Kaseya Server Setup

Installation Guide

Version R94

English

September 20, 2017

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 Kseya at http://www.kaseya.com/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

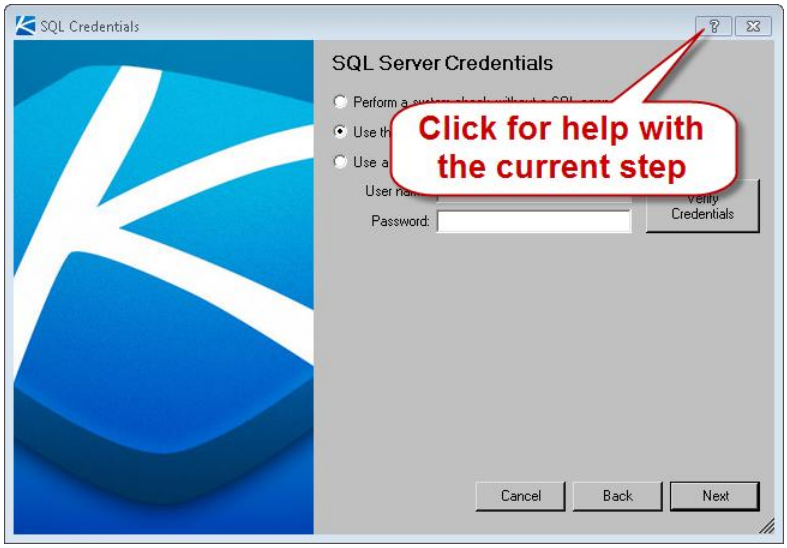
About Kaseya Server Setup

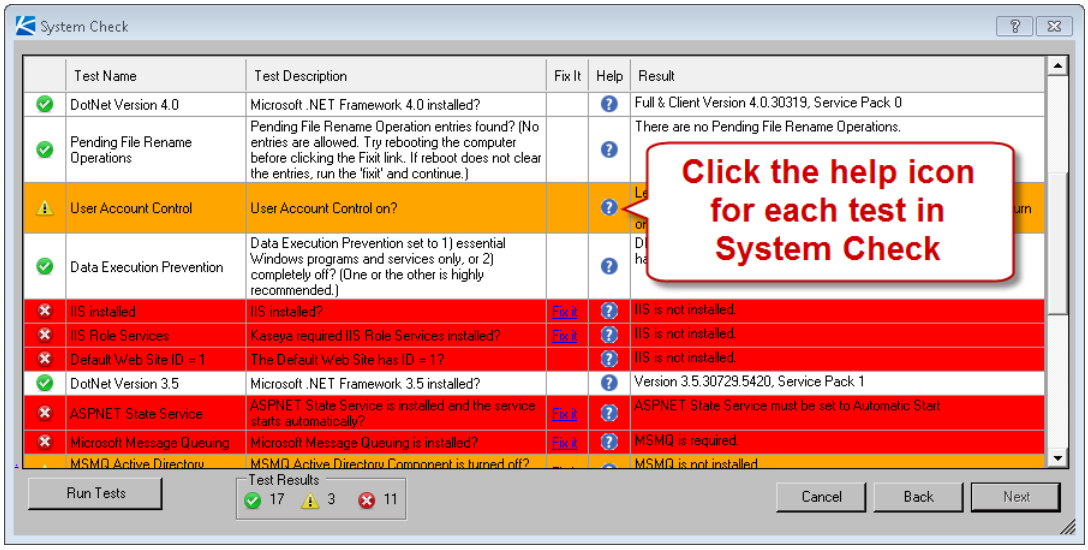
Kaseya Server Setup installs **Virtual System Administrator™** (VSA) and *all add-on modules* you're licensed to use. *No more running multiple installs!* If you don't have the `KInstall.exe` installer yet, you can download it from the **Kaseya website** *(http://info.kaseya.com/upgrade-93.html)*.

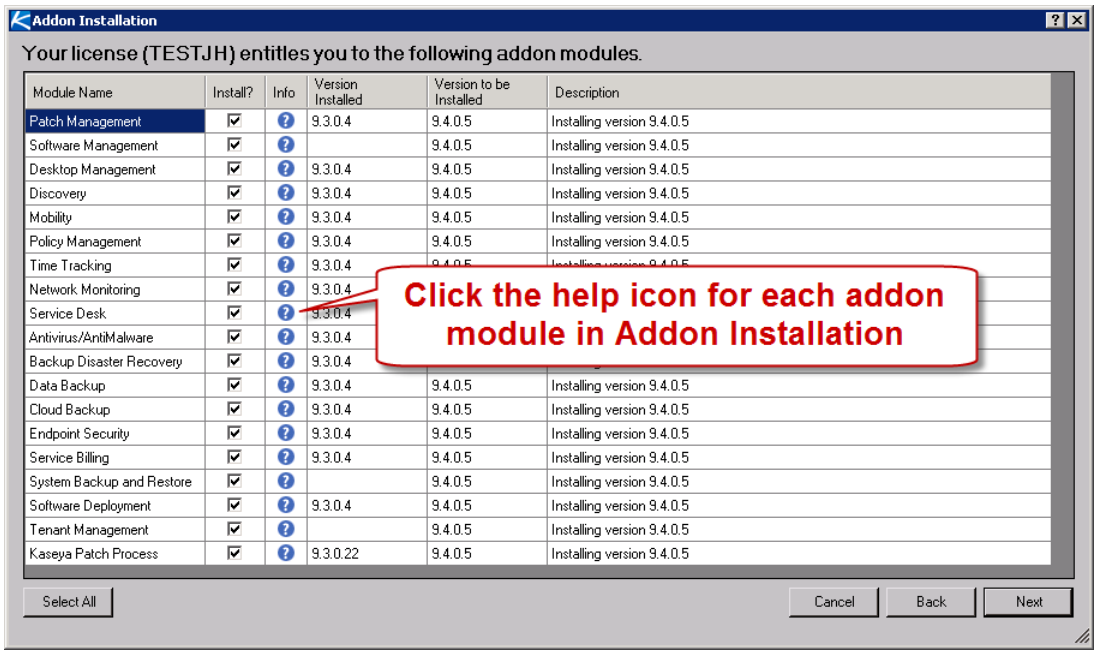
The wizard:

- 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 6)*, or
  - **Installs and configures SQL Server Express automatically for you** *(page 6)*.
- Installs or **upgrades the Kaseya Server** *(page 10)* and **all add-on modules** *(page 13)* you are licensed to use at one time!

User Assistance







Installation Step by Step

In This Section

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)*.

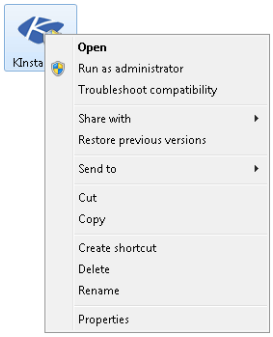
3. Start the Install Wizard

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

Run as Administrator

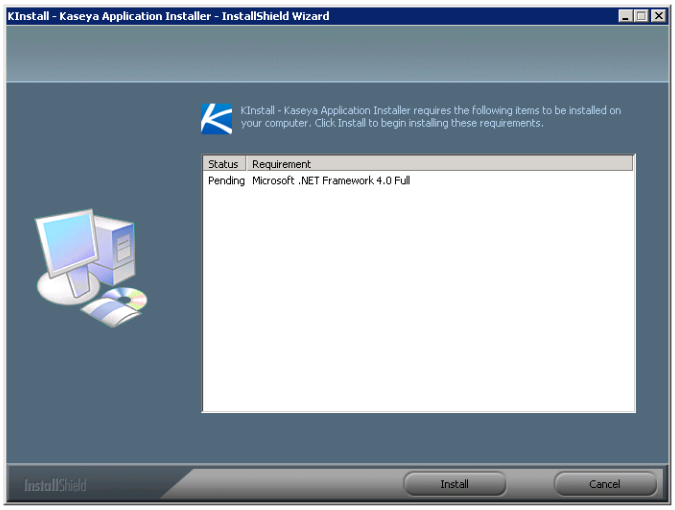
For some operating systems, you must start the install by right clicking `KInstall.exe` and selecting the **Run as Administrator** option to install `KInstall.exe`. This applies to the following supported operating systems only:

- Windows 7
- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2



The First Time You Run Kaseya Server Setup

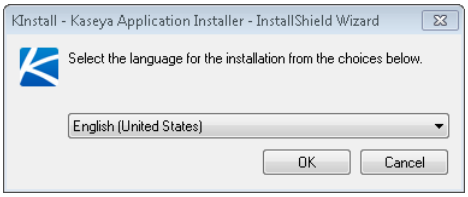
You may be prompted to confirm the install of Microsoft .NET Framework 4.0 and other prerequisites.



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.

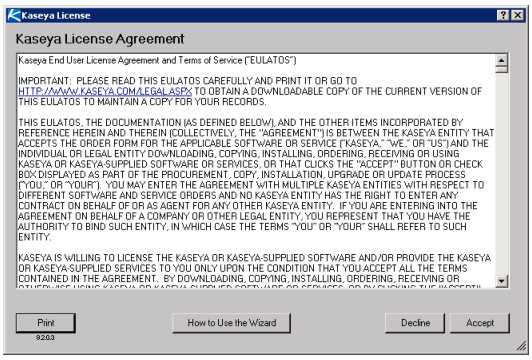
4. Select a Language

Select a language.



5. Review the License Agreement

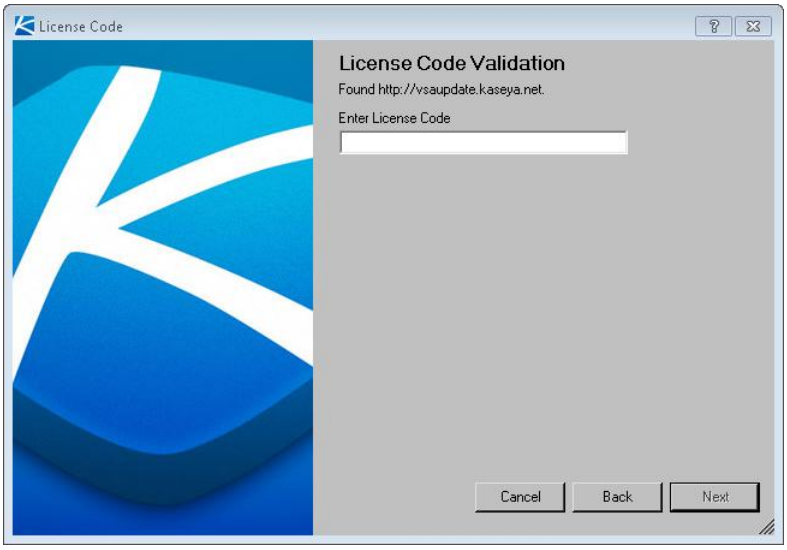
The first page of the install wizard displays. Confirm your agreement with the Kaseya End User License ("EULA"), as specified in this dialog.



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)*.

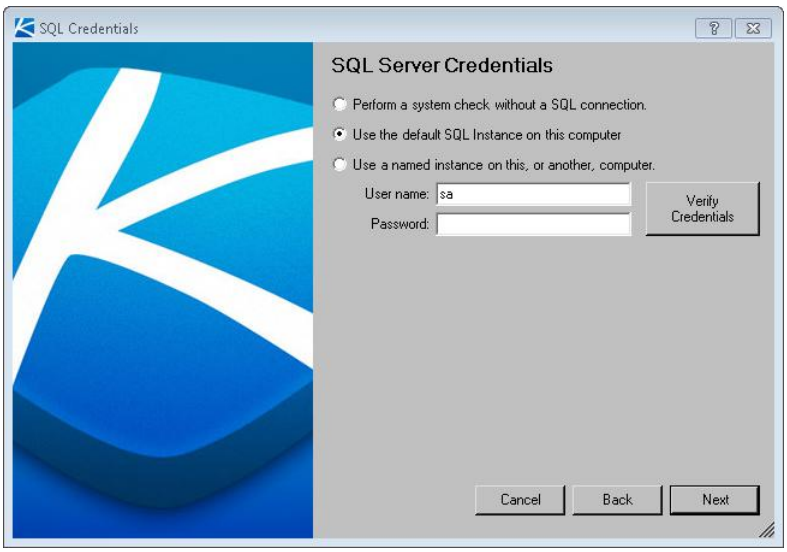
Note: If you have any difficulty with validating your license, contact Kaseya at 415.694.5700.



