



Kaseya Server Installation

User Guide

September 8, 2008

About Kaseya

Kaseya is a global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

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Introduction

The Kaseya Server allows administrators to manage their entire computing infrastructure with one integrated web-based information technology application. The Kaseya Server is the central component of the Kaseya IT Framework, issuing schedule-based instructions to Kaseya agents. All communication to the Kaseya Server is initiated from a Kaseya *agent*, making it virtually impossible for a third-party application to attack the agent from the network.

Administrators access the Virtual System Administrator (VSA) console through a web interface, allowing them to schedule system management activities to remote systems.

The Kaseya Server:

- Is complete, scalable, secure, configurable, and location independent.
- Deploys in minutes, without consultants or long training cycles.
- Allows for complete control of each client's infrastructure.

Follow the instructions in this guide to install and configure the Kaseya Server on your network.

Note: For information about installing and configuring Kaseya agents, see the [Kaseya Agent Configuration and Deployment Guide](#).

Note: For the latest instructions on migrating an existing KServer to a new machine see the article [How do I move my Kaseya Server to a new computer? \(270436\)](#) in the Kaseya Support Knowledge Base Portal.

Pre-Installation

Minimum System Requirements

The Kaseya minimum system requirements are a guide to help the user plan for a Kaseya implementation, based on the number of systems each user intends to manage. The current minimum system requirements are posted on the Kaseya website at <http://www.kaseya.com/support/system-requirements.aspx>

IMPORTANT: The Kaseya Service software must be installed on a server dedicated to the Kaseya application to qualify for server-related support.

All server configurations require:

- TCP/IP Port: 5721 open to inbound and outbound traffic
- TCP/IP Port: 25 open to outbound traffic
- TCP/IP Port: 80 open to inbound and outbound traffic

Pre-Install Checklist

Before installing Kaseya Server software, verify that all the necessary prerequisites have been met.

<input type="checkbox"/>	Verify minimum system requirements at http://www.kaseya.com/support/system-requirements.aspx
<input type="checkbox"/>	Verify Microsoft Internet Information Services (IIS) is installed.
<input type="checkbox"/>	Verify MS IIS functionality.
<input type="checkbox"/>	Verify MS .NET Framework 2.0 is installed.
<input type="checkbox"/>	Verify folder permissions.
<input type="checkbox"/>	Verify Internet Explorer is the default web browser.
<input type="checkbox"/>	Verify the server is configured to bypass proxy.
<input type="checkbox"/>	Verify database type:
<input type="checkbox"/>	<ul style="list-style-type: none"> • SQL Server 2005 – Production use
<input type="checkbox"/>	<ul style="list-style-type: none"> • SQL Server Express 2005 – Evaluation only
<input type="checkbox"/>	Verify designated domain name or internet IP address.
<input type="checkbox"/>	Identify the TCP port to be used for agent communication, verify it is open.
<input type="checkbox"/>	TCP port 25 must be open for outbound SMTP traffic.
<input type="checkbox"/>	Identify the port to be used for VSA administration.
<input type="checkbox"/>	<ul style="list-style-type: none"> • Port 80 for HTTP

Pre-Installation

<input type="checkbox"/>	<ul style="list-style-type: none">• Port 443 for HTTPS
<input type="checkbox"/>	Verify Kaseya software is NOT installed on a server running Microsoft Exchange
<input type="checkbox"/>	Verify Kaseya software is NOT installed on a server running MS Small Business Server

Microsoft Internet Information Services (IIS)

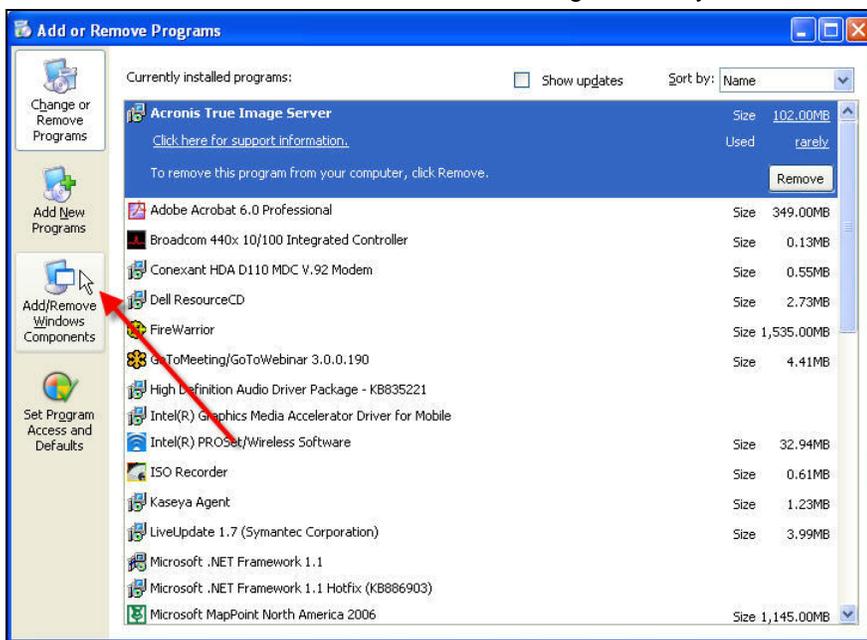
The Kaseya Server uses Microsoft Internet Information Services (IIS) version 5.0 or above in order to host the administrative console. Verify MS IIS is installed and configured *PRIOR* to installing the Kaseya Server. IIS is included with all versions of Windows 2000 and Windows 2003 as well as Windows XP Professional.

