

Vistara VCare-W Installation Guide



VCare-W Installation Guide

VistaraIT

This document describes the sequence of steps for the installation of VCare-W in your environment.

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1. Introduction

Delivering remote IT services in today's complex and mobile environment can be highly challenging. VCare comes with a bundle of benefits enabling you to remotely monitor and manage your devices with ease. VCare's built-in remote control system allows you to take control of any desktop or server in your environment even if the device is outside of your local network. The services of VCare are highly powerful, secure and reliable, providing you with a hassle-free environment to manage your devices.

This document describes the sequence of steps to install VCare agent (hereafter referred to as "VCare") in your environment. The VCare resides on the managed device and establishes a secure pathway or tunnel between your IT infrastructure, data center, and the Vistara Cloud. The agent collects monitoring data from the host as well as other devices on your network and enables remote management of servers, applications and other elements of your network.

Vistara VCare agents are available for Windows, Linux and mobile devices. This guide deals with installation, validation and troubleshooting of the Windows VCare.

2. Prerequisites

Below are the prerequisites for installation of VCare (Windows) at your site location.

1. Microsoft 2005 VC++ Redistributable package SP1
2. 333 MHz Pentium-class CPU or greater
3. 128 MB of RAM
4. 50 MB of free disk space
5. Network Interface Card (NIC)
6. Microsoft Windows XP, Vista
7. Firewall friendly port 443 communications
8. Microsoft .NET 2.0 frame work
9. In order to perform device discovery and VCare deployment on the devices on your network through the Vistara ITOP, it is mandatory to install the Vistara master agent on a device, typically a highly available server within your network. For instructions on installation of master agent, refer to section 3.1.

3. Installation

You can install VCare on any endpoint by:

- (1) Manually logging into the device and executing a set of steps OR
- (2) Execute discovery at scheduled intervals (once a day is recommended) and perform an automated deployment of VCare via the WMI channel.

In addition to this you can also use the Vistara portal to generate an email with instructions and a URL that will enable remote users to install VCare on their laptops or workstations.

3.1 Manual Download and Install of VCare

Manually log into the endpoint and open the portal URL in a browser <<https://www.mspnocsupport.com>>. Then navigate to one of the following pages and initiate a download and install.

1. From Clients Details Page

Navigation: Login to *Portal* → *Clients* page → Choose a client and the *Clients Details* page appears as shown in **Error! Reference source not found..**

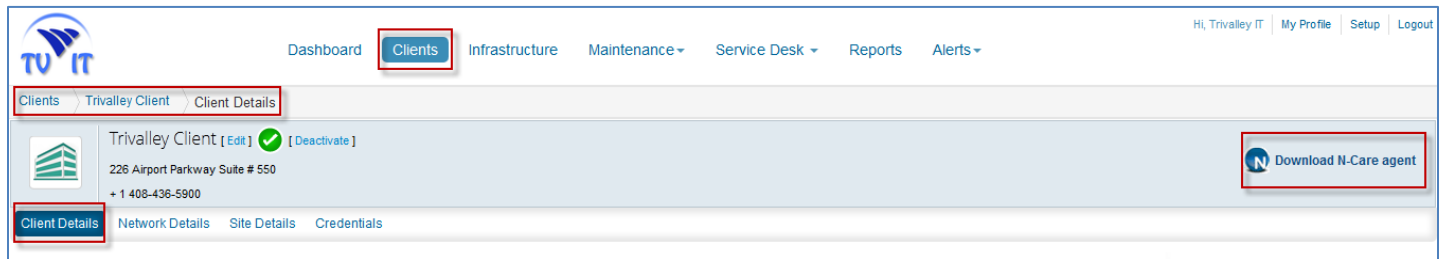



Figure 1 - Client Details Page >> Download VCare Agent Option

Click the option **Download VCare Agent** and the **Download Agent** window appears as shown in **Error! Reference source not found..**

2. From Infrastructure Page

Navigation: Login to *Portal* → *Infrastructure* page → Choose the **Settings** dropdown  as shown in **Error! Reference source not found.** and choose the option **Download VCare Agent**.

