

# SOLARWINDS BACKUP

## RMM INTEGRATION

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# INTRODUCTION

With use of the following guide, you'll be able to roll out SolarWinds Backup into your RMM 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

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 RMM dashboard, click on Settings and select Script Manager.

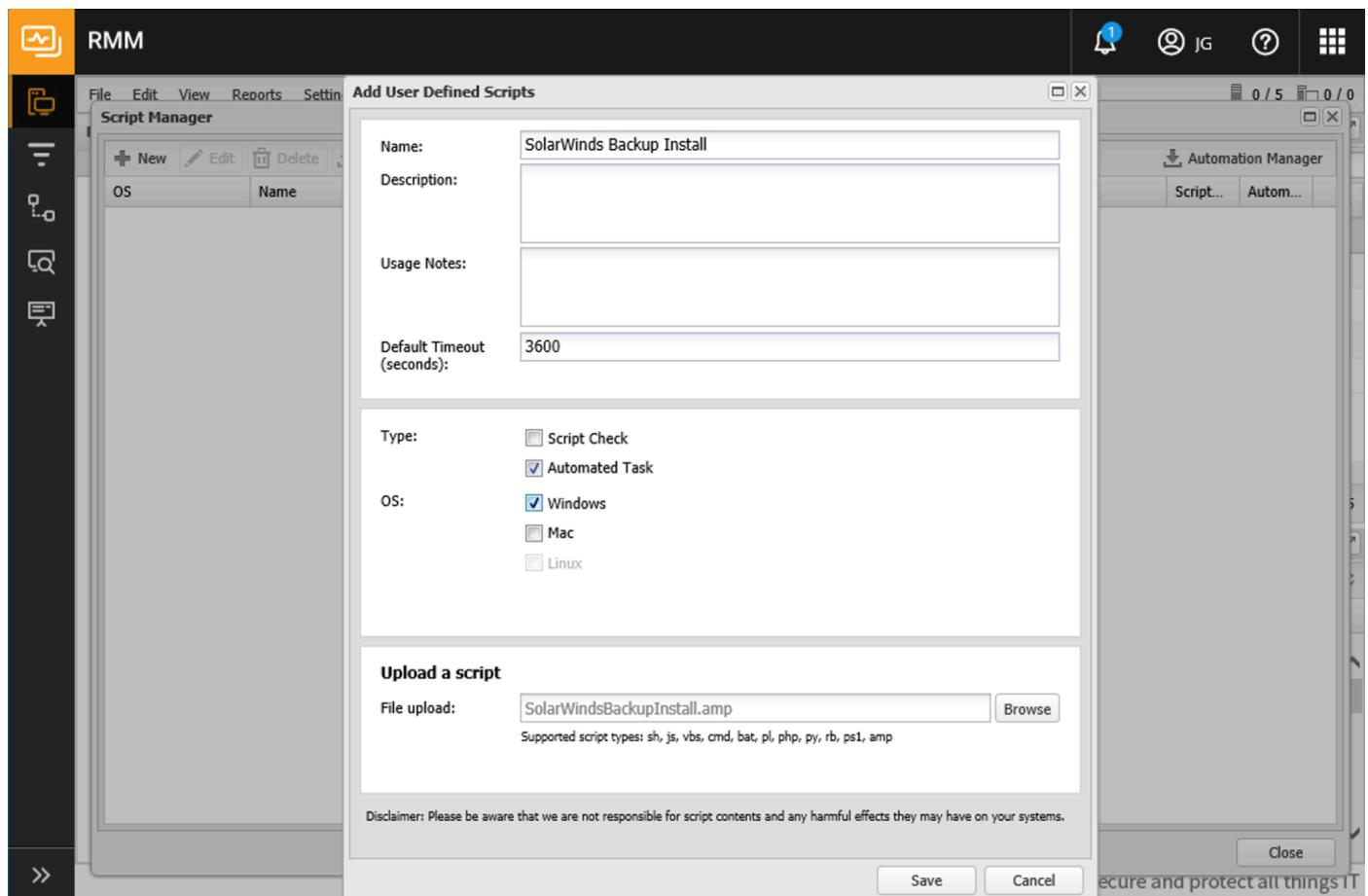
The screenshot shows the SolarWinds RMM interface. The left sidebar has a tree view under 'Monitoring and Management' with various options like General Settings, Wall Chart Settings, Users, Configure External Links, PSA Integration, Agent Auto-update Settings, Monitoring Templates, Alerts, Critical Events Settings, SNMP Checks, and Script Manager (which is selected). The main pane shows two tables. The top table is titled 'Network Devices' and lists servers by Client, Site, Server, and Description. The bottom table is titled 'Checks' and lists various system status items with columns for Description, More Information, Date/Time, and Assigned Tasks. A banner at the bottom right says 'Manage, secure and protect all things IT'.