Note: Although possible to do so, Kaseya does not recommend implementing the Kaseya Server on a system running Windows XP Professional. Windows XP Professional is supported for evaluation only.

Verify Internet Information Services (IIS) is Installed

To verify that the Internet Information Services (IIS) is installed, follow the steps below.

1. Click **Start** → **Control Panel** → **Add or Remove Programs**.
2. From the **Add or Remove Programs** window select **Add/Remove Windows Components** on the left side. The **Windows Component Wizard** window will appear.
3. In the **Windows Component Wizard** window, scroll down and verify that the **Internet Information Services (IIS)** is checked. If IIS is **NOT** checked, then consult the appropriate Microsoft Documentation and install IIS *PRIOR* to installing the Kaseya Server.

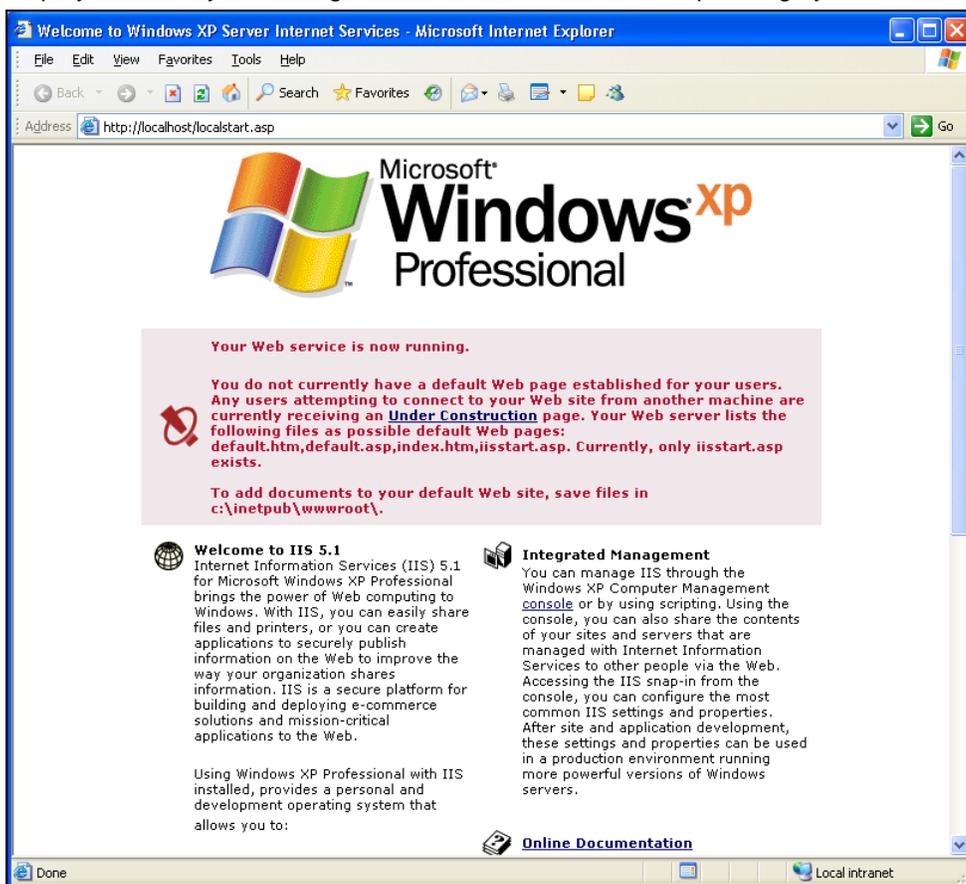


Test Internet Information Services (IIS)

Close the previous window. To test the IIS configuration and confirm the Kaseya Server's IIS service is functioning, follow the steps below.