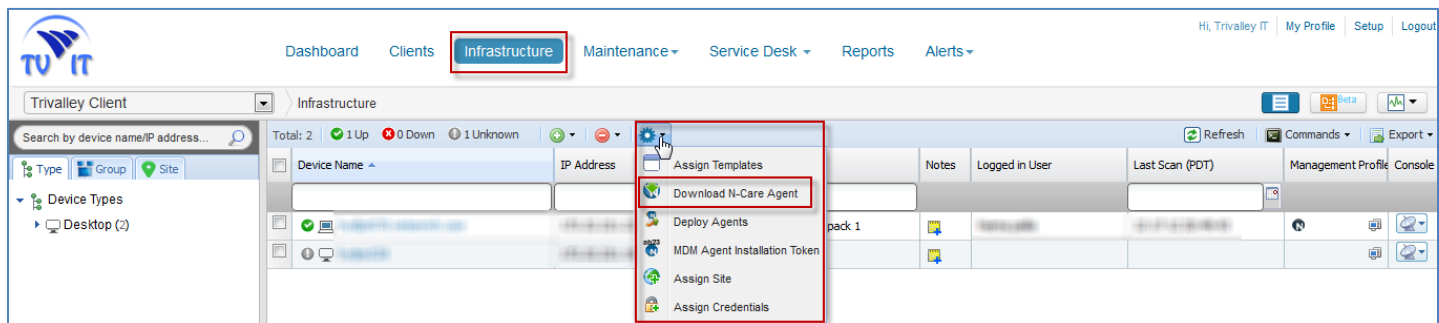


Figure 2 - Infrastructure Page >> Download VCare Agent Option

Click the option **Download VCare Agent** and the **Download Agent** window appears as shown in **Error! Reference source not found..**

3. From Dashboard Page

Navigation: Login to *Portal* → *Dashboard* page → Expand the respective client under the *Clients Quick Info / Onboarding* section on the right as shown in **Error! Reference source not found..**

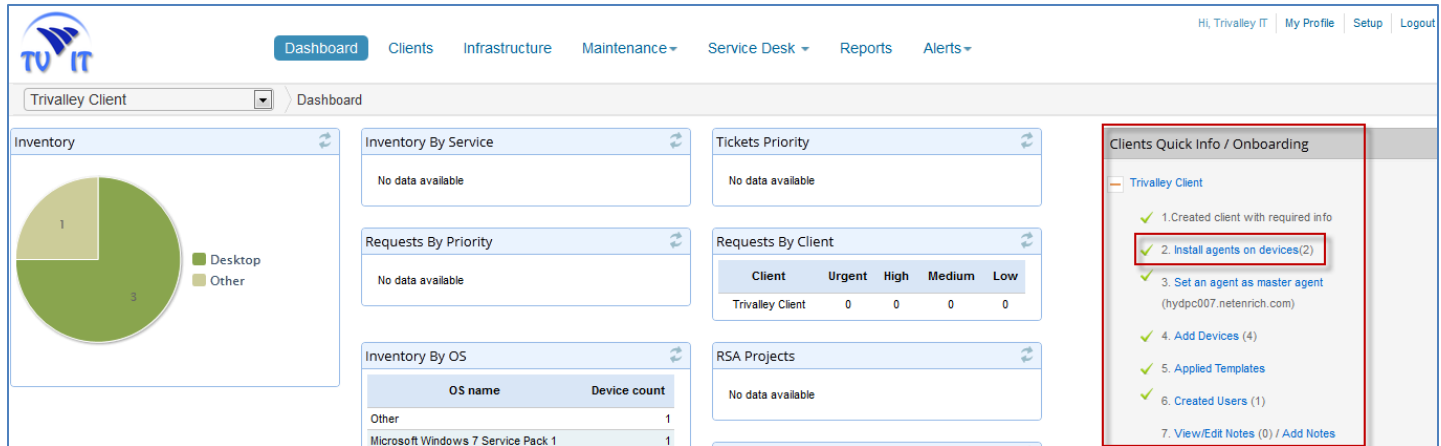


Figure 3 - Dashboard Page >> Install Agents on Devices

Choose the option **Install Agents on Devices** and the **Download Agent** appears as shown in **Error! Reference source not found.**

