Kaseya

The IT Management Cloud Company™

KASEYA CERTIFIED TECHNICIAN (KCT)

Enterprise Lab Guide

The Kaseya Certified Technician Lab Guide provides hands-on exercises and a structured approach to building and administering automation and integrated systems management using the Kaseya Virtual Systems Administrator

Developed By Kaseya University

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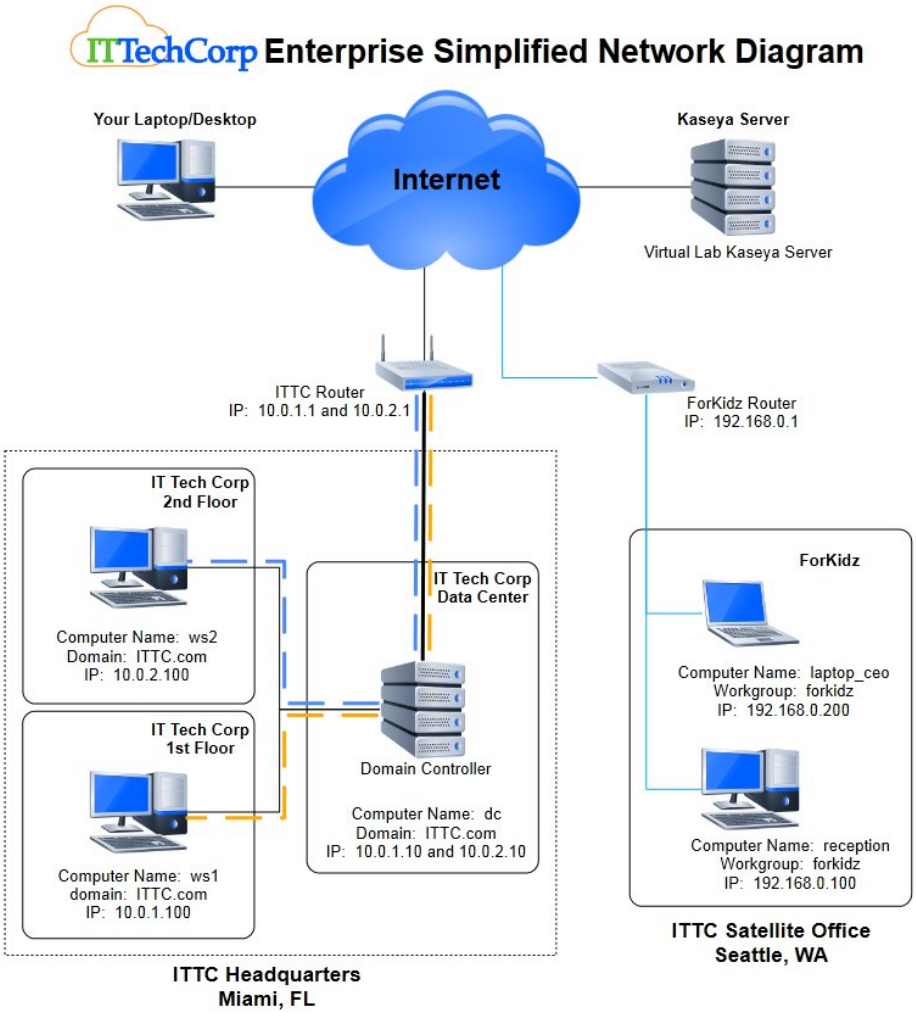
Lab Guide Overview

Welcome to the Kaseya Certified Technician (KCT) Lab Guide. The hands-on exercises presented in this guide align directly with the courses presented in the VSA Technician learning path and will help prepare students for the certificate exam. This lab guide uses an Enterprise-based scenario. The exercises mirror those included in the MSP scenario, but the story has been customized to mimic an Enterprise-based Kaseya deployment.

The Scenario and vLab

The exercises in this lab guide are scenario-based and tell the story of Jose, a Technician for IT Tech Corp. IT Tech Corp is a fictitious mid-sized custom computer manufacturer which has recently purchased the Kaseya VSA to help them command centrally, manage remotely, and automate everything related to their internal IT support needs.

IT Tech Corp's main office, located in Miami, Florida, is a domain-based environment with a domain controller and several workstations. The vLab has two sample workstations and one Domain Controller representing the rest of the environment at ITTC.IT Tech Corp has a satellite office in Seattle which is responsible for the customization of kid-friendly computers for daycares and elementary schools. This office has a very basic network with one internet-connected router and several workstations. All workstations are connected via a workgroup but, due to technology limitations at the satellite office, does not have a connection to the IT Tech Corp backbone or domain. The vLab has two sample workstations representing this environment. (Network Diagram below)



Among other responsibilities, Jose is the lead technician for Desktop Support at IT Tech Corp. Jose was tracking the computers in his network, assisting in troubleshooting end-users computer incidents, and helping in onboarding of new endpoints for new employees hired at IT Tech Corp.

