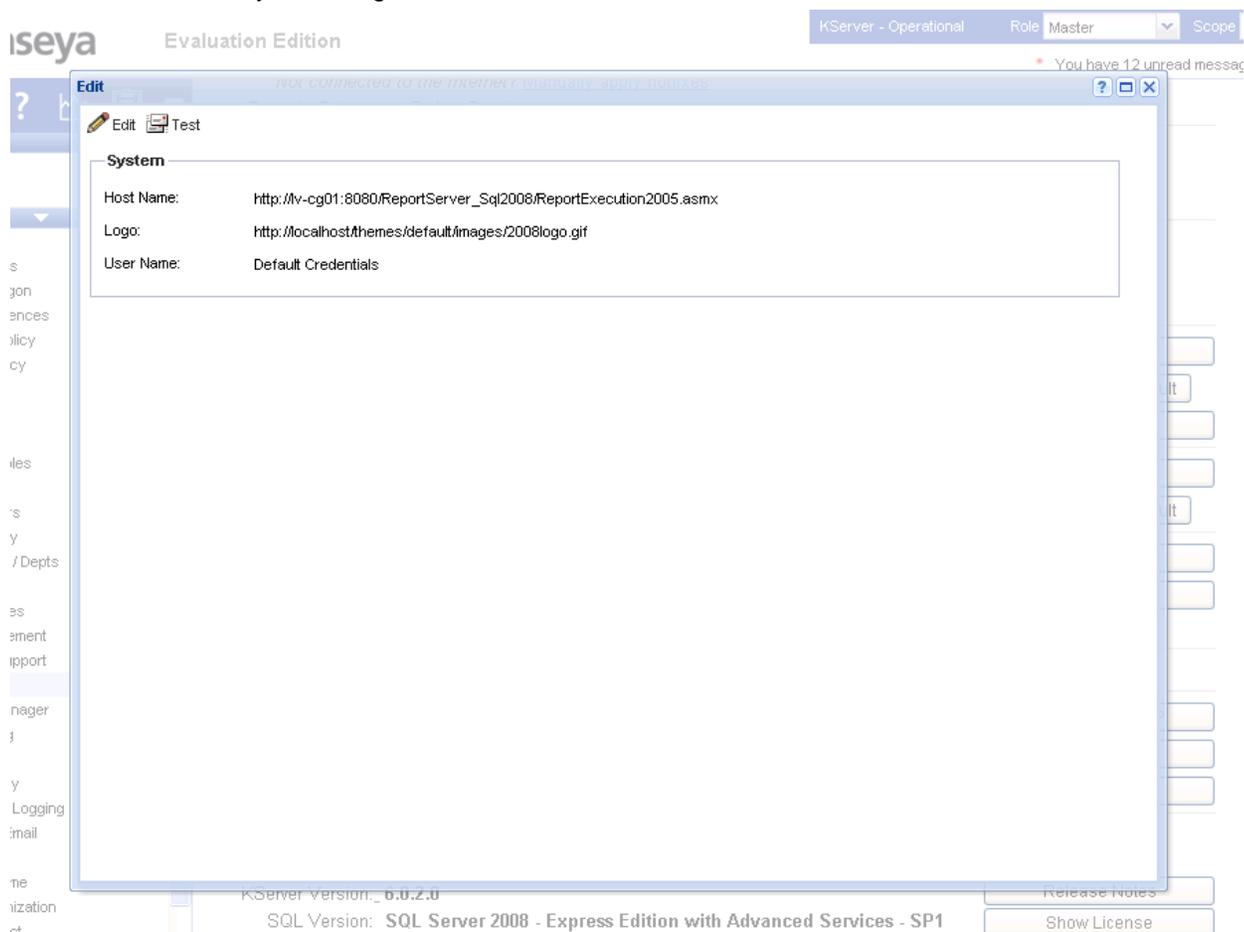
4. For VSAs configured using a self-signed SSL certificate, change the `https` to `http`.

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



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.