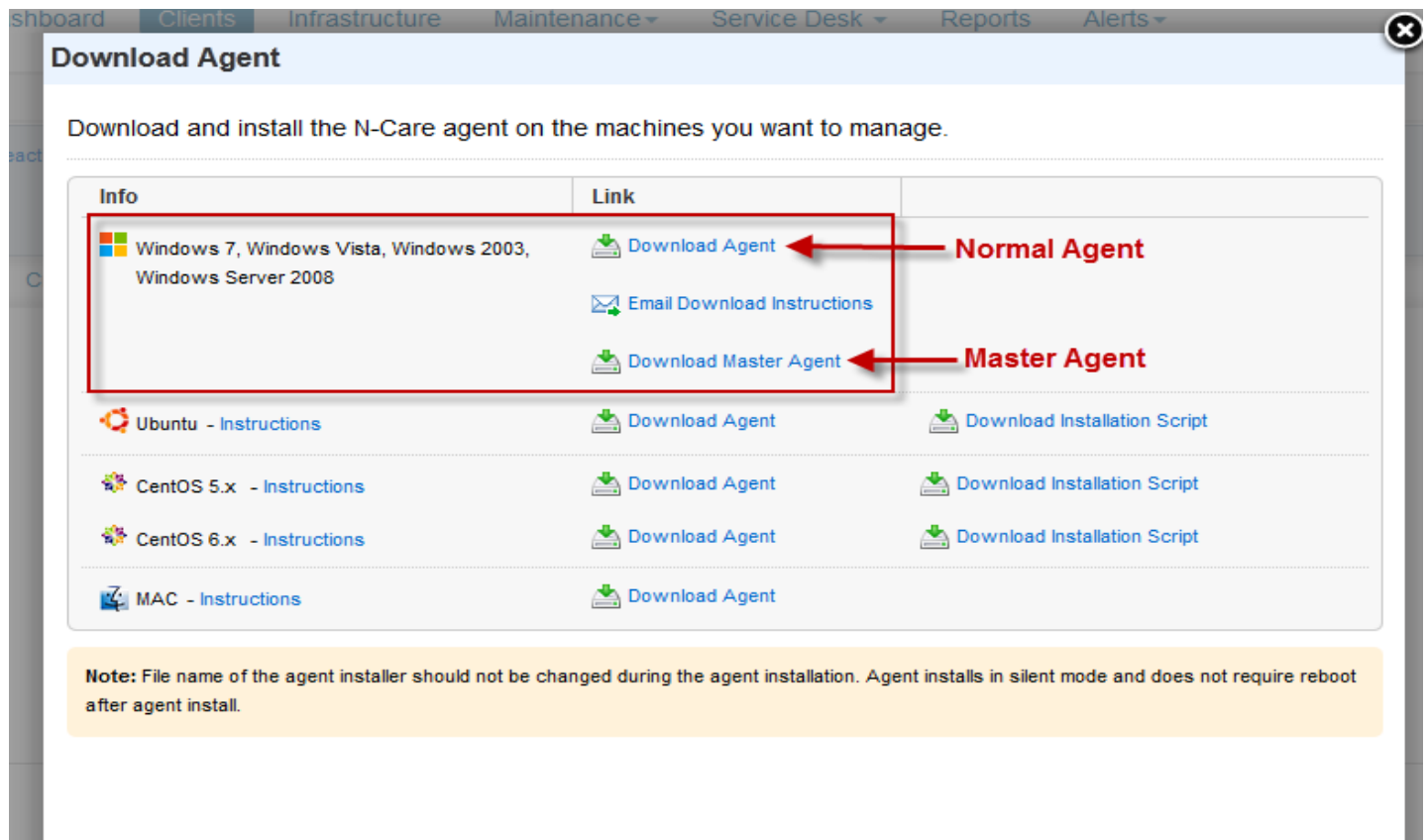


Figure 4 - Download Agent Window

Note: There are two variants of VCare agents in Vistara.

1. **Normal agent:** A normal agent is an agent for managing and monitoring a given end device.

2. **Master agent:** A master agent supports additional monitoring. It can function as an SNMP trap listener within your environment, monitor other devices within your network and can perform scheduled Ping, URL and DNS monitoring. A master agent is generally installed on a highly available server within your environment.

3.2 Automated VCare Deployment from the Portal

You can deploy VCare on any Windows devices of your choice from the following locations in the portal.