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.



- *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

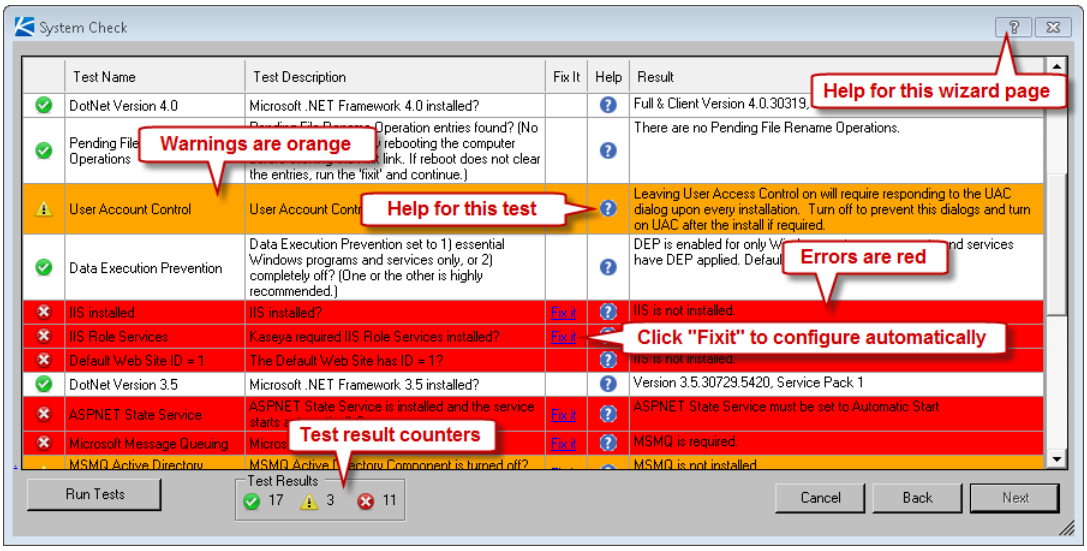
Kaseya Server Setup warns you that it is about to test whether antivirus protection is enabled on the system you are installing on.

- 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.



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.

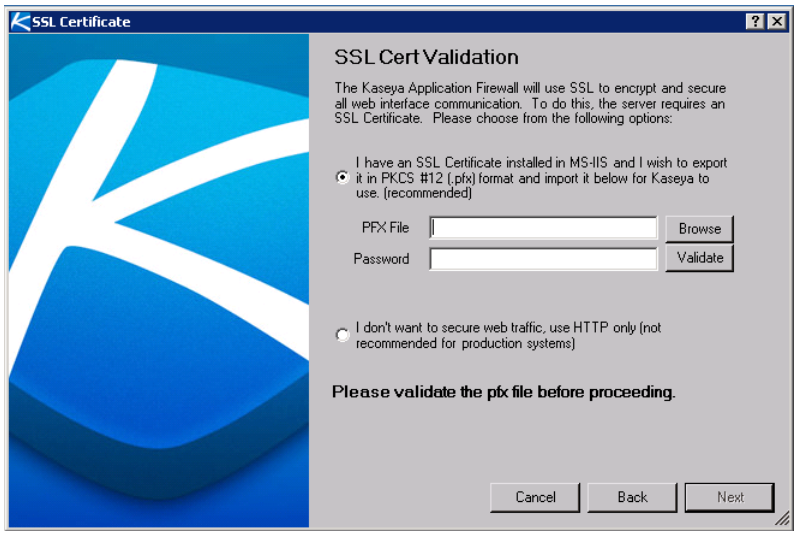
- If fixing a missing prerequisite requires canceling a **System Check**—for example, to reboot the system to complete the configuration of a prerequisite—you can restart the installer and continue where you left off.
- Once all minimum prerequisites are met, the **Next** button is enabled, allowing 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.

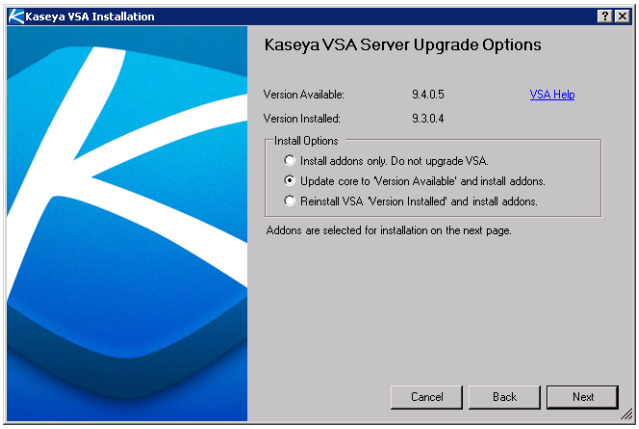
- If you have an security certificate already installed on IIS, select the **I have an SSL Certificate installed on MS-IIS...** option. This applies the security certificate to the Kaseya Server.
  - **PFX File** - Browse and select a **PFX File** to import.
  - **Password** - Enter the password that 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 running the `<Kaseya_Installation_Directory>\Services\KAF-Tool.exe` on the system hosting the Kaseya Server.



11. Select Server Update Options

This page displays for updates only.



There are two options:

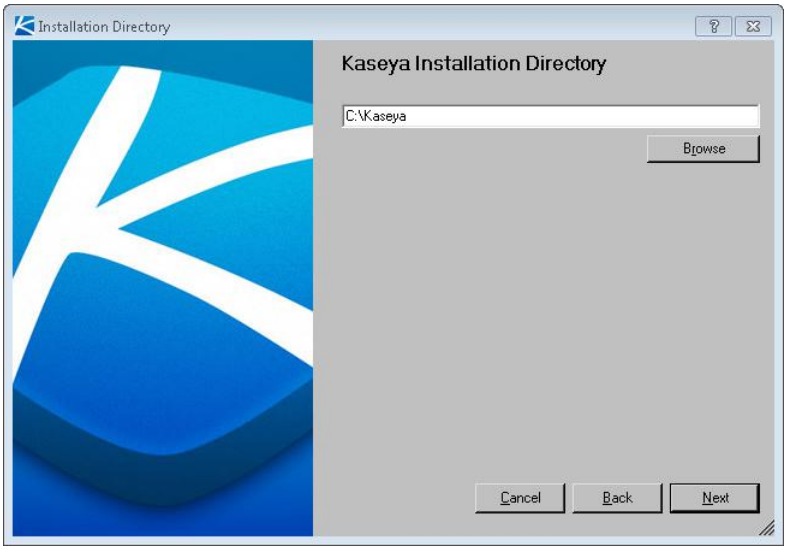
- *Option 1* - Upgrade an existing Kaseya Server and install add-ons.
- *Option 2* - Install just the add-ons. Skip the upgrade of the Kaseya Server.

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.

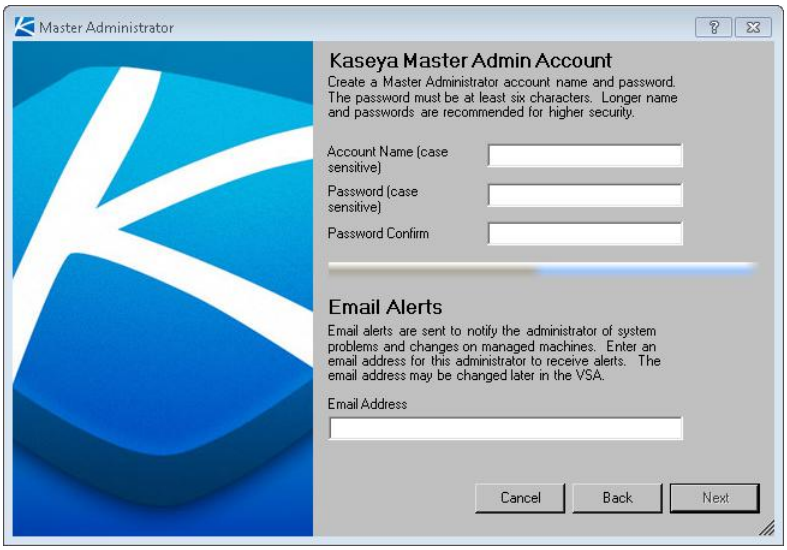


13. Enter a Master Admin Account

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.

Note: This is the *VSA* user name, not a *database* user name.



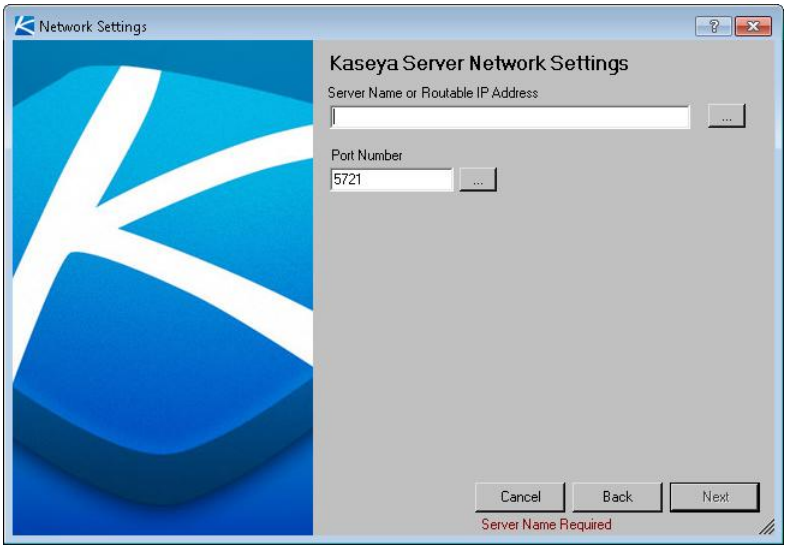
14. Enter Network Settings

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.

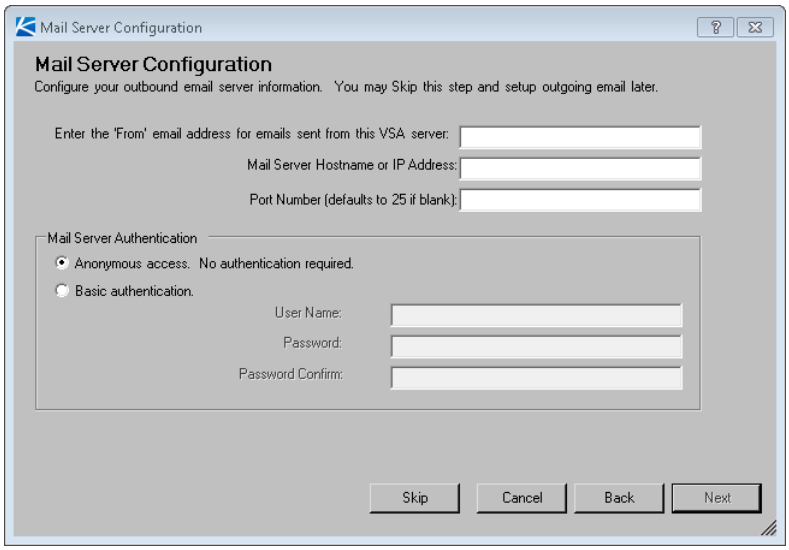
Best Practices: Although a public IP address may be used, Kaseya recommends using a **domain name server (DNS)** name for the Kaseya Server. This practice is recommended as a precaution should the IP address need to change. It is easier to modify the DNS entry than redirecting orphaned agents.



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`.



Enter in the following information, if available.

