

# SOLARWINDS BACKUP

## N-CENTRAL INTEGRATION

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# INTRODUCTION

With use of the following guide, you'll be able to roll out SolarWinds Backup into your N-Central devices with just a few mouse clicks. After the roll-out, the software is not only installed, but also configured with a profile and product of your choice.

The automation policy is going to:

- Download the latest SolarWinds Backup manager
- Save the download in C:\Windows\Temp
- Execute the download with extra parameters for a silent install with a profile and product attached.
- Remove the downloaded installer after installation

# REQUIREMENTS

- N-Central 11 or higher
- For Servers: Windows 2008R2 or higher, .NET framework 4.5 or higher
- For Workstations: Windows 7 or higher, NET framework 4.5 or higher

# PREPARATION

Before running this automation task, please make sure you have available or add:

- access to the SolarWinds Backup portal, at <https://backup.management>
- a Profile
- a Product
- the customer(s) created in the SolarWinds Backup portal

# STEP 1: UPLOAD THE AUTOMATION SCRIPT

Login to your N-Central dashboard, select the Service Organization you want to use for the policy and browse to Configuration -> Scheduled Tasks -> Script/Software Repository. Click ADD and select the option Automation Policy.

The screenshot shows the SolarWinds N-Central interface. The left sidebar has a yellow header 'SW MSP BACKUP' and includes links for Views, Dashboards, Actions, Reports, My Links, Configuration (with Asset Discovery, Backup Manager, Mobile Devices, Monitoring, Patch Management, Scheduled Tasks, Security Manager), and SolarWinds Support. The main content area is titled 'SCRIPT/SOFTWARE REPOSITORY' under 'MSP N-CENTRAL'. It features a search bar, filter options, and a message about free space. A context menu is open over a task named 'Automation Policy', listing 'File Transfer', 'Mac Scripting', 'Push Third Party Software', and 'Scripting'. The main table lists various scheduled tasks with columns for Customer Name, Name, Type, Description, Size, and Status.

Customer Name	Name	Type	Description	Size	Status
System	Add Domain User To Local Group	File Transfer	Add the specified Domain User to the specified lo...	6.18 KB	Permanent
System	Add O365 SendAs Permission	File Transfer	Grant an Office 365 user SendAs permission on a ...	6.67 KB	Permanent
System	Append Log File	File Transfer	This script will append a successful script executio...	543.00 Bytes	Permanent
System	Backup Windows Event Log	File Transfer	Backup Event Logs To: input parameter must be t...	26.07 KB	Permanent
System	Central Management	File Transfer	Central Management Service	6.70 KB	Permanent
System	Change IE Homepage	File Transfer	This script will change the homepage in Internet E...	1.16 KB	Permanent
System	Check If UAC is Enabled	File Transfer	Poll registry value to determine if User Access Con...	9.97 KB	Permanent
System	CHKDSK	File Transfer	Execute the CHKDSK command to perform Vigoro...	3.22 KB	Permanent
System	Cisco Running Config to FTP	File Transfer	Backup Cisco router running-config to FTP server....	12.50 KB	Permanent
System	Clean Windows Update Folder	File Transfer	Stop Windows Update Service, rename C:\Window...	10.44 KB	Permanent
System	Clear DNS Cache	File Transfer	Clear DNS cache on specified DNS server.	2.87 KB	Permanent
System	Clear IE 7 data	File Transfer	This VBS file will clear all Internet Explorer 7 data.	2.01 KB	Permanent

## STEP 2: UPLOAD THE AUTOMATION POLICY

Browse to the SolarWindsBackupInstall.amp file and click **OK** to upload the policy into your repository.

