

Kaseya Server Setup

Installation Guide

Version R93

English

September 19, 2016

Copyright Agreement

The purchase and use of all Software and Services is subject to the Agreement as defined in Kaseya's "Click-Accept" EULATOS as updated from time to time by Kaseya at

http://<u>www.kaseya.com</u>/legal.aspx. If Customer does not agree with the Agreement, please do not install, use or purchase any Software and Services from Kaseya as continued use of the Software or Services indicates Customer's acceptance of the Agreement."

Contents

How to Use the Wizard	1
Installation Step by Step	3
1. Logon as Administrator	3
2. Download the Installer	3
3. Start the Install Wizard	3
4. Select a Language	4
5. Review the License Agreement	5
6. Enter Your Kaseya License Code	5
7. Provide SQL Server Credentials	5
8. Antivirus Protection Check	7
9. Perform a System Check	8
10. Importing a Security Certificate	8
11. Select Server Update Options	9
12. Select an Installation Directory	10
13. Enter a Master Admin Account	10
14. Enter Network Settings	11
15. Enter Mail Server Settings	12
16. Select the Add-ons to Install	12
Unlicensed Add-On Modules	13
17. Review Install Changes	14
18. Complete the Install Wizard	14
Reporting Installer Problems	16
Post Installation Configuration	16
Test Browser Access	16
Test Outbound Email	18
Test Installing an Agent	18
Test Viewing Audit Results	19
Test Report Generation	19
Update Agents	19
Review the Setup Wizard	19
Installing Patch Releases	20
Installation Prerequisites	23
Upgrading the VSA	23
URL Access	23
Access to http://download.kaseya.com	23
Access to http://vsaupdate.kaseya.net	24
Access to http://license.kaseya.net	24
Administrator Access	24
Admin: 7, 8, 8.1	24

Admin: 2008, 2008 R2, 2012, 2012 R2, 10	25
Screen Resolution	26
Operating Systems	26
Domain Controller	26
Exchange	27
SharePoint	27
Windows Update	27
Windows Update: 7, 2008 and 2008 R2	27
Windows Update: 8, 8.1, 10, 2012 and 2012 R2	27
Microsoft .Net Framework	28
DotNet: Version 2.0	28
DotNet: Version 3.5	28
DotNet: Version 3.5 in 2008 R2	28
DotNet: Version 4.0	29
DotNet: Version 4.6.1	29
Java SE 7	29
IIS Requirements	29
IIS Installed	30
IIS: 7	30
IIS: 8, 8.1, 10	31
IIS: 2008 and 2008 R2	33
IIS: 2012 and 2012 R2	35
IIS Role Services	36
IIS Role Services: 7	36
IIS Role Services: 8, 8.1, 10	37
IIS Role Services: 2008 and 2008 R2	39
IIS Role Services: 2012 and 2012 R2	41
IIS Application Pools	42
IIS Handler Mappings	42
IIS SSL Security Settings	42
IIS SSL Security Settings: 7, 8, 8.1, 10	43
IIS SSL Security Settings:2008, 2008 R2, 2012 and 2012 R2	43
IIS HTTP Binding	44
IIS Port Check	44
'Default Web Site' is Website 1	44
Default Web Site: 7, 8, 8.1, 10	44
Default Web Site: 2008, 2008 R2, 2012 and 2012 R2	45
ASP.NET State Service	46
ASP.NET State Service: 7, 8, 8.1, 10	46
ASP.NET State Service: 2008, 2008 R2, 2012 and 2012 R2	47
IIS IP Address and Domain Restrictions	47
Localhost/127.0.0.1	47
Message Queuing Service (MSMQ)	48
MSMQ: 7, 8, 8.1, 10	48
MSMQ: 2008 and 2008 R2	48

MSMQ: 2012 and 2012 R2	49
MSMQ Active Directory Component	49
MSMQ AD: 7, 8, 8.1, 10	49
MSMQ AD: 2008 and 2008 R2	50
MSMQ AD: 2012 and 2012 R2	50
SQL Requirements	50
SQL: Installed	51
SQL: Collation and Compatibility	51
SQL: Version	52
SQL: Domain	52
SQL: Service Account	52
SQL: CLR	53
SQL: Full-Text Search	53
SQL: Additional Databases or Instances	54
SQL: Other SQL Server Requirements	55
SQL: SSRS Port	55
RAM Installed	55
Disk Space	56
Firewall Ports	56
Windows Temp Folder Access	57
AntiVirus Protection	57
AntiVirus Protection	57
Windows Identity Foundation	58
Using Security Certificates	58
Moving the Kaseya Server	59
Pre-Update Checklist	59
Backup the Kaseya Server	60
Scheduling the Update	60
Anti-Virus Software	60
Moving the Kaseya Server	60
Archiving the Kaseya Server	62
Migrating Agents to Another Kaseya Server	64
Command Line Options	65
Non-Internet Installs	65
Set Web Proxy Credentials	66
Configuring SQL Server Reporting Services	67
SSRS Configuration Guidelines	68
Specifying the SSRS URL	68
Reapply Default Settings for SSRS 2005	75
Remote SSRS 2005 Configuration	78
Remote SSRS 2008 Configuration	82
Adding Custom Credentials to a Remote Report Server	86
Setting the Report Logo URL	92
Index	95

How to Use the Wizard

About Kaseya Server Setup

Kaseya Server Setup installs **Virtual System Administrator™** (VSA) and *all add-on modules* you're licensed to use. *No more running multiple installs!* If you don't have the KInstall.exe installer yet, you can download it from the **Kaseya website** (*http://info.kaseya.com/upgrade-93.html*).

The wizard:

- Runs Kaseya Server Setup step-by-step (page 3).
- Tests and configures all prerequisites (page 8), in many cases automatically!
- Connects to a SQL Server if already installed (page 5), or
 - > Installs and configures SQL Server Express automatically for you (page 5).
- Installs or upgrades the Kaseya Server (page 9) and all add-on modules (page 12) you are licensed to use at one time!

User Assistance

SQL Credentials							8 3
			SQL Se	rver Credentials	5		
C Baforn a submarked without			-	/			
Click for help with							
the current step							
			Deer				Credentials
			L922M	ora. j			
				Cancel		Bac	ack Next
							/_///////////////////////////////
			99 (A)				
System Check							8 22
Test Name	T	est Des	cription		FixIt	Help	elp Result
DotNet Version 4.0	м	icrosoft	NET Framework	4.0 installed?		0	Full & Client Version 4.0.30319, Service Pack 0
	P	ending F	ile Rename Opera	ation entries found? (No		-	There are no Pending File Rename Operations.
Operations	er be	ntries are efore clic	allowed. Try reba king the Fixit link.	oting the computer If reboot does not clear		?	
	th	ne entries	;, run the 'fixit' and	continue.)			Click the help icon
🔔 User Account Control	U	ser Acco	ount Control on?			?<	🧲 for each test in 🔤
	D	ata Exec	ution Prevention	set to 1) essential			System Check
📀 🛛 Data Execution Preven	ntion W	Windows programs and services only, or 2) completely off? (One or the other is highly				?	
	re	commer	ided.)			-	
IIS Installed	- K	5 installe	d7 quired IIS Bole Sr	arvices installed?	Fix R Fix b		IIS is not installed
Default Web Site ID = 1	1 T	he Defai	ult Web Site has I	D = 1?		$\overline{\circ}$	IIS is not installed.
🔮 DotNet Version 3.5	м	licrosoft	NET Framework	3.5 installed?		0	Version 3.5.30729.5420, Service Pack 1
S ASPNET State Service	A A	SPNET :	State Service is in maticallu?	stalled and the service	Fixit	?	ASPNET State Service must be set to Automatic Start
🛞 Microsoft Message Que	euing M	licrosoft	Message Queuing	is installed?	Fixit	2	MSMQ is required.
MSMQ Active Directors	. M ⊏Te	ISMO Ac	tive Directory Cor	moment is turned off?		<u> </u>	MSMQ is not installed
Run Tests		17 /	A 3 😧 11				Cancel Back Next
Addon Installation							?
Your license (TEST	(IH) en	titles	vou to the	following addor	n mod	مايا	
		lutes	Version	Version to be	mod		100.
Module Name	Install?	Info	Installed	Installed	Descrip	tion	n
Patch Management		0		9.3.0.4	Installing	j vers	ersion 9.3.0.4
Desktop Management		0		9.3.0.4	Installing) vers	ersion 9.3.0.4
Mobility	• •	0		9.3.0.4	Installing	i vers	ersion 9.3.0.4
Policy Management		õ		9.3.0.4	Installing	j vers	ersion 9.3.0.4
Time Tracking	•	0	_	0000	1 . W		
Network Monitoring	V	0		Click the	hel	p i	icon for each addon
Service Desk		0		modul	o in	Δ	Addon Installation
Antivirus/AntiMalware		0		mouur			
Data Backup	V V	0		9304	Installing	i vers	ersion 9.3.0.4
Endpoint Security		õ		9.3.0.4	Installing	y vers	ersion 9.3.0.4
Service Billing	V	0		9.3.0.4	Installing) vers	ersion 9.3.0.4
System Backup and Restore		0		9.3.0.4	Installing) vers	ersion 9.3.0.4
Software Deployment		0		9.3.0.4	Installing	g vers	ersion 9.3.0.4
Kaseya Patch Process		U		9.3.0.5	Installing) vers	ersion 3.3.0.5
Select All							Cancel Back Next

Installation Step by Step

In This Section

1. Logon as Administrator	3
2. Download the Installer	3
3. Start the Install Wizard	3
4. Select a Language	4
5. Review the License Agreement	5
6. Enter Your Kaseya License Code	5
7. Provide SQL Server Credentials	5
8. Antivirus Protection Check	7
9. Perform a System Check	8
10. Importing a Security Certificate	8
11. Select Server Update Options	9
12. Select an Installation Directory	10
13. Enter a Master Admin Account	10
14. Enter Network Settings	11
15. Enter Mail Server Settings	12
16. Select the Add-ons to Install	12
17. Review Install Changes	14
18. Complete the Install Wizard	14
Reporting Installer Problems	16

1. Logon as Administrator

Logon to the install machine as an administrator.

2. Download the Installer

Download the KInstall.exe installer file.

Note: If you don't yet have the installer file, browse to the Kaseya website (*http://info.kaseya.com/upgrade-93.html*).

3. Start the Install Wizard

Double-click KInstall.exe to start the install wizard.



Run as Administrator

For some operating systems, you must start the install by right clicking KInstall.exe and selecting the Run as Administrator option to install KInstall.exe. This applies to the following supported operating systems only:

Windows 7

- Windows Server 2008
- Windows Server 2008 R2
- ➢ Windows Server 2012
- Windows Server 2012 R2

15		
KInsta 😲	Open Run as administrator Troubleshoot compatibility	
	Share with Restore previous versions	۲
	Send to	•
	Cut Copy	
	Create shortcut Delete Rename	
	Properties	

The First Time You Run Kaseya Server Setup

You may be prompted to confirm the install of Microsoft .NET Framework 4.0 and other prerequisites.

KInstall - Kaseya Application Inst	aller - InstallShield Wizard
	Status Requirement Pending Microsoft .NET Framework 4.0 Full
InstallShield	Instal

Depending on the prerequisite, you may have to reboot the computer. After the reboot you will be prompted to restart the KInstall.exe install wizard.

4. Select a Language

Select a language.



5. Review the License Agreement

The first page of the install wizard displays. Confirm your agreement with the Kaseya End User License ("EULA"), as specified in this dialog.

Kaseya License ? X
Kaseya License Agreement
Kaseya End User License Agreement and Terms of Service ("EULATOS")
IMPORTANT: PLEASE READ THIS EULATOS CAREFULLY AND PRINT IT OR GO TO <u>HTTP://www.kaser/a.com/egal.aspc</u> to obtain a Ourwilloadable COPY OF THE CURRENT VERSION OF THIS EULATOS TO MAINTAIN A COPY FOR YOUR RECORDS.
THIS ELLATOS, THE DOCUMENTATION (AS DEFINED BELOW), AND THE OTHER ITEMS INCORPORATED BY REFERENCE HERM AND THEREIN COLLECTIVELY. THE "ASREEMENT TIS BETVENT THE ASSEVANT THAT A ACCEPTS THE ORDER JOINT OR THE APPLICABLE SOFTWARE OR SERVICE TRASEAVE. TWE: OR 'US' AND THE INFOMOLIA OF THE DATE ALL STITL'OWNALDING, COPINIA IN STALLING, PORFINE, RESERVING THE SANGE TRASEAVE BOX OSPLAYED AS PART OF THE PRODUREMENT, COPY, INSTALLATION, UPGRADE OR UPDATE PROCESS DOVERATED AS PART OF THE PRODUREMENT, COPY, INSTALLATION, UPGRADE OR UPDATE PROCESS DOVERTIES OFTWARE AND SERVICE PROCESS AND NO KASEZYA ENTITY WAS STHERED TO ENTER ANY THE DEAL OFTWARE AND SERVICE OPDERS AND NO KASEZYA ENTITY AND STHERE STHET THE SATE ASPENDENT ON UPANY OF THE PROCEMENT OF THE ADDREEMENT AND THE STHERE THETH AND THE ADDREEMENT AND THE DIFFERENT SOFTWARE AND SERVICE OPDERS AND NO KASEZYA ENTITY AND STHERE THE ADDREEMENT AND THE ASPENDENT ON UPANY OF THE ADDREEMENT COPY. THE THE ADDREEMENT AND ADD THE ADDREEMENT AND THE ADDREEMENT AND THE ADDREEMENT AND THE ADDREEMENT AND THE ADDREEMENT
KASEYA IS WILLING TO LICENSE THE KASEYA OR KASEYA-SUPPLIED SOFTWARE AND/OR PROVIDE THE KASEYA OR KASEYA-SUPPLIED SERVICES TO YOU ONLY UPON THE CONDITION THAT YOU ACCEPT ALL. THE TERMS CONTAINED IN THE ARGEMENT. BY DOWNLOANDING, COPYING, INSTALLING, ORDERING, BREEVING OR
Print How to Use the Wizard Decline Accept

6. Enter Your Kaseya License Code

Enter your license code. You should have received this license code in an email after requesting a download of the KInstall.exe installer from the Kaseya website (http://info.kaseya.com/upgrade-93.html).

Note: If you have any difficulty with validating your license, contact Kaseya at 415.694.5700.

K License Code	8 3
	License Code Validation Found http://vsaupdate.kaseya.net. Enter License Code
	Cancel Back Next

7. Provide SQL Server Credentials

Since a SQL Server credential is required for several of these system checks, you're requested to provide one.

Note: If you cancel KInstall.exe, then run it again, this is the wizard page you'll be returned to each time. You will have to re-enter your SQL Server credential.

🗲 SQL Credentials	X §
	SQL Server Credentials
	C Perform a system check without a SQL connection.
	• Use the default SQL Instance on this computer
	C Use a named instance on this, or another, computer.
	User name: sa Verify
	Password:Uredentials
	Cancel Back Next
	la l

- Option 1 If you want to perform a System Check without specifying a SQL Server, select this option.
 - After System Check is run the first time, a Fixit link displays, enabling you to download and install SQL Express automatically.
- Option 2 If you want to use the default instance of SQL Server already installed on your local system, select this option and enter the SQL username and password.
 - User Name A SQL Server administrator logon. sa by default.
 - > **Password** The password for this user name.
 - > Verify Credentials Confirms your connection with the SQL Server.
- Option 3 If you want to use a named instance of SQL—either on the your local system or remote system—then enter the instance name.
 - > User Name A SQL Server administrator logon. sa by default.
 - Password The password for this user name.
 - Server Name Often the same name as the system, but not necessarily. Click Search for SQL Servers to browse available SQL Server servers and instances on your local network.
 - Instance Name The instance running on this SQL Server. The same server can run multiple instances.
 - > Verify Credentials Confirms your connection with the SQL Server.

If SQL Server is Already Installed

If SQL Server is already installed before you run **Kaseya Server Setup**, you can use **System Check** to see if all the SQL Server requirements are met.

- 1. Select option 2 or 3 in the SQL Server Credentials page.
- 2. Enter your SQL Server credentials.
- 3. Click the Next button to display the System Check page
- 4. Click the Run Tests button see if all SQL Server requirements are met.
- 5. If not, follow the instructions provided by System Check. You can also reference the SQL: Other SQL Server Requirements (*page 55*) page.

If You Want Kaseya Server Setup to Install SQL Express for You

- 1. Select option 1 in the SQL Server Credentials page.
- 2. Click the Next button to display the System Check page.
- 3. Click the Run Tests button.
 - > The SQL Installed row displays in red X and displays a Fixit link.
- 4. Click the **Fixit** link for the SQL Installed row.
 - SQL Server Express starts downloading and installing itself automatically. This will take a few minutes.
 - > The test runs again automatically after SQL Server Express is installed.
 - > The SQL Install row now displays a green checkbox.

8. Antivirus Protection Check

Kaseya Server Setup warns you that it is about to test whether antivirus protection is enabled on the system you are installing on.

- When you click the Next button an EICAR Standard Anti-Virus Test File will be downloaded to your system.
- If antivirus protection is enabled, you may see an alert message.
- If you an alert message displays, then antivirus protection should be disabled before continuing with the installation.
- Click the checkbox to hide this dialog when you next run the installer. The test is still performed each time you install or upgrade.



9. Perform a System Check

Click the Run Tests button.

K	Syst	em Check				
Γ		Test Name	Test Description	Fix It	Help	Result Help for this wizard page
	0	DotNet Version 4.0	Microsoft .NET Framework 4.0 installed?		0	Full & Client Version 4.0.30319, Therp for this wizard page
	0	Pending File Warnings Operations	the entries, run the 'fixit' and continue.)		8	There are no Pending File Rename Operations.
	A	User Account Control	User Account Contr Help for this test	>	• ?	Leaving User Access Control on will require responding to the UAC dialog upon every installation. Turn off to prevent this dialogs and turn on UAC after the install if required.
	9	Data Execution Prevention	Data Execution Prevention set to 1) essential Windows programs and services only, or 2) completely off? (One or the other is highly recommended.)		9	DEP is enabled for only W Errors are red
	8	IIS installed	IIS installed?	Fix it	?	IIS is not installed.
	8	IIS Role Services	Kaseya required IIS Role Services installed?	Fix it-		Click "Fixit" to configure automatically
	8	Default Web Site ID = 1	The Default Web Site has ID = 1?		2	II's is not installed.
IE	0	DotNet Version 3.5	Microsoft .NET Framework 3.5 installed?		0	Version 3.5.30729.5420, Service Pack 1
	8	ASPNET State Service	ASPNET State Service is installed and the service starts	<u>Fix it</u>	2	ASPNET State Service must be set to Automatic Start
	8	Microsoft Message Queuing	Micros Test result counters	<u>Fix it</u>	2	MSMQ is required.
÷		MSMQ Active Directory	MSM0 Active A ectory Component is turned off?		-	MSMQ is not installed
		Run Tests	▼est Hesults 7 2 17 ▲ 3 😧 11			Cancel Back Next

System Check tests your system for all prerequisites required to complete the installation successfully.

