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**Vorex - Client Portal  
Access from VSA Agent  
Icon**

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**User Guide**

**February 3, 2020**

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# Introduction

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

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

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

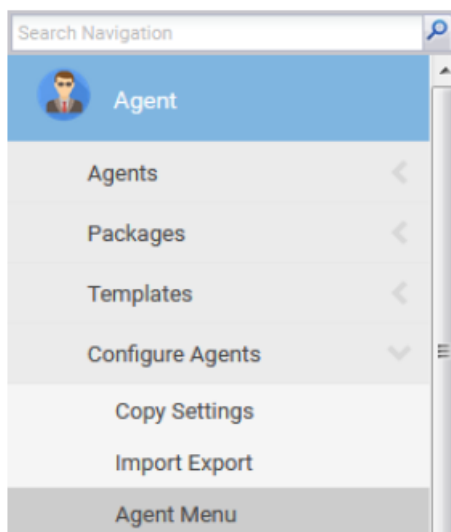
In the following sections we will explain how to configure the agent deployment package in VSA to achieve this functionality.

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## VSA Agent Deployment Package Configuration

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

Navigate to VSA → Agent → Agent Menu



*Figure 1: VSA Agent Menu*

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

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

Fill the fields as follow:

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

A sample URL would like :

## VSA Agent Deployment Package Configuration

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

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

**Contact Administrator...**  User Logon page  <https://bms.kaseya.net/VSAAgentLogin.aspx?client=hammoud+comp&agentguid=<guid>&machineid=<mid>&groupid=<gid>>

**Your Company URL...** URL: <https://bms.kaseya.net>

**Disable Remote Control** Allow user to disable remote control

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

**Refresh** Agent initiates a Full Check-in with KServer

**Exit** Allow user to exit the Agent program Update

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

Figure 2: Configuration of the VSA Agent URL

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

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

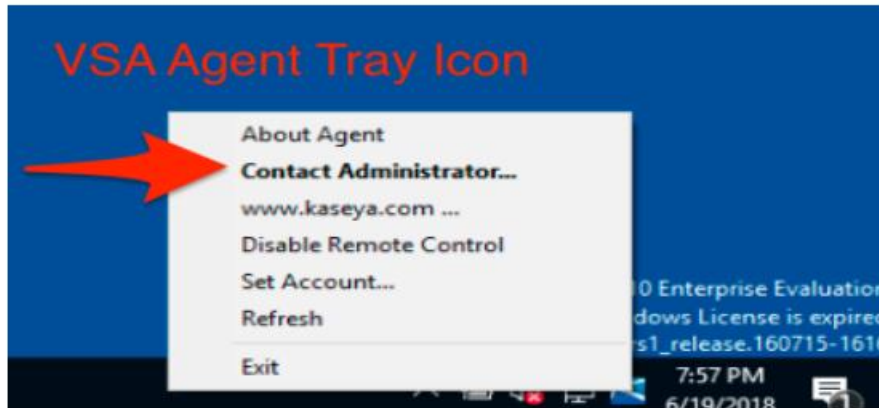
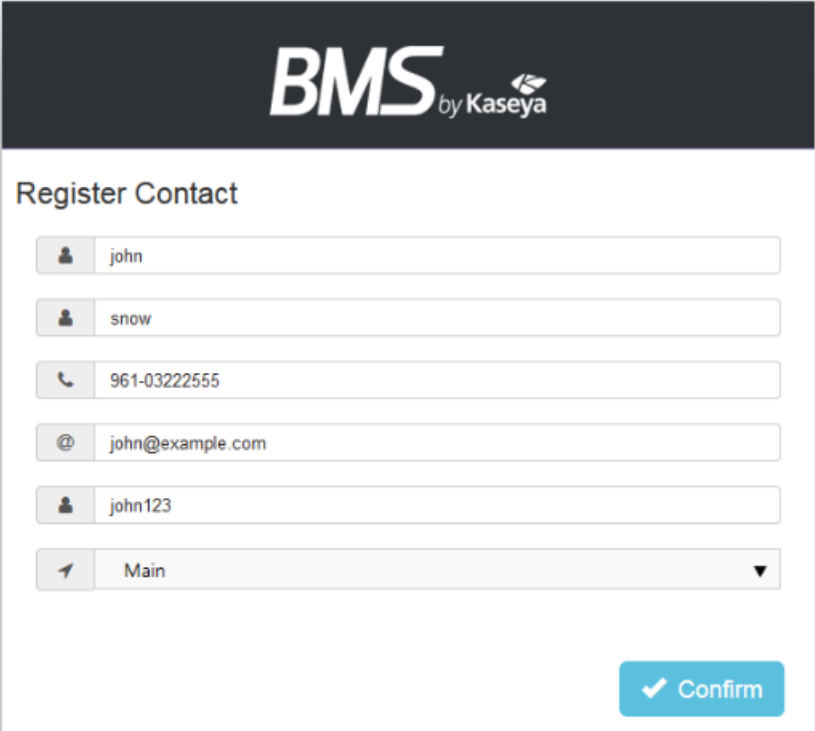