The Kaseya VSA is now the new platform Jose will use to help assist end-users' endpoints. Jose wants to convert his current daily tasks to Kaseya and minimize the amount of individual development he has to do on a regular basis. His primary goal is to automate as many of his routine tasks as possible.

Jose is responsible for:

- Using Kaseya to schedule and execute endpoint-side tasks and automation scripts
- understand the basic layout of the Kaseya VSA and know how to utilize it as a tool for troubleshooting

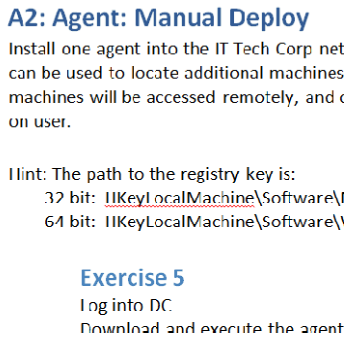
Jose is going to:

- install agents so he can remotely manage machines
- discover devices so he can install agents and remotely manage those devices
- schedule tasks to automate processes
- configure settings throughout the VSA to control how the agents behave and what info is visible, reportable, etc.
- know how to scan endpoints for patches and prevent any updates from installing that might be problematic or needs additional testing prior to release.
- create and assign pre-existing patch policies for patch management and deployment
- learn how to review monitor data to proactively asses endpoint performance
- understand how to remotely control into endpoints
- force compliance (Policy) and make changes on a scheduled basis (Agent Procedures)
- automatically assign settings, scripts, monitoring and other regular functions to existing machines and any new machines that are introduced into the environment.
- provide management with regular reports on the status of devices, work accomplished, managed devices, etc.

Instructions for Use

The exercises in this lab guide are designed to complement the course curriculum presented in the KCT learning path. Kaseya University recommends that you utilize this guide real-time as you work through the courses.

In order to optimize learning, in the Learning Center go to the Kaseya Certified Technician (KCT) Learning Path, and launch and complete a course. Before moving on to the next course in sequence, open this lab guide and apply that learning using the hands-on exercises associated with specifically with the completed course before moving on to the next.



The exercises are intended to be completed IN-SEQUENCE. There is no enforcement mechanism and so the vLab does permit you to skip around. However, some of the exercises in this guide assume that prior configurations have been completed.

Finally, Kaseya University wants you to be able to do more than click through step-by-step instructions, but rather actually understand what you are doing! Thus, the exercises in this guide are written in an open-ended fashion. Should you get stuck and need help, there is an Answer Key in the back of the guide. There is often more than one way to complete the exercise. The answer key utilizes the best practice or optimal approach.

You are encouraged to do as much as you are able to without having to consult the key!

Hands-On Exercises

O1 and O2: Orientation

Jose would like to have all machines and user records belonging to IT Tech Corp grouped together and have separate groupings for each site.

Create an organization structure for IT Tech Corp. Each organization needs a machine group for the endpoints and each needs an "onboarding" group for new machines. The machine groups will mirror the physical locations. IT Tech Corp has machines spread in four physical locations: a data center, two separate floors of an office building, and the satellite ForKidz office in Seattle.

A user role, Technician, and scope is in need of creation and assignment for the VSA User, Jose Pearlman (jpearlman). Jose will only be able to access the ForKidz machine group and will have access Audit and Patching configuration.

Notice about Name Clashing: Some configurations on a Cloud VSA server must be unique across the entire shared server. Where this is a requirement, we ask that you include your username as part of the configuration. When you see -<USERNAME> indicated in the lab guide, enter your VSA login name in place of the <USERNAME>. For example, if your VSA login is *awest* and you are requested to create a VSA user named jose-<USERNAME>, you would create the user jose-awest.

Exercise 1

Rename myOrg to ITTC-<USERNAME>
Create Machine Groups: "DataCenter", "FirstFloor", "SecondFloor", "onboarding ", "ForKidz"

Exercise 2

Create Departments: Accounting, IT, HR, ForKidz
Create Staff record: Jose Pearlman in the IT department
Create Staff record: Samantha Jackson in the ForKidz department

Exercise 3

Create User Role: Technician with access to Audit and Patch functions
Create Scope: ForKidz. Limit the scope to machines in the ForKidz machine group.
Create VSA User: Create a login account for Jose Pearlman as jpearlman-<USERNAME>and assign to the Technician role and ForKidz scope

T5: Tasks: Import/Export

Jose works with Alex. Alex is the Kaseya Administrator of IT Tech Corp and is responsible for building the framework of Kaseya so technicians like Jose can manage individual machines.