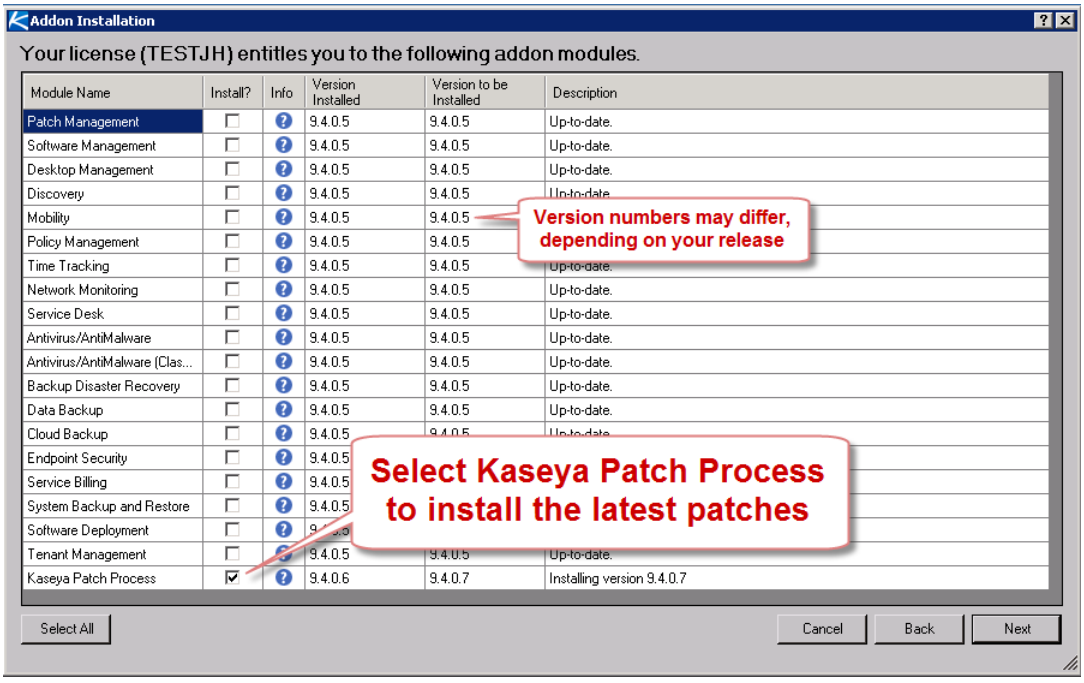
Note: If you want to specify outbound email settings after the update you can set them from within the VSA using System > **Outbound Email**. A confirmation message box displays if you leave these fields blank and click the **Next** button.

- **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.



Unlicensed Add-On Modules

If you are upgrading an existing Kaseya Server to R94 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.

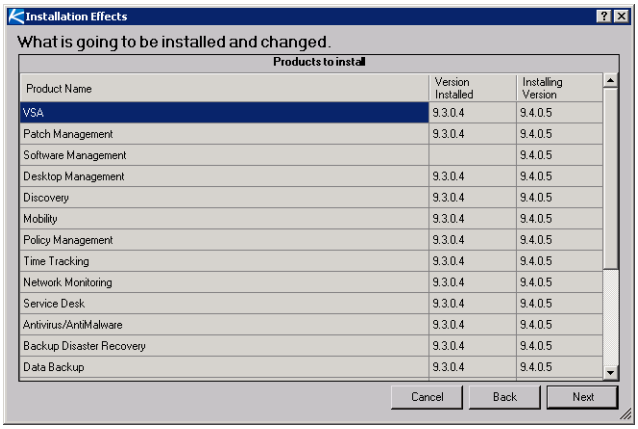
Uninstalling Unlicensed Add-on Modules

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.

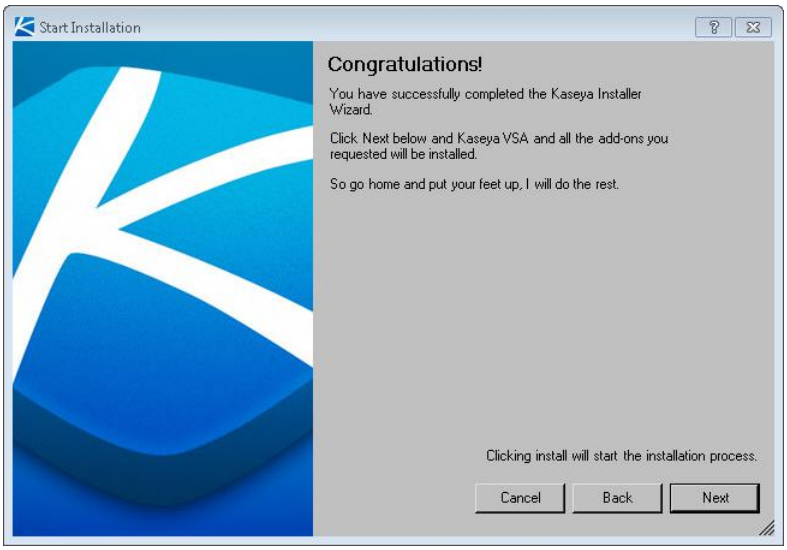
17. Review Install Changes

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

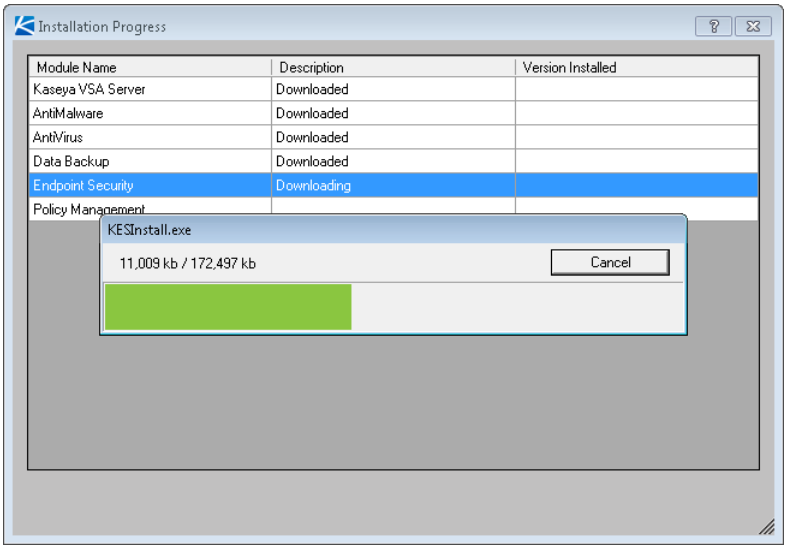


18. Complete the Install Wizard

The install wizard is ready to start the installation.



Wait for selected installers to download and be installed.



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.
2. 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.**

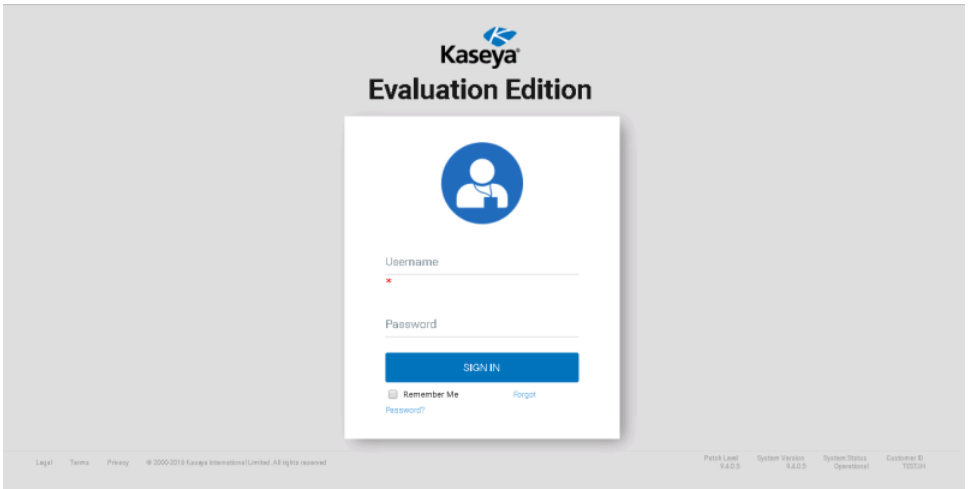
Post Installation Configuration

Test Browser Access

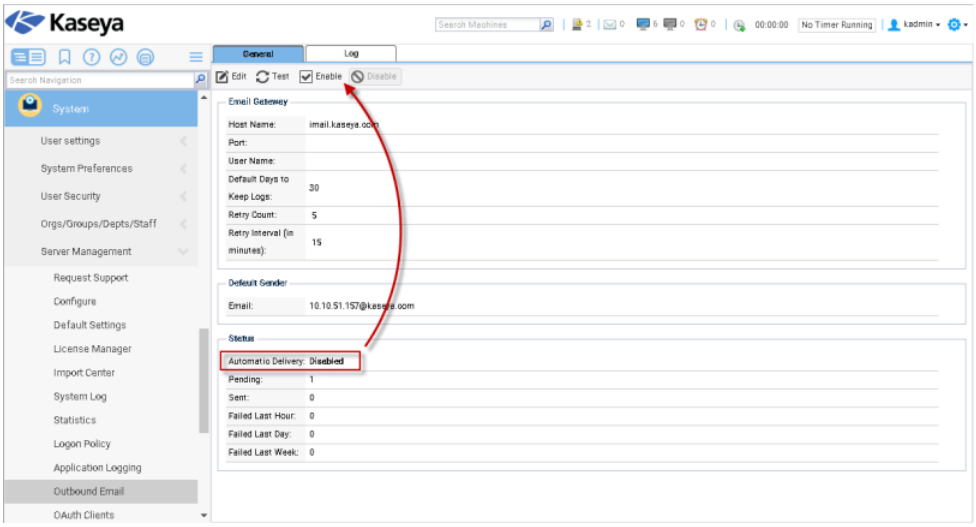
When the installation finishes, a web browser window displays the logon page. Logon using the username and password you entered in **13. Enter a Master Admin Account** *(page 11)*.

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



Test Outbound Email



1. Navigate to the **System > Outbound Email** page.
2. 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/9040000/index.asp#7293.htm).*

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

Note: The `dl.asp` download page is available to install partition 1 agents in an on-premise VSA, whether or not tenants are created using the Tenant Management module. The `dl.asp` page is not available in any partition in SaaS environments.

1. Log on to any machine you want to install an agent on.
2. 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/9040000/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/9040000/EN_agentdeployment_R94.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/9040000/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

1. 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.
3. 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 R94, using the Agent > **Manage Agents** *(http://help.kaseya.com/webhelp/EN/VSA/9040000/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

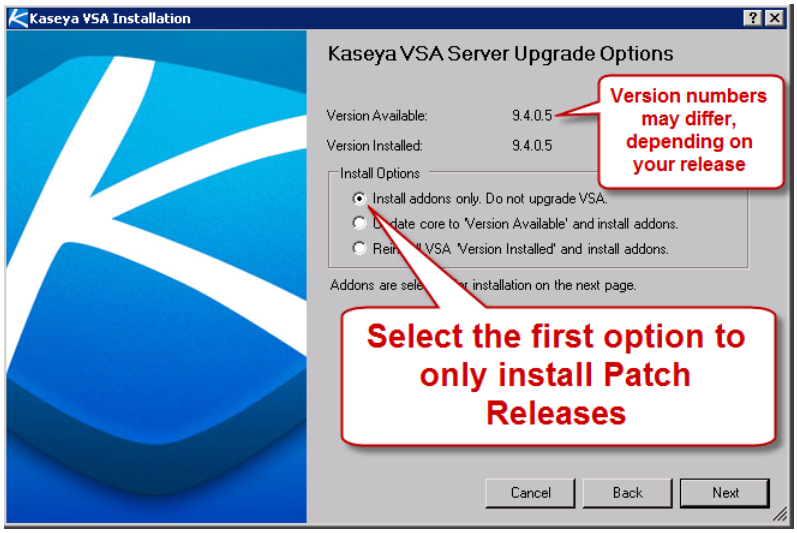
With policies you no longer have to manage each machine individually. You only have to assign or change the policy. A policy assignment or a change within an assigned policy is propagated within 30 minutes to all member machines without you having to schedule anything. Once applied, you can quickly determine 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/9040000/index.asp#11220.htm)* for details.