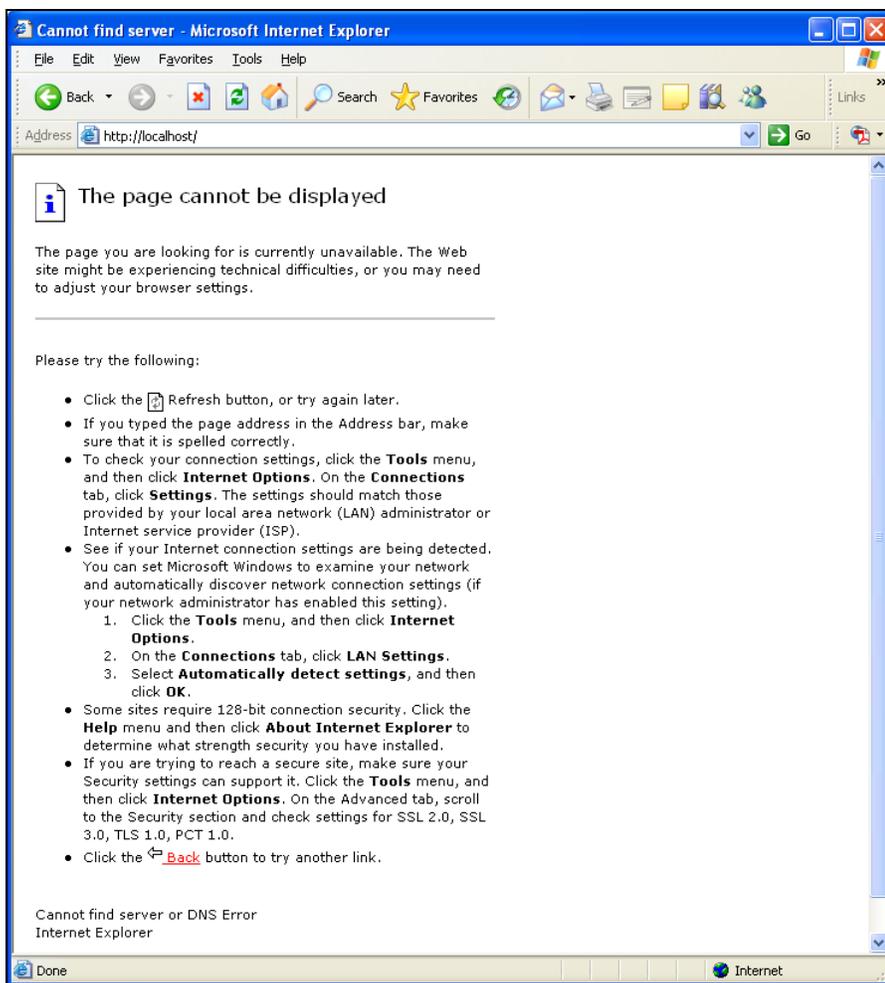
1. Open a Microsoft Internet Explorer web browser and enter <http://localhost> in the address bar.

2. If IIS is properly configured, a welcome page similar to this one should appear. The actual page displayed will vary according to the version of IIS and the operating system installed on.



3. If 'Page cannot be displayed' or 'Can not find server' message(s) appear in the web browser, IIS has not been configured correctly. DO NOT PROCEED with the Kaseya Server installation. The installation will fail if IIS is not installed and configured properly.
4. You need to set IIS in 32 bit mode if you are installing the KServer frontend on a 64 bit server. See <http://support.microsoft.com/default.aspx/kb/894435> for more information.

Pre-Installation



5. 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.
 - Select **Tools** on the browser's menu bar.
 - Select **Internet Options**. In the **Connections** tab, select the **LAN Settings** button and verify that the **Proxy Server Option** is NOT checked.
 - Ensure that the intended Kaseya Server has all of the current patches, including the latest MS IIS patches. If installing any of these patches now, ensure that the intended Kaseya Server has been rebooted prior to beginning the server installation.

Verify MS .NET Framework 2.0 is Installed

MS .NET Framework 2.0 is a prerequisite for the Kaseya Server installation. Verify .NET Framework 2.0 is installed via the [Add/Remove Programs](#) console on your server.

Verify Folder Permissions

Verify Read & Execute, List Folder Contents, and Read permissions are enabled for NETWORK SERVICES and IIS_WPG on the following folders:

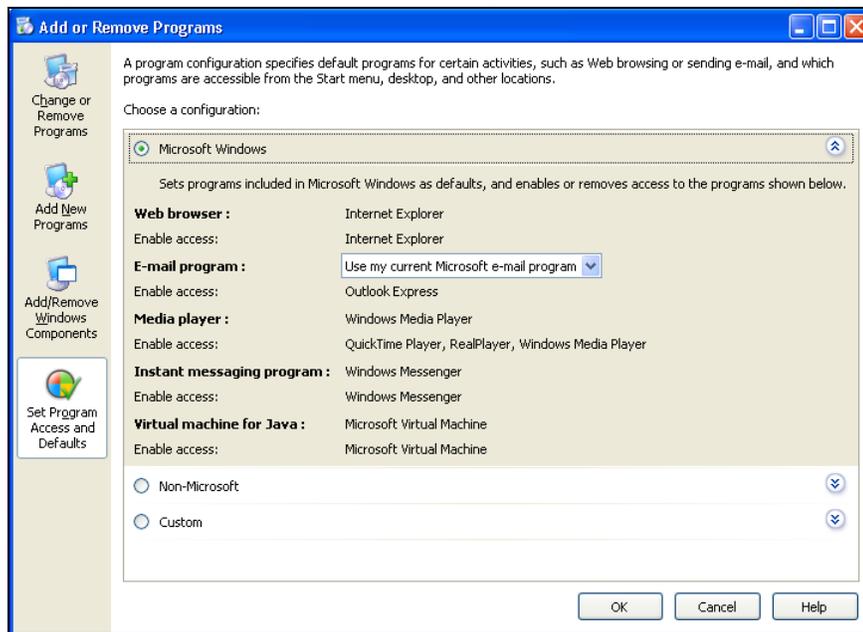
- Windows\Help\iisHelp\Common
- Windows\System32\inetrv\ASP Compiled Templates
- Windows\SysWOW64\inetrv\ ASP Compiled Templates (64-bit only)
- Windows\IIS Temporary Compressed Files

Default Web Browser

Verify that the default web browser is Internet Explorer. Although it is possible to administer the Kaseya Server using other internet web browsers, Kaseya will only provide support for Microsoft Internet Explorer.