- A Halt Tests button displays while System Check is running. You can click Halt Tests to review tested row results immediately.
- Red rows must be fixed to continue with the install. Orange rows are optional.
- Click a row's help icon for user assistance on configuring a prerequisite.
- In some cases System Check can fix a prerequisite for you. Just click a row's Fixit link to perform the fix.
- In most cases, if System Check cannot fix a missing prerequisite, you can leave the installer running while you configure the prerequisite, then continue with the install immediately.
- If fixing a missing prerequisite requires canceling a System Check—for example, to reboot the system to complete the configuration of a prerequisite—you can restart the installer and continue where you left off.
- Once all minimum prerequisites are met, the Next button is enabled, allowing you to continue.

10. Importing a Security Certificate

Note: Kaseya strongly recommends the use of a security certificate in a production environment. Kaseya uses TLS for all secured HTTP and WebSocket connections. See **Using Security Certificates** (*page 58*) for more information.

- If you have an security certificate already installed on IIS, select the I have an SSL Certificate installed on MS-IIS... option. This applies the security certificate to the Kaseya Server.
 - > PFX File Browse and select a PFX File to import.
 - > Password Enter the password that enables you to use the PFX file.
- If you want to run the Kaseya Server without an SSL certificate, select the I don't want to secure web traffic, use HTTP only... option.

Note: If you wish to import an security certificate at a later time, you can do so by selecting Start > Programs > Kaseya > SSL Configuration Tool on the system hosting the Kaseya Server.

KSSL Certificate	? 🗙
	SSL Cert Validation
	all web interface communication. To do this, the server requires an SSL Certificate. Please choose from the following options:
	I have an SSL Certificate installed in MS-IIS and I wish to export it in PKCS #12 (.pfx) format and import it below for Kaseya to use. (recommended)
	PFX File Browse
	Password Validate
	 I don't want to secure web traffic, use HTTP only (not recommended for production systems)
	Please validate the pfx file before proceeding.
	Cancel Back Next

11. Select Server Update Options

This page displays for updates only.



There are two options:

- Option 1 Upgrade an existing Kaseya Server and install add-ons.
- Option 2 Install just the add-ons. Skip the upgrade of the Kaseya Server.

The add-ons are selected on the next page.

12. Select an Installation Directory

This page does not display for updates. Select the directory Kaseya will be installed to.

Installation Directory			8 23
	Kaseya Ins	stallation Director	у
	C:\Kaseya		
			B <u>r</u> owse
		<u>C</u> ancel	<u>B</u> ack <u>N</u> ext
			li

13. Enter a Master Admin Account

This page does not display for updates.

The system prompts you to enter a master **Account Name** and **Password**. This creates a user with a Master role and a Master scope. Both the user name and password are case sensitive.

Master Administrator	8
	Kaseya Master Admin Account Create a Master Administrator account name and password. The password must be at least six characters. Longer name and passwords are recommended for higher security.
	Account Name (case sensitive)
	Password (case sensitive)
	Password Confirm
	Email Alerts
	Email alerts are sent to notify the administrator of system problems and changes on managed machines. Enter an email address for this administrator to receive alerts. The email address may be changed later in the VSA.
	Email Address

14. Enter Network Settings

This page does not display for updates.

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

Note: Do not set the Port Number to 80. Port 80 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 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.

Ketwork Settings	8	x
	Kaseya Server Network Settings Server Name or Routable IP Address	J
	Port Number	
	Uancel Back Next	
	Server Name Required	//

15. Enter Mail Server Settings

This page does not display for updates.

Specify outbound email server information. Enter a valid email address. This address is used as the 'From' 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@yourcompany.com.

Kail Server Configuration	8 23
Mail Server Configuration Configure your outbound email server information. You may Skip this step and setup outgoing email later.	
Enter the 'From' email address for emails sent from this VSA server:	
Mail Server Hostname or IP Address:	
Port Number (defaults to 25 if blank):	
Mail Server Authentication	
Anonymous access. No authentication required.	
O Basic authentication.	
User Name:	
Password:	_
Password Confirm:	-
Skip Cancel Back	Next

Enter in the following information, if available.

Note: If you want to specify outbound email settings after the update you can set them from within the VSA using System > Outbound Email. A confirmation message box displays if you leave these fields blank and click the Next button.

- Enter the 'From' email address for emails sent from this VSA server: Enter the default 'From' address displayed by outbound email.
- Mail Server Hostname or IP Address The name of the host email server. Example: smtp.gmail.com.
- Port Typically 25, but the host email server may require a different port number.
- Anonymous access No authentication required.
- Basic Authentication Authentication required.
 - > User Name Enter the username of an account authorized to use the host email server.
 - > Password Enter the password of the account.
 - > Password Confirmation Re-enter the password of the account.

16. Select the Add-ons to Install

This Add-on Installation page lists all the add-ons you are licensed to install or update.

- In most cases the install checkbox is checked by default.
- New add-ons you are eligible to install can be unchecked if you'd rather not install them immediately. You can install them later, by running KInstall.exe again.
- In some cases an install checkbox may be locked because another add-on depends on it. You
 must uncheck the dependent add-on, before you can unlock the checkbox of the original add-on.

 If reinstalling a removed module (https://helpdesk.kaseya.com/entries/100819567), always ensure the Kaseya Patch Process is checked as well. Your module may require additional patch files to be up to date.

Module Name	Install?	Info	Version Installed	Version to be Installed	Description	
Patch Management		0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Desktop Management	•	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Discovery	•	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Mobility	•	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Policy Management	•	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Time Tracking	•	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Network Monitoring	•	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Service Desk	V	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Antivirus/AntiMalware	V	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Backup Disaster Recovery	V	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Data Backup	V	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Endpoint Security	V	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Service Billing	V	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
System Backup and Restore	•	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Software Deployment	•	0	9.1.0.0	9.2.0.4	Installing version 9.2.0.4	
Kaseya Patch Process	~	0	9.1.0.14	9.2.0.5	Installing version 9.2.0.5	

Unlicensed Add-On Modules

If you are upgrading an existing Kaseya Server to R93 and **Kaseya Server Setup** detects add-ons are installed that are not licensed, you must take one of two actions before you can complete the installation.

- 1. Update your existing Kaseya license to conform with your installed add-on modules, or
- 2. Uninstall the unlicensed add-on modules.

In both cases, you must cancel **Kaseya Server Setup** and restart **Kaseya Server Setup** after you have completed these actions.

Updating Your Existing Kaseya License

- 1. Identify the unlicensed add-on modules you wish to license.
 - See Uninstalling Unlicensed Add-on Modules below for any unlicensed add-ons you do not wish to license.
- 2. Contact Kaseya using the 24-hour customer support hotline at 415.694.5700 for instructions on licensing the installed add-on modules.
 - In most cases customer support will provide you with a new license code. If provided with a new license code, you must update your license code in your existing 6.5 or 6.3 VSA before running Kaseya Server Setup again.
- 3. In the VSA select System > Server Management > License Manager.
- 4. Click the Update Code button.
- 5. Enter the new license code in the Enter License Code field.
- 6. Logon to the VSA again and confirm the new license code displays in the License Manager page.

Uninstalling Unlicensed Add-on Modules

You may elect to uninstall unlicensed add-on modules, before completing the **Kaseya Server Setup** installation.

- 1. Cancel out of Kaseya Server Setup if you have not already done so.
- 2. Select Control Panel > Uninstall Programs.
- 3. Right click each unlicensed add-on module and select the Uninstall option.

17. Review Install Changes

The install summarizes the changes the are about to be made to your system.

Installation Effects		?
What is going to be installed and char	iged.	
Proc	ducts to instal	
Product Name	Version Installed	Installing Version
	9.1.0.0	9.2.0.4
Patch Management	9.1.0.0	9.2.0.4
Desktop Management	9.1.0.0	9.2.0.4
Discovery	9.1.0.0	9.2.0.4
Mobility	9.1.0.0	9.2.0.4
Policy Management	9.1.0.0	9.2.0.4
Time Tracking	9.1.0.0	9.2.0.4
Network Monitoring	9.1.0.0	9.2.0.4
Service Desk	9.1.0.0	9.2.0.4
Antivirus/AntiMalware	9.1.0.0	9.2.0.4
Backup Disaster Recovery	9.1.0.0	9.2.0.4
Data Backup	9.1.0.0	9.2.0.4
Endpoint Security	9.1.0.0	9.2.0.4

18. Complete the Install Wizard

The install wizard is ready to start the installation.

K Start Installation	8 23
	Congratulations! You have successfully completed the Kaseya Installer Wizard. Click Next below and Kaseya VSA and all the add-ons you requested will be installed. So go home and put your feet up, I will do the rest.
	Clicking install will start the installation process. Cancel Back Next

Wait for selected installers to download and be installed.

Module Name	Description	Version Installed
Kaseya VSA Server	Downloaded	
AntiMalware	Downloaded	
AntiVirus	Downloaded	
Data Backup	Downloaded	
Endpoint Security	Downloading	
Policy Management		
KESInstall.exe		
11,009 kb / 17	2,497 kb	Cancel

Note: Once the installation completes, continue with Post Installation Configuration (page 16).

Reporting Installer Problems

If you encounter installation issues...

For Installer Problem Prior to Reapply Schema

- 1. Screenshot the error Edit, select all, copy, paste to Wordpad.
- 2. Locate in Windows the Kaseya html file and copy it.
- 3. Attach screenshot and file to the ticket.
- 4. Provide the system configuration: OS, DB, WEB OS.
- 5. If the install is broken, most of the time we cannot use the agents or other mechanisms to get to the machine. Provide RDP access for installer issues: machine name, user and password.
- 6. Leave the process running at the point of error.

For Installer Problem During Reapply Schema

- 1. Screenshot the error Edit, select all, copy, paste to Wordpad.
- Locate the files in <KaseyaRoot>\DBInstall\TempFiles
- 3. Attach screenshot and files to the ticket.
- 4. Identify the Pass number where reapply encountered an error.
- 5. Provide the system configuration: OS, DB, WEB OS.
- 6. Provide remote access login information: machine name, user and password
- 7. Leave the process running at the point of error.

Post Installation Configuration

Test Browser Access

When the installation finishes, a web browser window displays the logon page. Logon using the username and password you entered in **13. Enter a Master Admin Account** (*page 10*).

Note: See Create a New Master User if you are unable to logon successfully.

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 <a href="http://<YourVSAaddress>">http://<YourVSAaddress>. For difficulties accessing the server address, verify the name/IP resolution in the network Domain Name Server (DNS).

E	Kase Evaluatio	eya n Edition	
		WOI REN MAN	RLD'S FASTEST MOTE CLIENT AGEMENT
	Username Password Domain		
	Log	On Forgot Password?	IDENTITY PASSWORD MANAGEMENT
Legal Terms Privacy © 2000-2016 Kaseya International Limited. All rights re-	served		Powered by Kaseya Patch Level 9.3.0.5 System Version System Status Customer ID 9.3.0.5 Operational TEST2H

Test Outbound Email

mm, ? 🗠 🖻 🛛	General Log
	Cedit 🔄 Test 🗸 Enable Quisable
🔆 System	Gateway
	Host Name: imail.kaseya.net
- Scopes	Port: 25
- Logon Hours	User Name:
User History	Default Days to 30
Orgs / Groups / Depts	Keep Logs:
Manage	
Set-up Types	Default Sender
Server Management	Email: name@yourcompany.com
Request Support	
	Status
Svetem Log	Automatic Delivory Direbled
Statistice	Automatic Derivery Disabled
Logon Policy	Penaing: 4
Application Logging	Sent: 0
Outbound Email	Failed Last Hour: 0
Customize	Failed Last Day: 0
Color Scheme	Failed Last Week: 0
Site Customization	
Live Connect	
Database Access	
Database Views	

- 1. Navigate to the **System > Outbound Email** page.
- 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 the Outbound Email > Log tab.
- 3. You may want to test the sending of selected emails before enabling Automatic Delivery. If Automatic Delivery is enabled, emails are sent as soon as they are created by the Kaseya Server. With Automatic Delivery disabled, you must click the Log tab, then select and right-click a single outbound email created by the Kaseya Server to send it.

Test Installing an Agent

Install agents on machines to ensure they can connect to the VSA.

Note: If there are no agents installed in the VSA except the Kaseya Server agent, the notification bar may prompt you to install your *first* agent and scan the agent's network using the **Discovery module** (http://help.kaseya.com/webhelp/EN/KDIS/9030000/index.asp#7293.htm).

The following is the fastest way to install an agent manually.

- 1. Log on to any machine you want to install an agent on.
- Enter the following URL in the browser of that machine: http://<YourVSAaddress>/dl.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/9030000/index.asp#250.htm) page.

> You should see a new machine account listed on this page for the agent you just created.

Note: See the Agent Deployment

(http://help.kaseya.com/webhelp/EN/VSA/9030000/EN_agentdeployment_R93.pdf#zoom=70&navpanes=0) quickstart guide for a general introduction to installing and configuring agents.

Test 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/9030000/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.

Test Report Generation

- Navigate to the Info Center > Reporting > Reports page. Your private user folder in the Reports page is selected when this page first displays.
- 2. Click the New > Legacy Report button.
- Select the Audit > Disk Utilization report template.
- 4. Click Next.
- 5. Click Save. The Disk Utilization report is saved in your private folder.
- 6. Click Run Report for the new Disk Utilization report.
- 7. Select any organization on the Filters tab.
- 8. Click Submit to run the report. The report should be generated in less than a minute.
- 9. If a green checkbox icon displays next to the Once value in the Recurrence column, the report was generated successfully. Report Services is correctly configured. Click the icon to see the publish report. If no agents have been deployed by your VSA, then you'll only see header and footer information in the report. This is correct. You can rerun the report after you have deployed agents and see results in the body of the page.
- 10.If a red exclamation point icon displays next to the Once value in the Recurrence column, there was an error generating the report. You can click the icon to see a detailed message about the error. Refer to the Configuring SQL Server Reporting Services (page 68) section of this document for guidance on how to configure Reporting Services.

Update Agents

If you are updating an existing VSA, update agents to version R93, using the Agent > Manage Agents (http://help.kaseya.com/webhelp/EN/VSA/9030000/index.asp#250.htm) page.

Review the Setup Wizard

The **Systems Management Configuration** setup wizard enables you to quickly *configure and apply machine management policies for a specific organization.* Once configured, these polices 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.

See the Systems Management Configuration online help

(http://help.kaseya.com/webhelp/EN/SSP/9030000/index.asp#11220.htm) for details.

Installing Patch Releases

You may wish to update your Kaseya Server with patch releases as they become available. After reviewing the **patch release notes** (http://help.kaseya.com/webhelp/EN/RN/index.asp#PatchReleaseNotes.htm):

 Rerun Kaseya Server Setup. On the system hosting your Kaseya Server click Start > All Programs > Kaseya > Kinstall

 $(http://help.kaseya.com/webhelp/EN/VSA/9030000/install/index.asp{\com/webhelp.htm}).$

- 2. Step through the installation wizard.
- 3. On the Kaseya VSA Server Upgrade Options page, select the first option.



- KAddon Installation ? X Your license (TESTI6) entitles you to the following addon modules. ٠ Module Name Install? Info Version Installed Version to be Installed Description Patch Management V 9.1.0.0 9.2.0.4 Installing version 9.2.0.4 Desktop Management • 9.1.0.0 9.2.0.4 Installing version 9.2.0.4 • 9.1.0.0 Discovery 9.2.0.4 Installing version 9.2.0.4 Mobility 2 9.1.0.0 9.2.0.4 Installing version 9.2.0.4 • 9.1.0.0 9.2.0.4 Policy Management Installing version 9.2.0.4 Version numbers may differ, • 9.1.0.0 depending on your release Time Tracking 9.2.0.4 Installing version 9.2.0.4 Network Monitoring • 9.1.0.0 9.2.0.4 Installing version 9.2.0.4 • 9.1.0.0 9204 Installing version 9.2.0.4 Service Desk Antivirus/AntiMalware $\mathbf{\nabla}$ 9.1.0.0 9.2.0.4 Installing version 9.2.0.4 • 9.1.0.0 Backup Disaster Recovery 9.2.0.4 Installing version 9.2.0.4 • 9.1.0.0 Data Backup Select Kaseya Patch Process Endpoint Security • 9.1.0.0 9.1.0.0 Service Billing 2 to install the latest patches **9** 91 0 9.1.0.0 System Backup and Restore \checkmark • Software Deployment 9.1.0.14 9.2.0.5 Kaseya Patch Process Installing version 9.2.0.5 -Select All Back Cancel Next
- 4. On the Addon Installation wizard page, select the Kaseya Patch Process addon.

5. Complete the steps of the installation wizard.

Note: Rerunning the installation will restart Kaseya services. Your VSA will be offline for 5 to 10 minutes, depending on the speed of your host environment.

Installation Prerequisites

The Kaseya Server Setup wizard performs a 9. Perform a System Check (*page 8*) of most of the prerequisites described in this section.

Note: If you have installed—or intend to install—SQL Server manually, see SQL: Other SQL Server Requirements (*page 55*) for a list of prerequisites not yet tested by System Check.

In This Section

Upgrading the VSA	23
URL Access	23
Administrator Access	24
Screen Resolution	26
Operating Systems	20
Domain Controllor	20
	20
Exchange	27
SharePoint	27
Windows Update	27
Microsoft .Net Framework	28
Java SE 7	29
IIS Requirements	29
Message Queuing Service (MSMQ)	48
MSMQ Active Directory Component	49
SQL Requirements	50
RAM Installed	55
Disk Space	56
Firewall Ports	56
Windows Temp Folder Access	57
AntiVirus Protection	57
Windows Identity Foundation	52
	50

Upgrading the VSA

Kaseya Server Setup can only upgrade from 6.3 and later versions of the VSA. If your version of the VSA is earlier than 6.3, check the Kaseya website (http://info.kaseya.com/upgrade-93.html) for instructions on how to upgrade to 6.3 first. Then rerun Kaseya Server Setup. You can can also review the VSA v6.3 install and upgrade online help

(http://help.kaseya.com/webhelp/EN/VSA/6030000/Install/index.asp?home.htm).

URL Access

Access to http://download.kaseya.com

System Check warns if it does not have internet access to:

http://download.kaseya.com/download

Access to http://vsaupdate.kaseya.net

System Check warns if it does not have internet access to:

- http://vsaupdate.kaseya.net/vsaupdate
- This URL provides access to hotfixing of the VSA and all addons.

Access to http://license.kaseya.net

System Check warns if it does not have internet access to:

http://license.kaseya.net

Administrator Access

There are two types of administrator access to consider when running the KInstall.exe wizard.

- 1. You must be logged on as *administrator* while running KInstall.exe. This applies to all operating systems.
- For some operating systems, you must start the install by right clicking KInstall.exe and selecting the Run as Administrator option to install KInstall.exe. This applies to the following supported operating systems only:
 - > Windows 7
 - > Windows 8
 - ➢ Windows Server 2008
 - ➢ Windows Server 2008 R2
 - ➢ Windows Server 2012

	Open	
KInsta 🧃	Run as administrator	
	Troubleshoot compatibility	
	Share with	•
	Restore previous versions	
	Send to	•
	Cut	
	Сору	
	Create shortcut	
	Delete	
	Rename	
	Properties	

See how to change your user account type to administrator for a supported operating system in one of the following topics.