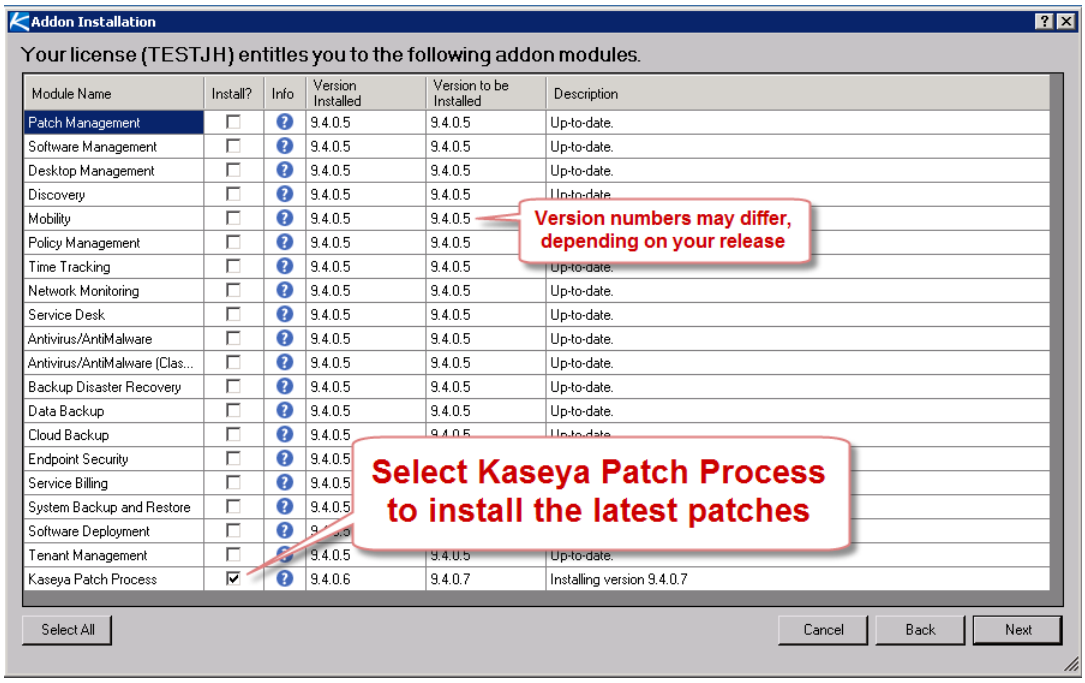
Installing Patch Releases

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)*:

1. Rerun **Kaseya Server Setup**. On the system hosting your Kaseya Server click Start > All Programs > Kaseya > **Kinstall** *(http://help.kaseya.com/webhelp/EN/VSA/9040000/install/index.asp#home.htm)*.
2. Step through the installation wizard.
3. On the Kaseya VSA Server Upgrade Options page, select the first option.



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

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)*.

Reapply schema no longer runs scripts on an existing VSA unless the scripts have changed. Reapply Schema can be forced to run all scripts by entering the following URL in the browser locally on the Kserver machine.

```
http://127.0.0.1/localAuth/installSchema.asp?localApply=true&ignoreVersion=true
```

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

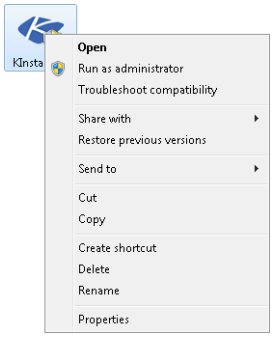
System Check warns if it does not have internet access to:

- 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.
2. 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



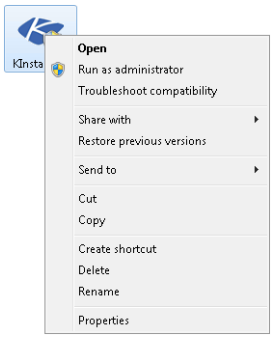
See how to change your user account type to administrator for a supported operating system in one of the following topics.

In This Section

Admin: 7, 8, 8.1

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.
2. 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



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**.

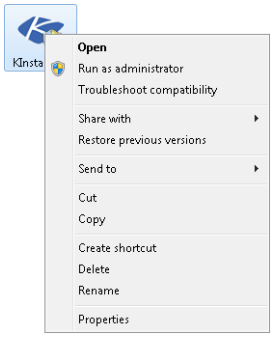
> **Note:** If the user account your are using lacks sufficient permissions to perform this step, you will need to logon as another user with administrator access to make the change to this user account.

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.
2. 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



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/9040000/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**.
2. 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

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

1. 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)*
2. 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 Manage**r.
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)*
2. Verify that .NET Frameworks service packs are installed in the `\Windows\Microsoft.NET\Framework` directory.

Java SE 7

Kaseya Server R94 requires **Java SE 7** or later. 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

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.

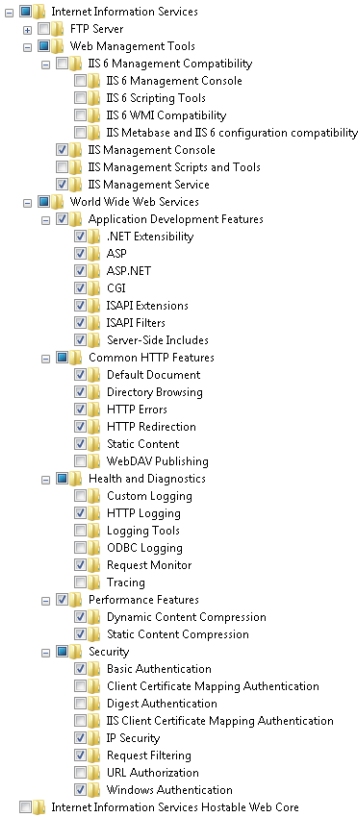
Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

> **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.



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

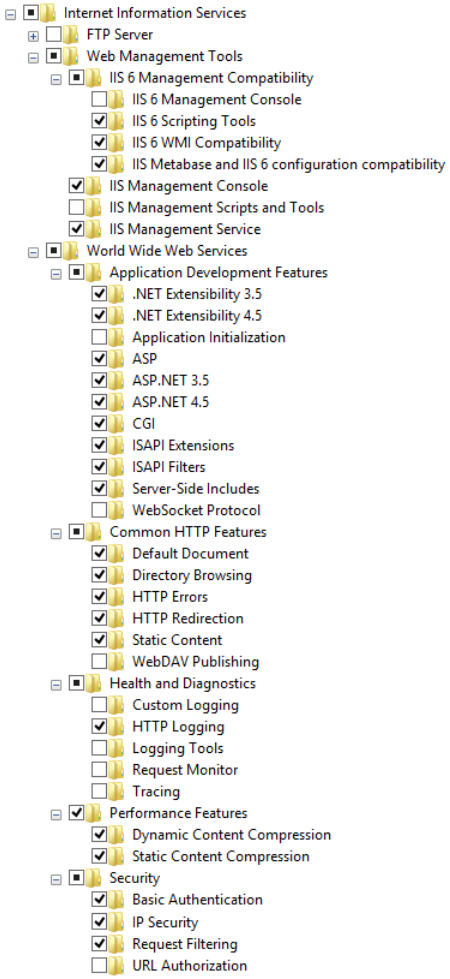
The Kaseya Server requires Internet Information Services (IIS) be installed.

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.



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

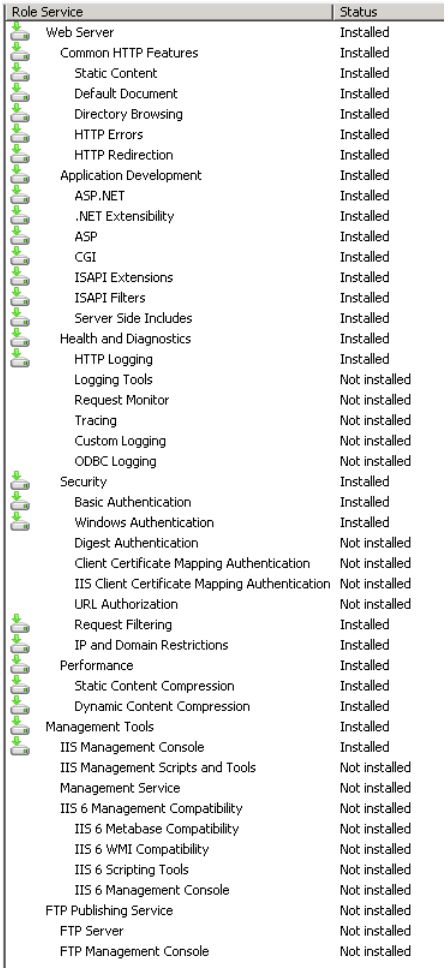
The Kaseya Server requires Internet Information Services (IIS) be installed.
Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

> **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. Select all options as indicated below.



Role Service	Status
Web Server	Installed
Common HTTP Features	Installed
Static Content	Installed
Default Document	Installed
Directory Browsing	Installed
HTTP Errors	Installed
HTTP Redirection	Installed
Application Development	Installed
ASP.NET	Installed
.NET Extensibility	Installed
ASP	Installed
CGI	Installed
ISAPI Extensions	Installed
ISAPI Filters	Installed
Server Side Includes	Installed
Health and Diagnostics	Installed
HTTP Logging	Installed
Logging Tools	Not installed
Request Monitor	Not installed
Tracing	Not installed
Custom Logging	Not installed
ODBC Logging	Not installed
Security	Installed
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
Performance	Installed
Static Content Compression	Installed
Dynamic Content Compression	Installed
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

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.

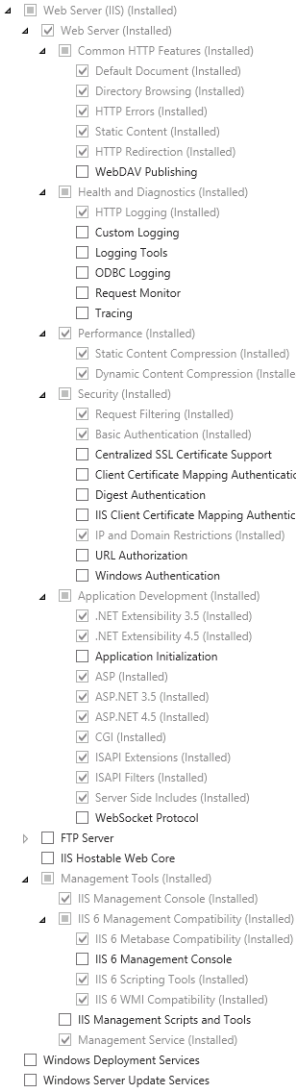
IIS: 2012 and 2012 R2

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.



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

The Kaseya Server requires certain IIS Role Services be installed.

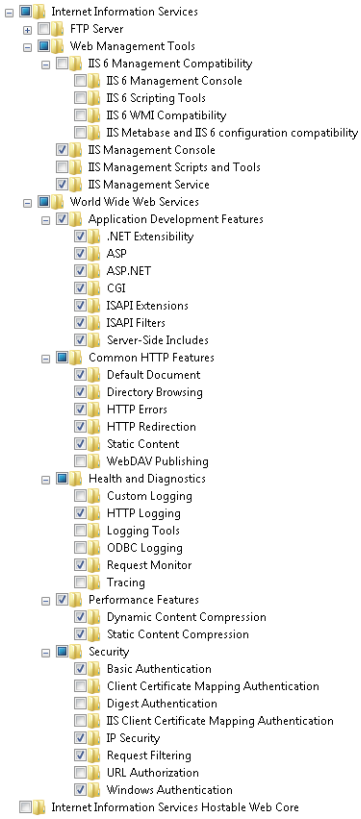
Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

> **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.



