Kaseya

Software Deployment and Update

Quick Start Guide

Version R92

English

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Software Deployment and Update Overview

> Note: New licenses for Software Deployment and Update are managed by Ninite directly. KSDU licenses purchased before May 31, 2015 are not affected by this change. If licenses are purchased from Ninite directly, users must download a Ninite Pro file provided by Ninite. The file is uploaded into Software Deployment and Update using the Application Settings page. After the upload users can begin using Software Deployment and Update on as many agents as their Ninite Pro license allows.

Software Deployment and Update (KSDU) automates the deployment and updating of software on managed Windows machines. Deploying, updating and managing software is a required yet time consuming process for any IT professional. Without the ability to manage by policy, trying to stay in compliance with organizational and external regulatory requirements becomes a nightmare. **Software Deployment and Update** removes that burden by providing IT professionals with the ability to completely automate the deployment and update process of software on a scheduled basis across multiple domains and remote computers.

A comprehensive **Software Catalog** and user-defined profiles enable you to quickly deploy and update software applications to different populations of Windows-based servers, workstations and notebooks. There are no packages to maintain, command-line switches, versions to find, files to track. This is all maintained automatically within the **Software Catalog**.

The **Software Deployment and Update** module:

- Provides a **Master Catalog** of popular software titles and versions, already configured for silent installs.
- Organizes and deploys software titles and versions using a *local* **Software Catalog** that you control.
- Supports the creation of custom installers, including the use of answer files for unattended installations.
- Deploys and updates by software title and version on a recurring schedule.
- Uses profiles to deploy and update bundles of software titles by policy, to different populations of assigned machines.
- Can assign profiles by machine group, organization or view.
- Can run pre-install and post-install agent procedures.
- Can uninstall software titles and cancel pending installs and uninstalls.
- Supports both auto approval and manual approval when a new version is available.
- Scans machines on a recurring basis for software and version profile compliance.
- Supports scanning of machines not connected to the internet.
- Provides alerts, dashboards, status views, reports and logs to monitor software deployment and update activities.
- Designates a machine to act as a file source for downloaded files for other machines on the same LAN.

> Note: See Software Deployment and Update System Requirements.

Functions	Description
Overview *(page 3)*	Illustrates the stages of configuring and operating Software Deployment and Update, with links to the relevant pages and to online help.

Software Deployment and Update Overview

Dashboard	Provides a dashboard view of Software Deployment and Update activities.
Deployment Analysis	Displays a sortable, filterable table of every software title and version installed on every machine managed by Software Deployment and Update.
Schedules	Reschedules tasks on Software Deployment and Update managed machines.
Status - By Machine	Identifies the software titles that are in compliance or out of compliance for a selected machine.
Status - By Software Title	Identifies the machines that are in compliance or out of compliance for a selected software title.
Pending Approvals	Approves the deployment of selected software to selected profiles.
Manual Deployment - By Machine	Manually deploys software to machines, by selected machine.
Manual Deployment - By Software Title	Manually deploys software to machines, by selected software title.
Manage	Specifies the software titles and versions to be deployed to machines by named profile.
Assign by Machine	Assigns profiles to machines.
Assign by Profile	Assigns machines to profiles.
Catalog	Defines a local Software Catalog by selecting software titles and versions from a Master Catalog. Optionally creates custom installers.
Application Settings	Sets defaults and other settings that apply to the entire module.
Alerts	Specifies the actions taken in response to Software Deployment and Update alert conditions.
Reboot Actions	Determines the reboot action, by machine, if an installer requires a reboot.
Setup	Provides a easy-to-use, interactive checklist for configuring Software Deployment and Update quickly.
File Source	Designates a machine to act as a file source for downloaded files for other machines on the same LAN.
File Source by Machine	Assigns machines to a designated file source machine.
Application Logging	Displays a log of Software Deployment and Update module activity.
Licensing	Displays license counts for Software Deployment and Update.

Software Deployment and Update Module Requirements

Kaseya Server
- The Software Deployment and Update R92 module requires VSA R92.
- 80 GBs of free space on the Kaseya Server to accommodate the catalog of installers.
- This module requires the VSA have internet access.

Requirements for Each Agent
- Agent version 6.2.0.0 or later
- Any Kaseya supported Windows agent operating system can be used. See **Agent Requirements** *(http://help.kaseya.com/WebHelp/EN/VSA/9020000/reqs/index.asp#home.htm)*.