The screenshot shows the 'SW MSP BACKUP' application interface. On the left, there is a navigation sidebar with the following menu items:

- Views
- Dashboards
- Actions
- Reports
- My Links
- Configuration
  - Asset Discovery
  - Backup Manager
  - Domain User Management
  - Filters
  - Mobile Devices
  - Monitoring
  - Patch Management
  - Scheduled Tasks
    - Add/Delete
    - Network Share
    - Profiles
    - Script/Software Repository
  - Security Manager
- Administration

The main content area is titled 'ADD SCRIPT/SOFTWARE REPOSITORY ITEM'. It displays a message: 'You have 412.15 MB of free space remaining out of 476.84 MB capacity in the repository. Files for upload must not exceed 50 MB.' Below this is a 'DETAILS' section with fields for 'Type' (set to 'Automation Policy'), 'Name' (redacted), and 'Description' (redacted). A 'Details' tab is selected, showing a 'File Name:' field containing 'SolarWindsBackupInstall.amp', a 'BROWSE ...' button, and a 'CANCEL' button. At the bottom of the dialog are 'OK' and 'CANCEL' buttons.

# STEP 3: SELECT THE DEVICE(S) FOR DEPLOYMENT

Select the device(s) you want to deploy through the automation policy, click on **ADD TASK** and select **Run an Automation Policy**.

The screenshot shows the MSP N-CENTRAL interface with the 'ALL DEVICES' view. On the left, there's a sidebar with 'EUROPEAN SOFTWARE SEF' expanded, showing 'Views' (Active Issues, All Devices, Job Status, NetPath, Navigate to SO Level), 'Dashboards' (Device - ESX Hosts, Device - MSP Backup, Device - Network Devices, Device - Printers, Device - Servers, Device - Workstations, Manage - Antivirus, Manage - Patch Status, Manage Dashboards), and 'Actions' (Add/Import Devices, Add Site, Domain User Management, Download Agent/Probe, Export Last Recovery Point, File Transfer). The main area shows a list of devices with columns: Site, Remote Control, Tools, Name, Network Address, Status, and Device Class. A context menu is open over the device named '2016-BRU', listing options: File Transfer, Push Third Party Software, Run a Mac Script, Run a Script, and Run an Automation Policy. The 'Run an Automation Policy' option is highlighted. At the bottom, there are buttons for REFRESH NOW, ON, Refresh in: 10 minutes, Selected: 1, and Total: 5.

Site	Remote Control	Tools	Name	Network Address	Status	Device Class
---	[Icon]	[Icon]	2008R2-TXL	10.23.73.53	[Green Checkmark]	Servers - Windows
---	[Icon]	[Icon]	2012R2-AYT	10.23.73.47	[Red Exclamation]	Servers - Windows
---	[Icon]	[Icon]	2012R2-BOG	10.23.73.54	[Green Checkmark]	Servers - Windows
<input checked="" type="checkbox"/>	[Icon]	[Icon]	2016-BRU	10.23.73.61	[Red Exclamation]	Servers - Windows
---	[Icon]	[Icon]	2016-DME	10.23.73.46	[Red Exclamation]	Servers - Windows

## STEP 4: SELECT AUTOMATION TASK

Select **SolarWinds Backup Install** as your **Repository Item**. The interface will ask for a Customer UID, Profile and Product. Please proceed to **Step 5** that will guide you to these details.

The screenshot shows the 'AUT' (Automation) section of the MSP N-CENTRAL interface. On the left, there's a sidebar with 'EUROPEAN SOFTWARE SEF' selected, showing 'Views' (Active Issues, All Devices, Job Status, NetPath, Navigate to SO Level), 'Dashboards' (Device - ESX Hosts, Device - MSP Backup, Device - Network Devices, Device - Printers, Device - Servers, Device - Workstations, Manage - Antivirus, Manage - Patch Status, Manage Dashboards), and 'Actions' (Add/Import Devices, Add Site, Domain User Management, Download Agent/Probe, Export Last Recovery Point, File Transfer). The main area has tabs for 'DETAILS', 'EX', and 'AUTOMATION'. Under 'DETAILS', 'Task Name' is set to 'Auto' and 'Enabled' is checked. Under 'CREDENTIAL', 'Use LocalSystem' is selected. Under 'AUTOMATION', 'Repository Item' is dropdown menu with 'SolarWinds Backup Install' selected. The right side shows 'Scheduled Task Limitations' and 'Notifications' sections. At the bottom are 'SAVE' and 'CANCEL' buttons.