Alex has created a number of views, policies, reports, agent install packages, and other useful utilities for Jose and has provided those in an .xml. Jose needs to import the .xml to get all of these items available in the VSA.

Exercise 4

Download Learning Content Pack from http://university.kaseya.com/KaseyaUniversity/KU-ContentPack.zip
System > Import Center > Import > select content pack
Verify policies, views, reports, APS, agent install packages were imported

Bonus Activity 1

Visit http://community.kaseya.com
Find any procure in the community and import to your lab VSA using the Import Center
Verify procedure imported

Bonus Activity 2

Export a procedure from a lab server and import to preview or production server

A2: Agent: Manual Deploy

While the ITTC Admin, Alex, is usually responsible for agent install configurations, there are times when Jose steps in to help. While automation is the ultimate goal, Jose must first manually deploy at least one agent into each network environment.

Install one agent into the ITTC network and a separate agent in the ForKidz network. Automated discovery can be used to locate additional machines once the "agent zero" machines have been introduced in each network. Jose also knows these machines will be primarily accessed remotely and wants to ensure the agent icon properly reflects a logged on user.

Hint: The path to the registry key is:

32 bit: HKeyLocalMachine\Software\Microsoft\Windows\CurrentVersion\Run
64 bit: HKeyLocalMachine\Software\Wow6432Node\Microsoft\Windows\CurrentVersion\Run

Exercise 5

Log into DC
Download and execute the agent install package

Add -remote to registry key
Verify checkin showing logged in user

Using Agent > Change Group > manually move DC to ittc.DataCenter machine group

Exercise 6

Log into Reception
Download and execute the agent install package

Add -remote to registry key
Verify checkin showing logged in user

A3: Agent Auto Discovery/Remote Deploy

Now that there is an agent in each environment, Jose can use Discovery to locate other computers in each environment and automatically install the agent software to all other computers found within each network.

Use the option that caters BEST for each organization. (I.E. if Active Directory is predominantly used, use Discovery > Domains, if there is no Active Directory environment, use Discovery > Networks).

Configure the "Naming Policy" of the ForKidz environment to force endpoints in the ForKidz machine group to join its appropriate machine grouping based on the Default Gateway and IP Address range.

Exercise 7

Create Network using LAN Watch to scan the ForKidz network and execute the scan. LAN Watch should be configured to discover devices and install the default agent package.

Exercise 8

Configure Naming Policy to automatically move all ForKidz devices into the appropriate machine groups.

Exercise 9

Configure Domain Watch to discover devices and users in the ittc.com domain. Domain watch should automatically install the default agent package on discovered machines. Execute the scan.

AI4: Audit: View Assets

A number of agents have been installed, and Kaseya has become aware of other components of the network Infrastructure, as well.

Jose would like to review the devices found so he can be certain he's aware of all network devices on the ITTC and ForKidz networks. He would also like to assign a credential to the machine group floor1.ittc so he can have a centralized place for him, and other technicians, to retrieve the password to the environment's endpoints if they need to troubleshoot.

Exercise 10

Explore the Audit > View Assets function

Exercise 11

Explore the Audit > Managed Credentials page

Exercise 12

Add a managed credential to the ForKidz Router. (Hint: IP address of 192.168.0.1)
Username: svc_rc Password: $Super$Secret.

A5: Agent Endpoint (to Endpoint)

With all endpoints discovered and agents installed, Jose would like to customize some of the basic settings on the agents.

Change the Working Directory to C:\ITTC and configure the Agent Menu to hide the *Exit* and *Disable Remote Control* options. Modify the Credentials used on the agent to <USERNAME> and <PASSWORD> for the IT Tech Corp agents only (use your own lab username and password for this exercise).

Exercise 13

Configure the Working Directory to c:\ITTC for all machines

Exercise 14

Configure the Agent Menu to hide *Exit* and *Disable Remote Control* on all machines

Exercise 15

Configure the Set Credential to <USERNAME>/<PASSWORD> on the IT Tech Corp Miami-based machines only

AI1: Audit: Information Review

With Agents installed, Jose would like to review some of the information about the individual workstations.