Figure 3: VSA Agent Tray Icon

# Redirecting VSA Agent to Vorex Portal

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



**BMS** by Kaseya

### Register Contact

Name: john

Surname: snow

Phone: 961-03222555

Email: john@example.com

Username: john123

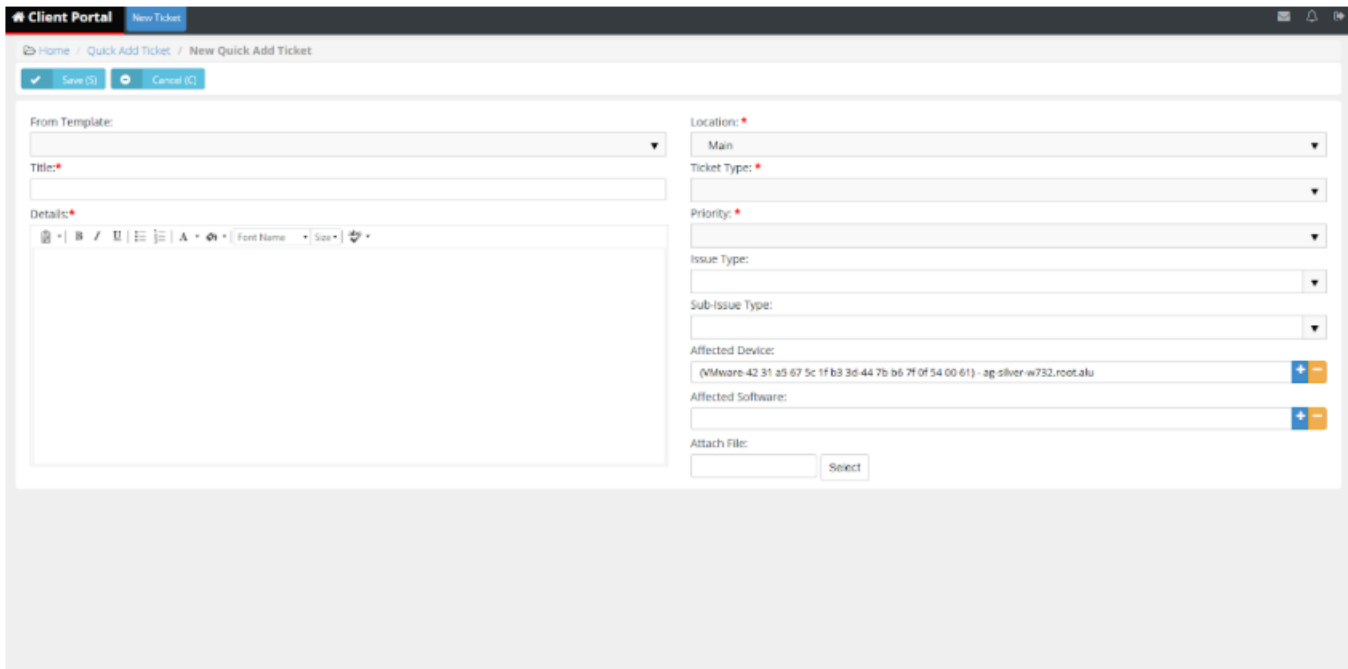
Location: Main

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Figure 4: On-boarding Contact Page.

## Redirecting VSA Agent to Vorex Portal

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

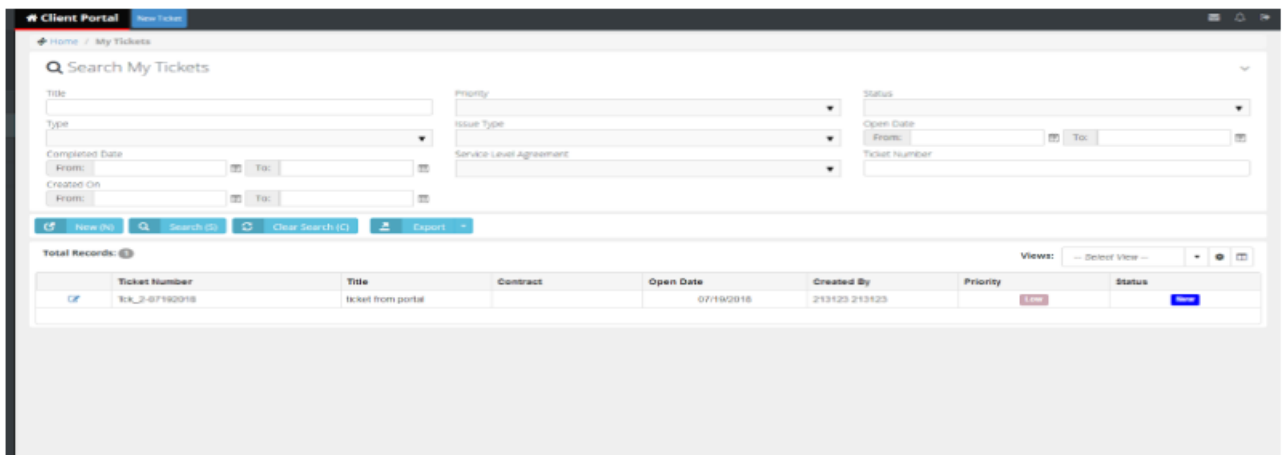


The screenshot shows the 'New Ticket' form in the Client Portal. The form is divided into several sections:

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

Figure 5: Client Portal Quick Add Ticket page.

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



The screenshot shows the 'My Tickets' page in the Client Portal. It features a search bar and a table of tickets. The table has the following columns: Ticket Number, Title, Contract, Open Date, Created By, Priority, and Status. One ticket is listed with the following details:

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

Figure 6: Ticket Listing Page