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# **BMS - Client Portal Access from VSA Agent Icon**

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**User Guide**

**February 3, 2020**

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# Introduction

This guide is intended to document and explain how to setup the VSA Agent to allow end users to access the BMS portal and open tickets about problems happening on their machine.

Opening ticket this way will directly link the ticket in BMS to the user machine where the agent is installed and to the user itself as a contact to the related account.

This functionality can be achieved by clicking on the VSA Agent Menu (System Tray Icon) and clicking contact support menu item.

In the following sections we will explain how to configure the agent deployment package in VSA to achieve this functionality.

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## VSA Agent Deployment Package Configuration

In order to achieve this functionality the user has to navigate to the agent menu configuration section in VSA and setup a dynamic link to BMS where the ticket details will be provided.

Navigate to VSA → Agent → Agent Menu

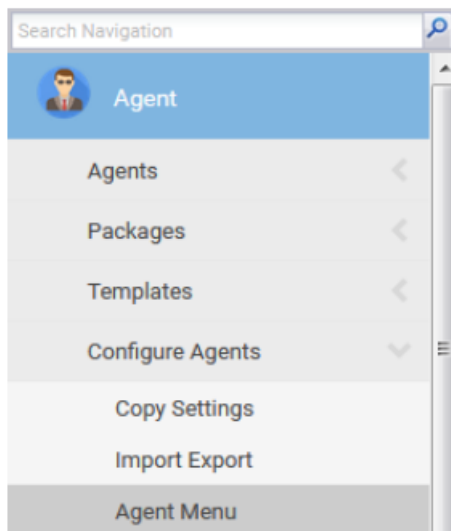


Figure 1: VSA Agent Menu

The VSA Agent will be configured to invoke the BMS portal via a URL formatted like this:

```
https://<Server_name>/VSAAgentLogin.aspx?client={tenant}&agentguid=<guid>&machineid=<mid>&groupid=<gid>
```

Fill the fields as follow:

- Field User Logon Page :
  - Server: <https://bms.kaseya.com>
  - Tenant: Hammoud comp

A sample URL would like :

```
https://bms.kaseya.com/VSAAgentLogin.aspx?client=hammoud+comp&agentguid=<guid>&machineid
```

## VSA Agent Deployment Package Configuration

d=<mid>&groupid=<gid>

About Agent Red values take effect at next Agent check-in.

Contact Administrator...  User Logon page

Your Company URL... URL:

Disable Remote Control Allow user to disable remote control

Set Account... Specify account info and IP address to connect to KServer

Refresh Agent initiates a Full Check-in with KServer

Exit Allow user to exit the Agent program

		Machine.Group ID	ACObSRx About Title
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ag-copper-w732-update....	ACObSRx Agent
<input type="checkbox"/>	<input type="checkbox"/>	ag-gold-w732.root.alu	ACObSRx Agent
<input type="checkbox"/>	<input type="checkbox"/>	ag-silver-w732.root.al...	ACObSRx Agent
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	syncworx-pc2.root.gany...	ACObSRx Agent

Figure 2: Configuration of the VSA Agent URL

With this URL, users will be granted access to BMS client portal without prompting for the credentials to create tickets directly from the BMS portal.

Finally, deploy the new VSA agent package and click on VSA Agent Tray Icon.

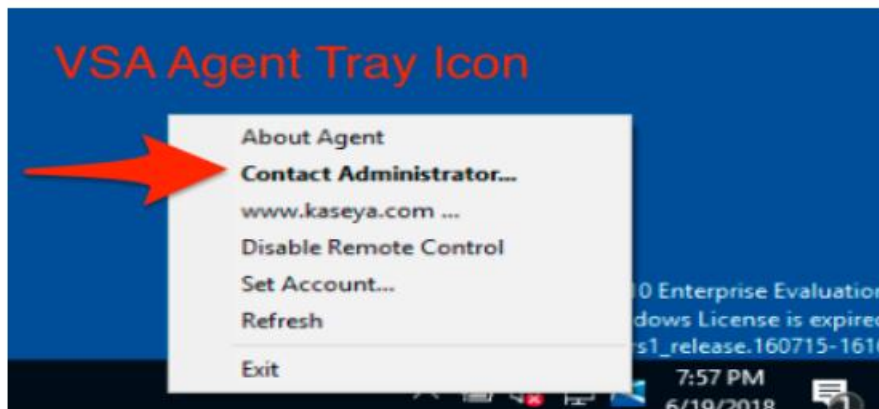


Figure 3: VSA Agent Tray Icon

# Redirecting VSA Agent to BMS Portal

After Clicking on the tray icon, if the contact has client portal access then will directly redirect to BMS portal, else an on-boarding contact page will be opened to fill any missing field and grant access for BMS portal.