Exercise 16

Schedule all audits via Run Now

Exercise 17

Find Disk Space for DC (Machine Summary > Hardware > Disk Shares)
Explore available tabs

Exercise 18

Find solitaire.exe (Solitaire) on endpoints
Select DC
Machine Summary > Software > filter grid to solitaire.exe (no results on DC)
Switch view to different machine (note filter remains in place; solitaire.exe listed)

Exercise 19

Create Custom Column Set
(Current User, Time Zone, Contact Name, Contact Email, IP Address, Connection Gateway, Used Space)
Navigate to Audit > Column Sets, select custom set, explore available data

RC2: Remote Access: Use

Technicians at IT Tech Corp sometimes need to remote to workstations to assist end users. Periodically connecting to servers may also be required. Jose needs to ensure that he knows how to utilize Kaseya Remote Control to remotely access endpoints. In the following exercises, use the Agent Icon to establish a remote connection unless otherwise specified.

Bonus Activity 3

Configure User Role Policy for the System and Technician role with the following settings:

- ☐ If user is logged in, display alert (use the default alert or optionally customize)
- ☐ Require admin note

Bonus Activity 4

Configure Machine Role Policy for laptop-ceo

- ☐ Take Control Silently
- ☐ Require admin note
- ☐ Optionally enable recording

Exercise 20

Use the Agent Icon to connect to WS1
Download and Install Kaseya Remote Control Application (If prompted, install the Remote Control package.)
Initiate connection
Control ws1 from your own computer

Exercise 21

Connect as a Technician User Role to WS2 (Jpearlman user role)
Attempt to initiate a connection with an endpoint
Verify whether a connection can be made with these user role permissions

Exercise 22

Connect as System User Role to laptop-ceo
Initiate connection
Log into laptop-ceo and verify control is taken silently
Control laptop-ceo from your own computer

Bonus Activity 5

Initiate connection to reception using System Role
Verify whether admin note is required

Exercise 23

Using FTP, copy any file you would like from your computer to the working directory of the reception computer
Using FTP, copy c:\CopyMe.txt from the dc machine.

Exercise 24

Establish a private remote control session with dc using your virtual lab login credential. In this exercise, we will attempt to use the same login concurrently on a single machine to create a private session.

- Login to dc through the virtual lab module. (This creates a private webRDP session to the workstation.)
- Using the Private Remote Control button in QuickView, establish a session to dc
- Optional: Verify session status in virtual lab. Your logged in user (step 1) should be logged off the dc machine as the Private Remote Control function will terminate the first session using the same credentials.

Note: The number of allowed private sessions may vary based on OS type and configuration. Refer to manufacturer documentation for details on supported access and configuration.

Bonus Activity 6

Review processes available in Remote Control > Task Manager. You do not need to terminate any processes as part of this lab, but be sure to know how you could do so, if necessary.

Exercise 25

Send Message to WS1 "now" as dialogue box to notify the user the machine is scheduled for maintenance tonight at 5 pm. Log into WS1 to review the message.

Exercise 26

Send Message (blink icon) "now" as dialogue box to WS2. Log into WS2 to view the message.

Exercise 27

Send Message as browser to Reception to the URL community.kaseya.com.

Bonus Activity 7

Schedule a message to any machine to display in the future

Exercise 28

Initiate a Remote Control session to reception using Control Machine function. Optionally enable record session

Bonus Activity 8

Preinstall KVNC on WS1. Remote using Control Machine. After session completes, uninstall KVNC.

Exercise 29

Using Live Connect (Ctrl + Click Agent Icon), remote control to any machine

Exercise 30

Access Live Connect via Quick View

KLC LABS WITH NOTICE: The lab exercises you are about to conduct is intentionally trivial, showing you how most of the tasks performed using other modules of the VSA can also be performed using Live Connect

Exercise 31-39: Agent Data

31. User Profile: Use Live Connect to set the logon and profile of the end user of WS1
    a. Username: Jill-<username>
    b. Password: user the same password as you've used throughout your lab

c. Contact Name: Jill Matthews
d. Email Address: Jill-<username>@ittc.com
e. Phone Number: 305-000-0001

32. Verify Schedules: Use Live Connect to verify Audit and Patch schedules on WS1. You can find these functions on the Pending Procedures tab. Verify the Pending Procedures schedules for these functions match what you configured in your Audit exercise.
33. Review Agent Log: Use Live Connect to determine how frequently the agent on WS1 is checking into the KServer. The entries will look similar to: Received n OOB requests to checkin in the last x min y sec.
34. Review Configuration Changes Log: Use Live Connect to determine who has changed the password for the User Portal (aka Access Portal) on WS1.
35. Review Agent Procedure Log: Determine when the most recent Latest Audit was executed on WS1
36. Patch Status: Use Live Connect to determine whether WS1 has had any patching.
37. Agent Settings: Using Live Connect, check the version of the agent installed on WS1. Verify the Working Directory is configured as c:\ITTC.
38. Agent Documents: Create a text file for WS1 that includes some information about WS1. Using Live Connect, upload this document to the KServer so it can be later referenced by you and other VSA users.
39. Get File: Using Live Connect, check what files, if any, have been uploaded from WS1 to the KServer.