# STEP 5: GET THE CUSTOMER UID FROM THE SOLARWINDS BACKUP PORTAL

Please login to the SolarWinds Backup portal, make sure you have the customers (Customers in N-Central) created. Find the corresponding partner under Customer Management and click on the Edit icon.

The screenshot shows the SolarWinds Backup interface. On the left, there's a sidebar with various icons and a main panel showing '30 Active Servers'. In the center, a modal window titled 'Customer management' is open. This modal contains a search bar and a tree view under the heading 'SEDEMO'. The tree view shows the following structure:

- Africa Industries
- Asian Pacific Tech
- European Software Services** (selected, highlighted in blue)
- Latin American Experts
- Middle East Information Systems
- North American Technologies

At the bottom of the modal, there are 'Add customer' and 'Close' buttons. The background of the main interface shows a list of backup jobs with columns for Device name, Partner, Type, Status, Size, and Last backup. One job is highlighted: '10-mnl\_o19qu' (Partner: Asian Pacific Tech, Status: Completed, Size: 31.7 GB).

## STEP 6: COPY THE CUSTOMER UID

In the pop-up, select and copy the Customer UID.

The screenshot shows the 'Edit customer' dialog in the SolarWinds Backup RMM Integration setup. The 'Customer UID' field contains the value `69662f05-6cdb-4c1b-babd-0e2b7178dd94`. A tooltip message at the bottom of the dialog box states: `You will need to update the installation command if you change the UID.` A 'Save' button is located in the top right corner of the dialog.

Customer	Region	Type	Status	Size	Used
2008r2-jnb_j1tpw	Africa Industries	Files and folders, Syst...	Completed	30.5 GB	5.78 GB
2008r2-gru_xuzsd	Latin American Experts	Files and folders, Syst...	Completed	30.5 GB	5.79 GB
2008r2-mex_z5r41	Latin American Experts	Files and folders, Syst...	Completed	30.6 GB	5.86 GB

# STEP 7: ENTER DETAILS IN THE AUTOMATION POLICY TASK

Paste the Customer UID from the SolarWinds Backup portal and type the exact name of the Profile and Product in the correct fields. If you have a profile or product with spaces in the name, please use “ ” around the name. E.g. “Application Servers”. After clicking **SAVE**, SolarWinds Backup will be downloaded, installed and configured on the device(s), according to the details you just entered. The download is a little over 100MB, depending on your download speed the process should take 2-5 mins.

The screenshot shows the 'AUTOMATION POLICY TASK' configuration page. The left sidebar includes sections for 'Views' (Active Issues, All Devices, Job Status, NetPath, Navigate to SO Level), 'Dashboards' (Device - ESX Hosts, Device - MSP Backup, Device - Network Devices, Device - Printers, Device - Servers, Device - Workstations, Manage - Antivirus, Manage - Patch Status, Manage Dashboards), and 'Actions' (Add/Import Devices, Add Site, Domain User Management, Download Agent/Probe, Export Last Recovery Point, File Transfer). The main panel has tabs for 'Details', 'Executing Devices', 'Targets', 'Schedule', and 'Notifications'. Under 'DETAILS', the 'Task Name' is set to 'Automation Policy - 2018-11-23 14h24m20s' and 'Enabled' is checked. Under 'CREDENTIALS', 'Use LocalSystem credentials' is selected. Under 'AUTOMATION POLICY', the 'Repository Item' is 'SolarWinds Backup Install'. The 'Description' is 'This automation policy enables the automated installation of SolarWinds Backup.' The 'File Name' is 'SolarWindsBackupInstall.amp', 'Customer UID' is 'f2abc5ed-2cf9-b687-cdd87d774894', 'Profile' is 'Server', and 'Product' is 'All-In'. At the bottom are 'SAVE' and 'CANCEL' buttons.

## STEP 8: CREATE FILTER FOR SOLARWINDS BACKUP

To make sure the devices are reporting correctly back into your N-Central environment, we need to add the following filter. Go to **Configuration -> Filters -> ADD**.