1. From Discovery and Deployment

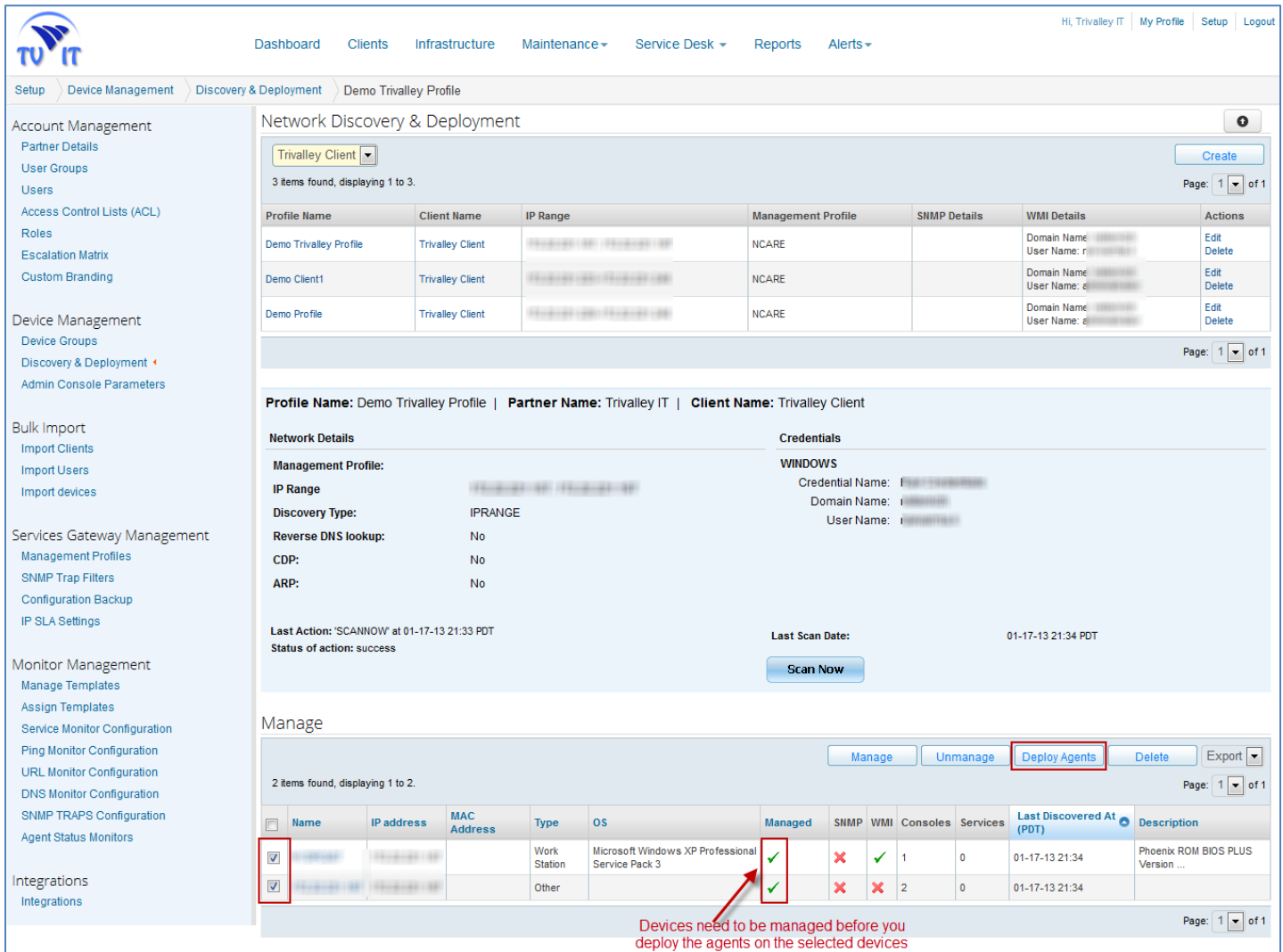
Note: For successful discovery and installation, there should always be a master agent available within the network.

Navigation: Login to Portal → Setup → Discovery and Deployment → Create new profile → The **Add Discovery Profile** page appears as shown in **Error! Reference source not found..**

Figure 5 - Discovery and Deployment >> Auto Install Agent(s)

If you checked the **Auto Install Agent** option during the discovery profile creation, all the devices are automatically managed and agents are automatically installed on all the discovered endpoints. If not, you can choose the devices from the discovered devices list and click **Manage** and then click **Deploy Agents** as shown in [Error! Reference source not found.](#) to install agents on the selected endpoints.

If a scheduled discovery profile is triggered and you have checked the **Auto Install Agent** option, the portal will try to install agents on the newly discovered devices, if any. For the deployment to be successful, the devices should be online and have their WMI enabled.