Client	Site	Server	Description
Asian Pacific Tech	HQ	2008R2-AKL	2008R2-AKL
European Softw...	HQ	2012R2-ORY	2012R2-ORY
European Softw...	HQ	2016-BCN	2016-BCN
North American...	HQ	2016-MIA	2016-MIA
Asian Pacific Tech	HQ	2016-XMN	2016-XMN

Description	More Information	Date/Time	Assigned Tasks
Critical Events...	2 event(s) found	01-Nov-2018 0...	
Critical Events...	8 event(s) found	01-Nov-2018 0...	
Critical Events...	0 event(s) found	01-Nov-2018 0...	
Drive Space Ch...	Total: 126.90G...	01-Nov-2018 0...	
Failed Login Ch...	8 Failed Logins	01-Nov-2018 0...	
Patch Status C...	58 Missing	01-Nov-2018 0...	
Physical Disk H...	Disk(s) reporti...	01-Nov-2018 0...	

## STEP 2: ENTER DETAILS FOR THE SCRIPT

Enter the name for the script, open for own input. Select both the Automated Task and Windows checkbox. Browse to the SolarWindsBackupInstall.amp file you received and click save.



## STEP 3: ADD TASK TO CLIENT, SITE OR DEVICE

Right click on the Client, Site or Device you want to execute this task. Select Task and Add.

The screenshot shows the SolarWinds RMM application interface. On the left, there's a navigation bar with icons for monitoring, reports, settings, and agent management. The main title is "RMM". The top menu includes File, Edit, View, Reports, Settings, Mail Templates, Agent, Remote Access, Backup & Recovery, External Links, and Community. On the right, there are notification icons, user info, and system stats (0 / 6 clients, 0 / 0 devices).

The central area is titled "Monitoring and Management" and shows a tree view of "SE Backup / All Clients" under "Asian Pacific Tech". A context menu is open over a node labeled "European Software HQ". The menu options are: Edit Client, Delete Client, Add Site, Maintenance Mode, and Apply Monitoring Template. Below this, a sub-menu for "Task" is displayed with options: Run, Add, Edit, and Delete. The "Add" option is highlighted.

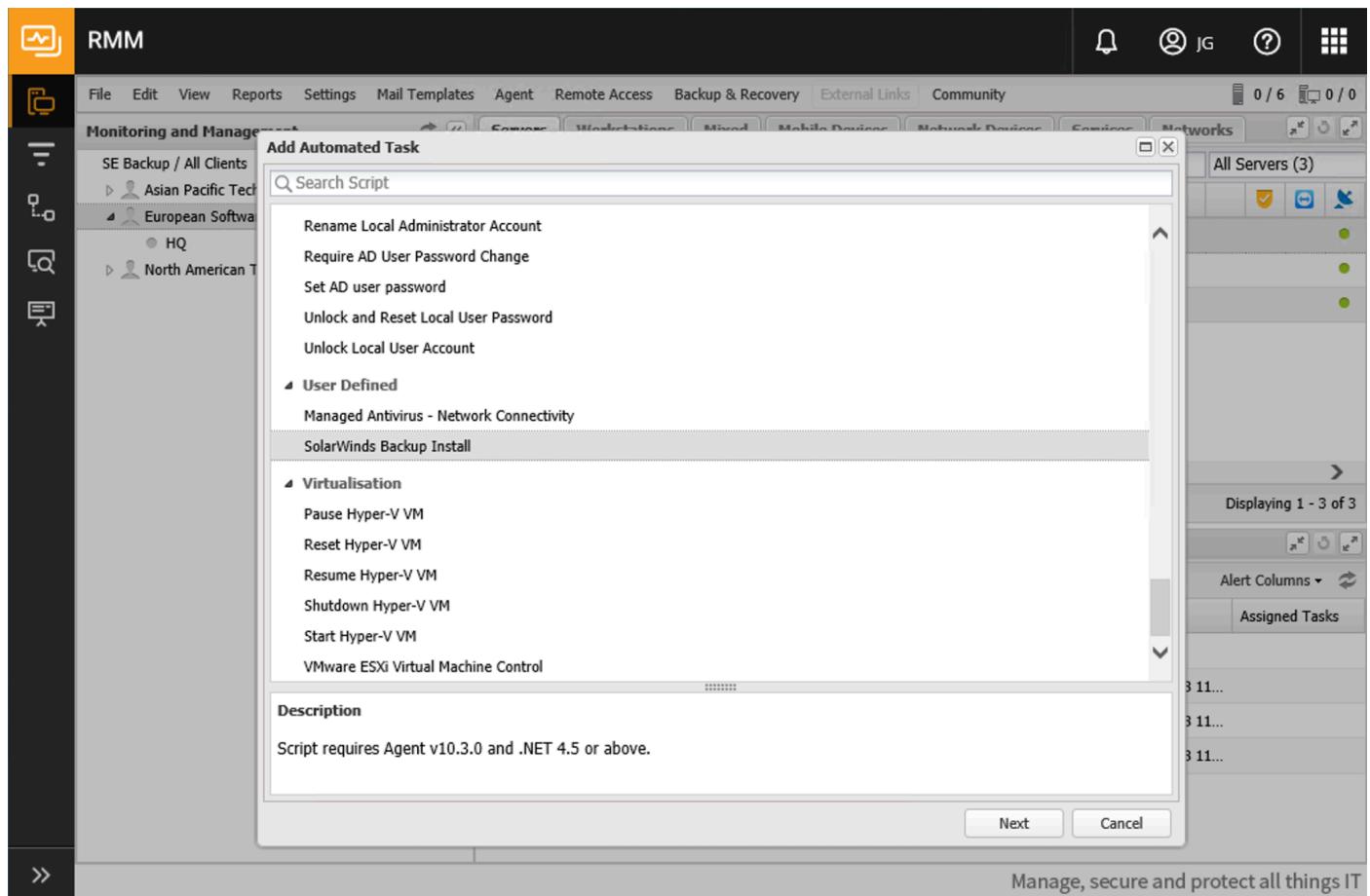
The main workspace displays three tables:

- Servers:** Shows a list of servers with columns: Client, Site, Server, and Description. Three entries are listed:
  - European Software HQ (2012R2-FCO)
  - European Software HQ (2012R2-ORY)
  - European Software HQ (2016-BCN)
- Outages:** Displays a summary of current outages.
- Checks:** Shows a list of checks with columns: Description, More Information, Date/Time, and Assigned Tasks. Four items are listed:
  - Patch Status Change - Awaiting first run
  - Performance Monitor - More information (01-Nov-2018 11:15:00)
  - Performance Monitor - More information (01-Nov-2018 11:15:00)
  - Windows Service - Status RUNNING (01-Nov-2018 11:15:00)

At the bottom right, a footer message reads: "Manage, secure and protect all things IT".

## STEP 4: SELECT AUTOMATION TASK

Scroll to the bottom of the pop-up and select SolarWinds Backup Install from the User Defined tasks.



## STEP 5: SELECT DEVICE TYPES FOR THE TASK

If you selected a Client or Site for the task, you'll get a popup asking if you want to run the task on Servers and/or Workstations. Select the right option for your situation and select Next.

The screenshot shows the SolarWinds Backup RMM Integration setup interface. On the left, there's a sidebar with icons for Home, Monitoring and Management, Reports, Settings, Mail Templates, Agent, Remote Access, Backup & Recovery, External Links, and Community. The main area has tabs for Services, Networks, and a search bar. A central window titled "Add Tasks" contains the message "Select which device type you want to add the task to:" with two checked options: "Servers" and "Workstations". Below this is a table with columns for Description, More Information, Date/Time, and Assigned Tasks. The table lists four items: "Patch Status Ch... Awaiting first run", "Performance M... More information 01-Nov-2018 11...", "Performance M... More information 01-Nov-2018 11...", and "Windows Servic... Status RUNNING 01-Nov-2018 11...". At the bottom of the screen, a footer bar says "Manage, secure and protect all things IT".

# STEP 6: GET THE CUSTOMER UID FROM THE SOLARWINDS BACKUP PORTAL

Please login to the SolarWinds Backup portal, make sure you have the customers (Clients in RMM) 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. The main area displays a list of 'Active Servers' with 30 entries. A modal window titled 'Customer management' is open in the center. Inside the modal, there's a search bar and a tree view under the heading 'SEDEMO'. The tree structure shows 'SEDEMO' expanded, with several sub-partners listed: Africa Industries, Asian Pacific Tech, European Software Services (which is selected), Latin American Experts, Middle East Information Systems, and North American Technologies. At the bottom of the modal, there's a button labeled 'Add customer' and a 'Close' button. The background of the main interface shows some backup statistics and a list of servers.

Device name	Customer	Type	Status	Size	Used storage
ubuntu1804	Africa Industries	Files and folders, Syst...	Completed	31.7 GB	1.19 GB
ubuntu1804	Asian Pacific Tech	Files and folders, Syst...	Completed	31.8 GB	1.26 GB
10-mnl_oi9qu	Asian Pacific Tech	Files and folders, Syst...	Completed	32.8 GB	17.4 GB
10-ctu_bfm7r	European Software S...	Files and folders, Syst...	Completed	31.7 GB	16.7 GB
10-cdg_hgs5y	North American Tech...	Files and folders, Syst...	Completed	32.9 GB	17.1 GB
10-den_7nm5n	North American Tech...	Files and folders, Syst...	Completed	32 GB	16.6 GB
10-jfk_jkurf	North American Tech...	Files and folders, Syst...	Completed	30.5 GB	5.78 GB
10-dfw_zp0vu	Africa Industries	Files and folders, Syst...	Completed	30.5 GB	5.79 GB
2008r2-jnb_j1tpw	Latin American Experts	Files and folders, Syst...	Completed	30.6 GB	5.86 GB
2008r2-gru_xuzsd	Latin American Experts	Files and folders, Syst...	Completed	27.2 GB	7.55 GB
2008r2-mex_z5r41	Asian Pacific Tech	Files and folders, Syst...	Completed		
2012r2-pek_eyyfo	Asian Pacific Tech	Files and folders, Syst...	Completed		