> Note: See general **System Requirements** *(http://help.kaseya.com/WebHelp/EN/VSA/9020000/reqs/index.asp#home.htm)*.

Getting Started

Overview

An **Overview** page illustrates the four main stages of configuring and operating **Software Deployment and Update**, with links to the relevant pages and to online help.

1. **Create** - Create your own *local* **Software Catalog** of silent installers from a **Master Catalog** of popular software titles. Optionally create your own custom installers.
2. **Assign** - Define profiles for automated deployment and assign machines to them. Profiles determine the software and versions to be deployed. Optionally set the **Deployment Options** *(page 7)* for new versions of each software title.
3. **Scan** - When a machine is assigned to a profile a recurring scan schedule is assigned by default. Scanning determines a machine's compliance with its assigned profiles. An **Auto Run Scan** profile option runs the scan as soon as a machine is assigned to the profile. You can also scan a machine "on demand."
4. **Install** - A recurring install schedule is assigned by default when a machine is assigned to a profile. You can also deploy installers "on demand."

Setup

A **Setup** page provides an easy-to-use, interactive checklist for configuring **Software Deployment and Update** quickly. Selecting a task displays the appropriate page, with links to online help.

Master Catalog and Local Software Catalog

The **Catalog** page selects the software titles and versions deployed to the machines you manage.

Master Catalog

A **Master Catalog** contains a pre-defined set of popular, "silent-install" software titles and versions, organized by category. These software titles and versions are ready to use. Right click any software title in the **Master Catalog** and select the **Properties** option to read the application details for that software title.

Software Catalog

*Add a windows installer by dragging it from the **Master Catalog** to a folder in your own local **Software Catalog**.* In addition you can create your own custom installers or import them from another VSA. Once added to your local **Software Catalog**, the software title and version is:

- Available to select in profile drop-down lists.
- Available to select in manual deployment drop-down lists.

Software added from the **Master Catalog** to your local **Software Catalog** no longer displays in the **Master Catalog**. Deleting software in your **Software Catalog** returns it to the **Master Catalog**.

Always Deploy Latest

If **Always Deploy Latest** is enabled for a software title in at least one profile, the latest version of the software title is automatically added to the local **Software Catalog**. See **Deployment Options** *(page 7)* for more information.

Installer Properties

With each pre-defined or custom installer in your local **Software Catalog**, you can specify:

- Pre-install and post-install agent procedures
- Reboot required

For custom installers, additional parameters include:

- Name, description, version, language, installer file and command line arguments
- Scanning attributes used to detect the custom installer on machines

Test Deployments

A test deployment lets you test installers before you commit to deploying them. You can test deployment of individual installers or an entire profile. You can designate a particular agent machine as your default test machine.

Language Code Preferences

You can specify the set of language-specific installers you want displayed in the **Master Catalog**. `Language Neutral` installers are always shown. Language code preferences also determine the language codes displayed when defining a custom installer.

Reboot Actions

If an installer specifies a reboot is required, a Reboot Actions page determines the reboot action by individual machine.

Ignore Cabinet

You can choose to display the **Ignored** cabinet below the **Master Catalog** cabinet, by checking the **Show Ignored Cabinet in Master Catalog** checkbox on the Application Settings > General Settings tab. This enables you to trim the **Master Catalog** folder tree of folders, software titles or versions that are of no interest to you. To move a folder, software title or version back and forth between the **Master Catalog** and **Ignored** cabinets, right-click the item and select the **Ignore** or **Add Back to Master Catalog** option.

Download Locations

A software title and version is downloaded from the **Master Catalog**'s server to your Kaseya Server only

when you assign it to a profile for the first time, or when you deploy software to a machine manually. A software title always downloads from your Kaseya Server to the agent machine.

Exporting / Importing Custom Installers

You can export and then import custom installers between VSAs. Exporting creates a file with a `.ksdu` extension. The `ksdu` file is a zip file containing the installer file and a document specifying all the attributes of the custom installer. Select the `ksdu` file when importing.