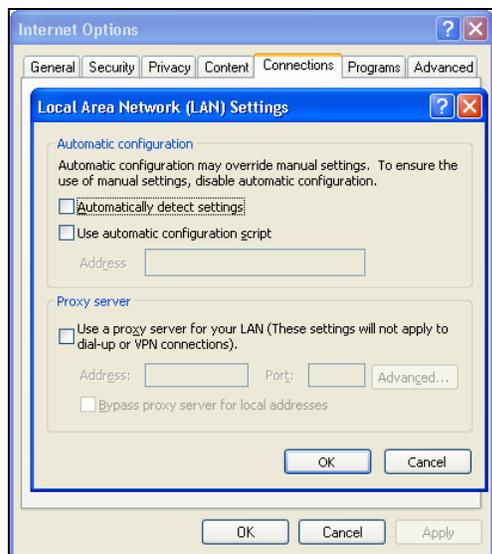
To verify the default web browser, follow the steps below.

1. Select **Control Panel** from the **Start** menu.
2. Launch the **Add or Remove Programs** utility.
3. Select **Set Program Access and Defaults** on the left side and then select the **Microsoft Windows** radio button. This will display your Windows defaults.
4. Verify that the web browser is Internet Explorer one more time.



Bypass Proxy Server

Ensure that the Kaseya Server is not configured to access the internet via a proxy server. Kaseya agents may be configured to connect to the Kaseya Server through a proxy server (*Knowledge Base article KB10018*); however, the server must have a direct connection to the internet.



Kaseya Server Domain Name or Internal IP Address

Kaseya agents initiate all communication with the Kaseya Server, it is for this reason the agents must always be able to reach the domain name or IP (Internet Protocol) address assigned to the Kaseya Server. Choose an IP address or domain name which can be resolved from all desired network(s), both on the local LAN and across the internet.

Note: 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.

Port Configuration

By default, Kaseya agents communicate with the Kaseya Server using Transmission Control Protocol (TCP) Port 5721. This may be reconfigured to any other free and available port during (or after) Kaseya Server installation.

The Kaseya Server makes an outbound communication to Kaseya's Corporate Headquarters using port 5721. For this reason, ensure both inbound and outbound access.

Ensure that:

- Both outbound and inbound access is ENABLED on TCP port 5721.
- Another system or service is not currently using this port.
- There is outbound connectivity on port 25/TCP to send email alert notifications.
- Port 80/TCP (HTTP) or 443/TCP (HTTPS) is accessible to system administrators to connect to the Kaseya web pages for remote management.

Anti-Virus Software

DISABLE [Script Blocking](#) for any anti-virus software running on the intended Kaseya Server.

DISABLE the real-time anti-virus scanning during the actual installation of the Kaseya Server software. ENABLE this feature after the installation is complete.

SQL Server Version

Kaseya supports installation using Structured Query Language (SQL) Server or SQL Server 2005 Express edition. SQL Server 2005 Express is only supported for evaluation and should not be used in a production environment.

Download the appropriate installer from <http://www.kaseya.com/forms/download.aspx>

- If installing Kaseya with SQL Server 2005 Express, confirm that an old version of SQL Server 2005 Express is not already installed. Although it is possible for multiple versions of SQL Server 2005 Express to co-exist, Kaseya does not recommend this configuration. Remove any existing versions of SQL Server 2005 Express prior to installation.
- If installing Kaseya with SQL support, confirm that SQL Server 2005 is installed and functional prior to installing your Kaseya Server. Confirm that the system administrator (SA) password is available during the installation process.

Sizing Requirements

SQL Server 2005 Express will be installed on the same drive and in the same subdirectory as the Kaseya Server installation. It is important to ensure sufficient disk space exists on the drive selected for your Kaseya Server application and database environments. 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 100 machines, a minimum 500 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.

Kaseya Server Installation

After completing the Kaseya Server installation process, refer to the [Kaseya Agent Configuration and Deployment Guide](#) to finalize the Kaseya implementation.

Note: Do not proceed with the Kaseya installation unless the Pre-Install Checklist (page 5) has been completed.

Installation Steps

The Kaseya installation package automates most setup actions. However, some basic user interaction is required. Follow the steps below.

1. Locate the Kaseya Server Setup file. [kaseyaVSA.exe](#) is the single installer for use with SQL Server or SQL Server Express.

Note: SQL Server Express can be downloaded and installed automatically by the installer program.