Exercise 40-47: Audit Information

40. Machine Info: Using Live Connect, determine the following information about WS1. If the data is more than a day old, run Latest Audit immediately.
    a. OS
    b. RAM
    c. IP Address
    d. Connection Gateway
    e. Last Reboot
41. Installed Apps: Using Live Connect, determine if 7-Zip has been installed on WS1
42. System Info: Using Live Connect, determine the maximum possible RAM for WS1
43. Disk Volumes: Using Live Connect, determine the disk volumes on WS1
44. PCI & Disk Hardware: Using Live Connect, determine the PCI cards on WS1
45. Printers: Using Live Connect, determine what printers are available to WS1
46. Software Licenses: Using Live Connect, determine the license code and product key of the OS on WS1
47. Add/Remove Programs: Using Live Connect, determine the number of Kaseya agents installed on WS1 and the uninstall string for Google Chrome.

Exercise 48: File Manager

Using Live Connect, copy a file from your local machine to the working directory on WS1

Exercise 49: Command Shell

Using Live Connect, try to ping kaseya.com and google.com from WS1 without interrupting the machine user's work.

Exercise 50: Registry Editor

Using Live Connect, and without interrupting the machine user's work, verify the registry key value related to the Kaseya agent icon in the system tray has been updated to show the icon when connected via RDP. If not, add the " –remote" to the end of the value of this key.

T3: Task: Views

Jose regularly needs to locate machines that have similar configurations or meet specific criteria. He wants to be able to find specific machines and then configure settings or assign tasks to all machines that meet the defined criteria. The creation of Views will help Jose to easily filter to specific agents.

Use a Machine Group Filter to filter to all machines in ForKidz. Once filtered to ForKidz, further filter to only machines containing "laptop" in the name.

Create a view to filter to All Workstation OSs, a view for All Server OSs, and finally a view to filter to machines with the Solitaire application (solitaire.exe) installed.

Exercise 51

Use Machine Filter toolbar to filter to all machines in ForKidz
Once filtered to ForKidz, further filter to only machines containing "laptop" in the name
Reset the filter to display all machines

Exercise 52

Create a View to filter to All Workstation-type Operating Systems
Create a View to filter to All Server-type Operating Systems
Create a View to filter to machines with the Solitaire application (solitaire.exe) installed
Explore each of the Views created

Exercise 53

Create an Advanced View to show all machines in PST time zone (HINT: Use time zone offset in hours to create this filter)

Bonus Activity 9

Edit the Solitaire View to filter to specific version of the app (HINT: Check Audit to verify the version currently installed on at least one machine)

P1: Patch: Create/Assign Policies

In order for Jose and his team to define which Microsoft Update patches will be applied to endpoints, he needs to create and assign Patch Policies. The Patch Policies should have been already created by Alex, but Alex wasn't sure which machines should get which policies. There are some patches that should be blocked for all machines across the board.

Create a "Base" policy for all workstations and servers, and name them "Base Workstations" and "Base Servers" respectively.

Jose also wants servers to have Service Packs tested before they are deployed.

Create a patch policy that blocks all service packs but allows all other patch types through.

Finally, the ForKidz satellite site is using a web-based application that must run on IE8. These machines cannot have Internet Explorer updated beyond what they are currently running. Jose must block all IE updates from all ForKidz machines but be sure to allow all other "base" patches through, and will need a patch policy to specifically accomplish this.

NOTE: Patch Policy Containers and default approval status should have been imported during the Import/Export course.

Exercise 54

Assign the patch policies to the appropriate machines:

- DC: Base Servers, No Service Packs
- WS1: Base Workstations
- WS2: Base Workstation
- Laptop-ceo: Base Workstation, No Internet Explorer, No Service Packs
- Reception: Base Workstation, No Internet Explorer

T2: Tasks: Schedule and Execute

Jose knows he will be scheduling several functions throughout his work in the VSA, but he's not familiar with the scheduler utility and the variances that exist for some modules. He needs to understand the various options available and how he can best schedule tasks in ways that are healthiest for the KServer and network environments.