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

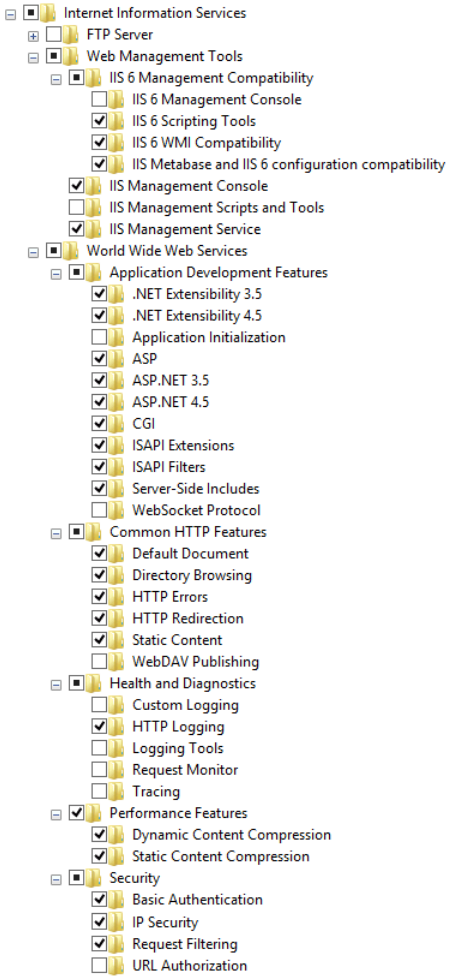
The Kaseya Server requires certain IIS Role Services be installed.

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.



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.

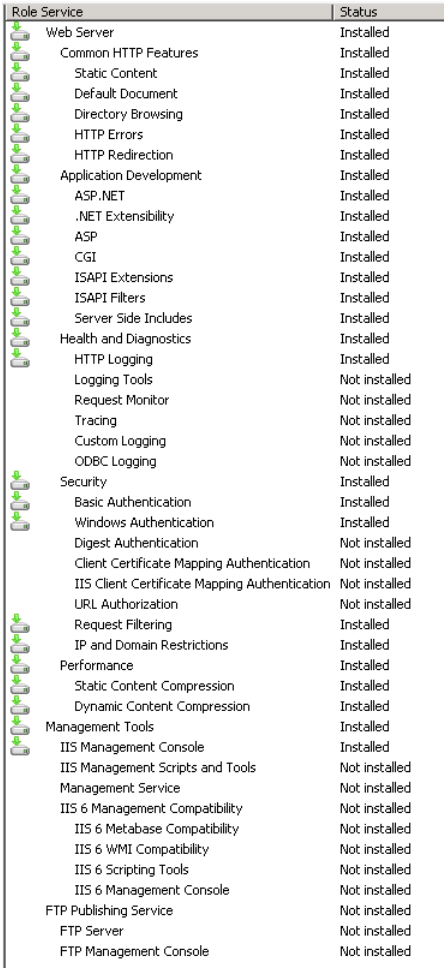
Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

> **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 Manage**r.
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 as indicated below.



Role Service	Status
Web Server	Installed
Common HTTP Features	Installed
Static Content	Installed
Default Document	Installed
Directory Browsing	Installed
HTTP Errors	Installed
HTTP Redirection	Installed
Application Development	Installed
ASP.NET	Installed
.NET Extensibility	Installed
ASP	Installed
CGI	Installed
ISAPI Extensions	Installed
ISAPI Filters	Installed
Server Side Includes	Installed
Health and Diagnostics	Installed
HTTP Logging	Installed
Logging Tools	Not installed
Request Monitor	Not installed
Tracing	Not installed
Custom Logging	Not installed
ODBC Logging	Not installed
Security	Installed
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
Performance	Installed
Static Content Compression	Installed
Dynamic Content Compression	Installed
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.

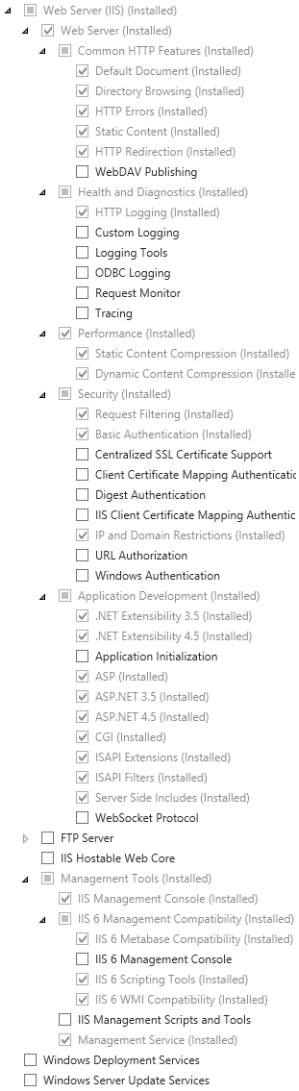
IIS Role Services: 2012 and 2012 R2

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.



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**.
2. 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 `https://localhost`.

Manually Disabling the Require SSL Checkbox

Windows 7, 8, 8.1, 10

1. Open **Explorer**.
2. 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 `https://localhost`.

Manually Disabling the Require SSL Checkbox

Windows 7, 8, 8.1, 10

1. Open **Explorer**.
2. 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 `https://localhost`.

Manually Disabling the Require SSL Checkbox

Windows 2008, 2008 R2, 2012 and 2012 R2

1. Open **Explorer**.
2. 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 R94, 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 R94.

R94 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 `http` port binding from 80 to 18081. It also removes other bindings that might be already specified, such as `net.tcp`, `net.pipe`, `net.msmq`, and `msmq.formatname`

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`.

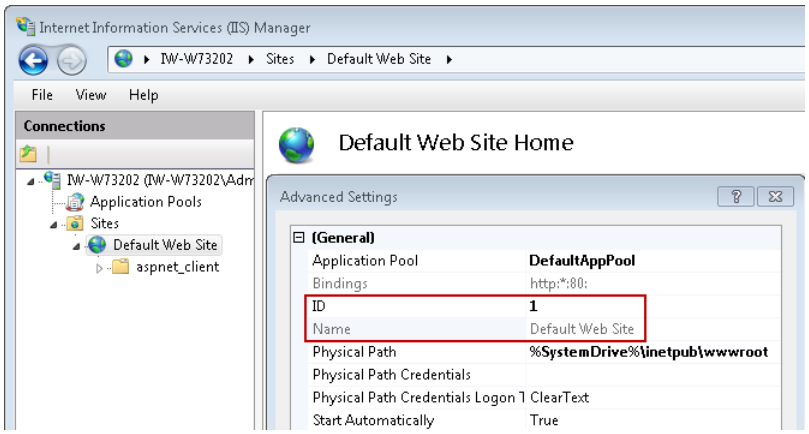
Click the **Fix it** link next to this missing prerequisite to have **Kaseya Server Setup** fix it for you.

To Verify the Name and ID of the Default Web Site

Windows 7, 8, 8.1, 10

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

3. Click **Internet Information Services (IIS) Manager**.



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:

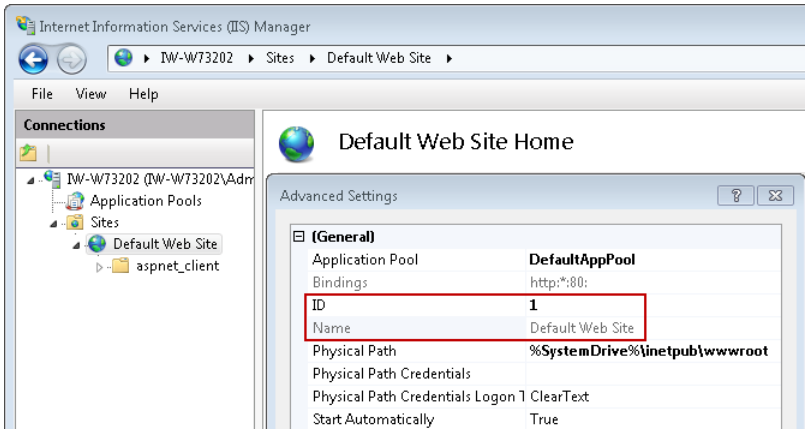
- A `Default Web Site` defined, and
- The `Default Web Site` must be assigned an ID of `1`.

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**.
2. 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`

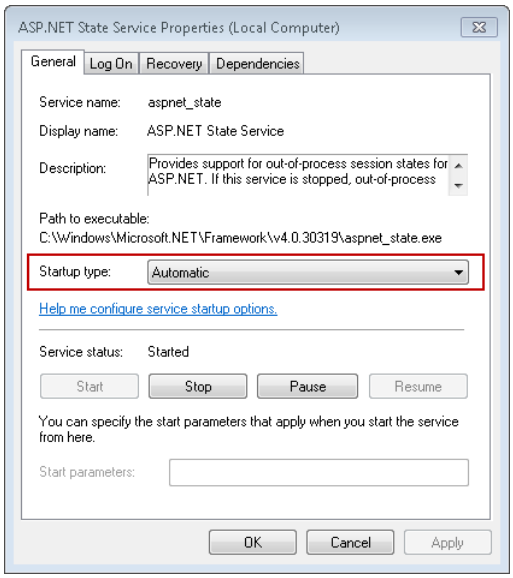
ASP.NET State Service

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.

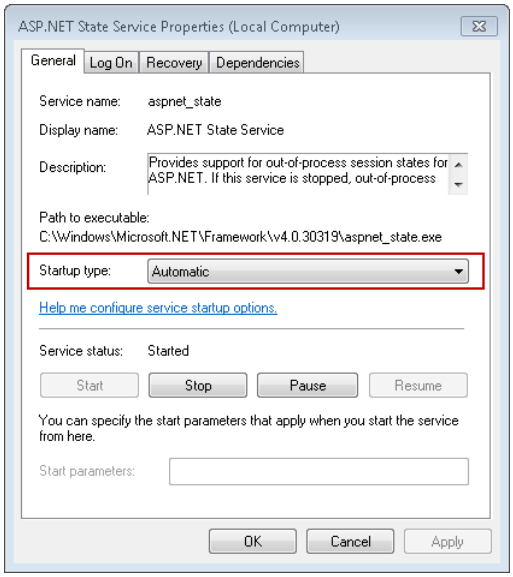


Manually Setting ASP.NET State Service to Automatic

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**.

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.



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/I-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 6)*
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 all *single-byte language installations*, including English, 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.

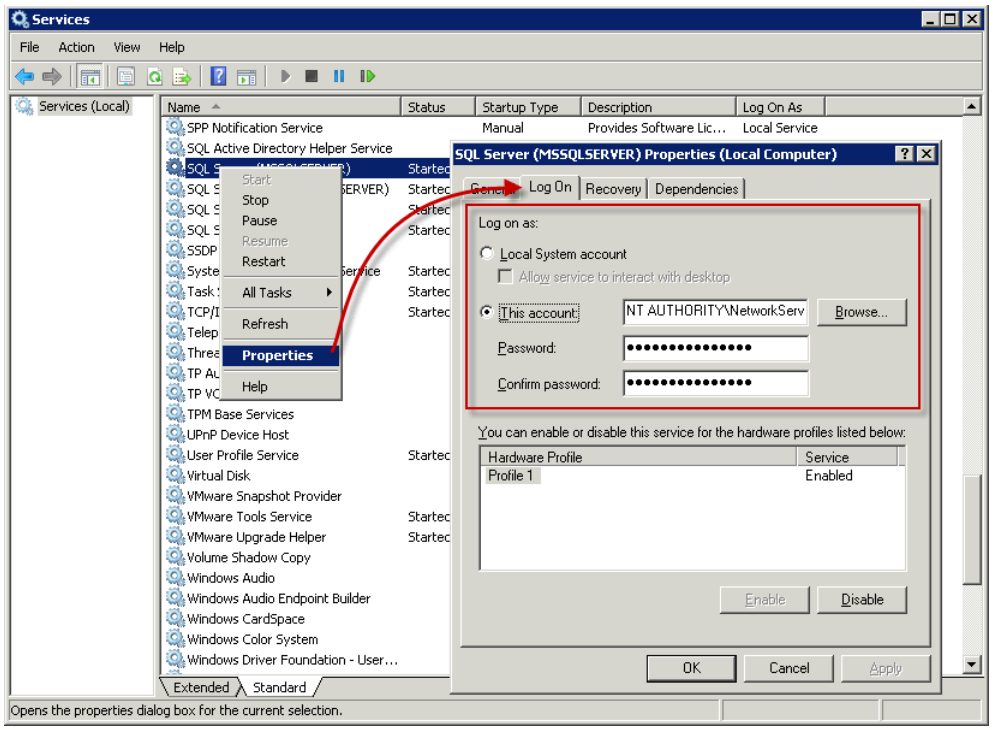
Note: If you have installed—or intend to install—SQL Server manually, see **SQL: Other SQL Server Requirements** *(page 55)* for a list of prerequisites not yet tested by **System Check**.