In This Section

Admin: 7, 8, 8.1	24
Admin: 2008, 2008 R2, 2012, 2012 R2, 10	25

Admin: 7, 8, 8.1

There are two types of administrator access to consider when running the KInstall.exe wizard.

1. You must be logged on as *administrator* while running KInstall.exe. This applies to all operating systems.

- For some operating systems, you must start the install by right clicking KInstall.exe and selecting the Run as Administrator option to install KInstall.exe. This applies to the following supported operating systems only:
 - > Windows 7, 8, 8.1, 10
 - ➢ Windows Server 2008
 - ➢ Windows Server 2008 R2
 - ➢ Windows Server 2012
 - Windows Server 2012 R2

KInsta 👔	Open Run as administrator Troubleshoot compatibility	
	Share with Restore previous versions	•
	Send to	+
	Cut Copy	
	Create shortcut Delete Rename	
	Properties	

Changing Your User Account Type to an Administrator Account

Windows 7, 8, 8.1

- 1. Open Windows Explorer.
- 2. In the Windows Explorer address bar, navigate to Control Panel\User Accounts and Family Safety\User Accounts\Change Your Account Type
- 3. Click Change your account type
- 4. Change the account type to Administrator.

Note: If the user account your are using lacks sufficient permissions to perform this step, you will need to logon as another user with administrator access to make the change to this user account.

Admin: 2008, 2008 R2, 2012, 2012 R2, 10

There are two types of administrator access to consider when running the KInstall.exe wizard.

- 1. You must be logged on as *administrator* while running KInstall.exe. This applies to all operating systems.
- For some operating systems, you must start the install by right clicking KInstall.exe and selecting the Run as Administrator option to install KInstall.exe. This applies to the following supported operating systems only:
 - Windows 7, 8, 8.1, 10
 - Windows Server 2008
 - Windows Server 2008 R2

- Windows Server 2012
- Windows Server 2012 R2

15		
KInsta 🌍	Open Run as administrator Troubleshoot compatibility	
	Share with Restore previous versions	×
	Send to	+
	Cut Copy	
	Create shortcut Delete Rename	
	Properties	

Changing Your User Account Type to an Administrator Account

Windows 2008, Windows 2008 R2, Windows 2012, Windows 10

- 1. Open Windows Explorer.
- 2. In the Windows Explorer address bar, navigate to Control Panel\User Accounts\User Accounts
- 3. Click Change your account type
- 4. Change the account type to Administrator.

Note: If the user account your are using lacks sufficient permissions to perform this step, you will need to logon as another user with administrator access to make the change to this user account.

Screen Resolution

The **Kaseya Server Setup** installer requires the screen resolution be greater than or equal to 1024 by 768 pixels.

Operating Systems

Kaseya Server is supported on the following operating systems.

- Server 2008, 2008 R2, 2012, 2012 R2
- Windows 7, 8, 8.1, 10 are supported for evaluation purposes only, with systems that have no more than 5 Kaseya agents.

See **System Requirements** (*http://help.kaseya.com/WebHelp/EN/VSA/9030000/reqs/index.asp#home.htm*) for more information.

Domain Controller

Kaseya Server cannot be installed on a system configured as a domain controller.

Exchange

Kaseya Server cannot be installed on a system configured to run Microsoft Exchange Server.

SharePoint

Kaseya Server cannot be installed on a system install with Microsoft SharePoint.

Windows Update

System Check displays a warning if Windows Update has not been run on the system within the last 14 days.

Windows Update: 7, 2008 and 2008 R2

System Check displays a warning if Windows Update has not been run on the system within the last 14 days.

Check for Windows Update

Windows 7

- 1. Enter Windows Update in Start > Search programs and file.
- 2. Click Check for updates.
- 3. Click Install updates if any critical updates are available.

```
Note: Depending on the type of update, you may have to reboot the system and restart Kaseya Server Setup.
```

Windows Update: 8, 8.1, 10, 2012 and 2012 R2

System Check displays a warning if Windows Update has not been run on the system within the last 14 days.

Check for Windows Update

Windows 8, 8.1, 10, 2012 and 2012 R2

- 1. Open Explorer.
- In the Explorer address bar, navigate to Control Panel\All Control Panel Items\Windows
 Update
- 3. Click Check for updates
- 4. Click **Install updates** if any critical updates are available.

Note: Depending on the type of update, you may have to reboot the system and restart Kaseya Server Setup.

Microsoft .Net Framework

The Kaseya Server requires different versions of Microsoft .NET Framework.

Click the **Fixit** links next to these missing prerequisites to have **Kaseya Server Setup** wizard install them for you.

In This Section

DotNet: Version 2.0	28
DotNet: Version 3.5	28
DotNet: Version 4.0	29
DotNet: Version 4.6.1	29

DotNet: Version 2.0

Microsoft .NET Framework 2.0 is a software framework and a set of libraries used by the VSA and some add-on products. Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

To Manually Install DotNet Framework 2.0

- Download the appropriate package for your operating system from Microsoft .NET Framework 2.0 Service Pack 2 (http://www.microsoft.com/download/en/details.aspx?id=1639)
- Verify that .NET Frameworks service packs are installed in the \Windows\Microsoft.NET\Framework directory.

DotNet: Version 3.5

Microsoft .NET Framework 3.5 is a software framework and a set of libraries used by the VSA and some add-on products. If not already installed, **Kaseya Server Setup** will install it for you. Click the **Fix** it link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

To Manually Install DotNet Framework 3.5

- 1. Download the package from Microsoft .NET Framework 3.5 Service Pack 1 (Full Package) (http://www.microsoft.com/download/en/details.aspx?id=25150).
- 2. Verify that .NET Frameworks service packs installed in the \Windows\Microsoft.NET\Framework directory.

DotNet: Version 3.5 in 2008 R2

Microsoft .NET Framework 3.5 is a software framework and a set of libraries used by the VSA and some add-on products. If not already installed, **Kaseya Server Setup** will install it for you. Click the **Fix** it link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

To Manually Install DotNet Framework 3.5 in 2008 R2

DotNet Framework 3.5 is enabled as a feature in 2008 R2. To enable this feature:

- 1. Navigate to Administrative Tools > Server Manager.
- 2. Click on Features.
- 3. Click the Add Features link.
 - > An Add Features Wizard displays.
- 4. Check .Net Framework 3.5.1 Features
 - > Click Add Required Role Services, if prompted.

- 5. Click Next three times.
- 6. Click Install. Wait for the install wizard to complete the install.
- 7. Click Close.
- 8. Verify that .NET Frameworks service packs installed in the \Windows\Microsoft.NET\Framework directory.

DotNet: Version 4.0

Microsoft .NET Framework 4.0 is a software framework and a set of libraries used by the VSA and some add-on products. If not already installed, **Kaseya Server Setup** will install it for you. Click the **Fix** it link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

To Manually Install DotNet Framework 4.0

- 1. Download the package from Microsoft .NET Framework 4 (Standalone Installer) (http://www.microsoft.com/download/en/details.aspx?id=17718)
- 2. Verify that .NET Frameworks service packs installed in the \Windows\Microsoft.NET\Framework directory.

DotNet: Version 4.6.1

Microsoft .NET Framework 4.6.1 is a software framework and a set of libraries used by the VSA and some add-on products. If not already installed, **Kaseya Server Setup** will install it for you. Click the **Fix** it link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

To Manually Install DotNet Framework 4.6.1

- 1. Download the package from Microsoft .NET Framework 4.6.1 (https://www.microsoft.com/en-us/download/details.aspx?id=49978)
- Verify that .NET Frameworks service packs are installed in the \Windows\Microsoft.NET\Framework directory.

Java SE 7

Kaseya Server R93 requires Java SE 7. A system check "fixit link" will automatically install Java SE 7 if it is not already installed. You can also **download and install the Java package**

(http://www.oracle.com/technetwork/java/javase/downloads/jre7-downloads-1880261.html) manually.

IIS Requirements

The following Internet Information Services (IIS) prerequisites apply to **Kaseya Server Setup**. Click the **Fixit** links next to these missing prerequisites to have **Kaseya Server Setup** wizard install them for you.

Note: Depending on the operating system installing IIS can require 20 minutes to an hour to install.

In This Section

IIS Installed	30
IIS Role Services	36
IIS Application Pools	42
IIS Handler Mappings	42
IIS SSL Security Settings	42

IIS HTTP Binding	44
IIS Port Check	44
'Default Web Site' is Website 1	44
ASP.NET State Service	46
IIS IP Address and Domain Restrictions	47
Localhost/127.0.0.1	47

IIS Installed

The Kaseya Server requires Internet Information Services (IIS) be installed. Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

Note: Depending on the operating system installing IIS can require 20 minutes to an hour to install.

IIS: 7

The Kaseya Server requires Internet Information Services (IIS) be installed. Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

Note: Depending on the operating system installing IIS can require 20 minutes to an hour to install.

Manually Installing IIS in Windows 7

- 1. Open Windows Explorer.
- 2. In the Windows Explorer address bar, navigate to Control Panel\Programs\Programs and Features
- 3. Click Turn Windows Features On or Off.
- 4. Check the box to select Internet Information Services.
- 5. Expand World Wide Web Services.
6. Ensure the following options are checked.

Endard and following options are
😑 🔳 📙 Internet Information Services
🗉 🔲 🦆 FTP Server
🖃 🔳 📔 Web Management Tools
🖃 🥅 📗 IIS 6 Management Compatibility
🔲 🍌 IIS 6 Management Console
🔲 🎍 IIS 6 Scripting Tools
🔲 🎍 IIS 6 WMI Compatibility
🔲 📙 IIS Metabase and IIS 6 configuration compatibility
🔽 🍌 IIS Management Console
🔲 📗 IIS Management Scripts and Tools
🔽 🍌 IIS Management Service
😑 🔳 🕌 World Wide Web Services
😑 🗹 🎍 Application Development Features
.NET Extensibility
ASP
ASP.NET
CGI
ISAPI Extensions
M is ISAPI Filters
Server-Side Includes
Common HTTP Features
Director - Browning
W HTTP Error
W HTTP Redirection
Static Content
WebDAV Publishing
Health and Diagnostics
Custom Logging
MITP Logging
Logging Tools
ODBC Logging
🛛 🚡 Request Monitor
🔲 🍌 Tracing
😑 🔽 🐌 Performance Features
🜌 🎍 Dynamic Content Compression
🔽 🃔 Static Content Compression
🖃 🔲 🍌 Security
🗹 🍌 Basic Authentication
🔲 🎍 Client Certificate Mapping Authentication
Digest Authentication
IS Client Certificate Mapping Authentication
M in Security
Kequest Filtering
UKL Authorization
windows Authentication
menter and the services mustable web core
Click OK.

Verify IIS For All Versions

Verify that IIS is running by browsing to http://localhost. Depending on your version IIS, you should get a page labeled Under Construction for IIS 6 or a page displaying the IIS 7 or IIS 8 logo. If Cannot display the webpage or Can not find server message(s) display in the web browser, IIS has not been configured correctly. Do not proceed with the KInstall.exe installation. The installation will fail if IIS is not installed and configured properly.

Verify Proxy Server is Not Checked

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.

- 1. Select Tools on the browser's menu bar or the gear 🌼 icon.
- 2. Select Internet Options.
- 3. In the Connections tab, select the LAN Settings button
- 4. Verify that the Proxy Server Option is NOT checked.

IIS: 8, 8.1, 10

The Kaseya Server requires Internet Information Services (IIS) be installed. Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

Note: Depending on the operating system installing IIS can require 20 minutes to an hour to install.

Manually Installing IIS in Windows 8, 8.1, 10

- 1. Open Windows Explorer.
- 2. In the Windows Explorer address bar, navigate to Control Panel\Programs\Programs and Features
- 3. Click Turn Windows Features On or Off.
- 4. Check the box to select Internet Information Services.
- 5. Expand World Wide Web Services.
- 6. Ensure the following options are checked.

😑 🔳 🔒 Internet Information Services
TP Server
🖃 🔳 🛯 Web Management Tools
🖃 🔳 🛯 IIS 6 Management Compatibility
IIS 6 Management Console
IIS 6 Scripting Tools
💽 📙 IIS 6 WMI Compatibility
IIS Metabase and IIS 6 configuration compatibility
🕑 🍌 IIS Management Console
IIS Management Scripts and Tools
IIS Management Service
🖃 🔳 🖉 World Wide Web Services
🖃 🔳 🔒 Application Development Features
.NET Extensibility 3.5
.NET Extensibility 4.5
Application Initialization
ASP ASP
ASP.NET 3.5
ASP.NET 4.5
CGI
✓ ISAPI Extensions
✓ ISAPI Filters
Server-Side Includes
Common HTTP Features
Directory Provising
HTTP Redirection
Static Content
WebDAV Publishing
Image: Intersection of the section of the sect
Custom Logging
HTTP Logging
Logging Tools
Request Monitor
Performance Features
Dynamic Content Compression
Static Content Compression
E Security
Basic Authentication
✓ IP Security
🗹 🍌 Request Filtering
URL Authorization
Click OK.

Verify IIS For All Versions

Verify that IIS is running by browsing to http://localhost. Depending on your version IIS, you should get a page labeled Under Construction for IIS 6 or a page displaying the IIS 7 or IIS 8 logo. If Cannot display the webpage or Can not find server message(s) display in the web browser, IIS has not been configured correctly. Do not proceed with the KInstall.exe installation. The installation will fail if IIS is not installed and configured properly.

Verify Proxy Server is Not Checked

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.

- 1. Select Tools on the browser's menu bar or the gear 🍩 icon.
- 2. Select Internet Options.
- 3. In the Connections tab, select the LAN Settings button
- 4. Verify that the Proxy Server Option is NOT checked.

IIS: 2008 and 2008 R2

The Kaseya Server requires Internet Information Services (IIS) be installed. Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

Note: Depending on the operating system installing IIS can require 20 minutes to an hour to install.

Manually Installing IIS in Windows 2008 and 2008 R2

- 1. Click Start.
- 2. Enter Server Manager in the Search programs and files edit box.
- 3. Click on Roles.
- 4. Click the Add Roles link.
 - > An Add Roles Wizard displays.
- 5. Click Next to display the Server Roles page.
- 6. Check Web Server (IIS), then click Next.
 - Click Add Required Features, if prompted.
- 7. Click Next twice to display the Role Services page.
 - > Click Add Required Features, if prompted.

8. 3	Select all	options	as	indicated	below.
------	------------	---------	----	-----------	--------

Role	Service	Status
5	Web Server	Installed
5	Common HTTP Features	Installed
1	Static Content	Installed
5	Default Document	Installed
5	Directory Browsing	Installed
5	HTTP Errors	Installed
1	HTTP Redirection	Installed
5	Application Development	Installed
1	ASP.NET	Installed
5	.NET Extensibility	Installed
5	ASP	Installed
5	CGI	Installed
5	ISAPI Extensions	Installed
5	ISAPI Filters	Installed
1	Server Side Includes	Installed
5	Health and Diagnostics	Installed
۵.	HTTP Logging	Installed
	Logging Tools	Not installed
	Request Monitor	Not installed
	Tracing	Not installed
	Custom Logging	Not installed
	ODBC Logging	Not installed
\$	Security	Installed
1	Basic Authentication	Installed
\$	Windows Authentication	Installed
	Digest Authentication	Not installed
	Client Certificate Mapping Authentication	Not installed
	IIS Client Certificate Mapping Authentication	Not installed
	URL Authorization	Not installed
	Request Filtering	Installed
	IP and Domain Restrictions	Installed
à.	Performance	Installed
à.	Static Content Compression	Installed
à.	Dynamic Content Compression	Installed
à.	Management Tools	Installed
۵.	IIS Management Console	Installed
	IIS Management Scripts and Tools	Not installed
	Management Service	Not installed
	IIS 6 Management Compatibility	Not installed
	IIS 6 Metabase Compatibility	Not installed
	IIS 6 WMI Compatibility	Not installed
	IIS 6 Scripting Tools	Not installed
	IIS 6 Management Console	Not installed
	FTP Publishing Service	Not installed
	FTP Server	Not installed
	FTP Management Console	Not installed

9. Click Next, then Install.

Wait for the install to complete.

10.Click Close.

Verify IIS For All Versions

Verify that IIS is running by browsing to http://localhost. Depending on your version IIS, you should get a page labeled Under Construction for IIS 6 or a page displaying the IIS 7 or IIS 8 logo. If Cannot display the webpage or Can not find server message(s) display in the web browser, IIS has not been configured correctly. Do not proceed with the KInstall.exe installation. The installation will fail if IIS is not installed and configured properly.

Verify Proxy Server is Not Checked

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.

- 1. Select Tools on the browser's menu bar or the gear 🏶 icon.
- 2. Select Internet Options.
- 3. In the Connections tab, select the LAN Settings button
- 4. Verify that the Proxy Server Option is NOT checked.

IIS: 2012 and 2012 R2

The Kaseya Server requires Internet Information Services (IIS) be installed. Click the Fix it link next to this missing prerequisite to have Kaseya Server Setup fix it for you.

Note: Depending on the operating system installing IIS can require 20 minutes to an hour to install.

Manually Installing IIS in Windows 2012, 2012 R2

- 1. Click Server Manager.
- 2. Click the **Dashboard**.
- 3. Click Add Roles and Features.
 - > An Add Roles and Features Wizard displays.
- 4. Click Next until the Server Roles page displays.
- 5. Expand the Web Server (IIS) option.
- 6. Select all options as indicated below.

▲ Veb Server (Installed) ▲ ■ Common HTTP Features (Installed) Default Document (Installed) Directory Browsing (Installed) HTTP Errors (Installed) Static Content (Installed) HTTP Redirection (Installed) WebDAV Publishing HTTP Logging (Installed) Custom Logging Logging Tools ODBC Logging Request Monitor Tracing ▲ ✔ Performance (Installed) Static Content Compression (Installed) ☑ Dynamic Content Compression (Installe ▲ 🔳 Security (Installed) Request Filtering (Installed) Basic Authentication (Installed) Centralized SSL Certificate Support Client Certificate Mapping Authentication Digest Authentication IIS Client Certificate Mapping Authentic ☑ IP and Domain Restrictions (Installed) URL Authorization Windows Authentication ☑ .NET Extensibility 3.5 (Installed) ✓ .NET Extensibility 4.5 (Installed) Application Initialization ASP (Installed) ASP.NET 3.5 (Installed) ASP.NET 4.5 (Installed) CGI (Installed) ✓ ISAPI Extensions (Installed) ✓ ISAPI Filters (Installed) Server Side Includes (Installed) U WebSocket Protocol ▷ □ FTP Server IIS Hostable Web Core ▲ 🔲 Management Tools (Installed) ✓ IIS Management Console (Installed) ⊿ 🔳 IIS 6 Management Compatibility (Installed) ✓ IIS 6 Metabase Compatibility (Installed) IIS 6 Management Console ✓ IIS 6 Scripting Tools (Installed) ✓ IIS 6 WMI Compatibility (Installed) IIS Management Scripts and Tools Management Service (Installed) Windows Deployment Services Windows Server Update Services

7. Click Next, then Install.

Wait for the install to complete.