NO HANDS-ON LABS (scheduling will be explored in future labs)

P5: Patch: Scan and Status

Both the IT Tech Corp and ForKidz machines need to have Microsoft patches installed on them. In order to determine which patches are available to the machines, Jose needs to execute a patch scan.

Run a patch scan. Also schedule the patch scan to run automatically every Wednesday, during business hours, so any patches released by Microsoft that are applicable to the endpoints can be discovered.

Exercise 55

Schedule a patch scan on all machines with the following configuration:

- Every Wednesdays
- During business hours for the respective location
- Run an immediate patch scan on all machines

Bonus Activity 10

Review Patch Status to identify the installed and missing patches

P6: Patch: Updates

Jose has completed the foundation for patching and he's ready to install patches on the machines in his environment. He wants to be sure that the Windows built-in patch utility does not run to install patches - he wants Kaseya to be responsible for all install cycles.

He would also like to verify the machines are configured properly for successful patching and then wants to install updates on the machines. Finally, he would also like to schedule the machines to automatically install all Missing Approved patches on a regular basis.

Exercise 56

Set Windows Auto Update to Disabled for all machines

Exercise 57

Run a Patch Test on all machines

Exercise 58

Schedule an Initial Update on Laptop-ceo to run immediately.

Exercise 59

Schedules Automatic Update on all workstations to run weekly on Thursdays. Suspend the schedule on DC.

Bonus Activity 11

Configure the machines in the ForKidz machine group to default to the offline scan source. Attempt to install a patch (approved or denied) using any install method. Check Patch Status to determine if the patch failed. If failed, clear the failure and reattempt install. If patch continues to fail, ignore the patch. Reset the default scan source to Online.

M1: Monitor: ATSE

NO HANDS-ON LABS

M2: Monitor: Monitor Sets

Note: Many of the Monitor-related labs will instruct you to use an email address as part of the alert notifications. For the purposes of these labs, please use your business email address with ".fake" at the end. This will prevent emails from continually flooding an inbox. For example, if Jose's email address is jose@ittc.com, he would use the email address jose@ittc.com.fake.

Jose must configure monitoring of managed endpoints within the Kaseya VSA for all Internal ITTC machines, including the ForKidz satellite site computers. He would like to avoid the need to connect to the endpoints in order to check the status of services, processes, and free space on endpoints. He has decided that he will deploy monitor sets for both Workstations and Servers within these environments. On Workstations, he must configure a monitor set to monitor available disk space (<10% free), the Windows Firewall service, and the SNMP process. On Servers, he must configure a monitor set to monitor disk space (<20% free), the windows event log service, and the SNMP process.

Exercise 60

Run Update List By Scan on DC and WS2

Exercise 61

Create Server Monitor Set

- Counter Thresholds
  - Object: Logical Disk
  - Counter: % Free Space
  - Instance: C:
  - Collection Threshold: The % Free Space data must be collected for Servers when more than 10% of the total disk space has been used. (When there is 90% free space available start collecting data)
  - Alarm Threshold: An Alarm must trigger when the alarm threshold reaches below 10% free space on the total drive of the machine. (Alarm when there is less than 10% free space available on the machine.)
- Services Check
  - Configure a Service Check for the Windows Firewall Service, which will try no attempts with a 0 minute restart interval. The re-arm for this service check must be six hours.
- Process Status
  - Create a Process Status check to alarm when the snmp.exe process is down, the re-arm period must be specified to create additional alarms every 1 hours.

Exercise 62

Create Workstation Monitor Set

- Counter Thresholds:
  - Object: Logical Disk
  - Counter: % Free Space
  - Instance: C:
  - Collection Threshold: The % Free Space data must be collected for Servers when more than 20% of disk space has been used. (When there is 80% free space available start collecting data)
  - Alarm Threshold: An Alarm must trigger when the alarm threshold reaches below 20% free space on the machine. (Alarm when there is less than 20% free space available on the machine.)
- Services Check
  - Configure a Service Check for the Event Log Service, which will try three restart attempts with a 2 minute restart interval. The re-arm for this service check must be six hours.
- Process Status
  - Create a Process Status check to alarm when the snmp.exe process is down, the re-arm period must be specified to create additional alarms every 6 hours.

Exercise 63

Assign the Server Monitor Set to DC

Exercise 64

Assign the Workstation Monitor Set to all workstations

Exercise 65

Individualize the Monitor Set assigned to the laptop-ceo machine. Change a setting such as the defined threshold for a counter or the number of restart attempts for a service. Commit the change and verify the monitor set appears as individualized for the machine.