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
reconfigure;
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.

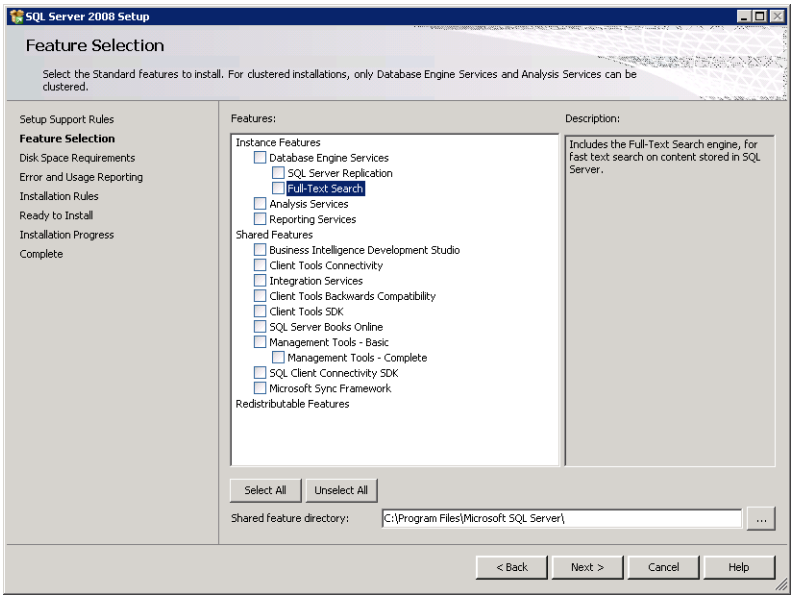
- All *full* (non-Express) versions of SQL Server support the **Full-Text Search** feature.
- For SQL Server Express, the **Full-Text Search** feature is not available in any *standard* version of SQL Server Express. This feature is only available with SQL Server Express *with Advanced Services*. **Kaseya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

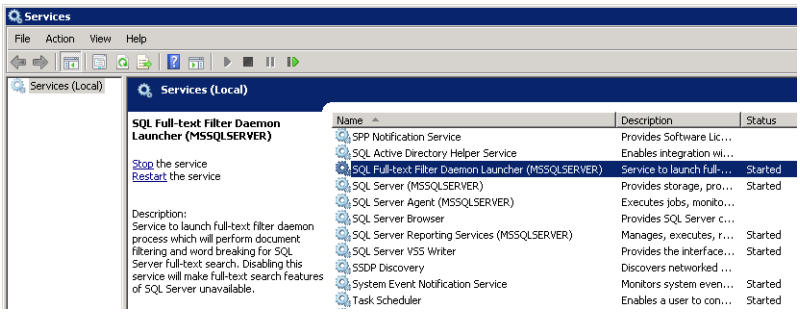
Enabling the Full-Text Search Feature in SQL Server

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**.
2. 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/9040000/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/9040000/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.

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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:

1. 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 9)*.
2. 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

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** *(page 60)* (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.

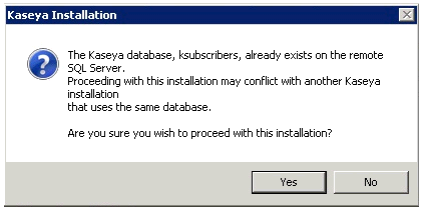
> **Note:** Ensure the **SQL: Other SQL Server Requirements** *(page 55)* for both SQL Server and the `ksubscribers` database is correct.
>
> **Note:** After a restore of a 5.1 database, the SSRS URL will be invalid and need to be reset. After a restore of a 6.x database the SSRS URL may be invalid and 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.



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 active long enough for all of your agents to check-in and be redirected to the *new* 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

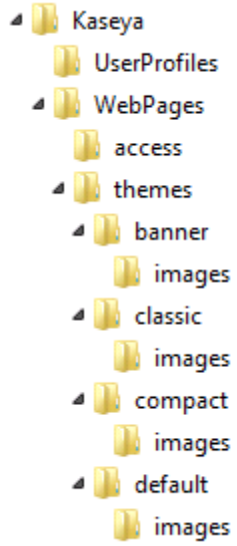
1. Log in to your current Kaseya Server as a master administrator.
2. Add the following information to the readme file:
   - **Current address of the Kaseya Server** - This field is located on the System > Configure page to the right of the label **Change external name / IP address of Server**.
   - **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_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.
2. Copy this latest SQL Server backup to your archival folder structure. The typical location for Kaseya Server backups is: `<Kaseya_Installation_Directory>\UserProfiles\@dbbackup`.

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/9040000/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

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

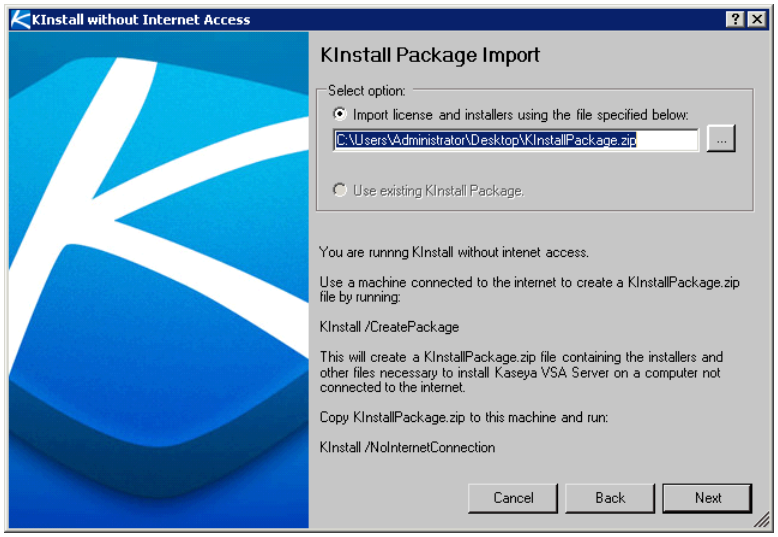
1. Start `KInstall.exe` on a machine **with internet access** using the following parameter.
   `KInstall.exe /CreatePackage`
2. Enter your license code and click the **Next** button.
   Your license code specifies all the install files you are authorized to download.
3. A prompt asks if you would like 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 6)* in **Installation Step by Step**.
3. The **Kinstall Package Import** page then displays:

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



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.
   - *Internet access is not required for the rest of install. You have all the files you need!*
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 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.

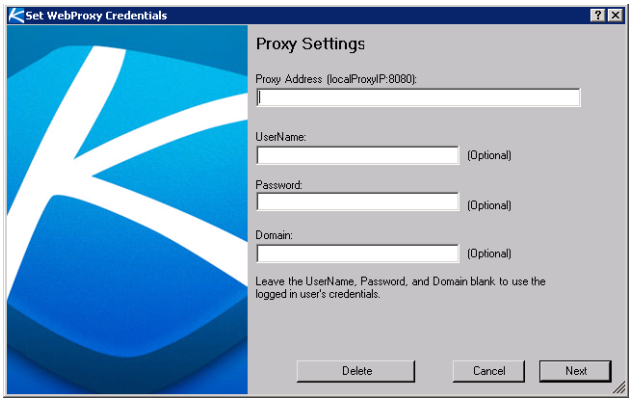
The **Proxy Settings** dialog enables `KInstall.exe` to access the internet via a proxy IP and port. Credentials can be specified if required by the proxy. The IP address and the user name are encrypted and saved from use to use. The password is *never* saved.

/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.



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
```

Reapply Schema

Reapply schema does not runs scripts on an existing VSA unless the scripts have changed.

Reapply schema can be forced to run all scripts by entering the following URL in the browser locally on the Kserver machine.