Network Discovery & Deployment

Trivalley Client Create

3 items found, displaying 1 to 3. Page: 1 of 1

Profile Name	Client Name	IP Range	Management Profile	SNMP Details	WMI Details	Actions
Demo Trivalley Profile	Trivalley Client	192.168.1.100 - 192.168.1.105	NCARE		Domain Name: trivalley.com User Name: admin	Edit Delete
Demo Client1	Trivalley Client	192.168.1.100 - 192.168.1.105	NCARE		Domain Name: trivalley.com User Name: admin	Edit Delete
Demo Profile	Trivalley Client	192.168.1.100 - 192.168.1.105	NCARE		Domain Name: trivalley.com User Name: admin	Edit Delete

Page: 1 of 1

Profile Name: Demo Trivalley Profile | **Partner Name:** Trivalley IT | **Client Name:** Trivalley Client

Network Details

Management Profile:

IP Range: 192.168.1.100 - 192.168.1.105

Discovery Type: IPRANGE

Reverse DNS lookup: No

CDP: No

ARP: No

Credentials

WINDOWS

Credential Name: trivalley.com

Domain Name: trivalley.com

User Name: admin

Last Action: 'SCANNOW' at 01-17-13 21:33 PDT
Status of action: success

Last Scan Date: 01-17-13 21:34 PDT

Scan Now

Manage

Manage Unmanage Deploy Agents Delete Export

2 items found, displaying 1 to 2. Page: 1 of 1

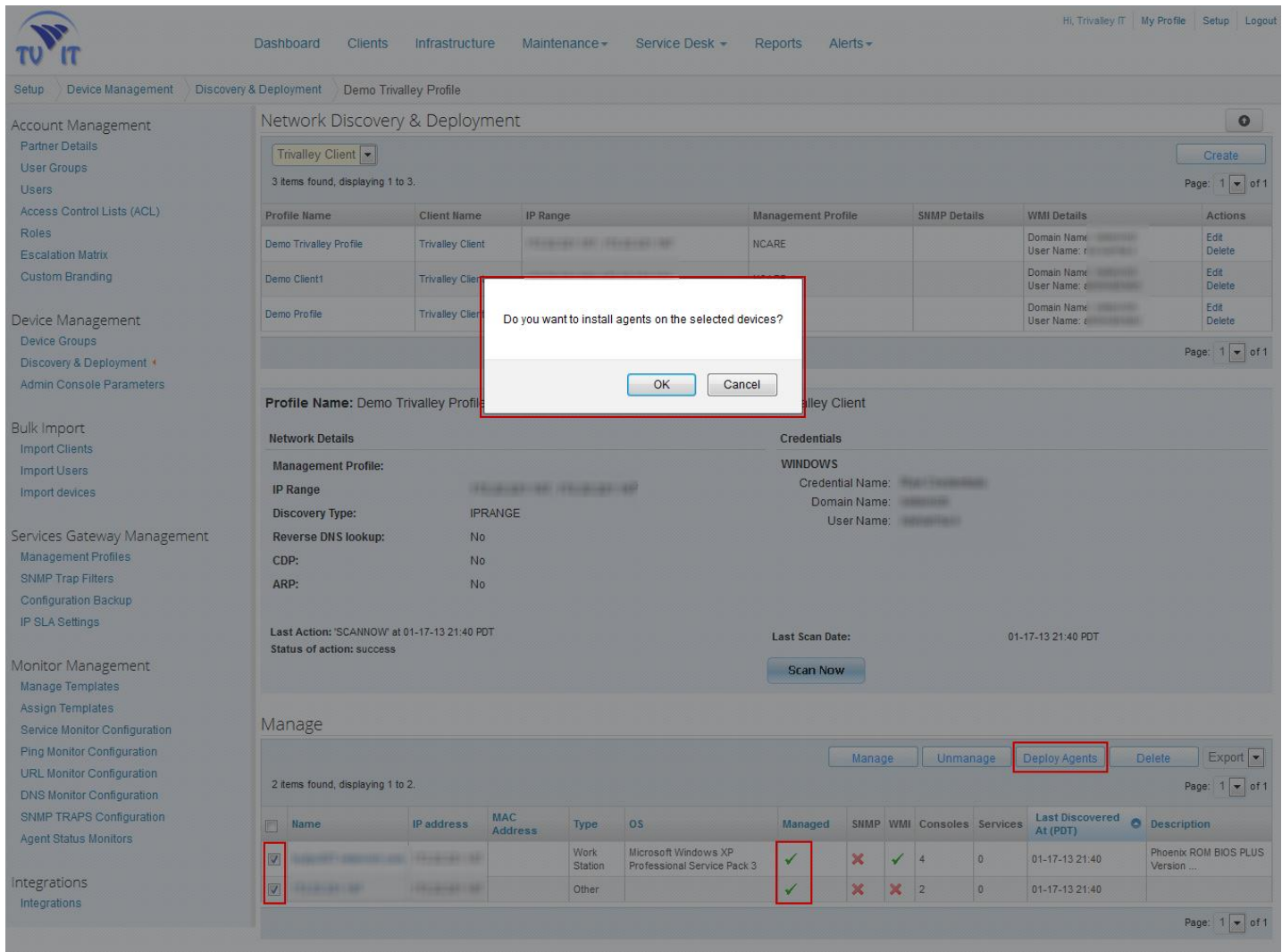
	Name	IP address	MAC Address	Type	OS	Managed	SNMP	WMI	Consoles	Services	Last Discovered At (PDT)	Description
<input checked="" type="checkbox"/>	192.168.1.100	192.168.1.100	08:00:27:00:00:00	Work Station	Microsoft Windows XP Professional Service Pack 3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	0	01-17-13 21:34	Phoenix ROM BIOS PLUS Version ...
<input checked="" type="checkbox"/>	192.168.1.101	192.168.1.101	08:00:27:00:00:00	Other		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2	0	01-17-13 21:34	