2. Confirm agreement with Kaseya licensing requirements. Click **Next** to continue, or **Cancel** to end the Kaseya installation.
3. After agreeing to the licensing, the system will prompt you to select to install using an existing SQL Server or SQL Server Express instance, download Microsoft SQL 2005 Express, or resume a previous download of SQL Server 2005 Express, Click **Next**.

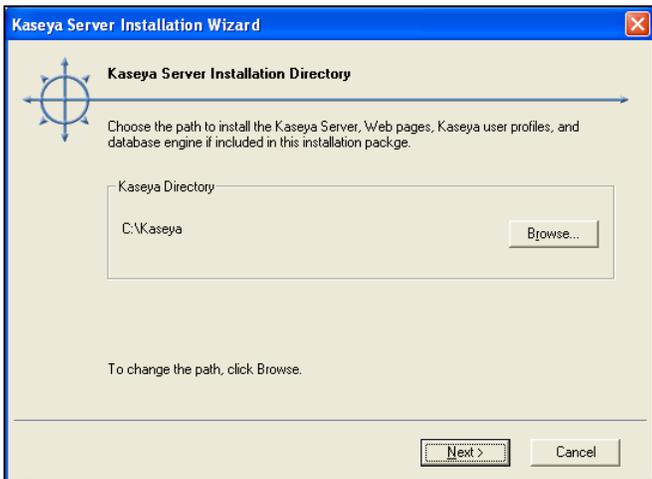
Note: If selecting to download SQL Server 2005 Express, the database installation package is downloaded and installed to the local machine.



4. The installation application will prompt you to select the location for Kaseya Server files to be installed. The installation path may not contain any spaces. At this time the installer will begin extracting the required files and begin the installation process.

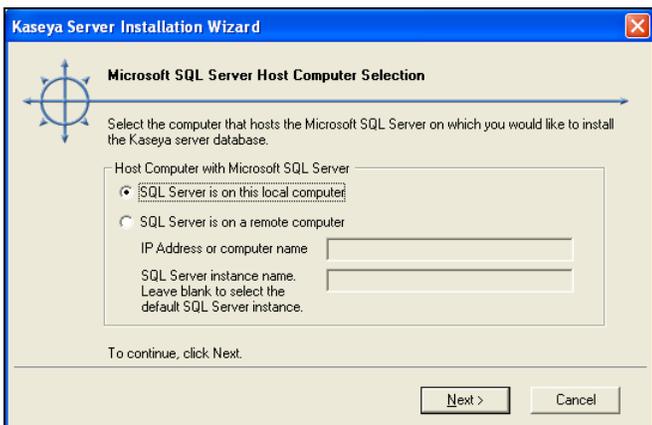
Kaseya Server Installation

Note: If installing Kaseya with SQL Server 2005 Express, the database installation and automatic configuration has been completed. Once you have selected the Kaseya directory skip to step 7.

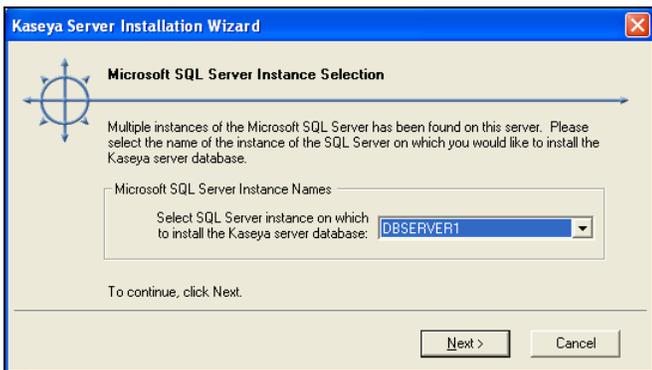


5. Select the location of the SQL Server instance to use for the Kaseya database. If using a separate SQL machine, configure the required IP and SQL Server instance name at this point; otherwise the installation will look for a local SQL Server instance.

Note (64-bit only): If you are installing to a local 64-bit SQL Server 2005 instance, choose remote SQL server instead of local, and enter the local computer's name as the server name.

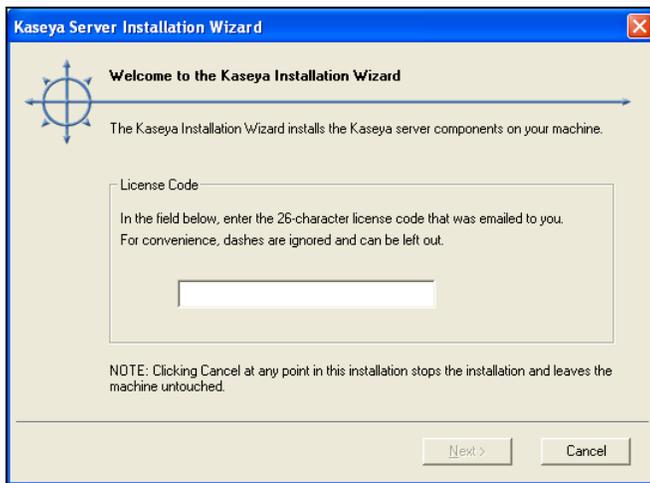


6. If running multiple instances of SQL databases on your SQL Server, select the desired database to install Kaseya. In this example, DBSERVER1 was used.