Conditionally Canceling Installs and Uninstalls

Installs and uninstalls can be conditionally canceled by a "pre-procedure". VSA users may wish to cancel a pending install or uninstall if a condition is not met. For example, the end-user may be using the machine. If a "pre-procedure" asks the end-user for permission to continue with the install or uninstall and the end-user says no, the "pre-procedure" can create one of the following global variables using the getVariable() command: `#global:AbortKSDUInstall#` or `#global:AbortKSDUUninstall#`, whichever is appropriate. Software Deployment and Update now includes a check for the appropriate global variable after the "pre-procedure" is run, and cancels the pending install or uninstall if the variable exists. An agent procedure is assigned to a "pre-procedure" for an install or uninstall when adding or editing the installer in the local software catalog of the Catalog page.

Profiles, Assignment and Deployment

Automated Deployment

The **Manage** page defines profiles that specify a set of software titles and versions to be deployed to machines. Multiple profiles can be assigned to each machine. Changes to a profile affect all machine IDs assigned that profile. Attributes for each profile include:

- Auto approve
- "In development" status for profiles for testing
- Auto run scan
- Default deployment schedule

Attributes for each software title in the profile include:

- Version
- Always deploy latest version available
- Language

See **Deployment Options** *(page 7)*.

Manual Deployment

Independent of profiles, any software title and version in your local Software Catalog can be manually deployed to multiple machines, either by software title or by machine.

Setting Credentials

A credential is required to install software using **Software Deployment and Update**. This is the same credential set using Agent > Set Credential.

Scanning

Software Deployment and Update schedules a recurring scan on a managed machine:

- The first time a profile is assigned to that machine, or
- Tthe first time a software title is deployed manually to that machine, whichever occurs first.

A **Software Deployment and Update** managed machine is scanned for every software title and version listed in the **Master Catalog**.

Software Compliance

Scanning determines the compliance status of software titles and versions installed on a machine, as compared to the software titles and versions specified in profiles assigned to that same machine. Baseline scans are also supported. Status information shows the version required by the profile and the version installed on the machine. Compliance status results include:

- Software on machine, not in profile
- Does not match profile
- Matches profile

Status compliance results can be selected by software title or machine.

Application Action

The **Application Action** menu in a profile determines the action to be taken for a software title and version.

- Scan only
- Scan, and update if installed
- Scan, deploy, and update

One Time Scans

The Status - By Machine and Status - By Software Title pages can schedule a one-time scan for one or more machines to update their **Scan Log** results. A one-time scan is scheduled independently of the recurring scan schedules already assigned to these machines. For example, if recurring scans are weekly, you may want to scan a machine immediately without waiting for the next scheduled recurring scan.

Recurring Scans

All machines are assigned a *run once* **Default Baseline Scan Schedule** and a *recurring* **Default Latest Scan Schedule** the first time they are assigned to a profile, using the Application Settings > Schedule tab.

Auto run scan

If **Auto run scan when machines are added** is checked in a profile, a machine is scanned immediately after being assigned to that profile. This ensures at least one scan has occurred before a scheduled deployment.

Offline Scanner

Agents without internet access can be optionally configured to use an offline scanner to run Software Deployment and Update scans. Only connectivity to the Kaseya Server is required. The offline scanner is refreshed nightly on the Kaseya Server.   Agent machines are individually configured to use the offline scanner using the **Offsite Scanner** tab on the Application Settings page. If a machine is configured to use the offline scanner, it downloads the latest offline scanner from the Kaseya Server and scans using this file instead of downloading a similar file from the internet. If an agent has internet access, using the offline scanner is not recommended, since nightly updates to the offline scanner cause it to be downloaded by agents more frequently.

Deployment Options

Software Deployment and Update provides multiple configurations for managing the deployment of the latest version of each software title. Each of the configurations below depends on the combined settings for **Always Deploy Latest** and **Auto Approve**. These settings are set using the Manage page. *You can choose a different configuration for each combination of profile and software title.*