8. Click Close.

Verify IIS For All Versions

Verify that IIS is running by browsing to http://localhost. Depending on your version IIS, you should get a page labeled Under Construction for IIS 6 or a page displaying the IIS 7 or IIS 8 logo. If Cannot display the webpage or Can not find server message(s) display in the web browser, IIS has not been configured correctly. Do not proceed with the KInstall.exe installation. The installation will fail if IIS is not installed and configured properly.

Verify Proxy Server is Not Checked

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.

- 1. Select Tools on the browser's menu bar or the gear 🍩 icon.
- 2. Select Internet Options.
- 3. In the Connections tab, select the LAN Settings button
- 4. Verify that the Proxy Server Option is NOT checked.

IIS Role Services

The Kaseya Server requires certain IIS Role Services be installed for certain operating systems. Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

In This Section

IIS Role Services: 7	36
IIS Role Services: 8, 8.1, 10	37
IIS Role Services: 2008 and 2008 R2	39
IIS Role Services: 2012 and 2012 R2	41

IIS Role Services: 7

The Kaseya Server requires certain IIS Role Services be installed. Click the Fix it link next to this missing prerequisite to have Kaseya Server Setup fix it for you.

Note: Depending on the operating system installing IIS can require 20 minutes to an hour to install.

Manually Installing IIS Role Services in Windows 7

- 1. Open Windows Explorer.
- 2. In the Windows Explorer address bar, navigate to Control Panel\Programs\Programs and Features
- 3. Click Turn Windows Features On or Off.
- 4. Check the box to select Internet Information Services.
- 5. Expand World Wide Web Services.

6. Ensure the following options are checked.

😑 🔳 📕 Internet Information Services
😠 🛄 🐌 FTP Server
😑 🔳 🎍 Web Management Tools
😑 🥅 📕 IIS 6 Management Compatibility
🔲 🎍 IIS 6 Management Console
Elle IS 6 Scripting Tools
🔲 🔒 IIS 6 WMI Compatibility
🔲 🔒 IIS Metabase and IIS 6 configuration compatibility
🔽 🎍 IIS Management Console
📰 🎍 IIS Management Scripts and Tools
🔍 📙 IIS Management Service
😑 🔳 🥼 World Wide Web Services
😑 🜌 🎍 Application Development Features
INET Extensibility
🔽 🍌 ASP
🕢 🍌 ASP.NET
CGI
🔽 🍌 ISAPI Extensions
🔽 🏄 ISAPI Filters
🗹 🎍 Server-Side Includes
🖃 🔳 🖉 Common HTTP Features
🛛 🎍 Default Document
Directory Browsing
HTTP Errors
HTTP Redirection
V is Static Content
WebDAV Publishing
Health and Diagnostics
Custom Logging
Mie HTTP Logging
DDBC Leasting
COBC Logging
Request Monitor
- References Frederics
Performance readures
Static Content Compression
Security
Resic Authentication
Client Certificate Manning Authentication
Digest Authentication
IS Client Certificate Manning Authentication
IP Security
Request Filtering
URL Authorization
Windows Authentication
Internet Information Services Hostable Web Core
7. Click OK.

Verify IIS For All Versions

Verify that IIS is running by browsing to http://localhost. Depending on your version IIS, you should get a page labeled Under Construction for IIS 6 or a page displaying the IIS 7 or IIS 8 logo. If Cannot display the webpage or Can not find server message(s) display in the web browser, IIS has not been configured correctly. Do not proceed with the KInstall.exe installation. The installation will fail if IIS is not installed and configured properly.

Verify Proxy Server is Not Checked

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.

- 1. Select Tools on the browser's menu bar or the gear 🍩 icon.
- 2. Select Internet Options.
- 3. In the Connections tab, select the LAN Settings button
- 4. Verify that the Proxy Server Option is NOT checked.

IIS Role Services: 8, 8.1, 10

The Kaseya Server requires certain IIS Role Services be installed. Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

Note: Depending on the operating system installing IIS can require 20 minutes to an hour to install.

Manually Installing IIS Role Services in Windows 8, 8.1, 10

- 1. Open Windows Explorer.
- 2. In the Windows Explorer address bar, navigate to Control Panel\Programs\Programs and Features
- 3. Click Turn Windows Features On or Off.
- 4. Check the box to select Internet Information Services.
- 5. Expand World Wide Web Services.
- 6. Ensure the following options are checked.

Internet Information Services
🖃 🔳 🔐 Web Management Tools
IIS 6 Management Compatibility
IIS 6 Management Console
✓ IIS 6 Scripting Tools
IIS 6 WMI Compatibility
IIS Metabase and IIS 6 configuration compatibility
IS Management Console
IS Management Scripts and Loois
IS Wanagement Service
World wide web services
Application Development Features
NET Extensibility 4.5
Application Initialization
ASP NET 3.5
ASP.NET 4.5
CGI
ISAPI Extensions
ISAPI Filters
Server-Side Includes
WebSocket Protocol
Common HTTP Features
Default Document
Directory Browsing
✓ → HTTP Errors
HTTP Redirection
🗹 🍌 Static Content
🔄 🎍 WebDAV Publishing
Health and Diagnostics
Light Custom Logging
HTTP Logging
Logging Tools
Request Monitor
Iracing
Verformance Features
Dynamic Content Compression
Static Content Compression
Basic Authentication
Request Filtering

7. Click OK.

Verify IIS For All Versions

Verify that IIS is running by browsing to http://localhost. Depending on your version IIS, you should get a page labeled Under Construction for IIS 6 or a page displaying the IIS 7 or IIS 8 logo. If Cannot display the webpage or Can not find server message(s) display in the web browser, IIS has not been configured correctly. Do not proceed with the KInstall.exe installation. The installation will fail if IIS is not installed and configured properly.

Verify Proxy Server is Not Checked

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.

- 1. Select **Tools** on the browser's menu bar or the gear 🅮 icon.
- 2. Select Internet Options.
- 3. In the Connections tab, select the LAN Settings button
- 4. Verify that the Proxy Server Option is NOT checked.

IIS Role Services: 2008 and 2008 R2

The Kaseya Server requires certain IIS Role Services be installed. Click the Fix it link next to this missing prerequisite to have Kaseya Server Setup fix it for you.

Note: Depending on the operating system installing IIS can require 20 minutes to an hour to install.

Manually Installing IIS Role Services in Windows 2008 and 2008 R2

- 1. Navigate to Administrative Tools > Server Manager.
- 2. Click on Roles.
- 3. Click the Add Roles link.
 - An Add Roles Wizard displays.
- 4. Click Next to display the Server Roles page.
- 5. Check Web Server (IIS), then click Next.
 - > Click Add Required Features, if prompted.
- 6. Click Next twice to display the Role Services page.
 - Click Add Required Features, if prompted.

7.	Select all	options a	as indicate	d below.

Role	Service	Status
۵	Web Server	Installed
۵.	Common HTTP Features	Installed
1	Static Content	Installed
1	Default Document	Installed
1	Directory Browsing	Installed
\$	HTTP Errors	Installed
\$	HTTP Redirection	Installed
1	Application Development	Installed
1	ASP.NET	Installed
1	.NET Extensibility	Installed
\$	ASP	Installed
1	CGI	Installed
\$	ISAPI Extensions	Installed
۵.	ISAPI Filters	Installed
b	Server Side Includes	Installed
4	Health and Diagnostics	Installed
b	HTTP Logging	Installed
	Logging Tools	Not installed
	Request Monitor	Not installed
	Tracing	Not installed
	Custom Logging	Not installed
	ODBC Logging	Not installed
1	Security	Installed
b	Basic Authentication	Installed
	Windows Authentication	Installed
	Digest Authentication	Not installed
	Client Certificate Mapping Authentication	Not installed
	IIS Client Certificate Mapping Authentication	Not installed
١.	URL Authorization	Not installed
à.	Request Filtering	Installed
à.	IP and Domain Restrictions	Installed
à.	Performance	Installed
à.	Static Content Compression	Installed
à.	Dynamic Content Compression	Installed
à.	Management Tools	Installed
	IIS Management Console	Installed
	IIS Management Scripts and Tools	Not installed
	Management Service	Not installed
	IIS 6 Management Compatibility	Not installed
	IIS 6 Metabase Compatibility	Not installed
	IIS 6 WMI Compatibility	Not installed
	IIS 6 Scripting Tools	Not installed
	IIS 6 Management Console	Not installed
	FTP Publishing Service	Not installed
	FTP Server	Not installed
	FTP Management Console	Not installed

8. Click Next, then Install.

- > Wait for the install to complete.
- 9. Click Close.

Verify IIS For All Versions

Verify that IIS is running by browsing to http://localhost. Depending on your version IIS, you should get a page labeled Under Construction for IIS 6 or a page displaying the IIS 7 or IIS 8 logo. If Cannot display the webpage or Can not find server message(s) display in the web browser, IIS has not been configured correctly. Do not proceed with the KInstall.exe installation. The installation will fail if IIS is not installed and configured properly.

Verify Proxy Server is Not Checked

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.

- 1. Select Tools on the browser's menu bar or the gear 🏶 icon.
- 2. Select Internet Options.
- 3. In the Connections tab, select the LAN Settings button
- 4. Verify that the Proxy Server Option is NOT checked.

IIS Role Services: 2012 and 2012 R2

The Kaseya Server requires certain IIS Role Services be installed. Click the Fix it link next to this missing prerequisite to have Kaseya Server Setup fix it for you.

Note: Depending on the operating system installing IIS can require 20 minutes to an hour to install.

Manually Installing IIS in Windows 2012 and 2012 R2

- 1. Click Server Manager.
- 2. Click the Dashboard.
- 3. Click Add Roles and Features.
 - > An Add Roles and Features Wizard displays.
- 4. Click Next until the Server Roles page displays.
- 5. Expand the Web Server (IIS) option.
- 6. Select all options as indicated below.

~	~	.0	0		
⊿] W	eb S	Serv	rer (IIS) (Installed)
	⊿	\checkmark	W	eb S	Server (Installed)
		⊿		Сс	mmon HTTP Features (Installed)
				\checkmark	Default Document (Installed)
				\checkmark	Directory Browsing (Installed)
				\checkmark	HTTP Errors (Installed)
				\checkmark	Static Content (Installed)
				\checkmark	HTTP Redirection (Installed)
					WebDAV Publishing
		⊿		He	alth and Diagnostics (Installed)
				\checkmark	HTTP Logging (Installed)
					Custom Logging
					Logging Tools
				\square	ODBC Logging
					Request Monitor
					Tracing
		⊿	V	Pe	rformance (Installed)
					Static Content Compression (Installed)
					Dynamic Content Compression (Installe
				Se	curity (Installed)
		-			Request Filtering (Installed)
					Basic Authentication (Installed)
					Centralized SSL Certificate Support
					Client Certificate Manning Authenticatic
					Digest Authentication
					US Client Certificate Manning Authentic
					IB and Domain Postrictions (Installed)
					IPI Authenieties
					UKE Authorization
				 ^^_	vindows Authentication
		4			NET Extensibility 2.5 (Installed)
				× ·	NET Extensibility 3.5 (installed)
					Application Initialization
					ASD (lastellad)
					ASP (Installed)
					ASP.INET 5.5 (Installed)
					ASP.NET 4.3 (Installed)
					CGI (Installed)
					ISAPI Extensions (Installed)
					ISAPI Filters (Installed)
					Server Side Includes (Installed)
		_			WebSocket Protocol
	Þ		FI	P 56	erver
			115	но	stable web Core
	⊿		NI-	ana	gement Loois (Installed)
				115	Management Console (Installed)
		⊿	-		o Management Compatibility (Installed)
					IIS O Metabase Compatibility (Installed)
					IIS 0 Management Console
				$\mathbf{\nabla}$	IIS 6 Scripting Lools (Installed)
			_	M	IIS 6 WIVII Compatibility (Installed)
				IIS	Management Scripts and Tools
	_	1	⊻	Ma	anagement Service (Installed)
		J W	inde	ows	Deployment Services
	L	JW	inde	ows	Server Update Services
~					

7. Click Next, then Install.

> Wait for the install to complete.

8. Click Close.

Verify IIS For All Versions

Verify that IIS is running by browsing to http://localhost. Depending on your version IIS, you should get a page labeled Under Construction for IIS 6 or a page displaying the IIS 7 or IIS 8 logo. If Cannot display the webpage or Can not find server message(s) display in the web browser, IIS has not been configured correctly. Do not proceed with the KInstall.exe installation. The installation will fail if IIS is not installed and configured properly.

Verify Proxy Server is Not Checked

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.

- 1. Select Tools on the browser's menu bar or the gear 🍩 icon.
- 2. Select Internet Options.
- 3. In the Connections tab, select the LAN Settings button
- 4. Verify that the Proxy Server Option is NOT checked.

IIS Application Pools

The Kaseya Server requires two application pools be configured.

- 1. Open Explorer.
- In the Explorer address bar, navigate to Control Panel\System and Security\Administrative Tools
- 3. Click Internet Information Services (IIS) Manager.
- 4. Select Application Pools.
- 5. Add the following items:
 - DefaultAppPool
 - ✓ Name DefaultAppPool
 - ✓ .NET Framework Version v2.0
 - ✓ Managed Pipeline Mode Classic
 - ✓ Identity ApplicationPoolIdentity
 - > ASP.NET v4.0
 - ✓ Name ASP.NET v4.0
 - ✓ .NET Framework Version v4.0
 - ✓ Managed Pipeline Mode Integrated
 - Identity ApplicationPoolIdentity

IIS Handler Mappings

The **Kaseya Server Setup** adds 30 or more handler mappings to the IIS server for Kaseya Server to use.

Click the Fix it link next to this missing prerequisite to have Kaseya Server Setup fix it for you.

IIS SSL Security Settings

The **Require SSL** checkbox in Internet Information Services must be disabled to support Kaseya Server access to http://localhost instead of http://localhost.

Manually Disabling the Require SSL Checkbox

Windows 7, 8, 8.1, 10

- 1. Open Explorer.
- In the Explorer address bar, navigate to Control Panel\System and Security\Administrative Tools
- 3. Click Internet Information Services (IIS) Manager.
- 4. Click the Default Web Site.
- 5. In the right hand pane, click SSL Settings.
- 6. Ensure Require SSL is not checked.

IIS SSL Security Settings: 7, 8, 8.1, 10

The **Require SSL** checkbox in Internet Information Services must be disabled to support Kaseya Server access to http://localhost instead of http://localhost.

Manually Disabling the Require SSL Checkbox

Windows 7, 8, 8.1, 10

- 1. Open Explorer.
- In the Explorer address bar, navigate to Control Panel\System and Security\Administrative Tools
- 3. Click Internet Information Services (IIS) Manager.
- 4. Click the Default Web Site.
- 5. In the right hand pane, click SSL Settings.
- 6. Ensure Require SSL is not checked.

IIS SSL Security Settings: 2008, 2008 R2, 2012 and 2012 R2

The **Require SSL** checkbox in Internet Information Services must be disabled to support Kaseya Server access to http://localhost instead of http://localhost.

Manually Disabling the Require SSL Checkbox

Windows 2008, 2008 R2, 2012 and 2012 R2

- 1. Open Explorer.
- In the Explorer address bar, navigate to Control Panel\System and Security\Administrative Tools
- 3. Click Internet Information Services (IIS) Manager.
- 4. Select Sites.
- 5. Click the Default Web Site.
- 6. In the right hand pane, click SSL Settings.
- 7. Ensure Require SSL is not checked.

IIS HTTP Binding

Microsoft IIS will automatically be configured for security to operate with the Kaseya Application Firewall

When installing R93, Kaseya will automatically configure Microsoft IIS to listen on port 18081. This will overwrite any existing IIS configurations and IIS will only operate as the web GUI for the Kaseya applications. If you have other websites installed on IIS, they will not function after installing R93. R93 Installs the Kaseya Application Firewall (KAF) which will terminate all incoming/outgoing web traffic in order to provide a deeper level of security to mitigate application security attacks. As such, KAF will handle all web traffic on port 80 and 443 and, after inspecting it, pass it internally to IIS on port 18081.

Installing the Kaseya Server changes the default IIS <a href="http://htt

Click the Fix it link next to this missing prerequisite to have Kaseya Server Setup fix it for you.

Note: See IIS Port Check (page 44) and SQL: SSRS Port (page 55) for related port configurations.

IIS Port Check

Port Check determines if any other servers are using port 80 or port 443. If any are detected, this test fails. The install cannot continue until all servers using port 80 or port 443 are disabled.

The user must make these changes manually, then rerun **System Check** (*page 8*) to pass the **Port Check** test and continue.

Note: See IIS HTTP Binding (page 44) for an explanation of why these ports cannot be used.

'Default Web Site' is Website 1

Your IIS server must have:

- A Default Web Site defined, and
- The Default Web Site must be assigned an ID of 1.

Click the Fix it link next to this missing prerequisite to have Kaseya Server Setup fix it for you.

Default Web Site: 7, 8, 8.1, 10

Your IIS server must have:

- A Default Web Site defined, and
- The Default Web Site must be assigned an ID of 1.

Click the Fix it link next to this missing prerequisite to have Kaseya Server Setup fix it for you.

To Verify the Name and ID of the Default Web Site

Windows 7, 8, 8.1, 10

- 1. Open Explorer.
- In the Explorer address bar, navigate to Control Panel\System and Security\Administrative Tools

3. Click Internet Information Services (IIS) Manager.

Sinternet Information Services (IIS) Ma	anager	
C→ (→) (→) (→) (→) (→) (→) (→) (→) (→) (→	Sites 🕨 Default Web Site 🕨	
File View Help		
Connections	Default Web Site H	ome
IW-W73202 (IW-W73202\Adm Deplication Pools	Advanced Settings	2
Sites Defnult Web Site	🗆 (General)	
► Service web site	Application Pool	DefaultAppPool
· · · · · · · · · · · · · · · · · · ·	Bindings	http:*:80:
	ID	1
	Name	Default Web Site
	Physical Path	%SystemDrive%\inetpub\wwwroot
	Physical Path Credentials	
	Physical Path Credentials Logon 7	ClearText
	Start Automatically	True

- 4. Right-click the Default Web Site.
 - > Or right-click the first site listed, if Default Web Site is not listed.
- 5. Select the Manage Web Site > Advanced Settings... option.
 - The ID field should display 1
 - The Name field should display Default Web Site

Default Web Site: 2008, 2008 R2, 2012 and 2012 R2

Your IIS server must have:

- A Default Web Site defined, and
- The Default Web Site must be assigned an ID of 1.

Click the Fix it link next to this missing prerequisite to have Kaseya Server Setup fix it for you.

To Verify the Name and ID of the Default Web Site

Windows 2008, 2008 R2, 2012 and 2012 R2

- 1. Open Explorer.
- In the Explorer address bar, navigate to Control Panel\System and Security\Administrative Tools
- 3. Click Internet Information Services (IIS) Manager.
- 4. Select Sites.



