

RustyRMM - Getting your first agent online

To get started getting your first agent online you need to login to your account and navigate to the Agents page.

A screenshot of the RustyRMM web interface. The left sidebar has a 'Agents' item selected. The main area is titled 'Agents' and shows a search bar and a message 'No agents found'. There are also 'Filters & Search' and 'Show disabled agents' options.

In the example you can see that we currently don't have any agents installed. Lets change that. I need to add a Windows Device.

Clicking the Add Agent button will give me the options I need. By default it loads a windows installation script but we can toggle to Mac or Linux as well. Here is where you tell the service which branch to place the agent in as well. We only have one right now so we'll leave it at default.

A screenshot of the 'Add Agent' modal. It has fields for 'Select Branch' (set to 'Default Branch') and 'Platform' (set to 'Windows'). Under 'PowerShell Command', there is a code block:

```
iwr https://rustyrmm.s3.us-west-2.amazonaws.com/install_rmmagent.ps1 | iex
```

 with a 'Copy' button. Under 'Command Prompt (CMD) Command', there is a code block:

```
curl -L https://rustyrmm.s3.us-west-2.amazonaws.com/install_rmmagent.exe | iex
```

 with a 'Copy' button. Below these is a section titled 'Instructions:' with the following steps: 1. Open PowerShell or Command Prompt on the device you want to add 2. Run the appropriate command above (it will download and execute the installer) 3. The agent will automatically register and start monitoring

Because we have access to Powershell on the device we intend to install, we'll copy the command and run it in an administrative command prompt on the windows machine.

Once you run the script you will see the debug output, it should end like this:

```

Starting service for initial config generation...
RustyRMM_RMMAgent: Unexpected status SERVICE_PAUSED in response to START control.
Service start result: 1

Waiting for "C:\Program Files\RustyRMM\config.json" to be created (up to 60 seconds)...
Found config.json at "C:\Program Files\RustyRMM\config.json".

Stopping service to update config.json...
Updating RegistrationToken and ApiUrl in config.json...
config.json updated successfully.

Restarting service "RustyRMM_RMMAgent"...
RustyRMM_RMMAgent: START: The operation completed successfully.
Service restart result: 0

=====
RustyRMM Agent installation complete.
Service Name : RustyRMM_RMMAgent
Install Path : C:\Program Files\RustyRMM
Config File : C:\Program Files\RustyRMM\config.json
Agent Ver   : 1.0.0
ApiUrl      : https://dev.rustyrmm.com
=====

If the service stops immediately, check the log files in:
"C:\Program Files\RustyRMM\logs"

Press any key to continue . . .

```

And the agent should appear in the account:

The screenshot shows a web-based interface for managing agents. At the top, there's a header with 'Agents' and various navigation icons. Below the header, there's a search bar with 'Filters & Search' and a checkbox for 'Show disabled agents'. The main list area contains one item: 'SMUGVISOR' with a green status indicator, labeled as 'Branch: Default Status: Online'. There are also icons for editing and deleting the agent.

If the agent shows up but shows offline, give it a minute or two as its doing hardware / software inventory on the device and will checkin as soon as its done. You can now open the device by clicking on the Eye Icon.

The screenshot shows the details page for the 'EGGLAB-AD01' device. The left side has a 'Details' section with metadata like Agent ID, OS, and Tags. The right side has sections for 'Recent Tasks' (showing completed software inventories) and 'Latest Metrics' (a graph showing CPU usage over time). The graph shows a baseline around 45% CPU usage with several spikes, notably one around 3:49:39 PM reaching nearly 60%.

Here you can see:

- basic metadata

- metrics
- software / hardware / network inventory
- Tasks
- Terminal
- Create Tasks