## STEP 7: COPY THE CUSTOMER UID

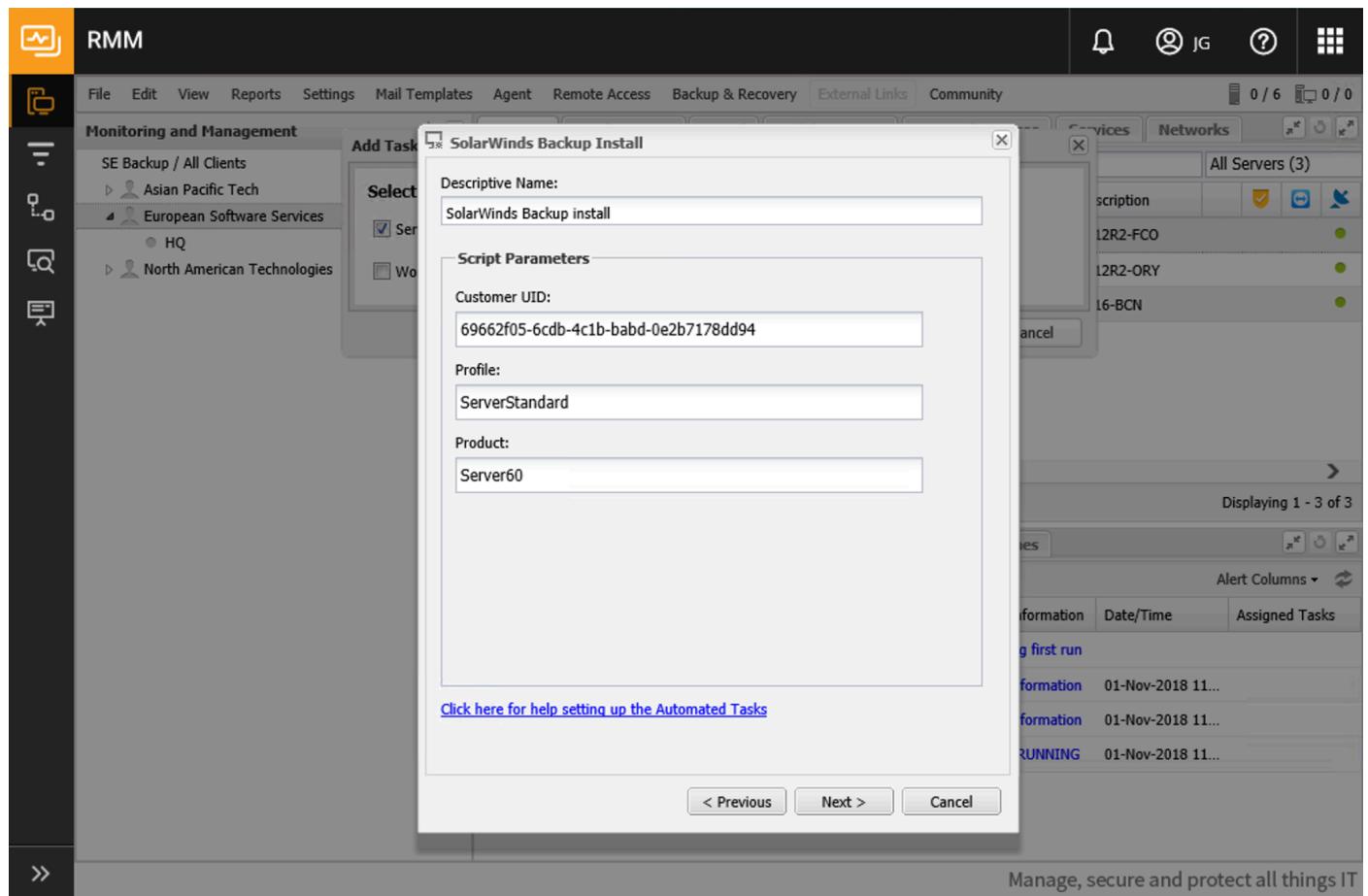
In the pop-up, select and copy the Customer UID.

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 ID	Customer Name	Customer Type	Last Sync	Total Data	Used Data
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_z5r4l	Latin American Experts	Files and folders, Syst...	Completed	30.6 GB	5.86 GB