- Right-click the **Default Web Site**.
 - > Or right-click the first site listed, if Default Web Site is not listed.

- Select the Manage Web Site > Advanced Settings... option.
 - The ID field should display 1
 - The Name field should display Default Web Site

ASP.NET State Service

The **Startup type** for the ASP.net State Service must be set to Automatic. Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

ASP.NET State Service: 7, 8, 8.1, 10

If you have installed DotNet versions manually the ASP.net State Service that is installed with ASP.net must be manually started. Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

ASP.NET State Serv	vice Properties (Local Computer)
General Log On	Recovery Dependencies
Service name:	aspnet_state
Display name:	ASP.NET State Service
Description:	Provides support for out-of-process session states for ASP.NET. If this service is stopped, out-of-process
Path to executab C:\Windows\Mic	ile: rosoft.NET\Framework\v4.0.30319\aspnet_state.exe
Startup type:	Automatic
Help me configu	e service startup options.
Service status:	Started
Start	Stop Pause Resume
You can specify from here.	the start parameters that apply when you start the service
Start parameters:	
· · ·	

Manually Setting ASP.NET State Service to Automatic

- 1. Open Explorer.
- In the Explorer address bar, navigate to Control Panel\System and Security\Administrative Tools
- 3. Select Services.
- 4. Right-click ASP.NET State Service and select the Properties option.
- 5. Set the Startup type to Automatic.
- 6. If the service is not started click Start.
- 7. Click OK.

ASP.NET State Service: 2008, 2008 R2, 2012 and 2012 R2

If you have installed DotNet versions manually the ASP.net State Service that is installed with ASP.net must be manually started. Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

ASP.NET State Serv	ice Properties (Local Computer)	
General Log On	Recovery Dependencies	
Service name:	aspnet_state	
Display name:	ASP.NET State Service	
Description:	Provides support for out-of-process session states for ASP.NET. If this service is stopped, out-of-process	
Path to executabl C:\Windows\Mic	le: rosoft.NET\Framework\v4.0.30319\aspnet_state.exe	
Startup type:	Automatic	
Help me configure	e service startup options.	
Service status:	Started	
Start	Stop Pause Resume	
You can specify the start parameters that apply when you start the service from here.		
Start parameters:		
	OK Cancel Apply	

Manually Setting ASP.NET State Service to Automatic

- 1. Open Explorer.
- 2. In the **Explorer** address bar, navigate to Control Panel\System and Security\Administrative Tools
- 3. Select Services.
- 4. Right-click ASP.NET State Service and select the Properties option.
- 5. Set the Startup type to Automatic.
- 6. If the service is not started click Start.
- 7. Click OK.

IIS IP Address and Domain Restrictions

Applies to Windows 2012 and Windows 8 only.

The test checks to see if the IIS > IP Address and Domain Restrictions > Edit Dynamic Restriction Settings > Deny IP address based on the number of requests over a period of time checkbox is checked. If checked, you must uncheck it or adjust the Maximum number of requests and Time Period settings for reapply-schema to complete successfully. These settings vary by machine.

Localhost/127.0.0.1

KaseyaVSA must be able to access the 127.0.0.1 (this machine) on the VSA server to operate correctly.

If this test fails, here are some possible reasons:

- IE ESC Internet Explorer Enhanced Security is Enabled (https://manage.kickassvps.com/index.php?/knowledgebase/article/12/1-am-unable-to-change-the-security-settings-in -Internet-Explorer---Disabling-IE-ESC-/).
- Windows/System32/drivers/etc/host file contains a bad entry for 127.0.0.1 (http://www.dslreports.com/faq/10131).

- If Kaseya is installed, IIS does not have an host binding for the the port specified in Kaseya.
- If Kaseya is not installed, IIS does not have a host binding for Type: http, Port: 80.
- IIS has specified a hostname that prevents 127.0.0.1.
- IPV4 is not installed.

Also see Why can I browse to localhost, not to my computer name? (IIS7)

(http://serverfault.com/questions/331139/why-can-i-browse-to-localhost-not-to-my-computer-name-iis7).

Message Queuing Service (MSMQ)

Add the Message Queuing Server (MSMQ).

Note: When you enable MSMQ, do not include MSMQ's Active Directory component. This will greatly improve the performance of the Kaseya Server.

MSMQ: 7, 8, 8.1, 10

Add Message Queuing Server (MSMQ).

Manually Adding Message Queuing Server

Windows 7, 8, 8.1, 10

- 1. Open Explorer.
- 2. In the Explorer address bar, navigate to Control Panel\Programs\Programs and Features
- 3. Click Turn Windows features on or off.
- 4. Expand Microsoft Message Queuing (MSMQ) Server.
- 5. Expand Microsoft Message Queuing (MSMQ) Server Core.
- 6. Check Microsoft Message Queuing (MSMQ) Server.
- 7. Ensure everything below Microsoft Message Queuing (MSMQ) Server Core is unchecked.

Note: When you enable MSMQ, do not include MSMQ Active Directory Domain Services Integration. This will greatly improve the performance of the Kaseya Server.

MSMQ: 2008 and 2008 R2

Add the Message Queuing Server (MSMQ).

Manually Installing Message Queuing Server

Windows 2008 and Windows 2008 R2

- 1. Click Start.
- 2. Enter Server Manager in the Search programs and files edit box.
- 3. Select Features.
- 4. Click Add Features.
- 5. Expand Message Queuing.
- 6. Expand Message Queuing Services.
- 7. Check Message Queuing Server.
- 8. Uncheck everything except Message Queuing Server.

Note: When you enable MSMQ, do not include Directory Service Integration. This will greatly improve the performance of the Kaseya Server.

MSMQ: 2012 and 2012 R2

Add the Message Queuing Server (MSMQ).

Manually Installing Message Queuing Server

Windows 2012 and 2012 R2

- 1. Click Server Manager.
- 2. Click the Dashboard.
- 3. Click Add Roles and Features.
 - An Add Roles and Features Wizard displays.
- 4. Click Next until the Features page displays.
- 5. Expand Message Queuing.
- 6. Expand Message Queuing Services.
- 7. Check Message Queuing Server.
- 8. Uncheck everything except Message Queuing Server.

Note: When you enable MSMQ, do not include Directory Service Integration. This will greatly improve the performance of the Kaseya Server.

MSMQ Active Directory Component

When you enable MSMQ, do not include MSMQ's Active Directory Component. This will greatly improve the performance of the Kaseya Server.

MSMQ AD: 7, 8, 8.1, 10

When configuring MSMQ, ensure the **MSMQ Active Directory Domain Services Integration** is not checked. This will greatly improve the performance of the Kaseya Server.

Manually Uninstall MSMQ Active Directory Domain Services Integration

Windows 7, 8, 8.1, 10

- 1. Open Explorer.
- 2. In the Explorer address bar, navigate to Control Panel\Programs\Programs and Features
- 3. Click Turn Windows features on or off.
- Expand Microsoft Message Queuing (MSMQ) Server.
- Expand Microsoft Message Queuing (MSMQ) Server Core.
- Check Microsoft Message Queuing (MSMQ) Server.
- Ensure everything below Microsoft Message Queuing (MSMQ) Server Core is unchecked.
- Ensure the MSMQ Active Directory Domain Services Integration is not checked.

MSMQ AD: 2008 and 2008 R2

When configuring MSMQ, ensure the **Directory Service Integration** is not checked. This will greatly improve the performance of the Kaseya Server.

Manually Uninstall MSMQ Directory Service Integration

Windows 2008 and 2008 R2

- 1. Click Start.
- 2. Enter Server Manager in the Search programs and files edit box.
- 3. Select Features.
- 4. Click Add Features.
- 5. Expand Message Queuing.
- 6. Expand Message Queuing Services.
- 7. Check Message Queuing Server.
- 8. Uncheck Directory Service Integration.

MSMQ AD: 2012 and 2012 R2

When configuring MSMQ, ensure Active Directory Integration is not checked. This will greatly improve the performance of the Kaseya Server.

Manually Installing Message Queuing Server

Windows 2012 and 2012 R2

- 1. Click Server Manager.
- 2. Click the Dashboard.
- 3. Click Add Roles and Features.
 - > An Add Roles and Features Wizard displays.
- 4. Click Next until the Features page displays.
- 5. Expand Message Queuing.
- 6. Expand Message Queuing Services.
- 7. Check Message Queuing Server.
- 8. Uncheck everything except Message Queuing Server.

Note: When you enable MSMQ, do not include Directory Service Integration. This will greatly improve the performance of the Kaseya Server.

SQL Requirements

Note: If you have installed—or intend to install—SQL Server manually, see SQL: Other SQL Server Requirements (*page 55*) for a list of prerequisites not yet tested by System Check.

SQL: Installed

If You Want Kaseya Server Setup to Install SQL Express

Click the Fixit link for the SQL Installed row.

- SQL Server Express starts downloading and installing itself automatically. This takes a few minutes.
- The test runs again automatically after SQL Server Express is installed.
- The SQL Install row now displays a green checkbox.

Note: You can download SQL Server Express

(http://www.microsoft.com/en-us/download/details.aspx?displaylang=en&id=26729), then install and configure it yourself manually. Review the SQL Requirements (page 50) before you do.

If You Know SQL Server is Already Installed

You must provide a valid credential to the SQL Server.

- 1. Click the Back button on the System Check page to display the SQL Server Credentials page.
- 2. Select option 2 or 3 in the SQL Server Credentials page.
- 3. Enter your SQL Server credentials as described in 7. Provide SQL Server Credentials (page 5)
- 4. Click the Next button to return to the System Check page.
- 5. Click **Run Tests** verify your SQL Server test passes.

Note: If you have installed—or intend to install—SQL Server manually, see SQL: Other SQL Server Requirements (*page 55*) for a list of prerequisites not yet tested by System Check.

SQL: Collation and Compatibility

Compatibility Mode 90

SQL must be in Compatibility Mode 90 (SQL 2005) or greater to support .NET Assemblies.

- sp_dbcmptlevel 'ksubscribers' Running this stored procedure displays the compatibility level.
- **sp_dbcmptlevel** 'ksubscribers', 90 Running this stored procedure sets the compatibility level to SQL 2005. *If you are using SQL Server 2008, do not run this stored procedure.*

Collation

- Collation Matching The Kaseya Server requires the collation selected for each of the following match each other.
 - The SQL Server master database.
 - > The SQL Server dbtemp database.
 - The Kaseya ksubscribers database.
- Case Insensitivity The Kaseya Server also requires the selected collation be case insensitive.
- Collation Selection
 - The default collation setting selected by SQL installer is determined by the Windows default system language (System locale setting).
 - Kaseya strongly recommends the language of your Windows operating system match the primary language you intend on using in the VSA.
 - During the installation of SQL Server, ensure the collation selected for your SQL Server installation corresponds to the primary language you intend on using in the VSA.
 - ✓ For English installations, set the collation to: SQL_Latin1_General_CP1_CI_AS

- ✓ For Korean installations, set the collation to: Korean_Wansung_CI_AS
- ✓ For Chinese installations, set the collation to: Simplified Chinese -Chinese_PRC_CI_AS, Traditional Chinese can be either: Chinese_Taiwan_Stroke_CI_AS (more common) or Chinese_Hong_Kong_Stroke_90_CI_AS
- ✓ For Japanese installations collation, set the collation to: Japanese_CI_AS

Note: Changing the collation for SQL Server *after* it is installed requires expertise. If the collation for the SQL Server must be changed after SQL Server is installed, Kaseya recommends uninstalling SQL Server entirely, then reinstalling SQL Server and selecting the correct language to make the change.

Note: If changing the collation of the ksubscribers database is required, you can set the collation to match the collation used by the SQL Server database. Uninstalling and reinstalling SQL Server is not required.

SQL: Version

SQL 2008 or greater is required. See **SQL: Other SQL Server Requirements** (*page 55*) for a complete list of SQL prerequisites.

Note: If you have installed—or intend to install—SQL Server manually, see SQL: Other SQL Server Requirements (*page 55*) for a list of prerequisites not yet tested by System Check.

SQL: Domain

The SQL Server must be in the same domain or workgroup as the Kaseya Server.

Note: If you have installed—or intend to install—SQL Server manually, see SQL: Other SQL Server Requirements (*page 55*) for a list of prerequisites not yet tested by System Check.

SQL: Service Account

The SQL Service must logon either as a:

LOCAL_SYSTEM, or

NETWORK_SERVICE



Note: If you have installed—or intend to install—SQL Server manually, see SQL: Other SQL Server Requirements (*page 55*) for a list of prerequisites not yet tested by System Check.

SQL: CLR

The Kaseya Server requires CLR be enabled in the SQL Server.

```
If not already enabled, run the following query inside SQL Server Management Studio (SSMS):
EXEC sp_configure 'show advanced options' , '1';
go
EXEC sp_configure 'clr enabled' , '1'
go
reconfigure;
-- Turn advanced options back off
EXEC sp_configure 'show advanced options' , '0';
go
```

SQL: Full-Text Search

If you are installing the **Service Desk** addon module, enabling the **Full-Text Search** feature during a SQL Server installation improves performance when entering search terms on the **Tickets** page.

- All full (non-Express) versions of SQL Server support the Full-Text Search feature.
- For SQL Server Express, the Full-Text Search feature is not available in any standard version of SQL Server Express. This feature is only available with SQL Server Express with Advanced Services. Kaseya Server Setup optionally installs the standard version of SQL Server Express, for evaluation purposes only.

The following instructions are similar for any version of SQL Server that supports the Full-Text Search

feature.

Enabling the Full-Text Search Feature in SQL Server

- 1. Run or rerun the SQL Server installer.
- 2. In the Feature Selection page of the SQL Server setup wizard, check the Full-Text Search checkbox.



Verify the Full Text Search Service is Running

- 1. Open Explorer.
- In the Explorer address bar, navigate to Control Panel\System and Security\Administrative Tools
- 3. Select Services.



SQL: Additional Databases or Instances

System Check warns against having any *non-Kaseya Server* databases or instances used by the same SQL Server.

Note: If you have installed—or intend to install—SQL Server manually, see SQL: Other SQL Server Requirements (*page 55*) for a list of prerequisites not yet tested by System Check.

SQL: Other SQL Server Requirements

Fully Patched

Ensure that SQL Server operating system has the latest Service Packs and is fully patched beforehand.

Authentication

Make sure SQL server is set to Mixed Mode Authentication and not Windows Authentication.

Running SQL Server on a Separate System

If your SQL Server is on a separate system:

- You may have to open TCP Port 1433 and UDP Port 1434. Other ports may be required for non-default instances of SQL Server.
- Ensure the following services use Network Service logons.
 - SQL Server Service
 - SQL Server Browser
- Ensure the SQL Server system and Kaseya Server system are synchronized to within a couple of minutes of each other. A time service is recommended.
- Note: See the Kaseya Knowledge Base (https://helpdesk.kaseya.com/entries/78003448) for more information.

SQL: SSRS Port

To ensure that SSRS does not conflict with the **Kaseya Application Firewall** (*page 44*), the port used by SSRS is modified by **Kaseya Server Setup**.

Click the Fix it link next to this missing prerequisite to have Kaseya Server Setup fix it for you.

Changing the SSRS Port Manually

- 1. Select Start > All Programs. Select the Microsoft SQL Server directory.
- 2. Select Configuration Tools > Reporting Services Configuration Manager.
- 3. Click Connect.
- 4. Click the Web Service URL option in the left navigation pane.
- 5. Change the TCP port to 18086. The port defaults to 80.
- 6. Click Apply.
- 7. Click the Report Manager URL option in the left navigation pane.
- 8. Click Advanced.
- 9. Under Multiple Identities for Report Manager at the top of the pop up, click the Edit button.
- 10.Change the TCP port to 18086. Click OK.
- 11.Click Exit to leave the Configuration Manager.

RAM Installed

More than 4 gigabytes of RAM is required. 10 or more gigabytes is recommended. An adequate amount of properly configured RAM is essential for good system performance. See **System Requirements** (http://help.kaseya.com/WebHelp/EN/VSA/9030000/reqs/index.asp#home.htm).

Disk Space

A minimum of 500 megabytes is required to install Kaseya Server. More than 2 gigabytes is recommended.

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 150 machines, a minimum of 750 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.

See the current minimum System Requirements

(http://help.kaseya.com/WebHelp/EN/VSA/9030000/reqs/index.asp#home.htm).

Firewall Ports

Enabling the firewall on the system hosting your Kaseya Server is recommended.

Kaseya performs a System Check of firewall settings on the system hosting your Kaseya Server. If the firewall is enabled, click the **Fix it** link to configure the firewall settings for you. The following firewall port rules are set.

Note: Similar port settings need to be set on your internet firewall.

TCP and UDP 5721

Kaseya Default Agent TCP and Kaseya Default Agent UDP are defined as members of both the Windows Firewall *Inbound Rules* and *Outbound Rules*.

These rules specify a single port number—5721 by default. This port is used for the following:

- The Kaseya agents connect inbound to the Kaseya Server on TCP port 5721.
- The firewall must allow communications back to the Kaseya agent.
- The firewall must allow connections to the Kaseya corporate sites license.kaseya.net and vsaupdate.kaseya.net.

The default 5721 port number may be changed to any other free and available port during or after Kaseya Server installation.

TCP 80 (HTTP) or TCP 443 (HTTPS)

Kaseya HTTP and Kaseya Kaseya HTTPS are defined as members of both the Windows Firewall *Inbound Rules* and *Outbound Rules*.

These rules allow port TCP 80 and TCP 443 to connect to Kaseya web pages for remote management.

Changing the Port Used by the VSA from Port 80 - See the Kaseya knowledge base (https://helpdesk.kaseya.com/entries/36273688).

If SQL Server is on a Separate System

TCP 1433 and UDP 1434 - If your SQL Server is on a separate system, you may have to open TCP port 1433 and UDP port 1434 on the Kaseya Server and SQL Server machines. Other ports may be required for non-default SQL Server instances.

Windows Temp Folder Access

The Kaseya Server requires the **IIS_IUSRS** group created by the installation of IIS have access to the **Windows\Temp** directory.

To set this access manually:

- 1. Open Explorer.
- 2. Navigate to and right click the Windows \Temp directory.
- 3. Select the Properties option.
- 4. Click the Security tab.
- 5. Click Advanced to set special permissions.
- 6. Select the **IIS_IUSRS** group in the list box.
- 7. Click Edit.
- 8. Set Type to Allow.
- 9. Set Applies to to This folder, subfolders and files.
- 10.Check the following checkboxes:
 - Read & execute
 - Read
 - ➢ Write
- 11.Click Show Advanced Permissions.
- 12.Check the following checkbox:
 - Traverse folder / execute file
- 13.Click **OK** repeatedly to save your changes.

AntiVirus Protection

System Check displays a warning if it detects antivirus protection is enabled.

Turning off antivirus real time scanning (also called memory resident protection) is recommended before continuing with the install.

Note: Remember to enable this feature after the installation is complete.