M3: Monitor: Monitor Fixed Alerts

Note: Many of the Monitor-related labs will instruct you to use an email address as part of the alert notifications. For the purposes of these labs, please use your business email address with ".fake" at the end. This will prevent emails from continually flooding an inbox. For example, if Jose's email address is jose@ittc.com, he would use the email address jose@ittc.com.fake.

Jose needs to track some basic changes on all of his managed machines so he can be notified when configurations change, when agents fail to check in for extended periods of time, and whenever new agents are installed. He needs to make sure the router at ForKidz is active, but he does not have direct access to manage that network resource. He'll use Ping Check to ensure the IP address stays available and notify if it does not.

Exercise 66

Configure an Agent Offline alert

- Servers: Alert when offline for 1 minute with a 1 day re-arm period
- Workstations: Alert when offline for 30 days with a 7-day re-arm period
- Set all alerts to create an alarm and a ticket and send an email

Exercise 67

Configure an alert to notify when an application is installed or removed on any machine. Set the alert to create an alarm and a ticket and send an email.

Exercise 68

Configure an alert to notify when a New Agent is installed in the ForKidz machine group. Configure the alert to create a ticket.

Exercise 69

Create a System Alert to run a Ping Check on the router at ForKidz satellite site

- Use a name of your choosing
- Only alarm when service does not respond for 1 day
- Ignore additional alarms for 1 day
- Ping 192.168.0.1
- Configure the alert to create an alarm and a ticket and send an email

M4: Monitor: Monitor Event Logs

Note: Many of the Monitor-related labs will instruct you to use an email address as part of the alert notifications. For the purposes of these labs, please use your business email address with ".fake" at the end. This will prevent emails from continually flooding an inbox. For example, if Jose's email address is jose@ittc.com, he would use the email address jose@ittc.com.fake.

Jose has been tasked to track any error that is generated on endpoints. He does not want to scan through the logs of each machine manually to find these errors. In order to accurately and efficiently identify these errors, he will need to create an Event Log Alert to generate alarms when the errors occur. He will also need to configure a specific Event Log Alert to identify a Kaseya related error.

Exercise 70

Create Custom Event Log Alert Set with the following criteria to detect this event

- Service Filter: *Kaseya*
- Categories: All
- Event ID: 55
- Description filter:*Kaseya Learning Error*

Exercise 71

Assign Custom Event Alert Set to all machines with the following configuration

- Enable Error Log Event Log Level
- Event Log Type: Application Log
- Alert when the event occurs once
- Ignore additional alarms for 10 days
- Actions: Create an alarm, Create a ticket, Send an email

M5: Monitor: Alarms

Note: Many of the Monitor-related labs will instruct you to use an email address as part of the alert notifications. For the purposes of these labs, please use your business email address with ".fake" at the end. This will prevent emails from continually flooding an inbox. For example, if Jose's email address is jose@ittc.com, he would use the email address jose@ittc.com.fake.

Jose has configured and applied monitor sets to perform critical server and workstation checks. He now needs to review the alarms created based on these checks. He will also require temporary suspension of these checks to eliminate false positives during upgrades and maintenance periods.

Bonus Activity 12

Use the Alarm filter to view only some of the Alarms. If you do not have any alarms generated in your lab environment, try this task later (after alarms have had an opportunity to generate) or explore the Alarm filter in your production environment.

Exercise 72

Suspend Alarms on all machines in the ForKidz machine group every weekend (HINT: You can either create two separate alarms recurring once every seven days to capture both Saturday and Sunday, or create a single recurring alarm lasting 2 full days.)

Exercise 73

Suspend Alarms on DC for 30 minutes due to emergency maintenance. Reboot DC and verify no alarms were generated during this period.

M7: Monitor: Reviewing Monitor Data

Note: Many of the Monitor-related labs will instruct you to use an email address as part of the alert notifications. For the purposes of these labs, please use your business email address with ".fake" at the end. This will prevent emails from continually flooding an inbox. For example, if Jose's email address is jose@ittc.com, he would use the email address jose@ittc.com.fake.

Jose has would like to create a Dashboard so that he can keep open to monitor critical client's environments. Every time he logs into the Kaseya VSA, he wants the Dashboard to open on login.

Exercise 74

Create a Dashboard in Monitor. Add any three dashlets you would like. Configure the Dashboard to launch at Startup.

PM2: Policy Management: Policy Assign

Along with the other configurations Alex provided were a number of Policy Management policies. Jose would like Kaseya to automatically assign several settings to machines so he doesn't have to manually configure all settings for new machines.

He'd also like to make sure that all machines, whether they're new or existing, are using standardized configurations. Using Policies will allow Kaseya to be responsible for assigning the appropriate agent settings based on the agent's membership in a view, organization, machine group, etc.