Page: 1 of 1

Devices need to be managed before you deploy the agents on the selected devices

Figure 6 - Discovery and Deployment >> Scan Results >> Deploy Agent(s)

A confirmation window appears as shown in **Error! Reference source not found.**



The screenshot shows the Vistara VCare-W interface. The left sidebar contains navigation menus for Account Management, Device Management, Services Gateway Management, Monitor Management, and Integrations. The main content area is titled 'Network Discovery & Deployment' and shows a list of discovered devices. A modal dialog box is open in the center, asking 'Do you want to install agents on the selected devices?' with 'OK' and 'Cancel' buttons. The background shows a table of discovered devices and a 'Manage' section with a 'Deploy Agents' button highlighted.

Profile Name	Client Name	IP Range	Management Profile	SNMP Details	WMI Details	Actions
Demo Trivalley Profile	Trivalley Client	192.168.1.1 - 192.168.1.255	NCARE		Domain Name: r User Name: r	Edit Delete
Demo Client1	Trivalley Client	192.168.1.1 - 192.168.1.255			Domain Name: c User Name: c	Edit Delete
Demo Profile	Trivalley Client	192.168.1.1 - 192.168.1.255			Domain Name: c User Name: c	Edit Delete

Profile Name: Demo Trivalley Profile

Network Details

Management Profile:

IP Range: 192.168.1.1 - 192.168.1.255

Discovery Type: IPRANGE

Reverse DNS lookup: No

CDP: No

ARP: No

Last Action: 'SCANNOW' at 01-17-13 21:40 PDT

Status of action: success

Scan Now

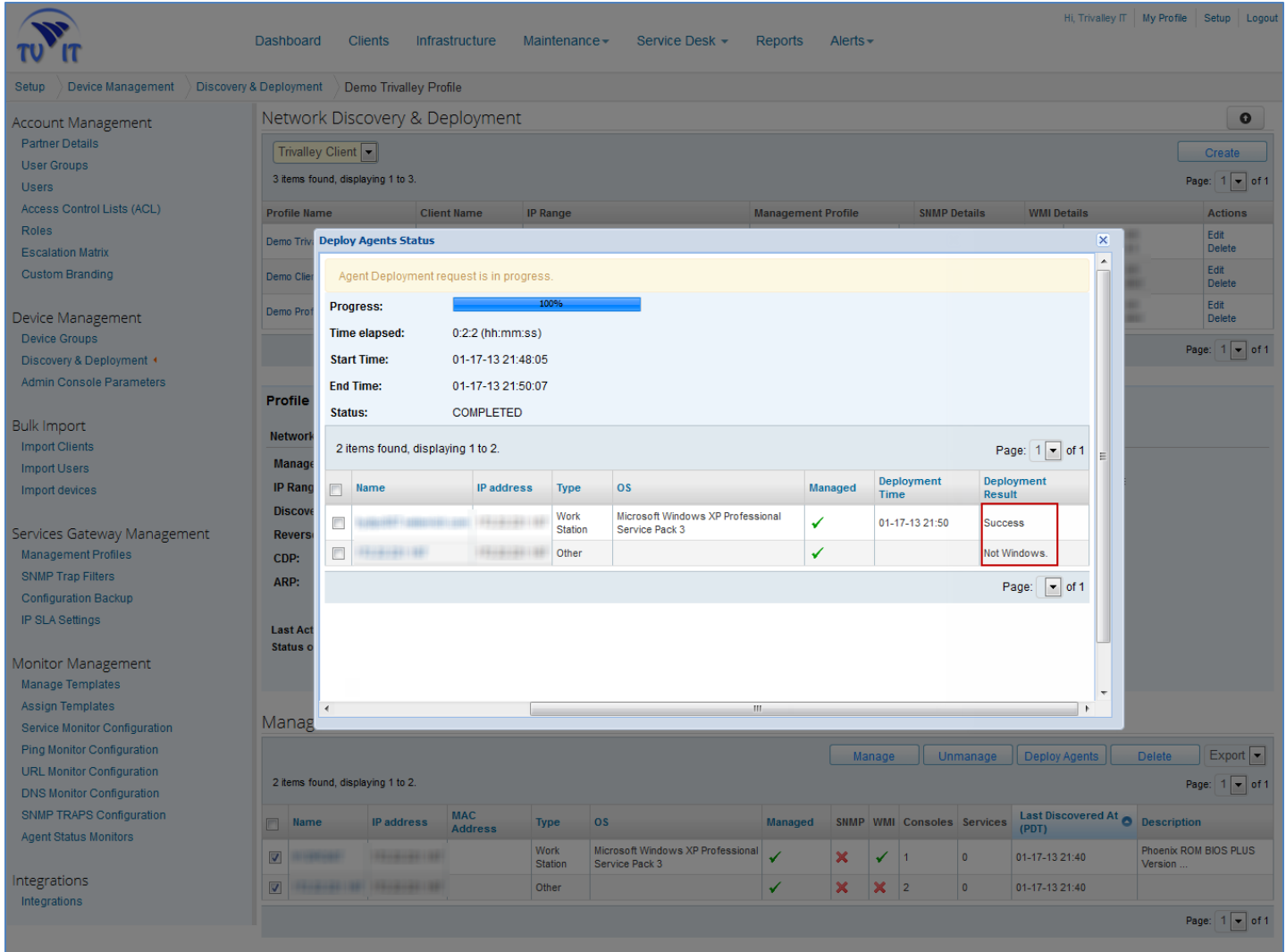
Manage

2 items found, displaying 1 to 2.

Name	IP address	MAC Address	Type	OS	Managed	SNMP	WMI	Consoles	Services	Last Discovered At (PDT)	Description
192.168.1.1	192.168.1.1	08:00:27:00:00:00	Work Station	Microsoft Windows XP Professional Service Pack 3	✓	✗	✓	4	0	01-17-13 21:40	Phoenix ROM BIOS PLUS Version ...
192.168.1.2	192.168.1.2	08:00:27:00:00:00	Other		✓	✗	✗	2	0	01-17-13 21:40	

Figure 7 - Discovery and Deployment >> Scan Results >> Deploy Agent(s) >> Confirmation

After your confirmation, the **Deploy Agent Status** window appears as shown in **Error! Reference source not found.** This window provides the agent deployment status on the chosen devices.



The screenshot shows the 'Deploy Agents Status' dialog box in the Vistara VCare-W interface. The dialog has a yellow header bar stating 'Agent Deployment request is in progress.' Below this, a progress bar shows 100% completion. The 'Time elapsed' is 0:22 (hh:mm:ss). The 'Start Time' is 01-17-13 21:48:05 and the 'End Time' is 01-17-13 21:50:07. The 'Status' is 'COMPLETED'.

Below the status information, there is a table showing the deployment results for two items:

Name	IP address	Type	OS	Managed	Deployment Time	Deployment Result
192.168.1.100	192.168.1.100	Work Station	Microsoft Windows XP Professional Service Pack 3	✓	01-17-13 21:50	Success
192.168.1.101	192.168.1.101	Other		✓		Not Windows.