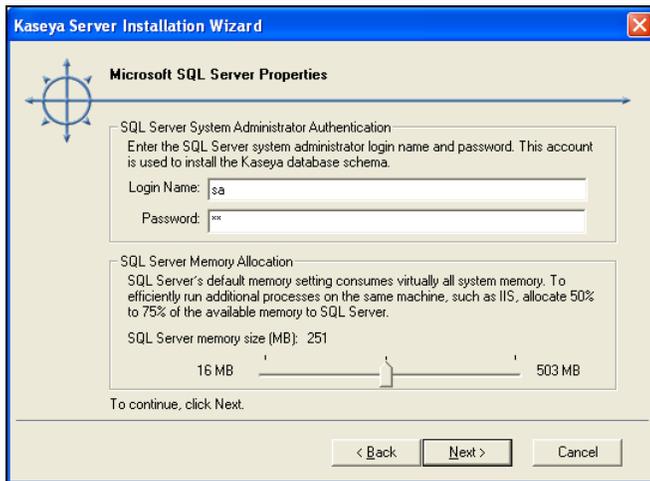
7. Enter the license. If you do not have a license key, contact your Kaseya sales representative.

Note: The Next button will remain grey until the valid 26-character code has been entered.



8. Once the license code has been accepted, the Database configuration dialog will be displayed. The SQL version requires administrator rights to install the database. Enter the SQL System Administrator username and password. Kaseya recommends accepting the default SQL Memory Size.

Note: SQL Server 2005 Express installations will NOT be able to access the Logon Name/Password function. The installer will generate a random SQL Server 2005 Express administrator credentials and then discard it after the installation is completed.



9. The system will prompt you to enter the Kaseya Master Administrator's User Name and Password. Both the user name and password are case sensitive.

Note: This is the Kaseya administrator address, not the database administrator address.

Kaseya Server Installation

Enter a valid email address. This address is used as the 'reply to' 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@clientcompany.com.

The screenshot shows the 'Kaseya Master Administrator Account' step of the installation wizard. It includes instructions to create an account name and password, and to enter an email address for alerts. The form fields are filled with 'admin' for the account name, two masked passwords, and 'admin@kaseya.com' for the email address. Navigation buttons for Back, Next, and Cancel are visible at the bottom.

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

Note: Do not set to Port 80. This port 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 KServer. 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.

The screenshot shows the 'Kaseya Server Network Settings' step of the installation wizard. It prompts the user to enter the server name or IP address and the port number. The example IP address 'vsaserver.yourdomain.com' is entered in the first field, and '5721' is entered in the port number field. A note states that agents must be able to resolve the host name/IP address and port number. Navigation buttons for Back, Finish, and Cancel are visible at the bottom.

11. Click **Finish** and the installation will complete.

Upon completion of the installation, a web browser window will open with the contents of the Kaseya installation log. All installation steps, including any errors, will be listed in this log.

For assistance with any installation errors, email support@kaseya.com with a full description of the issue and attach the Kaseya installation log found at %WINDIR%\kaseya.html.

SMTP Smart Host Setup

The KServer uses the IIS [Default SMTP Virtual Server](#) to route outbound email generated by the KServer to an existing smart host. A [smart host](#) is an email server which accepts outbound email and delivers it to recipients on your behalf. If the smart host requires authentication or encryption, the [Default SMTP Virtual Server](#) can be configured to provide it.

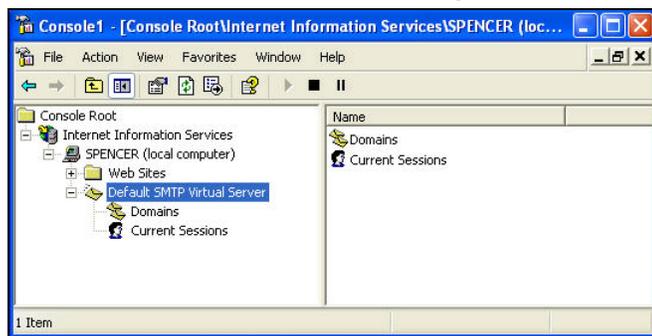
Installation Steps

Follow the steps below to configure the SMTP smart host using Internet Services Manager (IIS):

1. From the main menu bar, select the following:
 - [Start](#)
 - [Settings](#)
 - [Control Panel](#)
 - [Administrative Tools](#)
 - [Internet Services Manager](#)

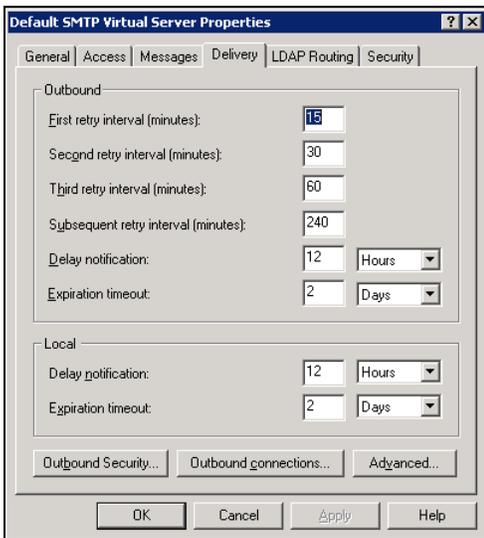
The system launches the IIS Microsoft Management Console (MMC).