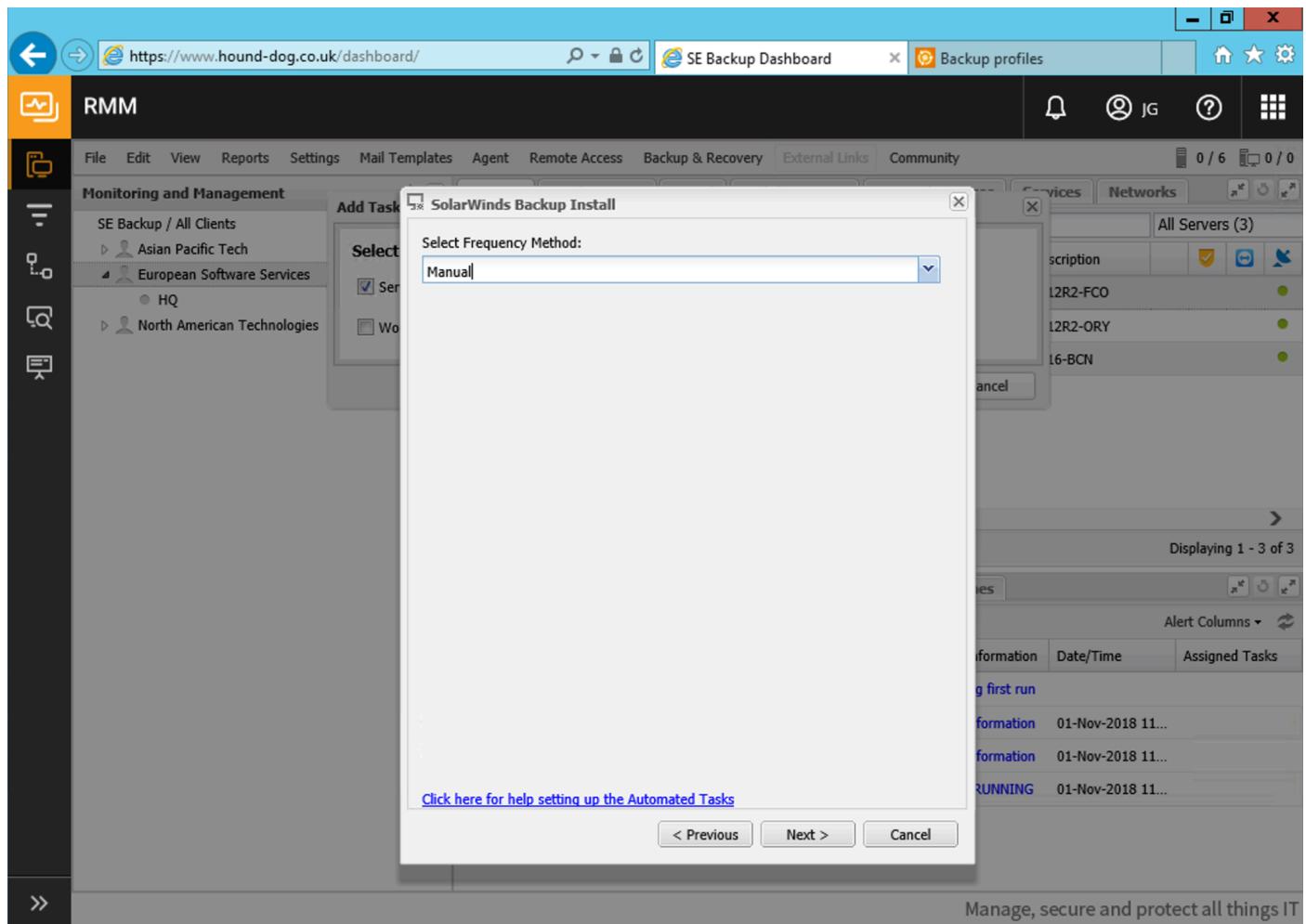
## STEP 8: ENTER DETAILS IN THE AUTOMATED TASK

Enter a descriptive name, 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”. Click next to continue.