- **Auto approve the latest version** - Use this configuration if you're comfortable with deploying the latest version of the software as soon as it becomes available, without testing and approving the version first. The latest version is installed on machines using that profile the next time deployment is scheduled.
  - ➢ **Auto Approve** for the profile is *enabled.*
  - ➢ **Always Deployed Latest** is *enabled* for the specific software title in that profile.
- **Auto approve the selected version** - Use this configuration if you're comfortable with deploying a *selected* version of the software as soon as you add it to a profile, without approving the version first. You can test the installer before you add it to any profile. The selected software version is installed on machines using that profile the next time deployment is scheduled.
  - ➢ **Auto Approve** for the profile is *enabled.*
  - ➢ **Always Deployed Latest** is *disabled* for the specific software title in that profile.
- **Manually approve the latest version** - Use this configuration if you'd prefer to test and approve the latest version first, before deploying it. Once the latest version becomes available it displays in Pending Approvals, along with the profile it's associated with. After the latest version is manually approved for that specific profile, the latest version is installed on machines using that profile the next time deployment is scheduled.
  - ➢ **Auto Approve** for the profile is *disabled.*
  - ➢ **Always Deployed Latest** is *enabled* for the specific software title in that profile.
- **Only be notified about the latest version** - Use this configuration if you don't want the latest versions stacking up, even in the **Pending Approvals** page. But you still want to be notified when a new version of the software is available. Once alerted using the **New Version In Local Catalog** alert on the Alerts page, you can manually schedule the deployment to selected machines at your convenience.
  - ➢ **Auto Approve** for the profile is *disabled.* Consider enabling auto approve for another software title within the same profile.
  - ➢ **Always Deployed Latest** is *disabled* for the specific software title in that profile.
  - ➢ Configure a `New Version in Local Catalog` alert to notify you when a new version of any software title in the *local software catalog* becomes available, using the Alerts page.

File Source Sharing

When a file source is enabled and a machine on the same LAN requests a download from the internet for the first time, files are downloaded to the file source machine, then copied to the requesting machine. From then on the file does not need to be downloaded from the internet. Other machines—on the same LAN and using the same file source—copy the file from the file source machine. Doing so speeds delivery to multiple machines throughout the same LAN and reduces network bandwidth issues.

- File source shares apply to **Software Deployment and Update** software title downloads only.
- Machines can only be assigned to a file source machine if they are Windows-based and are members of the same organization and partition ID as the file source machine.
- Ensure machines have LAN access to the file source machine.

- The share on the file source machine is created automatically and assigned the machine's default access rights, which is typically read access for all users.
- The file source machine must have a credential set in the VSA for assigned machines to access the file share. Assigned machines also require a credential set in the VSA to install software titles.
  - ➢ If the credential set for a file source machine or an assigned machine is a local credential, then both the file source machine and all assigned machines *must use a local credential with the same username and password*.
  - ➢ Domain machines can use their unique domain credentials.

Confirming File Source Sharing

- You can confirm an assigned machine copied a downloaded file from the file source share if a `Download Method: XCOPY` log entry displays in the Agent > Agent Logs > Agent Procedure Log.
- Otherwise:
  - ➢ In a SaaS VSA, a `Download method: CLOUD GET_URL` log entry displays.
  - ➢ In an on premises VSA, a `Download method: VSA WRITE_FILE` or `Download Method: VSA GET_URL` displays, depending on which download method is selected in Application Settings.

Scheduling

- **Software Deployment and Update** introduces a new user interface feature called schedule patterns. A **schedule pattern** is a named, pre-defined, recurring schedule that displays in scheduling drop-down lists. This saves you the trouble of configuring the same recurring schedule repeatedly for different tasks.
- Default recurring schedules are defined, by schedule pattern, for deployments and scans.
- You assign a schedule pattern for deployment when a profile is created or maintained. The assigned schedule pattern only applies to machines *newly assigned* to that profile.
- Use the **Schedules** page to reschedule any *existing* recurring or run-once schedules, by machine.

Monitoring Software Deployment and Update

The following tools are provided to monitor **Software Deployment and Update** activities.

Alerts

Software Deployment and Update supports the following types of alerts:

- Auto Approval for Always Have Latest Version
- Deployment Complete
- Deployment Failed
- New Category
- New Software
- New Software Source
- New Version in Local Catalog
- Scan Complete

- Scan Failed
- Software Detected Not in Profile

Deployment Analysis

A **Deployment Analysis** page displays a sortable, filterable table of every software title and version installed on every machine managed by **Software Deployment and Update**. The table identifies the software titles that are in compliance or out of compliance.

Dashboard

The **Dashboard** page displays a dashboard view of **Software Deployment and Update** activities, including:

- Deployments - Last 24 Hours
- Software Status (By Machine)
- Alerts
- Top 5 Deployed Software

Logging

The **Application Logging** page displays a log entry of every VSA user action performed in the **Software Deployment and Update** module.

Reports

The following reports are provided with **Software Deployment and Update**.

- Profile Status by Machine
- Recents Deployments
- Software Installed by Machine
- Machine Changes

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