2. Select [Default SMTP Virtual Server](#), the right click and click the [Properties](#) option.

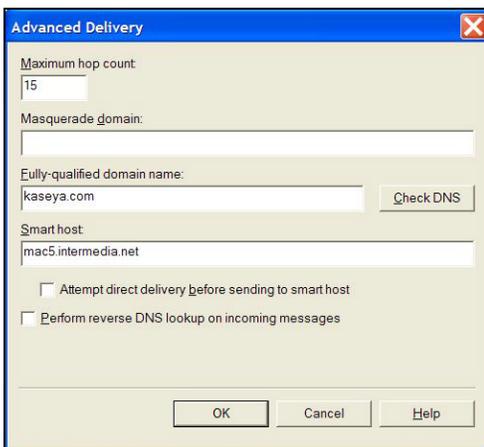


SMTP Smart Host Setup

3. Click the **Delivery** tab, then click the **Advanced...** button.



4. In the **Advanced Delivery** window, typically the only field you have to enter a value for is the **Smart host** field. This represents the target email server you are passing your outbound emails to, usually the email server maintained by your own company. If you are entering an IP address instead of a domain name enclose the IP address in square brackets. For example, [72 . 14 . 253 . 109].

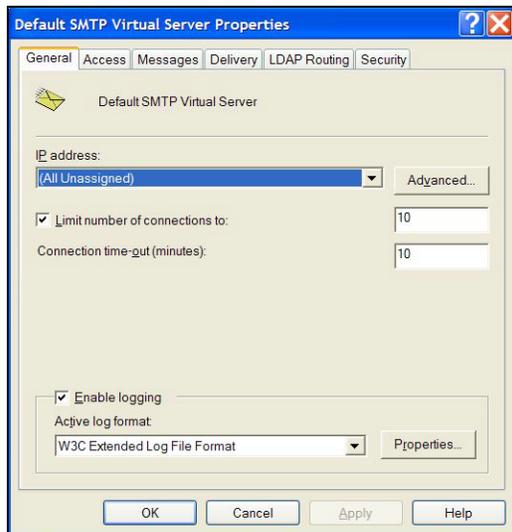


5. The **Fully-qualified domain name** defaults to the name of the machine your VSA and IIS are installed on and typically doesn't need to be changed. You can click the **Check DNS** to check that your VSA machine is connected to your domain name server.
6. Leave the **Attempt direct delivery before sending to smart host** checkbox blank. This ties up your VSA webserver by trying to deliver the mail itself first.
7. Right click the **Default SMTP Virtual Server**. Click the **Stop** option. Once the service stops, click the **Start** button to restart the service. This forces IIS to start using your configuration changes immediately.

This completes the basic setup for a smart host. The following settings may also be required.

Changing the IP Address and Port Number

The IP address and TCP port number uniquely identify the SMTP virtual server. The default TCP port number is 25. The SMTP virtual server by default listens on port 25 to (All Unassigned) IP addresses on the IIS machine. If you want the SMTP virtual server to listen to specific IP addresses, change the (All Unassigned) value in the IP Address box, click [Advanced...](#), and select the additional IP addresses.



Authentication and Encryption

If your company maintains its own email server, then your email server can be configured to accept your VSA generated outbound email without requiring authentication or encryption.

If you use an external email service provider, however, you will most likely need to authenticate the outbound email you are sending to the external email server. Email service providers usually require this to prevent spammers from using the email server as a "open relay" to forward spam email anonymously. The email service provider may also require email be encrypted to ensure privacy.

For example, let's say you want to use Google's Gmail as your smart host.

1. Create a Gmail user account.
2. Enter `smtp.gmail.com` in the [Smart host](#) field of the [Advanced Delivery...](#) window.
3. On the [Delivery](#) tab, click the [Outbound Security...](#) button.
4. Enter your new Gmail account user name and password in these two corresponding fields.
5. Check the TLS encryption checkbox. Gmail requires email be encrypted.