System Check checks to make sure virus protection or anti-malware software is not active on the machine. The test writes a test string to disk. If it is missing at the time of the test, it assumes that it has been removed by the virus protection software. The file written to disk contains the EICAR anti-virus test string which most virus protection software companies have included in their databases to test their software will quarantine files.

AntiVirus Protection

System Check displays a warning if it detects antivirus protection is enabled.

Turning off antivirus real time scanning (also called memory resident protection) is recommended before continuing with the install.

Note: Remember to enable this feature after the installation is complete.

System Check checks to make sure virus protection or anti-malware software is not active on the machine. The test writes a test string to disk. If it is missing at the time of the test, it assumes that it has been removed by the virus protection software. The file written to disk contains the EICAR

anti-virus test string which most virus protection software companies have included in their databases to test their software will quarantine files.

Disabling Windows Defender in Windows 8, 8.1, 10

Windows Defender is enabled by default in Windows 8, 8.1 and 10. **Kaseya Server Setup** will not complete the install while Windows Defender is enabled. To disable Windows Defender:

- 1. Exit Kaseya Server Setup if it currently running.
- 2. Click Explorer.
- 3. In the Explorer address bar, enter: Control Panel\All Control Panel Items\Windows Defender
- 4. Click the Settings tab.
- 5. Uncheck Turn on real-time protection (recommended).
- 6. Click Save Changes.
- 7. Restart Kaseya Server Setup.

Windows Identity Foundation

Windows Identity Foundation must be installed to support VSA integration with AuthAnvil Password Solutions.

Using Security Certificates

Kaseya uses an integrated **application firewall** which monitors all web-based communication going to and from the Windows server that Kaseya is hosted on. This provides an added level of security by enabling Kaseya to log and potentially block malicious activity or application security attacks.

Kaseya strongly recommends that all web-based communication be encrypted using a security certificate. If you have visited Google or a financial services website, you will notice the "HTTPS" and a lock icon in your browser's address bar to indicate the communication between your browser and the website is encrypted. Kaseya uses TLS for all secured HTTP and WebSocket connections.

To enable secure web traffic, the Kaseya Application Firewall needs a security certificate to be imported. The security certificate and its corresponding private key allow for communication to be encrypted and prove the identity of the server.

For detailed instructions on how to configure the Kaseya Application Firewall with a security certificate, please read the options below and click the link applicable to your environment to read the corresponding knowledge base article:

- You already have a security certificate in Microsoft IIS that you wish to export and use in the Kaseya Application Firewall. See Detailed Instructions... (https://helpdesk.kaseya.com/entries/58305257) The Kaseya Server installation wizard includes a step for applying the exported security certificate to the Kaseya Server (page 8).
- You don't have a security certificate and want to purchase one from a trusted certificate authority—Verisign, Thawte, DigiCert, etc... —to use in the Kaseya Application Firewall. See Detailed Instructions... (https://helpdesk.kaseya.com/entries/57708403)
- 3. You want to create a self-signed security certificate to use in the Kaseya Application Firewall. See **Detailed Instructions...** (https://helpdesk.kaseya.com/entries/58873886)

Moving the Kaseya Server

Rather than update your existing Kaseya Server on the same machine, you may wish to move your Kaseya Server to a new system and update it at the same time. Perform the following procedures instead of the steps described in **Installation Step by Step** (*page 3*).

In This Section

Pre-Update Checklist	59
Backup the Kaseya Server	60
Scheduling the Update	60
Anti-Virus Software	60
Moving the Kaseya Server	60
Archiving the Kaseya Server	62

Pre-Update Checklist

Warning: Do not proceed with the Kaseya update unless the Pre-Install Checklist and Pre-Update Checklist have been completed.

Identify the license code of your existing Kaseya Server.
Make a full backup your Kaseya Server (<i>page 60</i>) (and database servers if SQL is running on a separate machine)
Ensure you are prepared to revert back to your full backup to avoid disruption to your production system, if you encounter issues as a result of the upgrade.
Separately backup the ksubscribers database and your Kaseya Server User directories. See Archiving the Kaseya Server (page 62) for more information.
Schedule the update (page 60).
Disable anti-virus security protection (page 60) just before beginning the update.

Backup the Kaseya Server

Always ensure that you have a complete backup of your Kaseya production system. This includes:

- The system hosting your Kaseya Server.
- The SQL Server system hosting the ksubscribers database, if SQL Server is running remotely from the Kaseya Server.

Scheduling the Update

If updating an existing Kaseya Server, ensure that you schedule a downtime window that allows enough time for running the update, testing, and restoring the system back to its original state, if necessary. The Kaseya Server will be stopped for the duration of the update and will be unavailable for agents, machine users or VSA Administrators.

- Updating from v4.x or v5.x to K2 may take several hours depending on DB size and server specification.
- Updating from Kaseya 2008 or the VSA should take less than 30 minutes, as the DB changes are fewer.

Anti-Virus Software

On both the Kaseya Server and on the SQL Server:

- Disable real time scanning for all anti-virus software
- Disable Data Execution Prevention (DEP), if necessary, using the System dialog box in Control Panel.

Remember to enable these features after the installation is complete.

Moving the Kaseya Server

Moving your existing Kaseya Server to a new machine involves copying selected files from your existing Kaseya Server to the new machine, then installing a new Kaseya Server over these files.

Take Your Existing Kaseya Server Offline

- Disable incoming email by checking the **Disable email reader** checkbox in Ticketing > Email Reader.
- Change the IP address of the network adaptor used by your *existing* Kaseya Server to an unused IP address. This prevents agents from checking in and prevents users from logging in.

Note: If you elect to run your *existing/old* Kaseya Server while you set up the *new* Kaseya Server with a new name and IP address, then you will need to redirect the agents using the Agent > Check-in Control page just prior to putting the *new* Kaseya Server online.

If your existing Kaseya Server is 5.1 or earlier, disable SMTP on the localhost. If your existing Kaseya Server is 5.2 or later, change the port number using the System > Configure page.

Archive Your Existing Kaseya Server

Perform the procedure for Archiving the Kaseya Server (page 62).

Copy Archived Data to Your New Machine

- Copy the files you archived in Archiving the Kaseya Server (page 62) to the machine that will be running your new Kaseya Server. Ensure the top folder of the archived folder tree matches the Kaseya install directory you intend to install into. The default is C:\Kaseya.
- Use SQL Server Management Studio to restore the ksubscribers database you archived in Archiving the Kaseya Server (page 62) to the machine that will be hosting your new SQL Server.

Note: Ensure the SQL: Other SQL Server Requirements (*page 55*) for both SQL Server and the ksubscribers database is correct.

Note: After a restore of a 5.1 database, the SSRS URL will be invalid and need to be reset. After a restore of a 6.x database the SSRS URL may be invalid and need to be reset.

Install Kaseya on the New Machine

 Install a new Kaseya Server on your new machine by following the procedure described in Installing a New K2 Kaseya Server.

Note: Ensure all prerequisites are met before beginning the install.

If you specify a SQL Server instance on a remote machine and it has a ksubscribers database, you will get a prompt asking you to confirm that you want to update, if necessary, that database and redirect it to the *new* Kaseya Server. Clicking Yes to this prompt will take the database away from the *existing* Kaseya Server using it and redirect it to the *new* Kaseya Server you are installing.

Kaseya Ir	nstallation	×
?	The Kaseya database, ksubscribers, already exists on the remote SQL Server. Proceeding with this installation may conflict with another Kaseya installation that uses the same database. Are you sure you wish to proceed with this installation?	
	Yes No	

Put Your New Kaseya Server Online

- In the VSA of your new Kaseya Server, uncheck the Disable email reader checkbox in Ticket > Email Reader.
- If you didn't configure your outgoing email during the install, configure it using the System > Outbound Email page.
- Change the IP address of the network adaptor used by your new Kaseya Server to use the original IP address of your existing Kaseya Server. Agents will now start to check into your new Kaseya Server.

Note: If you elected to run your *existing/old* Kaseya Server while you set up the *new* Kaseya Server with a new name and IP address, then you must change all the agent accounts on the *new* Kaseya Server to use the *new* Kaseya Server name and IP address. After the *new* Kaseya Server agent accounts are properly set, change all the agent accounts on the *existing/old* Kaseya Server to use the *new* Kaseya Server name and IP address. Use the Agent > Check-in Control page in the VSA to redirect the agents to the *new* Kaseya Server and IP address. You will need to leave your *existing/old* Kaseya Server.

Update agents using the Agent > Manage Agents page.

Archiving the Kaseya Server

An archive of an installed, production Kaseya Server enables you to re-install that Kaseya Server on any other system, with no loss of data or functionality. Your archive should include the following:

- A readme file documenting essential information required to perform a re-install from the archive.
- An archival folder structure, containing selected files and subfolders, that matches the folder structure used by your existing Kaseya Server.
- A SQL Server backup of your Kaseya Server ksubscribers database.

Note: See Moving the Kaseya Server (page 60) for instructions on how to re-install the archive.

Note: Ensure the archive is maintained in a secure location.

Preparing the Readme File

- 1. Log in to your current Kaseya Server as a master administrator.
- 2. Add the following information to the readme file:
 - Current address of the Kaseya Server This field is located on the System > Configure page to the right of the label Change external name / IP address of Server.
 - Current port number of the Kaseya Server This field is located on the System > Configure page to the right of the label Specify port Agents check into Server with.
 - License code of the Kaseya Server For 4.7 and earlier this field is located on the System > Configure page to the right of the label License Code. For 4.8 and later this field is located on the System > License Manager page.

Note: You will use this same License code in your new Kaseya Server. If you have any trouble using your license code in your new Kaseya Server, then please submit a support ticket using the Kaseya Help Desk (https://helpdesk.kaseya.com/home) requesting an updated license key.

- SQL Server logon The system administrator logon (sa) and password for the SQL Server hosting your ksubscribers database.
- > VSA master user logon The VSA logon username and password of a master administrator.
- Kaseya install directory The fully qualified pathname of the <Kaseya_Installation_Directory>.
- > Outbound Email Host The VSA outbound email host name and port.
- Inbound Email Server The email server, port, and if necessary, the credential for inbound email defined in the Ticketing > Email Reader page.

Creating an Archival Folder Structure

Create an empty folder structure out of the following directories, similar to the image below. Rename the Kaseya folder shown in the image to match the name of your Kaseya Server install directory, if applicable. Copy files and folders from your existing Kaseya Server into this empty folder structure as described below. You may not need to use all the folders depicted in the image.

- Kaseya
 UserProfiles
 WebPages
 access
 themes
 themes
 banner
 images
 classic
 images
 compact
 images
 default
 images
- <Kaseya_Installation_Directory>\UserProfiles (excluding the @dbBackup folder) This directory contains the files associated with your managed machines.
- <Kaseya_Installation_Directory>\WebPages\ManagedFiles (excluding VSAHiddenFiles)
 This directory contains the scripts and managed files belonging to each administrator, as well as KES profiles.

Warning: Do not copy VSAHiddenFiles, found inside the WebPages\Managed files directory, from an old system to a new system. This directory contains many system helper files. Your new system install contains the latest versions of these files.

<Kaseya_Installation_Directory>\WebPages\DataReports
 This directory contains scheduled reports.

These following directories only need to be archived if customization of the VSA has created them:

- <Kaseya_Installation_Directory>\Kserver\ignoresubject.txt
 This file only exists if
 inbound email is being filtered using the Reject inbound emails containing the following in the subject
 line edit box in Ticketing > Email Reader.
- <Kaseya_Installation_Directory>\WebPages\themes\banner\images\new This directory, if it exists, contains customized icons for reports and the agent when using the banner theme.
- <Kaseya_Installation_Directory>\WebPages\themes\classic\images\new
 This
 directory, if it exists, contains customized icons for reports and the agent when using the classic
 theme.
- Kaseya_Installation_Directory>\WebPages\themes\compact\images\new This directory, if it exists, contains customized icons for reports and the agent when using the compact theme.
- <Kaseya_Installation_Directory>\WebPages\themes\default\images\new
 This directory, if it exists, contains customized icons for reports and the agent when using the default theme.
- Kaseya_Installation_Directory>\WebPages\access> This directory contains two files, DefaultHeader.htm and LeftHeader.htm that may be customized.

- <Kaseya_Installation_Directory>\xml\Procedures\AgentProcPaths This directory, if it exists, contains customized "approved" relative paths for agent procedure getRelativePathFile() commands.
- <Kaseya_Installation_Directory>\xml\Procedures\AgentProcSQL This directory, if it exists, contains customized "approved" XML SQL read and write commands for agent procedures.

Create a SQL Server Backup of the Kaseya Server Data

- 1. Use SQL Server Management Studio to backup the ksubscribers database.
- Copy this latest SQL Server backup to your archival folder structure. The typical location for Kaseya Server backups is: <<u>Kaseya_Installation_Directory>UserProfiles\@dbbackup</u>.

Note: Return to Moving the Kaseya Server (page 60) if you are performing this procedure.

Migrating Agents to Another Kaseya Server

You may decide for performance or logistical reasons to migrate managed machines to a new Kaseya Server. This can be done at any time, whether or not the agents are currently checking in. Use the Agent > **Check-In Control** (http://help.kaseya.com/webhelp/EN/VSA/9030000/index.asp#243.htm) page to perform the following procedure.

- 1. At the *original* Kaseya Server, set the *primary* Kaseya Server setting to point to the *new* Kaseya Server address.
- 2. At the *original* Kaseya Server, point the *secondary* Kaseya Server setting to the *original* Kaseya Server address.
- 3. At the *new* Kaseya Server, set both the *primary* and *secondary* Kaseya Server to point to the *new* Kaseya Server.
- 4. Wait for all the agents to successfully check into the *new* Kaseya Server. At that time, the *original* Kaseya Server can be taken off-line.

Redirecting Module Client Software

Some modules in the VSA require installing additional client software. Identify the agent machines that have client software installed in your *original* Kaseya Server. In the *new* Kaseya Server run the following commands on each agent machine to reconnect client software:

- Anti-Malware (Classic) Run Connect Antivirus.
- Antivirus (Classic) Run Connect AntiMalware.
- Endpoint Security Run Connect Client.
- Backup Re-verify client installation from Backup > Install/Remove page
- System Backup and Recovery
 - for Kaseya licensed client installations Uninstall KSBR client from old server. Install again from new.
 - for 'managed' installations Use Manage button from KSBR > Install or Remove page on new server.

Warning: Do not connect more than 5 machines at any given time

(https://kaseya.zendesk.com/entries/96256917). Selecting more machines may cause the process to time out and appear to fail.

Command Line Options

The following topics discuss command line arguments you can use when running KInstall.exe. In This Section

Non-Internet Installs Set Web Proxy Credentials 65 66

Non-Internet Installs

The Kaseya Server can be installed on a system without internet access.

Prerequisites

The following prerequisites must be installed or configured manually on the non-internet machine.

- Microsoft .Net Framework (*page 28*): 2.0, 3.5, 40 and 4.6.1.
- SQL Requirements (page 50)
- Java SE 7 (page 29)
- ASP.NET State Service (page 46)
- Windows Identity Foundation (page 58)

Creating or Updating a Kaseya Server Setup Package on an Internet Machine

- 1. Start KInstall.exe on a machine with internet access using the following parameter. KInstall.exe /CreatePackage
- Enter your license code and click the Next button.
 Your license code specifies all the install files you are authorized to download.
- 3. A prompt asks if you would like to download the installer for SQL Express as well.
 - Click No. SQL Express should be downloaded and installed manually on the non-internet machine.
- 4. Wait for all install files to be downloaded.
 - A KInstallPackage.zip file will be created for you on the desktop of your internet-access machine. This zip file contains all the files required for your non-internet-access install.



5. Copy the KInstallPackage.zip and the KInstall.exe file from the internet-access machine to the non-internet-access machine.

Running Kinstall on the Non-Internet Machine

- 1. Run KInstall.exe on the non-internet machine. The installer automatically detects when there is no access to the internet.
 - You can prevent the delay taken to test for internet access by running KInstall.exe with a /NoInternetConnection parameter.
- 2. The first page of the install wizard prompts you to enter the SQL Server or SQL Express credential Kaseya Server will use to install or update its database. See **7. Provide SQL Server Credentials** (*page 5*) in **Installation Step by Step**.
- 3. The Kinstall Package Import page then displays:

- Import license and installer using the file specified below Select this option if you are running the KInstall.exe for the first time or want to run it from scratch. You have copied a new KInstallPackage.zip file to the non-internet machine. Click the browse [...] button to locate the KInstallPackage.zip on the non-internet machine.
- Use existing KinstallPackage import You are rerunning the KInstall.exe and have decided to use the KInstallPackage.zip you already imported.



- 4. Click the Next button.
 - The KinstallPackage.zip file is moved to a new, permanent location on the non-internet-access machine and the install files are extracted.
- 5. The installer will **Perform a System Check** (*page 8*) for all the prerequisites required by the Kaseya Server. This will include a system check of the prerequisites you had to install or configure manually, listed at the beginning of this topic.
- 6. Complete the install.

Set Web Proxy Credentials

Note: This topic applies if your Kaseya Server is not connected to the internet but you are able to use a proxy to access the internet.

The **Proxy Settings** dialog enables **KInstall.exe** to access the internet via a proxy IP and port. Credentials can be specified if required by the proxy. The IP address and the user name are encrypted and saved from use to use. The password is *never* saved.

/SetWebProxy:On

To enable the proxy dialog, use the following command line argument:
KInstall /SetWebProxy:On

Once enabled, the proxy dialog displays each time you run KInstall.exe, whether you include the /SetWebProxy:On argument in the command line or not. Displaying the proxy dialog each time ensures you are reminded that the proxy settings are enabled. It also allows you to re-enter the password for the credentials, if credentials must be specified.

KSet WebProxy Credentials	? X
	Proxy Settings
	Proxy Address (localProxyIP:8080):
	p
	UserName: (Optional)
	Password:
	Domain:
	(Optional)
	Leave the UserName, Password, and Domain blank to use the logged in user's credentials.
	Delete Cancel Next

The following field is required:

Proxy Address - Enter a local IP address. Optionally include a port. Example: 10.10.10.250:8080
 Optionally enter the following fields. If credentials are not entered the logged on user's credentials are used to access the proxy.

- UserName Enter the username.
- Password Enter the password. The password is *never* saved. It must be re-entered each time KInstall.exe is run if proxy credentials must be specified.
- Domain Enter the domain, if applicable.

Once **Proxy Settings** are entered, or re-entered, click **Next** to continue running the **KInstall.exe** installation as described in **Installation Step by Step** (*page 3*).

/SetWebProxy:Off

To disable the proxy dialog, you can either click the **Delete** button or use the following command line argument:

KInstall /SetWebProxy:Off

Configuring SQL Server Reporting Services

Report Services with a New Install of the VSA

A new install of the VSA provides a built-in, proprietary report server for running reports on smaller implementations of the VSA. This report server is used by default for new installs of the VSA. SQL Server Reporting Services (SSRS) is still supported for larger implementations.

Report Services when Upgrading an Existing VSA

Previous versions were required to use SQL Server Reporting Services (SSRS). After an upgrade of the VSA the same report server will continue to be used.