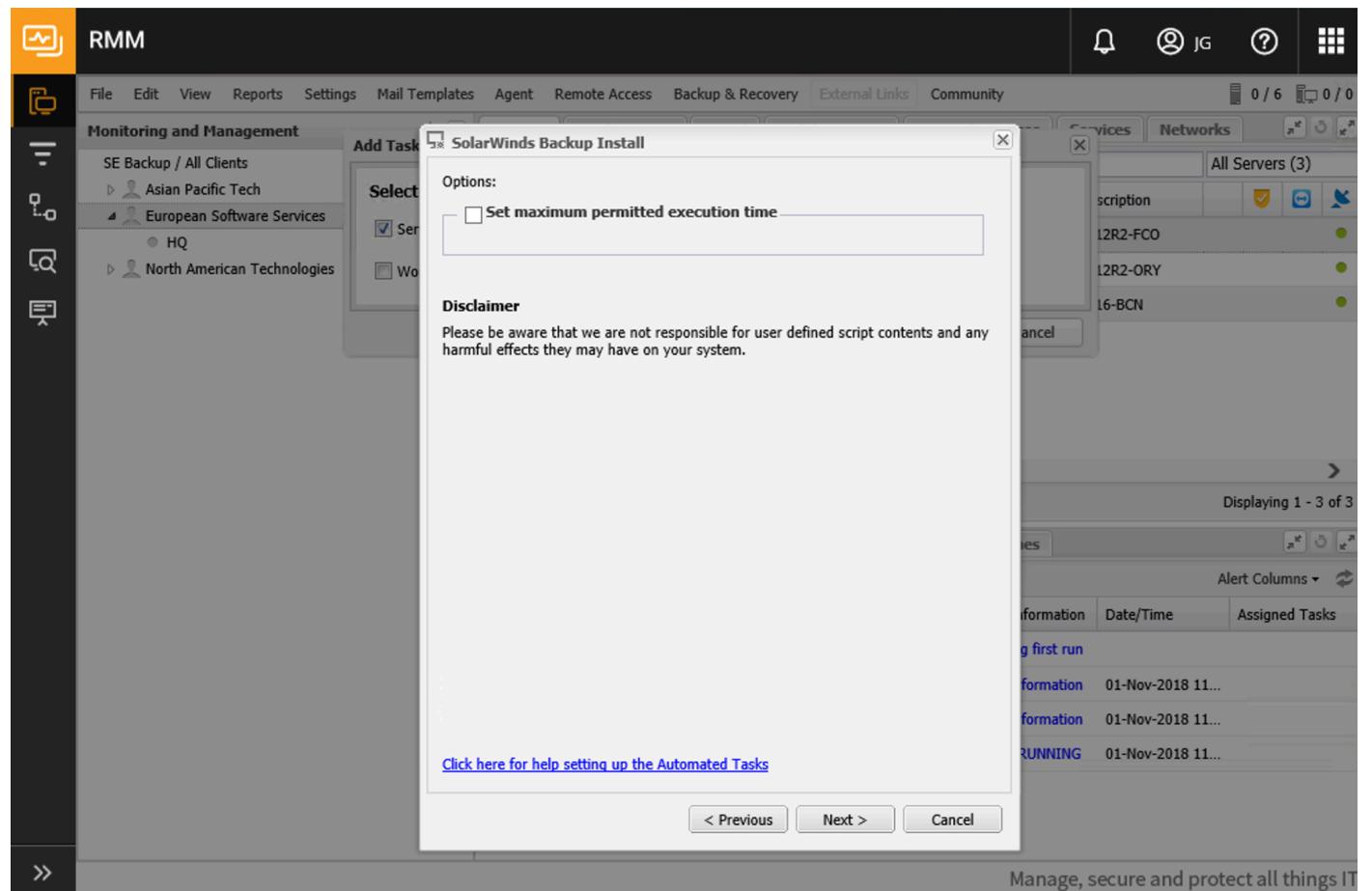
# STEP 9: SELECT TASK FREQUENCY

Change the Frequency method dropdown to Manual.



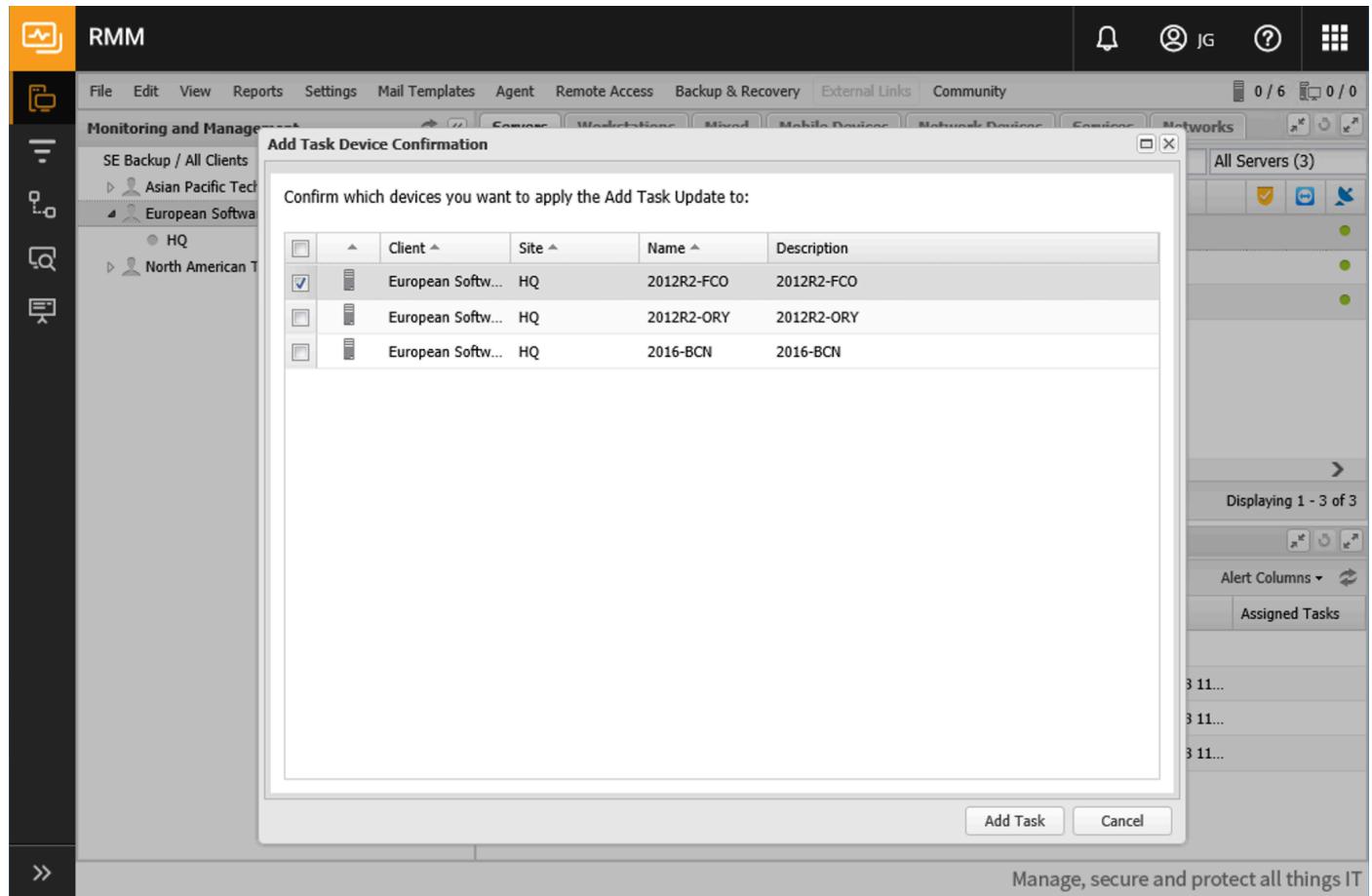
# STEP 10: TASK OPTIONS

Deselect the Set permissions permitted execution time checkbox.