```
http://127.0.0.1/localAuth/installSchema.asp?localApply=true&ignoreVersion=true
```

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 supported for larger implementations.

Report Services when Upgrading an Existing VSA

After an upgrade of the VSA the same report server configured previously will continue to be used.

SSRS Configuration Guidelines

- Ensure SQL Server is installed *with Reporting Services*.
- Determine if Reporting Services is appropriate for your instance of the VSA. For more information, see the Kaseya **knowledge base** *(https://helpdesk.kaseya.com/entries/33664396)*.
- Other articles that may be of some interest include:
  - **Reporting Services Configuration Manager (Native Mode)** *(https://docs.microsoft.com/en-us/sql/reporting-services/install-windows/reporting-services-configuration-manager-native-mode)*
- 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.

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.
- If you are *not* using the default instance name of `MSSQLServer`, you'll need to include the instance name, formatted as `$InstanceName`. For example: `http://localhost/<SSRS-system-name$InstanceName>/ReportServer/ReportService2005.asmx`

For example, if your SSRS SQL Server 2008 name is `sv-star-w16`, and it is using the default instance name of `MSSQLServer`, then the URL would be:

`http://sv-star-w16/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:

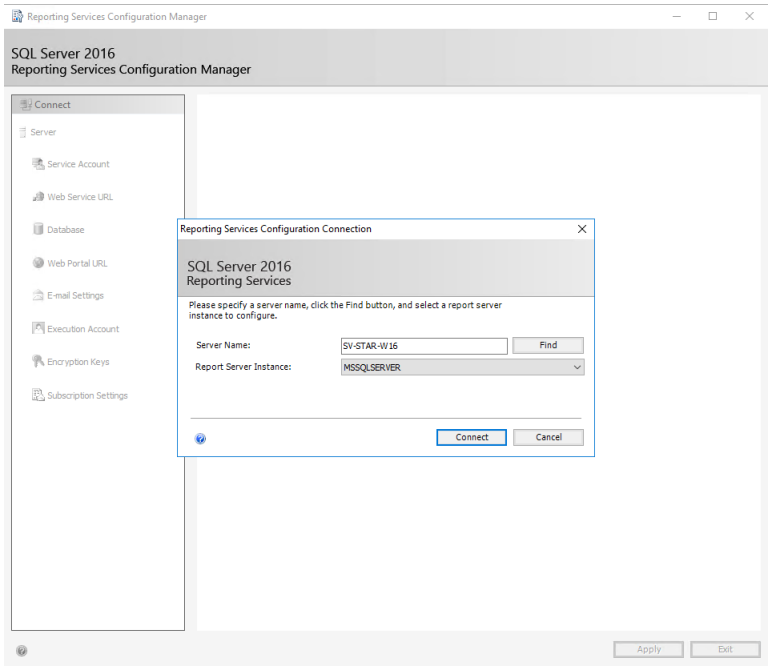
`http://sv-star-w16/ReportServer`

- The image belows shows what you an example before the VSA has been installed.

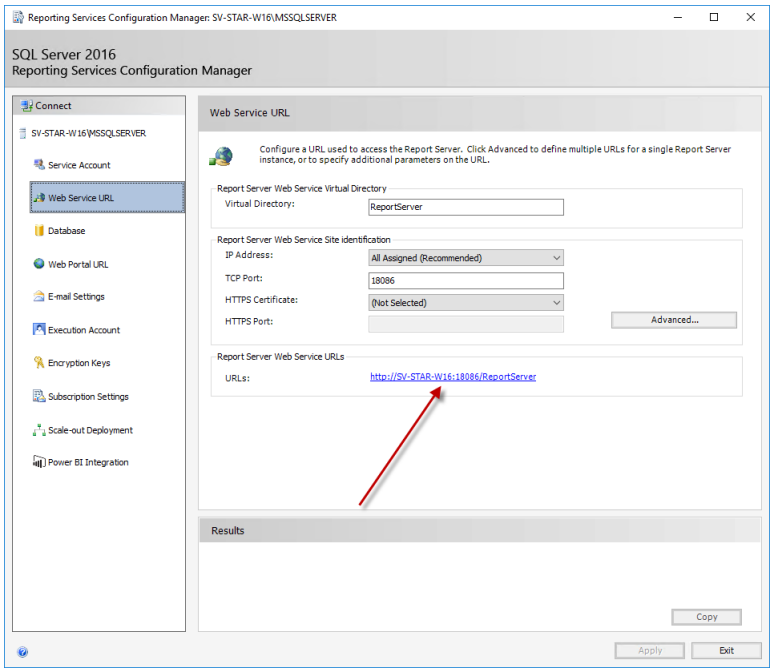
Identifying a SSRS 2008 URL

If browser testing of the URL described above failed, check the following settings.

1. Locate and open **Reporting Services Configuration Manager**.
2. Connect to your SSRS server and instance.



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



If you are viewing this page *after the VSA was installed on the same system as Report Server*, you will notice the default port 80 for SSRS was changed to 18086 during System Check.

4. The Report Server confirmation page displays.

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 74)*.
- **Set the report logo URL** *(page 79)*.

Remote SSRS Configuration

When **SSRS is remote from the Kaseya Server** and **attempting to run a VSA report** displays the following connection error...

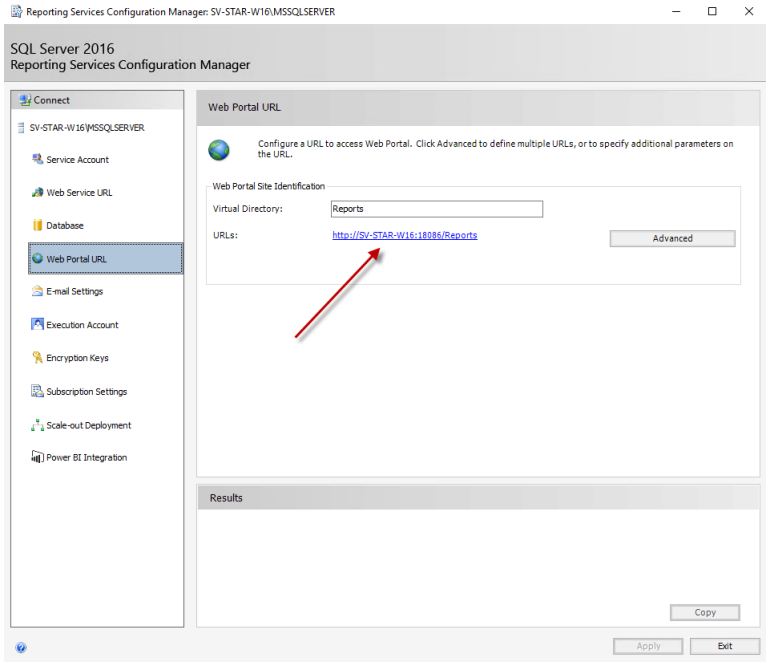
```
ERROR: The permissions granted to user '<domain>\<username>' are insufficient for performing this operation
```

... perform the following configuration.

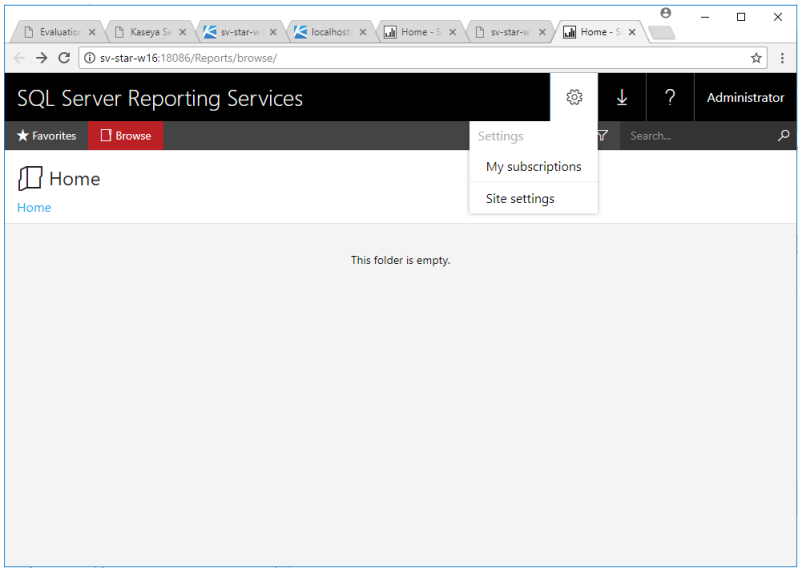
Creating an "Everyone" System User in Report Manager

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

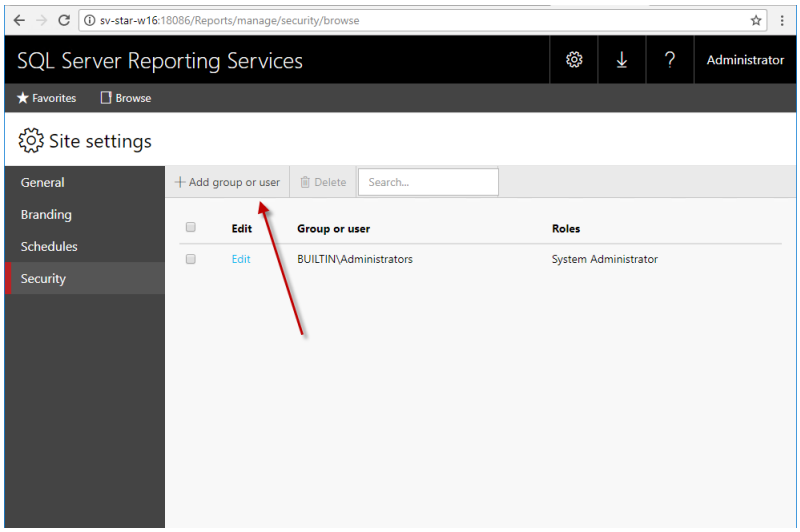
1. Login to the system hosting SQL Server.
2. Open **Reporting Service Configuration Manager**.
3. Connect to the Report Server instance.
4. Navigate to **Web Portal URL**.
5. Click the **URLs** link. You may be prompted for username and password. Just use your domain account.



6. You should see the following **Home** screen. Click the gear icon > **Site Settings** option.

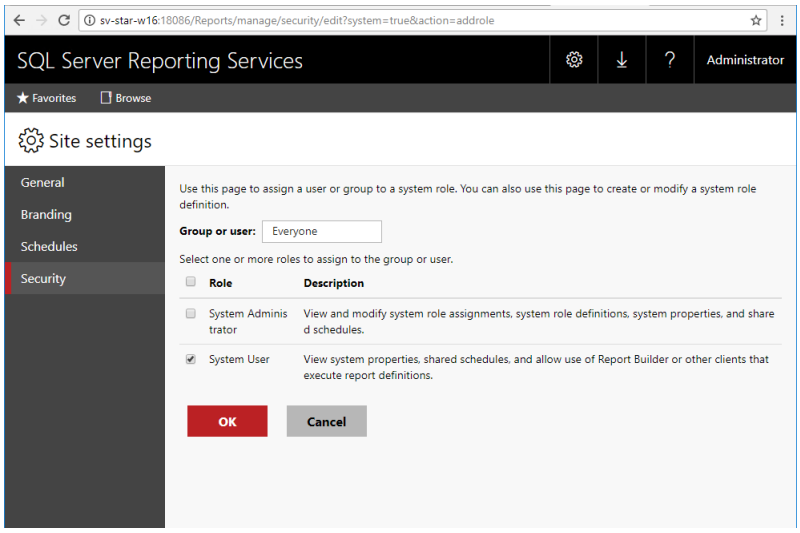


7. Click the **Security** menu option.
8. Click the **Add group or user** button.