If you need to configure or reconfigure SSRS refer to the topics below.

In This Section

SSRS Configuration Guidelines	68
Specifying the SSRS URL	68
Reapply Default Settings for SSRS 2005	75
Remote SSRS 2005 Configuration	78
Remote SSRS 2008 Configuration	82
Adding Custom Credentials to a Remote Report Server	86
Setting the Report Logo URL	92

SSRS Configuration Guidelines

- Ensure SQL Server is installed with Reporting Services.
- Ensure that you have prepared Reporting Services for K2. For more information, see the Kaseya knowledge base (https://helpdesk.kaseya.com/entries/33664396).
- Other articles that may be of some interest include:
 - MS Reporting Services 2008 Deployment (https://technet.microsoft.com/en-us/library/bb522791.aspx)
- Verify Reporting Services installation by browsing to the Report Server. This URL is required by the VSA installation.
 - Assuming a localhost installation, use http://localhost/ReportServer. You should get a Reporting Services home page without needing to authenticate.
 - If SQL is on a separate server, this page needs to be accessible from the Kaseya Server using http://<SSRS-system-name>/ReportServer.
 - If you are not using the default instance, the URL will become http://localhost/<SSRS-system-name\$InstanceName>.

Note: See Specifying the SSRS URL (page 68).

Specifying the SSRS URL

The VSA requires a URL to connect to SQL Server Reporting Services. The SSRS may installed locally or remotely from the Kaseya Server.

When installing or updating the Kaseya Server, 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.

Kaseya Serve	er Installation Wizard	×
t	Microsoft SQL Server Reporting Services URL Setup	
¥		
8	Configuration Error!	
	We tested the URL below and it failed to connect to Reporting Services.	
	You may leave this dialog up while you re-configure Reporting Services.	
	See the Knowledge Base article: http://portal.knowledgebase.net/article.asp?article=310686 <u>p</u> =11855	
	Once Reporting Services is re-configured, return to this wizard page.	
	Enter the appropriate URL for your configuration and click the Next button to continue.	
	SQL Server Reporting Services URL	
	In the field below, enter the URL to your SQL Server Reporting Services engine. The URL must start with http:// or https://.	
	URL:	
	NOTE: Clicking Cancel at any point in this installation stops the installation and leaves the machine untouched.	
	Next > Cancel	

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 the VSA 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/ReportService20 05.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:

http://OhioStar/ReportServer/ReportService2005.asmx

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.asmx 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://0hioStar/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.asmx page in the right hand pane.
- 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.



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.

Configuring SQL Server Reporting Services

1. Locate and open Reporting Services Configuration Manager.



2. Connect to your SSRS server and instance.

Reporting Services Configuration N	1anager					_ 🗆 🗙
Microsoft SQL Server 2008 Reporting	Services					
📑 🕄 Reporting Services Co	nfiguration Manager					
Connect						
Connect	-					
Server						
service Account						
🔊 Web Service URL	Reporting Ser v ices Configuration (Connection		×		
	Microsoft SQL Server 2008 Reporting	Services				
U Database	Connect to a report serve	r instance:				
Deport Mapager LIPI	al of high					
Toport Hanager one	instance to configure.	e Find Dutton, and select	a report server			
🚖 E-mail Settings						
	Server Name:	DEV-AV-DB01		Find		
🖄 Execution Account	Report Server Instance:	MSSQLSERVER				
R Encryption Keys						
Scale-out Deployment	Ø		Connect	Cancel		
0	_				Apply	Exit

3. Select the Web Service URL menu option. Then click the Report Server Web Service URLs link.

Reporting Services Configuration Mana	ager: DEV-AV-DB01\MSSQLSERVER		_ 🗆 🗵
Microsoft SQL Server 2008 Reporting Serv	rices		
📑 🕺 Reporting Services Config	guration Manager		
Connect			
-24 Connect	Web Service URL		
DEV-AV-DB01\MSSQLSERVER			
service Account	Configure a URL used instance, or to specify	to access the Report Server. Click Advanced to define multiple URLs for a single Report Se additional parameters on the URL.	erver
	Report Server Web Service Virtu	al Directory	
2 Web Service URL	Virtual Directory:	ReportServer	
Databace			
Database	Report Server Web Service Site i	dentification	
Report Manager URL	IP Address:	All Assigned (Recommended)	
	TCP Port:	80	
🚖 E-mail Settings	SSL Certificate:	(Not Selected)	
_	SSL Port:	Advanced	
Execution Account			
Encruption Kours	Report Server Web Service URLs		
	URLs:	http://DEV-AV-DB01:80/ReportServer	
, Scale-out Deployment			
	Results		
0		Apply	Exit

Configuring SQL Server Reporting Services

4. Report Server confirmation page displays.

Reporting Services Configura	ation Manager: DEV-AV-DB01\MSSQLSERVER	_ 🗆 X
Microsoft SQL Server 2008 Re	eporting Services	
📑 🕺 Reporting Service	es Configuration Manager	
dev-av-db01/Rep	portServer - / - Windows Internet Explorer	
	n://dev-av-db01/ReportServer	
DEA-t 📜 Lanources Des 🤇	Server	
S dev-av-db01/Repor	etserver - /	
day ay	dh01/DepentServer /	
uev-av-	abor/KeportServer - 7	
🚳 R Monday	y, April 12, 2010 4:34 PM 477935 <u>MachineSummary_Letter_Portrait</u>	
[™] [□] Microsoft SQL S	erver Reporting Services Version 10.0.2531.0	
E		
₽		

Done	📃 🔰 🙀 Local intranet Protected Mode: Off 🛛 🖓 👻 100% 💌 🎉	
0	Apply	Exit

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 VSA 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 the VSA 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 86).
- Set the report logo URL (*page 92*).

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.

Manage Your S	erver	刻 My Compu	ter								
Command Pror	npt		ł		•						
Vindows Exp	 Windows Windows Missosoft 	Catalog Update	pols es		•						
Reporting Servi Configuration	Accessor	ies	•		-						
SQL Server Mar Studio	1 Administr	ative Tools	;								
SQL Server Cor Manager	1 VMware	PowerShell 1.0	;		_						
Notepad	🍎 Internet 剤 Outlook B	Explorer Express	Y								
Paint	🔌 Remote 4 📆 Elaborate	Assistance 9 Bytes	•								
) Windows Updat	Microsoft	: SQL Server 2005 : Visual Studio 2005	• •	Analysi Config	s Services uration Tools			•	GIN	Notification Services Command Pror	not
	📩 Kaseya		۱ 🛅	Docum	entation and T	utorials		Þ		Reporting Services Configuration	
All Programs	🔎 Windows	Search	6	Perfor	nance Tools			•	8	SQL Server Configuration Manager	
		🖉 Log Off	T 🎇	SQL Se	rver Business	Intelligence D	evelopment :	Studio		SQL Server Error and Usage Report	ing:

3. Connect to the Report Server instance.

Configure Repo	ort Server				
말 Connect) Refresh					
Server Status					
Report Server Virtual Directory					
Report Manager Virtual Directory					
Windows Service Identity	Report Server Installation Insta	nce Selection	X		
🖉 Web Service Identity	To begin connect to a machine, an	d then select an instance from the drop-d	own.		
🖉 Database Setup	Machine Name:	LV-SQL2K5-X86	Eind		
SharePoint Integration	Instance Name:	MSSQLSERVER			
Encryption Keys					
Initialization			ct C <u>a</u> ncel		
Email Settings					
Execution Account					
	Help			Apply	Exit

_1

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

Reporting Services Configuration Ma	nager: L¥-SQL2K5-X86	MSSQLSERVER			
Configure Report	Server				
🛃 Connect 👩 <u>R</u> efresh					
🧭 Server Status	Report Se	rver Virtual Directory	/ Settings		
Report Server Virtual Directory	Specify a virtua	al directory for the report server. To crea	ate a new virtual dire	ctory, click New virtual directory.	
🧭 Report Manager Virtual Directory	Name:	ReportServer	<u>N</u> ew	Apply default settings	
🧭 Windows Service Identity	Website:	Default Web Site		 ₹	
🥝 Web Service Identity	🔲 Require S	Secure Socket Layer (SSL) connections		\	
🧭 Database Setup	Require	e <u>fo</u> r:	Connections	_	
ObarePoint Integration	⊆ertific	ate Name:			
Encryption Keys				\	
🧭 Initialization					
🔥 Email Settings					
Account					
	Help			Apply	Exit

5. Click the Apply button.

Reporting Services Configuration Ma	inager: LY-SOL2K5-X86\MSSOLSERVER
Configure Report	Server
🛃 C <u>o</u> nnect 👩 <u>R</u> efresh	
Server Status	Report Server Virtual Directory Settings
Report Server Virtual Directory	Specify a virtual directory for the report server. To create a new virtual directory, click New virtual directory.
Report Manager Virtual Directory	Name: ReportServer New Apply default settings
🧭 Windows Service Identity	Website: Default Web Site
😵 Web Service Identity	Require Secure Socket Laver (SSL) connections
🧭 Database Setup	Require for:
(1) SharePoint Integration	Certificate Name:
Encryption Keys	
🧭 Initialization	Task Status Arrange by: Default
🔥 Email Settings	Number of errors: 0
.	Apply Default Virtual Directory Settings for Report Server
Lxecution Account	The default virtual directory settings have been applied for the Report Server.
	Changing Secure Connection Level
	Vpdating Report Server URLS
	Help Apply Exit

6. Navigate to the Web Service Identity and ensure all application pools are set to ReportServer.

Reporting Services Configuration Ma	nager: L¥-SQL2K5-X86\M5SQL5ER¥E	ł.		
Configure Report	Server	-		
🛃 Connect 👩 Refresh				
🧭 Server Status	Web Service Identi	ity		
Report Server Virtual Directory	The Web Service runs under the application pool on IIS 6 and late	e ASP .NET Machine account under IIS 5 or under the context of r.	an	
Report Manager Virtual Directory	ASP .NET Service Account:	NT Authority\NetworkService		
🧭 Windows Service Identity	Specify the application pool i	in which to run the Report Server Web service.		
🔇 Web Service Identity	Report Server:	DefaultAppPool	•	<u>N</u> ew
🧭 Database Setup	Report <u>M</u> anager:	DefaultAppPool ReportServer ReportServer		N <u>e</u> w
ObarePoint Integration				
Encryption Keys				
🧭 Initialization				
🚹 Email Settings				
1 Execution Account				
	Help		Apply	Exit

7. Click the Apply button to commit the changes.

Reporting Services Configuration Ma	anager: LV-SQL2K5-X86\M5SQLSERVER	. 🗆 🛛
Configure Report	Server	
🛃 Connect 📓 Refresh		
🧭 Server Status	Web Service Identity	
Report Server Virtual Directory	The Web Service runs under the ASP .NET Machine account under IIS 5 or under the context of an application pool on IIS 6 and later.	
🧭 Report Manager Virtual Directory	ASP .NET Service Account: NT Authority/Network/Service	
🥝 Windows Service Identity	Specify the application pool in which to run the Report Server Web service.	
Web Service Identity	Report Server:	
🧭 Database Setup	Report Manager:	
SharePoint Integration		
Encryption Keys		
🧭 Initialization		_
🛕 Email Settings	Task Status Arrange by: Default Number of errors: 0	
Account	Setting Web Service Identity	-
	The identity of the web service has been set. All permissions required for the web service to function have been set.	
	Setting Report Manager Identity	
	Creating a Grant Rights script for NT Authority/NetworkService	
	Mosifining vehorung her vites ktiglits to tost	
	Help Apply Ext	it

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 Kaseya Server 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.

Image: Second
Ele Edit Yew Favorites Joint Help Pavorites Source Free Hotmail Web Slice Gallery * Report Manager * * * Page * Safety * Tools * Image: *
🔆 Favorites 🎄 🍘 Suggested Sites 🔹 🖻 Free Hotmail 🖻 Web Site Gallery 🔹 🙆 Report Manager 💧 🔹 🔝 🗸 🖃 👘 🐑 Page 🗴 Safety 🗸 Tools 🗸 🌘
🍘 🕫 🖓 🗸 🖾 👼 👻 Bage 🛪 Safety 🛪 Tools 🛪 🖗
Home My Subscriptions Site Settings Help
SQL Server Repurting Services Search for:
Contents Properties
🗰 New Folder 🖓 New Data Source 🖸 Linkard File 🧐 Deport Builder
There are a field in the client bias and the second
There are no items in Hume, click help for more mormation about this page.
Done 💦 📢 Local intranet 🖓 🔹 🔍 100%

6. Then click Configure site-wide security.

🖉 Report Manager - Windows Internet Explorer	_ 🗆 ×
🚱 🔄 🔻 🖉 http://localhost/Reports/Pages/Settings.aspx	🖹 🗟 👉 🗙 🔁 Bing 🖉 🗸
<u>Eile E</u> dit <u>Vi</u> ew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp	
🔆 Favorites 🛛 🍰 🍘 Suggested Sites 👻 🙋 Free Hotmail 🖉 Web Slice Gallery 💌	
Export Manager	🟠 🔹 🔂 🔻 🖃 🖶 👻 Page 👻 Safety 👻 Tools 👻 🕢 🗸
COL Converting Convinces	Home My Subscriptions Site Settings Help 🛌
Site Settings	Search for: Go
Settings	
Name: SQL Server Reporting Services	
Enable My Reports to support user-owned folders for publishing and running personalized reports.	
Choose the role to apply to each user's My Reports folder: My Reports 💌	
Select the default settings for report history:	
• Keep an unlimited number of snapshots in report history	
C Limit the copies of report history: 10	
Report Execution Timeout	
© Limit report execution to the following number of seconds: 1800	
Remove log entries older than this number of days: 60	
Apply	
Security	
Configure site-wide seconcy Configure item-level role definitions	
Configure system-level role definitions	
Other	
Manage shared schedules	
http://localhost/Reports/Pages/Subscriptions.aspx	

Configuring SQL Server Reporting Services

7. Then click New Role Assignment.

🖉 Report Manager - Windows Internet Explorer		
G S マ Ø http://localhost/Reports/Pages/SystemSecurity.aspx	💌 🖄 🍫 🗙 🍉 Bing	₽ -
Eile Edit View Favorites Tools Help		
🙀 Favorites 🛛 🙀 🏉 Suggested Sites 🔹 🙋 Free Hotmail 🙋 Web Slice Gallery 👻		
<i>€</i> Report Manager	🏠 🔹 🔊 👻 🖃 🖶 👻 Page 🔹 Safety 🔹 Tools 🔹 (? -
	Home My Subscriptions Site Settings Hel	p 🔺
SQL Server Reporting Services System Role Assianments	Search for:	30
· · · · · · · · · · · · · · · · · · ·		
X Delete 🔡 New Role Assignment		
Group or User I Role(s)		-
Edit BUILTIN\Administrators System Administrator		_
\		
		~
Done		• //.

8. Create a user called **Everyone** and assign the **System User** role to this new user. Click **OK**. Create a new user called 'Everyone' and assign the System User role

🖉 Report Manager - Windows Internet Explorer	
🚱 🕙 🗢 😰 http://localhost/Reports/Pages/EditGroup.aspx?ItemPath=&RedirectUrl=http%3a%2f%2f%calhost%2fReports%2fPe 💌 🗟 🛃	• 🗙 📴 Bing
Eile Edit View Favorites Iools Help	
😭 Favorites 🛛 🙀 🖉 Suggested Sites 👻 🖉 Free Hotmail 🖉 Web Slice Gallery 👻	
C Report Manager	🟠 🔹 🔂 🔻 🖃 🛻 👻 <u>P</u> age 🐂 Safety 👻 T <u>o</u> ols 👻 🕢 🛪
	Home My Subscriptions Site Settings Help 🔺
New System Role Assignment	Search for: Go
Use this page to assign a user or group to a system role. You can also use this page to create or modify a sy	ystem role definition.
Group or user name: Everyone	
Select one or more roles to assign to the group or user.	
Role4 Description System Administrator View and modify system role assignments, system role definitions, system	properties, and chared schedules
System User View and induity system fole assignments, system fole definitions, system fole definitions, system fole definitions, system fole assignments, system fole definitions, system fole defin	properties, and shared schedules.
OK Cancel New Role	
	💌 💦 📢 Local intranet

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

🖉 Report Manager - Windows Internet Explorer			_ 🗆 🗵
ⓒ ✓ Image: SystemSecurity.as 	xc	💌 🐼 🍫 🗙 🍉 Bing	₽ •
Eile Edit View Favorites Tools Help			
🖕 Favorites 🛛 🚔 🏉 Suggested Sites 👻 🙋 Free Hotmail 🖉 W	eb Slice Gallery 🕶		
🔗 Report Manager		🐴 🔹 🖻 😴 🖶 🔹 Page 🔹 Safi	ety + T <u>o</u> ols + 🔞 +
		Home My Subscriptions Site S	iettings Help 📥
System Role Assignments		Search for:	Go
🗙 Delete े New Role Assignment			
□ Group or User↓	Role(s)		
Edit BUILTIN\Administrators	System Administrator		
Edit Everyone	System User		
			v
Done		🛛 🛛 💦 📎 Local intranet 🛛 🭕	• • • • •

Remote SSRS 2008 Configuration

When SSRS 2008 is remote from the Kaseya Server 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.