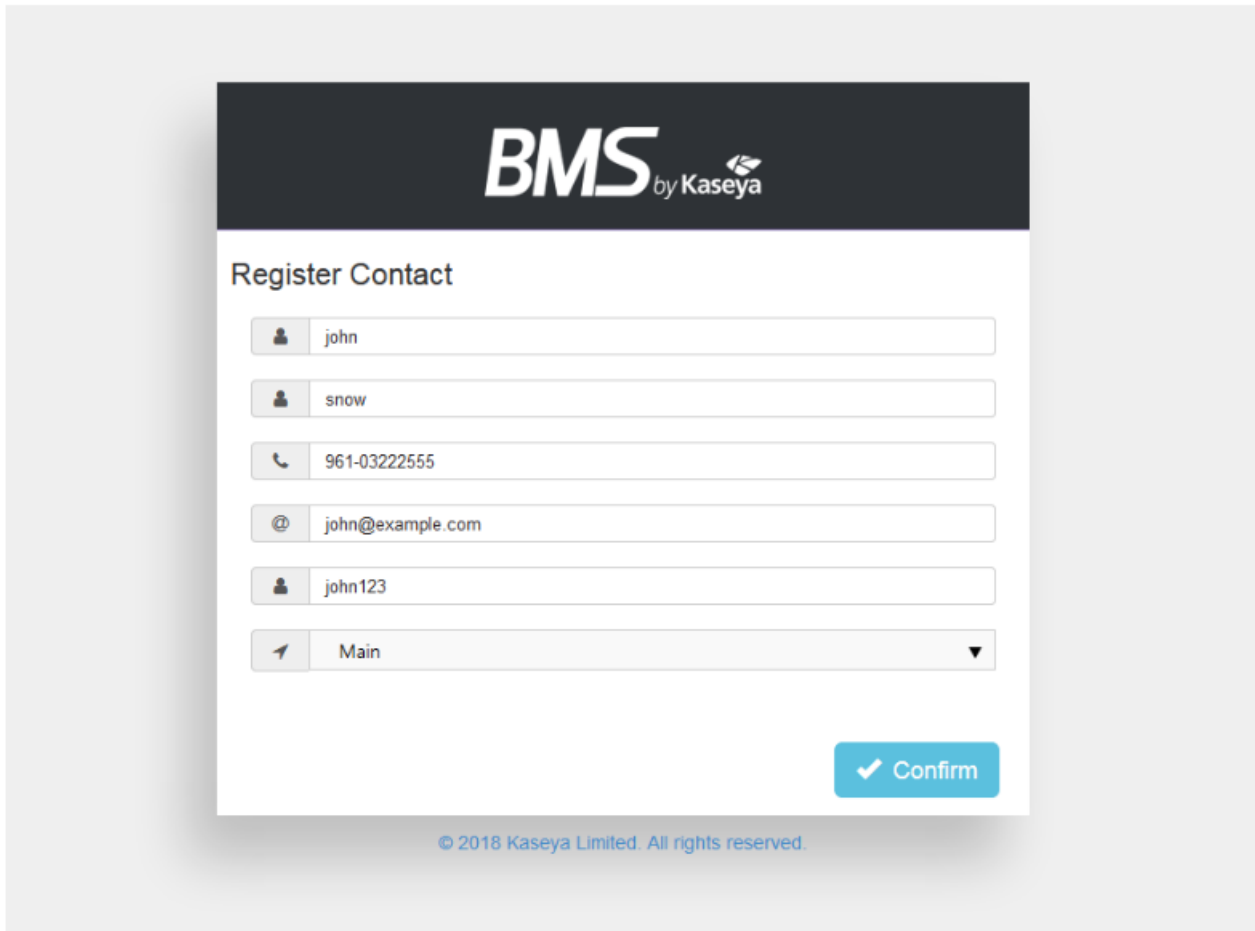


Figure 4: On-boarding Contact Page.

## Redirecting VSA Agent to BMS Portal

Upon granted access to the BMS Portal, the page will be redirected to BMS client portal without prompting for the credentials.

The screenshot shows the 'Client Portal' interface for adding a new ticket. The page title is 'New Ticket'. The breadcrumb navigation is 'Home / Quick Add Ticket / New Quick Add Ticket'. There are 'Save (S)' and 'Cancel (C)' buttons at the top. The form is divided into several sections:

- From Template:** A dropdown menu.
- Title:** A text input field.
- Details:** A rich text editor with a toolbar.
- Location:** A dropdown menu with 'Main' selected.
- Ticket Type:** A dropdown menu.
- Priority:** A dropdown menu.
- Issue Type:** A dropdown menu.
- Sub-Issue Type:** A dropdown menu.
- Affected Device:** A text input field containing '(VMware-42 31 a5 67 5c 1f b3 3d 44 7b b6 7f 0f 54 00 61) - ag silver-w732.root.alu'.
- Affected Software:** A text input field.
- Attach File:** A text input field with a 'Select' button.

Figure 5: Client Portal Quick Add Ticket page.

Finally, fill all the required fields and save the ticket. The ticket should be saved and created from BMS Client Portal section.

The screenshot shows the 'Client Portal' interface for listing tickets. The page title is 'New Ticket'. The breadcrumb navigation is 'Home / My Tickets'. There is a search bar and a table of tickets. The table has the following columns: Ticket Number, Title, Contract, Open Date, Created By, Priority, and Status. One ticket is listed with the following details:

Ticket Number	Title	Contract	Open Date	Created By	Priority	Status
tck_2-07192018	ticket from portal		07/19/2018	213123 213123	Low	New

Figure 6: Ticket Listing Page