## STEP 11: SELECT DEVICES FOR TASK

If you have selected a site or client with multiple devices, you are being prompted with a pop-up where you can select or deselect the devices you want to run the task. Please select the right device(s) and click Add Task.



## STEP 12: WAIT FOR THE TASK TO BE CREATED

After you've added the task, it can take up to one minute before the task shows up in the RMM dashboard under the devices it's added to. Since the task is created as manual, please proceed to step 13 for execution.

The screenshot shows the SolarWinds RMM interface. On the left, there's a navigation bar with icons for monitoring, reports, settings, and more. The main area has tabs for Servers, Workstations, Mixed, Mobile Devices, Network Devices, Services, and Networks. The Servers tab is selected. In the left sidebar under 'Monitoring and Management', there are sections for 'SE Backup / All Clients', 'Asian Pacific Tech', 'European Software Services' (which is expanded to show 'HQ' and 'North American Technologies'), and 'North American Technologies'. The main pane displays a table of servers:

Client	Site	Server	Description
European Softw...	HQ	2012R2-FCO	2012R2-FCO
European Softw...	HQ	2012R2-ORY	2012R2-ORY
European Softw...	HQ	2016-BCN	2016-BCN

Below the table, there's a page navigation bar showing 'Page 1 of 1' and 'Displaying 1 - 3 of 3'. At the bottom, there's a 'Tasks' tab which is currently selected, showing a single task:

Description	Status	Output	Last Run Time	Schedule	Assigned Ch...
SolarWinds Back	Stopped	Awaiting synchronisation	Has not run	Manual	

At the bottom right of the interface, there's a tagline: 'Manage, secure and protect all things IT'.

# STEP 13: RUN THE AUTOMATED TASK

Select the task and right click on it. Select Run Automated Task. At that moment the device is going to download the SolarWinds Backup Manager to C:\Windows\Temp and will be executed with the extra parameters provided in the task creation. Depending on the download speed, this process should take a few mins. The download is a little over 100MB, so it should not take very long.

The screenshot shows the SolarWinds RMM application interface. The left sidebar has icons for Monitoring and Management, Reports, Settings, Mail Templates, Agent, Remote Access, and Backup & Recovery. The main window title is "RMM". The top navigation bar includes File, Edit, View, Reports, Settings, Mail Templates, Agent, Remote Access, Backup & Recovery, External Links, Community, and status indicators (0 / 6, 0 / 0). The "Monitoring and Management" section shows a tree view with "SE Backup / All Clients" expanded, showing "Asian Pacific Tech" and "European Software Services". Under "European Software Services", there is a node "HQ" and a child node "North American Technologies". The "Servers" tab is selected in the top navigation bar. A table lists three servers: "European Softw..." (HQ), "2012R2-FCO"; "European Softw..." (HQ), "2012R2-ORY"; and "European Softw..." (HQ), "2016-BCN". The table includes columns for Client, Site, Server, and Description. Below the table, a message says "Displaying 1 - 3 of 3". The "Tasks" tab is selected in the bottom navigation bar. A table lists one task: "SolarWinds Back Stopped" (Status: Awaiting synchronisation, Output: Has not run, Last Run Time: Manual). A context menu is open over this task, with the "Run Automated Task" option highlighted. The footer of the interface reads "Manage, secure and protect all things IT".

## STEP 14: CHECK INSTALLATION STATUS

In the RMM Dashboard, a grey dot should appear in the grid with dots in the column Backup & Recovery. Currently it shows Unsupported Release of Backup & Recovery Installed, but that's nothing to worry about. It turns into green if you use the integrated Backup & Recovery option in RMM, but in this manual we're integrating the SolarWinds Backup standalone instance with RMM. When this message appears, the software is correctly installed and is visible in your backup portal through <https://backup.management>.

The screenshot shows the SolarWinds RMM interface. On the left, there's a navigation bar with icons for Home, Monitoring and Management, Reports, Settings, Mail Templates, Agent, Remote Access, Backup & Recovery, External Links, and Community. The 'Monitoring and Management' section is expanded, showing 'SE Backup / All Clients' and two regions: 'Asian Pacific Tech' and 'European Software Services'. Under 'European Software Services', there are nodes for 'HQ' and 'North American Technologies'. The main pane displays a grid of servers. The first server in the list has a tooltip 'Unsupported Release of Backup & Recovery Installed' over its status icon. The grid columns include Server, Take Control, Remote Background, Columns, Last Response, and Last Boot Time. Below the grid, there are tabs for Summary, Outages, Checks, Notes, Tasks, Assets, and Patches. A task card for 'SolarWinds Back' is shown, indicating it is Stopped. At the bottom right, the footer reads 'Manage, secure and protect all things IT'.