In the following screen, enter a filter name, e.g. **SolarWinds Backup**. In the **Advanced Mode**, select **Application - Windows Service Name - EQUAL TO - Backup Service Controller** and click **SAVE**.

The screenshot shows the 'CREATE NEW FILTER' page in the MSP N-Central interface. The left sidebar includes sections for Views (Active Issues, All Devices, Job Status, NetPath), Dashboards (Device - ESX Hosts, Device - MSP Backup, Device - Network Devices, Device - Printers, Device - Servers, Device - Workstations, Manage - Antivirus, Manage - Patch Status, Manage Dashboards), and Actions (Add/Import Devices, Add Customer, Domain User Management, Download Agent/Probe, Export Last Recovery Point, File Transfer, Patch Approvals). The main area has a title 'CREATE NEW FILTER' with a blue downward arrow icon. It contains fields for 'Filter Name' (SolarWinds Backup) and 'is available to' (Everyone). A 'Description' field is present but empty. Below this is a 'Show in my Drop-Down:' dropdown set to checked. Under 'ADVANCED MODE', there is a 'Find devices where:' section with a dropdown menu set to 'Application'. To its right are dropdowns for 'Windows Service Name' (set to 'EQUAL TO'), 'Backup Service Controller', and an 'ADD' button. At the bottom are 'SAVE', 'PREVIEW', and 'CANCEL' buttons.

## STEP 9: ADD FILTER TO EXISTING RULE

Go to **Configuration -> Monitoring -> Rules**. Click on the **MSP Backup Manager** rule. In the next screen make sure you're on the **Devices to Target** tab. You'll be presented with the list of available filters. Select the just created filter **SolarWinds Backup**, move it to the right and click **SAVE**.

The screenshot shows the 'RULE DETAILS' screen for an 'MSP Backup Manager' rule. The 'Devices to Target' tab is active. In the 'FILTERS' section, the 'Selected Filters' list contains 'MSP Backup Devices' and 'SolarWinds Backup'. The 'Filters' list includes categories like Servers - Linux, Servers - Mac, Servers - SBS, Servers - Windows, and various SQL versions. At the bottom, there is a 'SAVE' button.

## STEP 10: MODIFY MONITORING THRESHOLDS

Go to **Configuration -> Monitoring -> Service Templates** and click the **MSP Backup Manager Monitoring on Servers**. You can repeat this step for the **Workstations** and **Laptops** template.

Click on the **Backup Monitoring – MSP Backup Product Status** template.

Select the tab **Thresholds** and switch **Installation Status** to **Off** and click **SAVE**.

In order to re-apply the template to existing devices, select on the **Add Service Template** page the tab **Associated Devices**. Select all devices and click on **Save and re-apply Service Template**. Now all devices will have the new monitoring applied.

**BACKUP MONITORING - MSP BACKUP PRODUCT STATUS**

Details    **Thresholds**    Self-Healing

**INSTALLATION STATUS**

**Monitoring:** Off

**Range:** 0 - 255

**Normal:** 0 - 0

**Warning:** 1 - 1

**Failed:** 2 - 255

**PRODUCT STATUS**

**Monitoring:** Default

**Range:** 0 - 255

**Normal:** 0 - 0

... - -

**SAVE**    **CANCEL**

# STEP 11: CREATE A MONITORING DASHBOARD

Go to **Dashboard -> Manage Dashboards**. Click **ADD** and enter the Dashboard name. We suggest SolarWinds Backup. Select the filter **SolarWinds Backup** and add it to the **Selected Items**.

The screenshot shows the 'ADD DASHBOARD' screen in the SolarWinds Backup RMM interface. The dashboard is titled 'SolarWinds Backup'. The 'Devices to Target' section has 'Selected Items' set to 'SolarWinds Backup'. The 'Available Items' section lists various device categories. At the bottom are 'SAVE' and 'CANCEL' buttons.