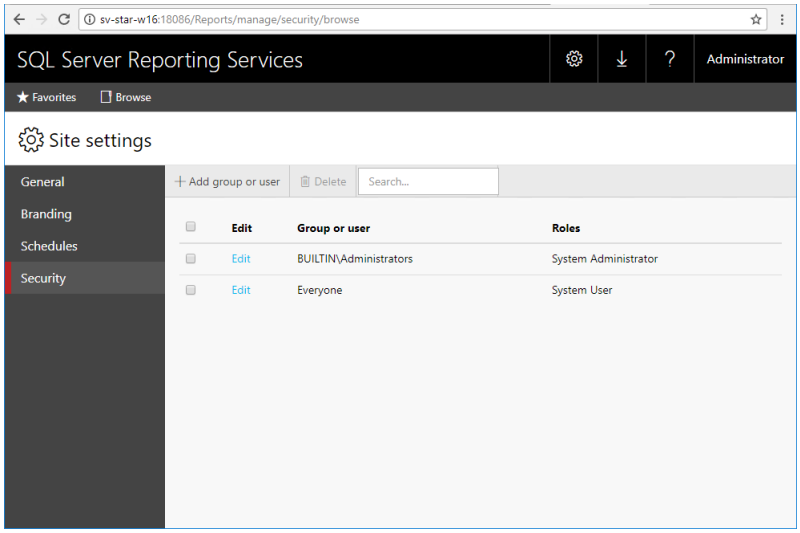


9. Enter `Everyone` in the **Group or user** field.

10.Then click **OK**.



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

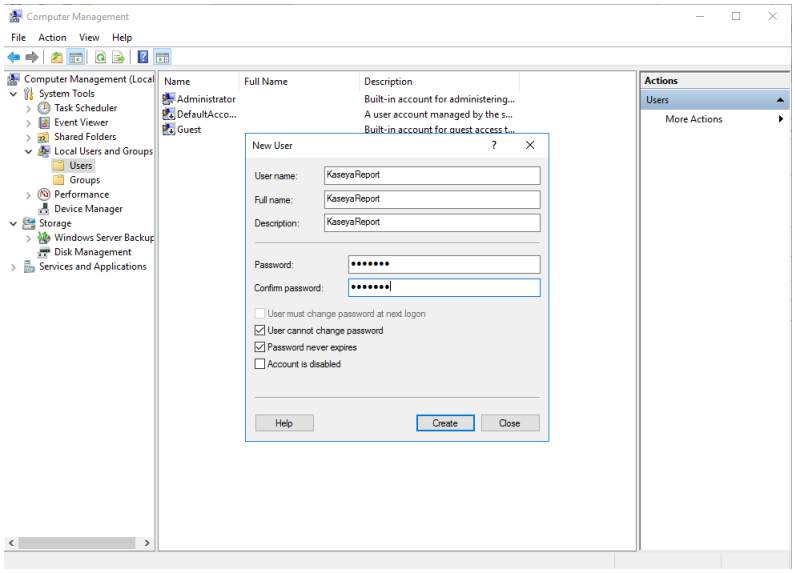


Adding Custom Credentials to a Remote Report Server

You can provide all VSA users with a credential that lets them run SSRS reports. This eliminates the need to maintain access rights for each VSA user requiring access to the SSRS. This applies in particular to VSA users in a workgroup instead of a domain, who don't have a centralized method of authentication such as Active Directory to manage access rights to the SSRS.

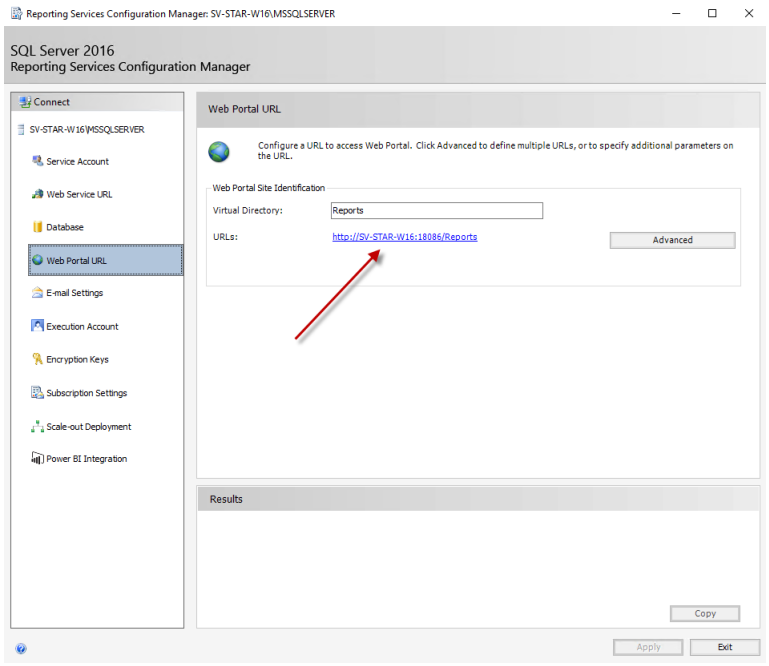
This procedure creates a credential for a dedicated user called `KaseyaReport` in the system hosting the SSRS. **Report Manager** is used to give the `KaseyaReport` user access to running reports in the SSRS. Finally, the credential is registered in the System > Configure of the VSA. From that point forward the VSA uses that credential to access the SSRS every time a VSA user runs a report.

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

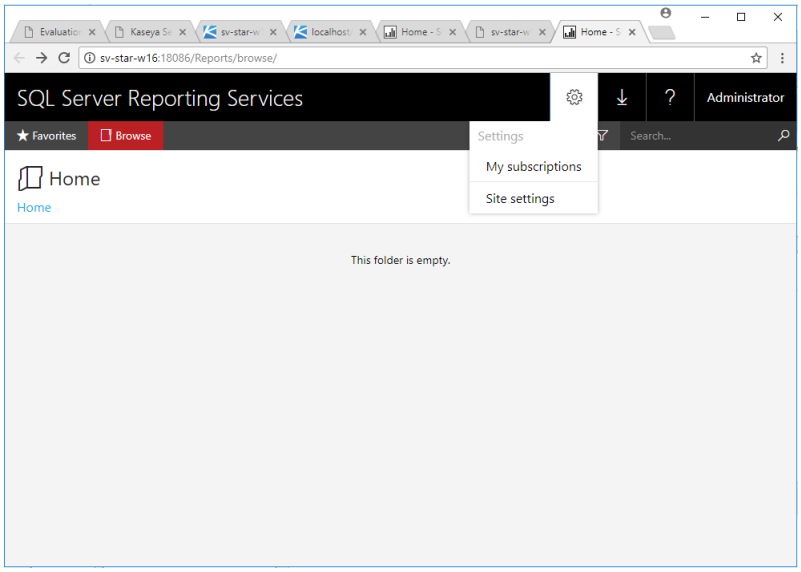


2. Apply appropriate permissions to the new user for your environment.
3. Open **Reporting Service Configuration Manager**.
4. Connect to the Report Server instance.
5. Navigate to **Web Portal URL**.

6. Click the **URLs** link. You may be prompted for username and password. Just use your domain account.

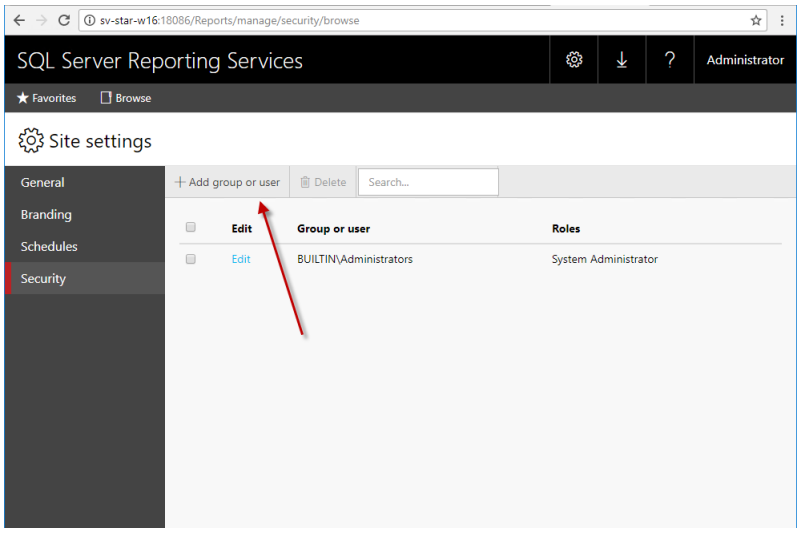


7. You should see the following **Home** screen. Click the gear icon > **Site Settings** option.

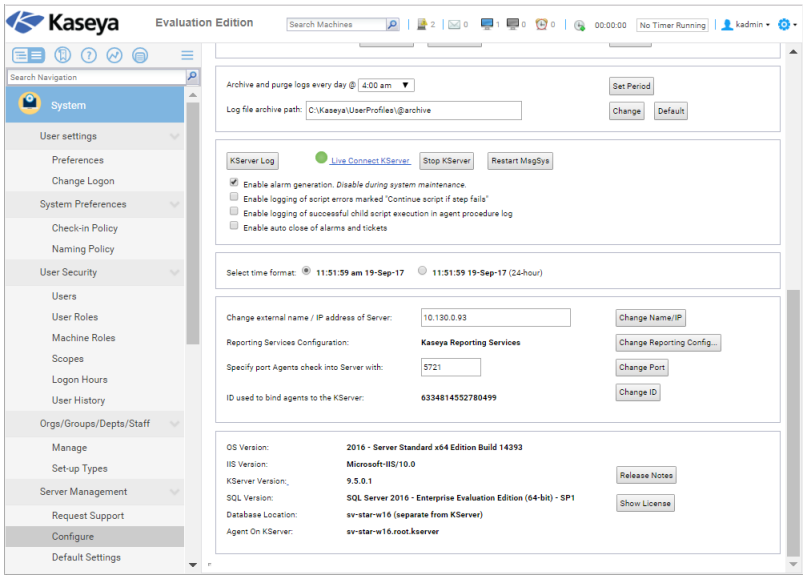


8. Click the **Security** menu option.

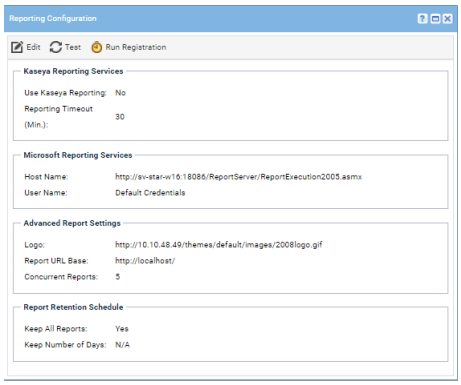
9. Click the **Add group or user** button.



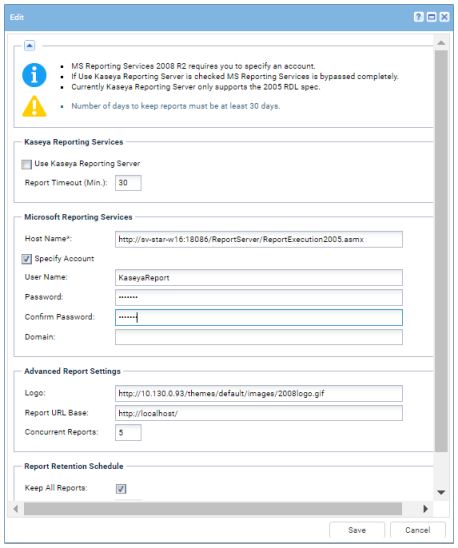
10. Enter the username that was created in step 1 in the **Group or user name** field, for example, `KaseyaReport`.
11. Select **System User** checkbox
12. Click **Add**.
13. In the VSA, display the System > Server Management > Configure page. Click on the **Change URL** button to open the **Report Configuration** dialog.



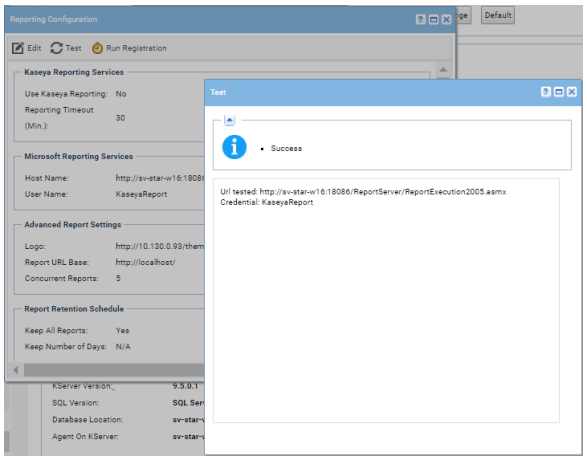
14. Click on the **Edit** button at the top of the page.



15. 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.

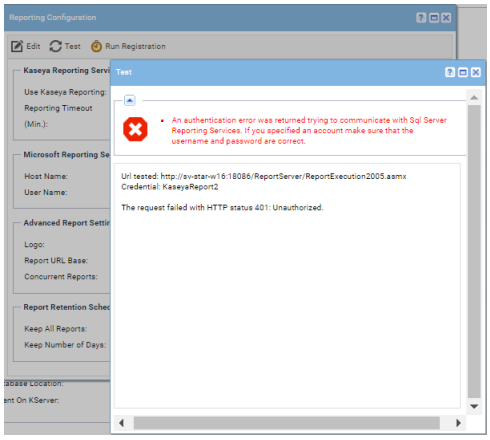


16. Click **Save** and then click on the **Test** button to test the changes.



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

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



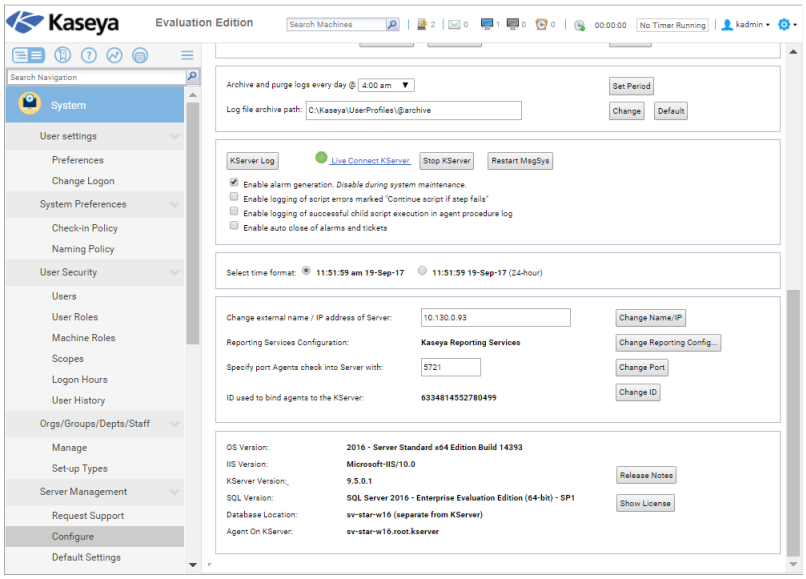
Setting the Report Logo URL

If the logo does not display in SSRS reports and may be due to either of the following conditions:

- SSRS is installed on the same machine as the 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`.

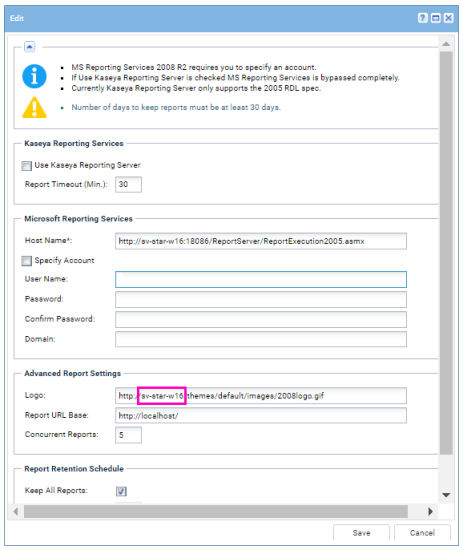
Procedure

1. Display the System > Server Management > Configure page in the VSA. Click the **Change URL** button to open the **Report Configuration** dialog.



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

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



5. Click **Save** to commit your changes.
   The URL has now been saved. Run a report to see the logo display in the header of the report.

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