SMTP Smart Host Setup

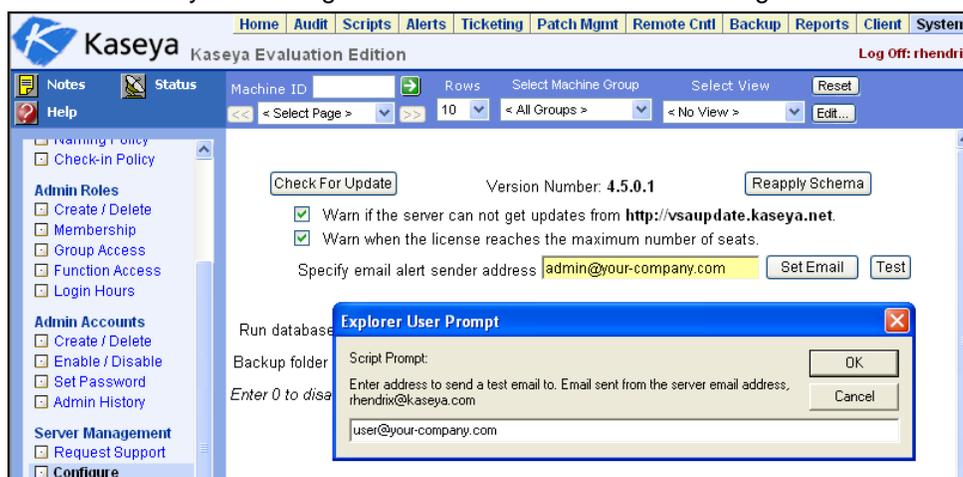
6. Right click the [Default SMTP Virtual Server](#). Click the [Stop](#) option. Once the service stops click the [Start](#) button to restart the service. This forces IIS to start using your configuration changes immediately.

Finalizing and Testing

The Kaseya Server is now completely installed and ready for service. It is advisable to perform a few functionality tests prior to full implementation. Test the Kaseya Server's ability to send email by sending a test email from the Kaseya Server. Follow the steps below.

1. Log on to Kaseya.
2. Access the [System > Configure](#) page.
3. 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 Kaseya Server's system event logs for any errors from SMTPSVC. These may provide a clue as to the point of failure. You can reference Kaseya knowledge base articles about troubleshooting SMTP.



4. 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://<UserAddress>`.

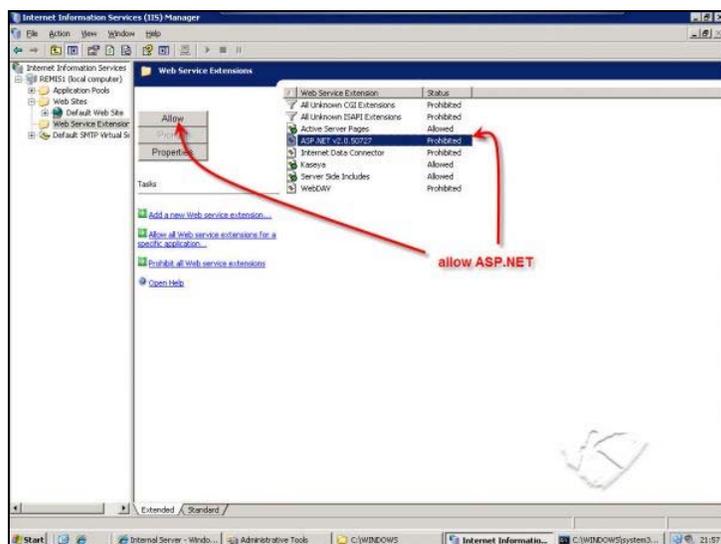
Installing the Kaseya Endpoint Security Addon Module

Kaseya Endpoint Security is an addon module to the Virtual System Administrator that you can download and install once the VSA is installed. The **KES.exe** is a 49MB file and can be downloaded from: <http://www.kaseya.com/forms/download.aspx>

Note: For information about Kaseya Endpoint Security features, see the *Kaseya Endpoint Security User Guide*.

Make sure you're working with a latest version of the **KES.exe** that is compatible with the KServer you have installed. Right click the **KES.exe** file and click the **Properties** option. Click the **Version** tab, then the **File Version** option in the **Item Name** list box. If the version is correct, proceed with the installation by double-clicking the **KES.exe**.

The KES server installation shares the same requirements as your KServer. In addition, you must configure your IIS to allow ASP.NET. The example below shows how to enable ASP.NET in an IIS 6 environment.



The KES server installation takes approximately 5 to 10 minutes, depending on the size of the database, and resets administrator logons to the KServer, if administrators are currently logged on.

The KES installation:

1. Checks for the existence of the KServer.
2. Checks the KServer version supports the latest version of KES.
3. Connects to the Kaseya license server to verify license.
4. Checks for ASP.NET 2.0.
5. Verifies administrator credentials.
6. Registers IIS Extensions.

Installing the Kaseya Endpoint Security Addon Module

7. Creates the directory structure. For example, it adds the webpages\Antivirustab directory.
8. Updates the database and resets the KServer administrator logon page.

Once done verify the Endpoint Security version number displays on the System > License Manager page of your KServer. In this example, the version is v1.0.785.



This completes your installation of the Kaseya Endpoint Security addon module.

Conclusion

Following the instructions presented in this document allows the user to install the Kaseya Server software properly. Contact a Kaseya Support Representative for any questions regarding the installation or use of the Kaseya Server software.

The Kaseya Server should be able to be reached from internal and remote locations by opening a Microsoft Internet Explorer browser window and entering `http://<useraddress>`. The user can reach the Kaseya Server's logon page from all supported locations. For difficulties accessing the server address, verify the name/IP resolution in the network Domain Name Server (DNS).

Kaseya Support may be contacted via email at support@kaseya.com.