# STEP 15: ADD A BACKUP CHECK IN RMM

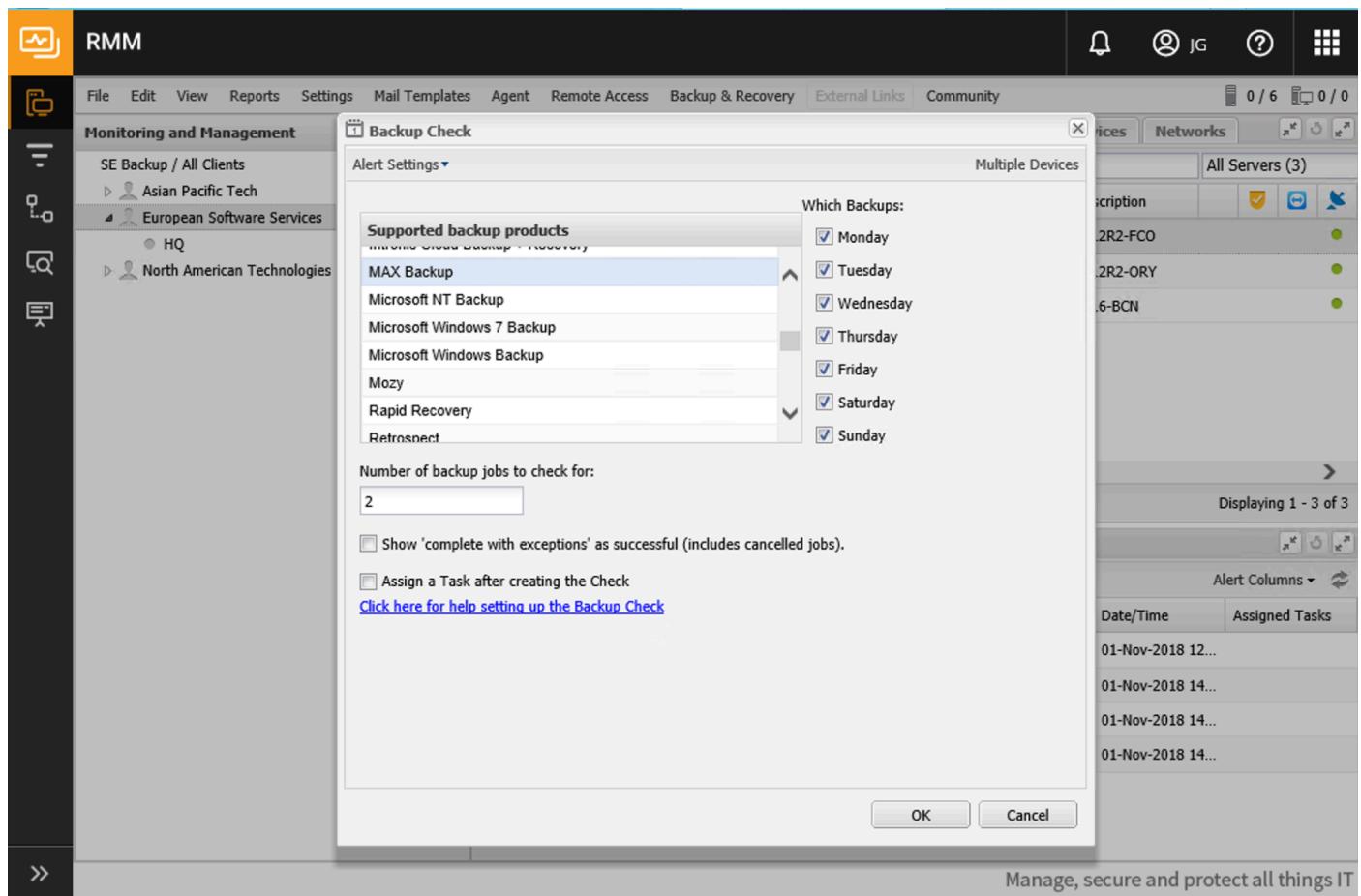
When selecting the device, click on the tab Checks and click on Add Check. Select Backup Check.

The screenshot shows the SolarWinds RMM application interface. On the left, there's a navigation bar with icons for monitoring, reports, settings, and agent management. The main area has tabs for Servers, Workstations, Mixed, Mobile Devices, Network Devices, Services, and Networks. The Servers tab is selected, displaying a list of three servers: European Software Services HQ (2012R2-FCO), European Software Services HQ (2012R2-ORY), and European Software Services HQ (2016-BCN). Below the server list, there's a 'Checks' section with a dropdown menu. The 'Backup Check' option is highlighted. To the right of the server list, there's a 'Patches' table showing three missing patches. At the bottom right, there's a footer message: 'Manage, secure and protect all things IT'.

More Information	Date/Time	Assigned Tasks
3 Missing	01-Nov-2018 12...	
More information	01-Nov-2018 14...	
More information	01-Nov-2018 14...	
Status RUNNING	01-Nov-2018 14...	

## STEP 16: SELECT THE CORRECT CHECK

Select MAX Backup from the list and adjust the number of backup jobs to the correct number of jobs your device runs. In the case of Files & Folder and System state, that's 2 checks. On the right you can select the days you want to execute the check.



## SUMMARY

After finalizing this guide, you've uploaded the Automation Policy, created a task for a Client, Site or Device and executed the automatic deployment and configuration. In the RMM 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.