# STEP 12: CONFIGURE MONITORING OPTIONS

Go to the tab **Monitoring Options**. Select the **MSP Backup Product Status** and **MSP Backup Status** and add it to the **Selected Items**. Click **SAVE**.

The screenshot shows the 'ADD DASHBOARD' screen in the SolarWinds Backup RMM Integration setup. On the left is a sidebar with navigation links like Views, Dashboards, Actions, Reports, My Links, Configuration, Administration, and Help. The main area has tabs for 'Devices to Target' and 'Monitoring Options'. Under 'Monitoring Options', there's a 'SERVICES' section with a 'Available Items' list and a 'Selected Items' list. The 'Available Items' list includes Active Directory, Active Directory 2012 - DRA, Active DSOS (Cisco), ADTRAN - Device Health, ADTRAN - Memory, Agent Status, APC PDU, APC UPS, and APC IIPS - Humidirv. The 'Selected Items' list contains 'MSP Backup Product Status' and 'MSP Backup Status'. At the bottom are 'SAVE' and 'CANCEL' buttons.

# STEP 13: CHECK DASHBOARD

Go to **Dashboards** -> **SolarWinds Backup**. Your devices with SolarWinds Backup stand alone should appear, with the correct status behind it.

The screenshot shows the SW MSP BACKUP interface. On the left, there's a sidebar with various navigation options like Views, Dashboards, Actions, Reports, My Links, Configuration, Administration, and Help. The main area is titled "SOLARWINDS BACKUP". It features a table with columns: Customer, Site, Remote Control, Tools, Device Name, MSP Backup Product Status, and MSP Backup Status. The table lists several devices across different customers and sites, all showing green checkmarks in both status columns, indicating they are healthy. At the bottom of the table, there are buttons for "REFRESH NOW" and "ON" (with a refresh icon), and a message "Refresh in: 8 minutes". In the top right corner, there are icons for N-CENTRAL, notifications, user profile, and help, along with the system time "3:14 PM".

Customer	Site	Remote Control	Tools	Device Name	MSP Backup Product Status	MSP Backup Status
Africa Industri...	--	[Icon]	[Icon]	2008R2-GRU	[Green Checkmark]	[Green Checkmark]
Africa Industri...	--	[Icon]	[Icon]	2008R2-JNB	[Green Checkmark]	[Green Checkmark]
Africa Industri...	--	[Icon]	[Icon]	2008R2-MEX	[Green Checkmark]	[Green Checkmark]
Africa Industri...	--	[Icon]	[Icon]	2012R2-DXB	[Green Checkmark]	[Green Checkmark]
Africa Industri...	--	[Icon]	[Icon]	2012R2-JED	[Green Checkmark]	[Green Checkmark]
Africa Industri...	--	[Icon]	[Icon]	2012R2-PEK	[Green Checkmark]	[Green Checkmark]
Africa Industri...	--	[Icon]	[Icon]	2016-ATL	[Green Checkmark]	[Green Checkmark]
Africa Industri...	--	[Icon]	[Icon]	SEDEMOHV01	[Green Checkmark]	[Green Checkmark]
European Soft...	--	[Icon]	[Icon]	2008R2-TXL	[Green Checkmark]	[Green Checkmark]
European Soft...	--	[Icon]	[Icon]	2012R2-AYT	[Green Checkmark]	[Green Checkmark]
European Soft...	--	[Icon]	[Icon]	2012R2-BOG	[Green Checkmark]	[Green Checkmark]
European Soft...	--	[Icon]	[Icon]	2016-BRU	[Green Checkmark]	[Green Checkmark]
European Soft...	--	[Icon]	[Icon]	2016-DME	[Green Checkmark]	[Green Checkmark]

## SUMMARY

After finalizing this guide, you've uploaded the Automation Policy and executed the automatic deployment and configuration. In the N-Central dashboard, a daily check for the Backups is also added.

We advise to use the portal at <https://backup.management> for further configuration changes, such as fine tuning the profiles. For daily management we also advice to use that portal, it gives you a highly detailed view of all of your backups and (automated) restores in one view. If you'd like additional help in setting that up, please reach out to us.