Reporting Services Configuration	Connection	×
Microsoft SQL Server 2008 Reportin	g Services	
Connect to a report serve	er instance:	
Please specify a server name, click t instance to configure.	he Find button, and select a report server	
Server Name:	LV-SQL2K8-X86	Eind
Report Server Instance:	MSSQLSERVER	•
0	Connect	Cancel

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

Reporting Services Configuration Man	ager: LV-SQL2K8-X86\MSSQLSERVER
Microsoft SQL Server 2008 Reporting Serv Reporting Services Confi	ixes guration Manager
Cgnnect LV-SQL2K8-X86(MSSQLSERVER Service Account Web Service URL Detabase Report Manager URL E-mall Settings E-mall Settings Execution Account Execution Account Call Scale-out Deployment	Report Manager URL Configure a URL to access Report Manager. Click Advanced to define multiple URLs, or to specify additional parameters on the URL. Report Manager Site Identification Virtual Directory: Reports URLs: http://LV-SQL2X8-X86:80/Reports Advanced Metric Interview http://LV-SQL2X8-X86:80/Reports Metric Interview Reports Metric Interview Advanced
· · · · · · · · · · · · · · · · · · ·	<u>Appiy</u>

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

CReport Manager - Windows Internet Explorer		_ 🗆 🗙
	💌 🖄 🐓 🗙 🍉 Bing	₽ -
<u>Fi</u> le <u>E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp		
🔆 Favorites 🛛 🍰 Suggested Sites 👻 🙋 Free Hotmail 🔌 Web Slice Gallery 💌		
Seport Manager	🟠 🔻 🖾 👻 🖃 🛻 👻 <u>P</u> age 👻 <u>S</u> afety 👻 T <u>o</u> ol:	s 🕶 🕜 🕶
SQL Server Reporting Services Home	Home My Subscriptions Site Settings Search for:	
Contents Properties		
📸 New Folder 🛛 🏘 New Data Source 🖕 Upload File 🏦 Report Builder	Show De	tails
There are no items in Home. Click Help for more information about this page.		×
Done	🔰 🔰 👘 🏀 📢 Local intranet 🛛 🖓 👻 🎕 100	3% * //

Configuring SQL Server Reporting Services

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

🖉 Report Manager - Windows Internet Explorer	
🚱 🕤 🗢 🙋 http://w-sql2k8-x86/Reports/Pages/Settings.aspx?SelectedSubTabId=SecurityLinkID	💌 🗟 😽 🗙 🄄 Live Search 🖉 🗸
🖕 Favorites 🛛 🙀 🙋 Suggested Sites 👻 🙋 Web Slice Gallery 💌	
Seport Manager	🟠 🔹 🔂 👻 🖃 🖶 Page 🗉 Safety 👻 Tools 🕶 🕢
COL Commention Commission	Home My Subscriptions Site Settings Help 📐
	Search for: 📃 🄁
Ceneral X Delete 1 2 New Role Assignment	
Security Group or User↓ Role(s)	
Schedules Edit BUILTIN\Administrators System Admir	istrator
Done	

7. Then click New Role Assignment.

	Report Manager - Windows Internet Explorer		
Be Edit Vew Favorites Suggested Sees • Pree Hotmal	Attp://localhost/Reports/Pages/SystemSecurity.aspx	💌 🗟 🍫 🗙 🄄 Bing	P-
Favorites Services Subscriptions Site Settings Help Search for: Coroup or User4 Coroup or User4 Relat BUILTIN\Administrators System Administrator	Elle Edit View Favorites Tools Help		
Report Manager Image: Page + Page + Safety + Tools + Orthogether SQL Server Reporting Services Home My.Subscriptions Site Settings Help System Role Assignment Search for: Image: Comp or User + Page Role(s) Image: Edit BUILTINAdministrator System Administrator	🖕 Favorites 🛛 🙀 🥔 Suggested Sites 👻 🙋 Free Hotmail 🙋 Web Slice Gallery 👻		
Home My. Subscriptions Site Settings Help SQL Server Reporting Services System Role Assignments Coroup or User4 Role(5) Edit BUILTIN\Administrators	Report Manager	🟠 🕶 🗟 👻 🖃 📥 🕶 <u>P</u> age 🕶	Safety + Tools + 🕢 +
SQL Server Reporting Services System Role Assignments Search for: C Delete New Role Assignment System Administrator System Administrator		Home My Subscriptions Sit	e Settings Help 🔺
X Delete Provide Assignment Group or User4 Role(s) Edit BUILTIN\Administrators	SQL Server Reporting Services	Search for:	Go
Delete New Role Assignment Group or User4 Role(\$) Edit BUILTIN\Administrators System Administrator			
Group or User4 Role(s) Edit BUILTIN\Administrators System Administrator	X Delete 1 New Role Assignment		
Edit BUILTIN\Administrators System Administrator	□ Group or User↓ Role(s)		
	Edit BUILTIN\Administrators System Administrator		
Done			

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



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

🔗 Report Manager - Windows Internet Explorer				
📀 💿 🔻 🙋 http://localhost/Reports/Pages/SystemSecurity.asp	x	- 🛛 🖌	🕨 🗙 📴 Bing	₽ •
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp				
🖕 Favorites 🛛 😤 🏉 Suggested Sites 👻 🖉 Free Hotmail 🖉 We	eb Slice Gallery 🔻			
🔗 Report Manager			🐴 🔹 🔝 👻 🖃 🖶 👻 Bage	• • Safety • Tools • 🕢 •
COL Comer Presenting Compilers			Home My Subscriptions	Site Settings Help 🔺
System Role Assignments			Search for:	Go
· ·				
🗙 Delete 🎎 New Role Assignment				
□ Group or User↓	Role(s)			
Edit BUILTIN\Administrators	System Administrator			
L Edit Everyone	System User			
				_
Done			😘 🔍 Local intranet	✓
1			1 1601 G treatmenter	j j 2100.10 ///

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.

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.

🜈 Report Manager - Windows Internet Explorer	_ □ ×
ⓒ	💌 🗟 🍫 🗙 🍺 Live Search 🖉 🖓
🙀 Favorites 🛛 🙀 🏈 Suggested Sites 🔹 🙋 Web Slice Gallery 🔹	
<i>€</i> Report Manager	🏠 🔹 🔂 👻 🖃 🖶 🔹 Page 🔹 Safety 👻 Tools 👻 🔞 🔹
SOL Server Paparting Services	Home My Subscriptions Site Settings Help 🔺
Home	Search for: 🔁 🔁
Contents Properties	
New Folder 👋 New Data Source 🔓 Upload File 慃 Report Builder	📰 Show Details
There are no items in Home. Click Help for more information about this page	e.
· · · ·	
Done	🛛 🗞 Local intranet Protected Mode: Off 🛛 🖓 👻 🕄 🕄 100% 👻 //

- 4. Click Site Settings at the top right hand corner.
- 5. Click Security in the right hand sidebar.

6. Click New Role Assignment along the menu bar.

🖉 Report Manager - Windows Inte	rnet Explorer			
🚱 🗢 🙋 http://localhost/Rep	orts/Pages/EditGroup.aspx?ItemF	ath=&RedirectUrl=http%3a%2f 🗾 [🗟 😽 🗙 💿 Live Search	P -
🔆 Favorites 🛛 😤 🧭 Suggested Site	es 🔹 🙋 Web Slice Gallery 👻			
🔗 Report Manager			🏠 🔹 🔜 👻 🖃 🖶 👻 Page 🔹	Safety 👻 Tools 👻 🔞 👻
			Home My Subscriptions S	iite Settings Help 🔺
SQL Server Report	ing Services Role Assignment		Search for:	→
Use this page to assign a us	er or group to a system	role. You can also use this p	age to create or modify a system	role definition.
Group or user name: Kaseya	aReport			
Select one or more roles to	assign to the group or u	ser.		
□ Role↓	Description			
🗖 System Administrator	View and modify syste	m role assignments, system i	role definitions, system properties,	and shared
🔽 System User	View system propertie	s and shared schedules.		
			a transformation to the to see	×
Done			Local intranet Protected Mode: Off	- * <u>A</u> • 💐 100% • //

- 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.

10.In the VSA, display the System > Server Management > Configure page. Click on the Change URL button to open the Report Configuration dialog.

mm, ? 🗠 💼 👩	Reload sample monitor sets with every update and database maintenance cycle.	
······································	\Box Automatically redirect to https at logon page (except when accessing via localhost).	
	Enable VSA API Web Service	
System		
	Enable Invalid Patch Location Notifications.	
🖻 User Settings 📃 🔺	Allow non-authenticated users to download attachments from ticket notifications.	
Preferences	Run database backun / maintenance every: 7 Days @ 2:00 am	Set Period
Change Logon		Octi chod
System Preferences	Backup folder on KServer C:\Kaseya\UserProfiles\@dbBackup	Change Default
Check-in Policy	Enter 0 to disable recurring backups. Change DB Backup New	Postara
Naming Policy	Enter o to disable recurring backupsBackup Now	Restore
User Security	Archive and purge logs every day $@$ 4:00 am	Set Period
Users		
User Roles	Log file archive path: C:\Kaseya\UserProfiles\@archive	Change Default
Machine Roles		
Scopes	KServer Log	Stop KServer
Llogr History	Enable alarm generation. Disable during system maintenance.	Restart MsdSvs
Orge (Groups Dents Staff	Enable alarm generation. Disable using system maintenance.	rtootart mogojo
Manage	Enable logging of script errors marked "Continue script if step fails"	
Set-up Types	Select time format: 💿 10:15:17 am 18-Jul-11 💦 10:15:17 18-Jul-11 (24-hour)	
🖃 Server Management		
- Request Support	Change external name / IP address of Server: dev-av-win0d	Change Name/IP
Configure	Sat LIPL to MS.SOL Penerting Services engine:	Change LIRI
- Default Settings		Change OKE
- License Manager	Specify port Agents check into Server with: 5721	Change Port
- Import Center	ID used to kind exerts to the L/Convert AC11647660202221	Chongo ID
- System Log	D used to bind agents to the KServer. 4014347330302231	Change ID
Statistics	OS Version: 2003 Server D2 Standard Edition Service Dack 2 Build 3790	
Logon Policy	OD VERSION, 2003 - SELVEL NZ STATUATU LUTUUT SELVICE FACK Z DUTU 3/30	

11.Click on the Edit button at the top of the page.

Edit				? 🗆 🗙
Nedit 🔄	Test			
Report	ing Services			
Host Na	me:	http://dev-av-win0d/ReportServer/ReportExecution2005.asmx		
User Na	me:	Default Credentials		
Advanc	ed			
Logo:		http://dev-av-win0d/themes/default/images/2008logo.gif		
Report L	JRL Base:	http://localhost/		
Use 200	8 RDLs:	No		
22				

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.

ost Name:	http	dit,_av-win0d/ReportSe		? 🗆 🗙	
ser Name:	Det	Reporting Services	ş		
	_	Host Name*:	http://dev-av-win0d/ReportServer/ReportExecu		
dvanced		Specify Account			
igo:	http:	User Name:	KaseyaReport		
eport URL Base:	http:/	Password:			
se 2008 RDLs:	No	Confirm Password:			
		Domain:			
		Advanced			
		Logo:	http://dev-av-win0d/themes/default/images/200i		
		Report URL Base:	http://ocalhost/		
		🔲 Use 2008 RDLs			

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

Edit	naged Services Edition	KServer - Operational	Rola Master	? 🗆)
Dedit 🔄 Test				
Reporting Service	265			
Host Name:	http://dev-av-win0d/ReportServer/ReportExecution2005.asmx			
User Name:	KaseyaReport			
Advanced				
Logo:	http://dev-av-win0d/themes/default/images/2008logo.gif			
Report URL Base:	http://localhost/			
Use 2008 RDLs:	No			

Edit	d Services Edition	Masler ? 🗆 🗙
🖉 Edit 📑 Test		
-Reporting Services -	Test ? 🗆 🗙	
Host Name: htt		
User Name: Ka	• Success	
Advanced	Expand Arial V B I U A A A	
Logo: htt	Tri tostodi http://dov.ov	
Report URL Base: htt	winOd/ReportServer/ReportExecution2005.asmx	
USE 2000 RDES. NO	Credential: KaseyaReport	

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

15.If you mistyped the credentials you should see the following error message. Ensure that the credentials are correct and retest.

Edit		Master ?	
🥟 Edit 🔄 Test			
Reporting Services	Test ? 🗆 🗙		
Host Name: http: User Name: Kas	An authentication error was returned trying to communicate with Sql		
Advanced	Server Reporting Services. If you specified an account make sure that the username and password are correct.		
Logo: http: Report LIRI Report http:	B I U A A A		
Report URL Base: http: Use 2008 RDLs: No	✓ Url tested: http://dev-av- winOd/ReportServer/ReportExecution2005.asmx Credential: KaseyaReport The request failed with HTTP status 401: Unauthorized.		

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 Kaseya Server. 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 security 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.

mm 2 kk 🗐 🗖	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	
System	Enable Involid Batch Leastion Natifications	
•		
🛓 User Settings 📃	Allow non-authenticated users to download attachments from ticket notifications.	
Preferences	Run database backup / maintenance every: 7 Days @ 2:00 am 💌	Set Period
Change Logon		
System Preferences	Backup tolder on KServer (CtKaseyalUserProfiles\@dbBackup	Change Default
- Check-in Policy	Enter 0 to disable recurring backups: Change DB., Backup Now	Restore
Naming Policy		
User Security	Archive and purge logs every day @ 4:00 am 💌	Set Period
User Roles	Lon file archive nath: Low/second local and a state in	Ohan and Default
Machine Roles	C.KaseyaloserProlitesi@arcrive	Change Delauit
Scopes	KServer Log	Ston KServer
- Logon Hours		
User History	🗹 Enable alarm generation. Disable during system maintenance.	Restart MsgSys
Orgs/Groups/Depts/Staff	Enable logging of script errors marked "Continue script if step fails"	
Manage		
Set-up Types	Select time format: 💿 10:15:17 am 18-Jul-11 🔹 10:15:17 18-Jul-11 (24-hour)	
Request Support	Change external name / IP address of Server: dev-av-win0d	Change Name/IP
Configure	Pri LIBL M NO SOL Branding Services environ	
- Default Settings	Set URL to IMS-SUL Reporting Services engine:	Change URL
License Manager	Specify port Agents check into Server with: 5721	Change Port
- Import Center	ID used to bind grante to the L/Senior 46146475560202224	Change ID
System Log	D used to bind agents to the Kiberver. 4014347330302231	Change ID
Statistics Uogon Policy	OS Version: 2003 - Server R2 Standard Edition Service Pack 2 Build 3790	

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

Ec	lit Man			? 🗆 🗙
I	🖉 Edit 🔄 Test			
Ľ	Reporting Service	98		
	Host Name:	http://dev.av.win0d/ReportServer/ReportExecution2005.asmx		
	Licer Nerne:			
	User Name.	Derault Credentials		
	Advanced			
	Logo:	http://dev-av-win0d/themes/default/images/2008logo.gif		
	Report URL Base:	http://localhost/		
	Use 2008 RDLs:	No		
1				

- 3. Change the URL for the report logo from <your-Kaseya Server-system-name> to localhost in the Logo field.
- 4. For Kaseya Servers configured using a self-signed security certificate, change the https to http.

					? 🗆
Edit 🔄 Test					
Reporting Servic	es				
Host Name:	http	dity-av-win0d/ReportS		? 🗆 🗙	
User Name:	Defi	Reporting Service	s		
		Host Name*:	vin0d/ReportServer/ReportExecution2005.asmx		
Advanced		Specify Account	·		
Logo:	http:	User Name:			
teport UKL Base.	nup.	Password:			
555 2000 NDLS.	140	Confirm Password:			
		Domain:			
		Advanced			
		Logo:	http://dev.av.win0rthamas/dafault/inarias/2001		
		Report LIRL Base:	http://docalbost/		
		Lise 2008 RDLs	The Production of the Producti	-	

Configuring SQL Server Reporting Services

5. Click **Save** to commit your changes.

Edit			? 🗆 X
🖉 Edit 🔄 Test			
Reporting Service	8		
Host Name:	http://dev-av-win0d/ReportServer/ReportExecution2005.asmx		
User Name:	Default Credentials		
Advanced			
Logo:	http://localhost/themes/default/images/2008logo.gif		
Report URL Base:	http://localhost/		
Use 2008 RDLs:	No		
r.			
1000			

The URL has now been saved. Run a report to see the logo display in the header of the report.

Index

1

Logon as Administrator • 3
 Importing a Security Certificate • 8
 Select Server Update Options • 9
 Select an Installation Directory • 10
 Enter a Master Admin Account • 10
 Enter Network Settings • 11
 Enter Mail Server Settings • 12
 Select the Add-ons to Install • 12
 Review Install Changes • 14
 Complete the Install Wizard • 14
 Download the Installer • 3

3

3. Start the Install Wizard • 3

4

4. Select a Language • 4

5

5. Review the License Agreement • 5

6

6. Enter Your Kaseya License Code • 5

7

7. Provide SQL Server Credentials • 5

8

8. Antivirus Protection Check • 7

9

9. Perform a System Check • 8

Α

Access to http //download.kaseya.com • 23 //license.kaseya.net • 24 Adding Custom Credentials to a Remote Report Server • 86 Admin 2008, 2008 R2, 2012, 2012 R2, 10 • 25 7, 8, 8.1 • 24 Administrator Access • 24 AntiVirus Protection • 57 Anti-Virus Software • 60 Archiving the Kaseya Server • 62 ASP.NET State Service • 46 2008, 2008 R2, 2012 and 2012 R2 • 47 7, 8, 8.1, 10 • 46

В

Backup the Kaseya Server • 60

С

Command Line Options • 65 Configuring SQL Server Reporting Services • 67

D

Default Web Site 2008, 2008 R2, 2012 and 2012 R2 • 45 7, 8, 8.1, 10 • 44

•

'Default Web Site' is Website 1 • 44

D

Disk Space • 56 Domain Controller • 26 DotNet Version 2.0 • 28 Version 3.5 • 28 Version 3.5 in 2008 R2 • 28 Version 4.0 • 29 Version 4.6.1 • 29

Ε

Exchange • 27

F

Firewall Ports • 56

Н

How to Use the Wizard • 1

IIS 2008 and 2008 R2 • 33 2012 and 2012 R2 • 35 7 • 30 8, 8.1, 10 • 31 IIS Application Pools • 42 IIS Handler Mappings • 42 IIS HTTP Binding • 44 IIS Installed • 30 IIS IP Address and Domain Restrictions • 47 IIS Port Check • 44 IIS Requirements • 29 IIS Role Services • 36 2008 and 2008 R2 • 39 2012 and 2012 R2 • 41 7•36 8, 8.1, 10 • 37 IIS SSL Security Settings • 42

Index

2008, 2008 R2, 2012 and 2012 R2 • 43 7, 8, 8.1, 10 • 43 Installation Prerequisites • 23 Installation Step by Step • 3 Installing Patch Releases • 20

J

Java SE 7 • 29

L

Localhost/127.0.0.1 • 47

Μ

Message Queuing Service (MSMQ) • 48 Microsoft .Net Framework • 28 Migrating Agents to Another Kaseya Server • 64 Moving the Kaseya Server • 59, 60 MSMQ 2008 and 2008 R2 • 48 2012 and 2012 R2 • 49 7, 8, 8.1, 10 • 48 MSMQ Active Directory Component • 49 MSMQ AD 2008 and 2008 R2 • 50 2012 and 2012 R2 • 50 7, 8, 8.1, 10 • 49

Ν

Non-Internet Installs • 65

0

Operating Systems • 26

Ρ

Post Installation Configuration • 16 Pre-Update Checklist • 59

R

RAM Installed • 55 Reapply Default Settings for SSRS 2005 • 75 Remote SSRS 2005 Configuration • 78 Remote SSRS 2008 Configuration • 82 Reporting Installer Problems • 16 Review the Setup Wizard • 19

S

Scheduling the Update • 60 Screen Resolution • 26 Set Web Proxy Credentials • 66 Setting the Report Logo URL • 92 SharePoint • 27 Specifying the SSRS URL • 68 SQL Additional Databases or Instances • 54 CLR • 53 Collation and Compatibility • 51 Domain • 52 Full-Text Search • 53 Installed • 51 Other SQL Server Requirements • 55 Service Account • 52 SSRS Port • 55 Version • 52 SQL Requirements • 50 SSRS Configuration Guidelines • 68

Т

Test Browser Access • 16 Test Installing an Agent • 18 Test Outbound Email • 18 Test Report Generation • 19 Test Viewing Audit Results • 19

U

Unlicensed Add-On Modules • 13 Update Agents • 19 Upgrading the VSA • 23 URL Access • 23 Using Security Certificates • 58

W

Windows Identity Foundation • 58 Windows Temp Folder Access • 57 Windows Update • 27 7, 2008 and 2008 R2 • 27 8, 8.1, 10, 2012 and 2012 R2 • 27