Exercise 75

Assign Base Workstation, Base Server policies at Global level
Assign the imported *Logs and Working Directory* Policy, inside the Kaseya University\ITTC folder, to the ITTC organization
Assign imported folder *ITTC Floor1 Custom* to ittc.firstfloor Machine Group level
Assign imported folder *ITTC Floor2 Custom* to ittc.secondfloor Machine Group level

Bonus Activity 13

Reorder policies within the ITTC org-level folder; check settings on machines
Reorder policies within the ITTC group-level folder; check settings on machines

PM3: Policy Management: Policy Compliance

Jose would like to make sure that the policies he's applied are actually controlling the settings properly on the managed machines.

Also, the DC has been behaving oddly and Jose would like to capture the event logs for a longer period of time. The issue is sporadic. He would like the DC to remain "in compliance" but would like to have the logs retained for 90 days. A policy assigned directly to the DC should accomplish this "exception".
Do not forget to import the standalone policies included in the content pack using Import Center to complete these exercises

Exercise 76

Explore Policy Management > Machines to review compliance

Exercise 77

Set Event Log Settings to 90 days for DC (creates an override)
Check Policy > Machines > DC (Note the *Manual Override* icon)
Check compliance status icon > note the specific policy object with the override
Clear the override
Reprocess Policies (Note: DC back in compliance)

Exercise 78

Assign imported individual policy to DC (log retention 90 days)
Check event log retention settings on DC

T7: Tasks: Logs

Jose has configured several settings on machines, and some of his team members have been running various processes. He would like to review what's been occurring on the machines to better understand who's been making changes and when. Reviewing several logs should help illuminate what's been occurring on the managed machines.
Agent > Event Log Settings > Application Log with Error, Warning, and Critical must be enabled to collect event logs

Exercise 79

Locate the time and sequence of scripts related to the Initial Update patch cycle on Laptop1 (Config Changes Log)
Review the Kaseya Remote Control log
Review the Legacy Remote Control log

Exercise 80

Locate event ID 55 with the description of “Kaseya Learning Error” in the logs of DC

Bonus Activity 14

Create a quick event set from logs for Event ID 55

Bonus Activity 15

Review the logs for WS1 using Live Connect

D1: Dashboards

With everything configured, Jose would like to review the environment at a higher level. He knows that there are several dashboards he can review, and would like to have information about the status of his machines presented to him immediately at login. He knows there is information he should look at first thing every day, but sometimes he gets so busy, he forgets. He would like Kaseya to present this information to him automatically.

Exercise 81

Identify the triggered alarms for machines in ForKidz

Exercise 82

Customize the dashboard skin

Exercise 83

Create a custom dashboard to display group alarms and online status. Configure the dashboard to display at login. Verify this configuration (logout/in).

Bonus Activity 16

Determine the number of Applied v. Not Applied policies

IC2: Info Center: Execute and Schedule

Jose needs to be able to gather some information about the state of the environment for his own knowledge. In fact, he plans to use the information in the report to help direct his weekly workload. He needs to determine if there are any patch install failures for any of his managed machines, what alarms have been triggered, and which Operating Systems are in use.

Additionally, since ForKidz is a remote site without an on-site IT Technician, Jose needs to provide a monthly report to the ForKidz site office manager on the state of their environment. Also, Jose's manager just asked him for some data that's needed immediately.

Exercise 84

Run General Machine Health report immediately. Run the report against all endpoints.

Exercise 85

Schedule General Machine Health to run every Monday at 8am. Run the report against all endpoints.

Exercise 86

Schedule General Machine Health to run the last day of every month. Automatically email the results to Sam Jackson at ForKidz. The report should only include the Seattle site's machines.

T6: Tasks: File Management

Jose has a contact list that includes all of the names, phone numbers, email addresses, etc. for ITTC Support. End users should use these contacts when requesting assistance with any technology issues. He knows from past experience that if he emails the contact list to the ITTC end users, many will misplace or forget about the list and call him directly for every issue. While Jose doesn't mind helping, he isn't always the right person for every issue. He would like to make the contact list available to every end user on their desktop. If they delete the file from the desktop, he would like the file to automatically repopulate. That way, there's no excuse for not knowing how to properly engage Support.

Exercise 87

Download Contact List from http://university.kaseya.com/KaseyaUniversity/KU-ContentPack.zip

Remote Control> FTP > Copy Contact List from local machine to WS1

Exercise 88

Agent Procedures> Distribute File > contact list to all machines (desktop)