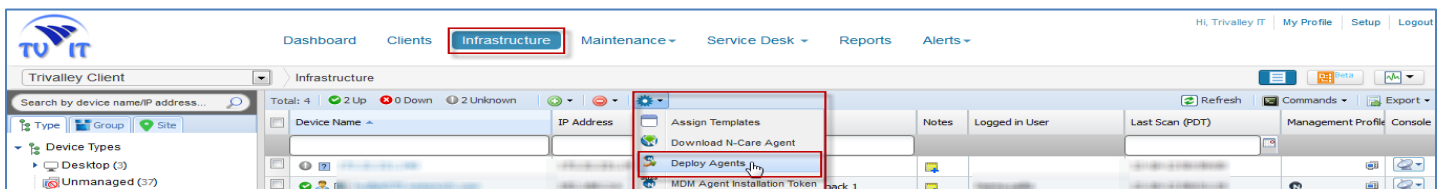
Figure 8 - Discovery and Deployment >> Scan Results >> Deploy Agent(s) >> Deployment Status

You will see the result of the deployment on the endpoints under the Deployment Result column shown in **Error! Reference source not found.**

2. From Infrastructure Page >> Under Settings dropdown

Note: For successful deployment and installation, there should always be a master agent available within the network.

Navigation: Login to *Portal* → Infrastructure page → Choose the device(s) → Click on the settings button and choose the **Deploy Agent** option as shown in **Error! Reference source not found.**



The screenshot shows the 'Infrastructure' page in the Vistara VCare-W interface. The 'Settings' dropdown menu is open, and the 'Deploy Agents' option is highlighted. The dropdown menu also includes 'Assign Templates', 'Download N-Care Agent', and 'MDM Agent Installation Token'.

Figure 9 - Infrastructure Page >> Deploy Agents

The Deploy Agent window appears as shown in **Error! Reference source not found..**

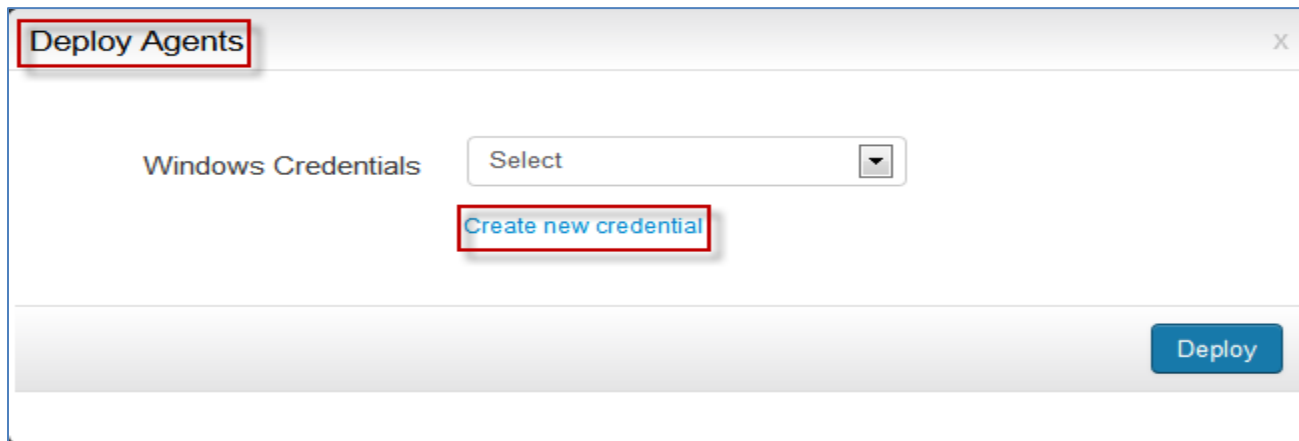



Figure 10 - Deploy Agents Window

Choose the appropriate windows credentials that need to be used to login to selected device(s). If no credential set is available, you can create a new credential by clicking **Create New Credential** hyperlink. On clicking Deploy, a new deploy status window appears as shown in **Error! Reference source not found..**, which gives information on the deployment status on each device.

3. From Infrastructure Page >> While adding a device

Note: For successful deployment and installation, there should always be a master agent available within the network.

Navigation: Login to Portal → Infrastructure page → Under the drop down  → Choose **Add device** option. The add device window appears **Error! Reference source not found..** Enter all the appropriate details and choose the appropriate Windows credentials set if you want to install the agent on the target device and click **Save**.

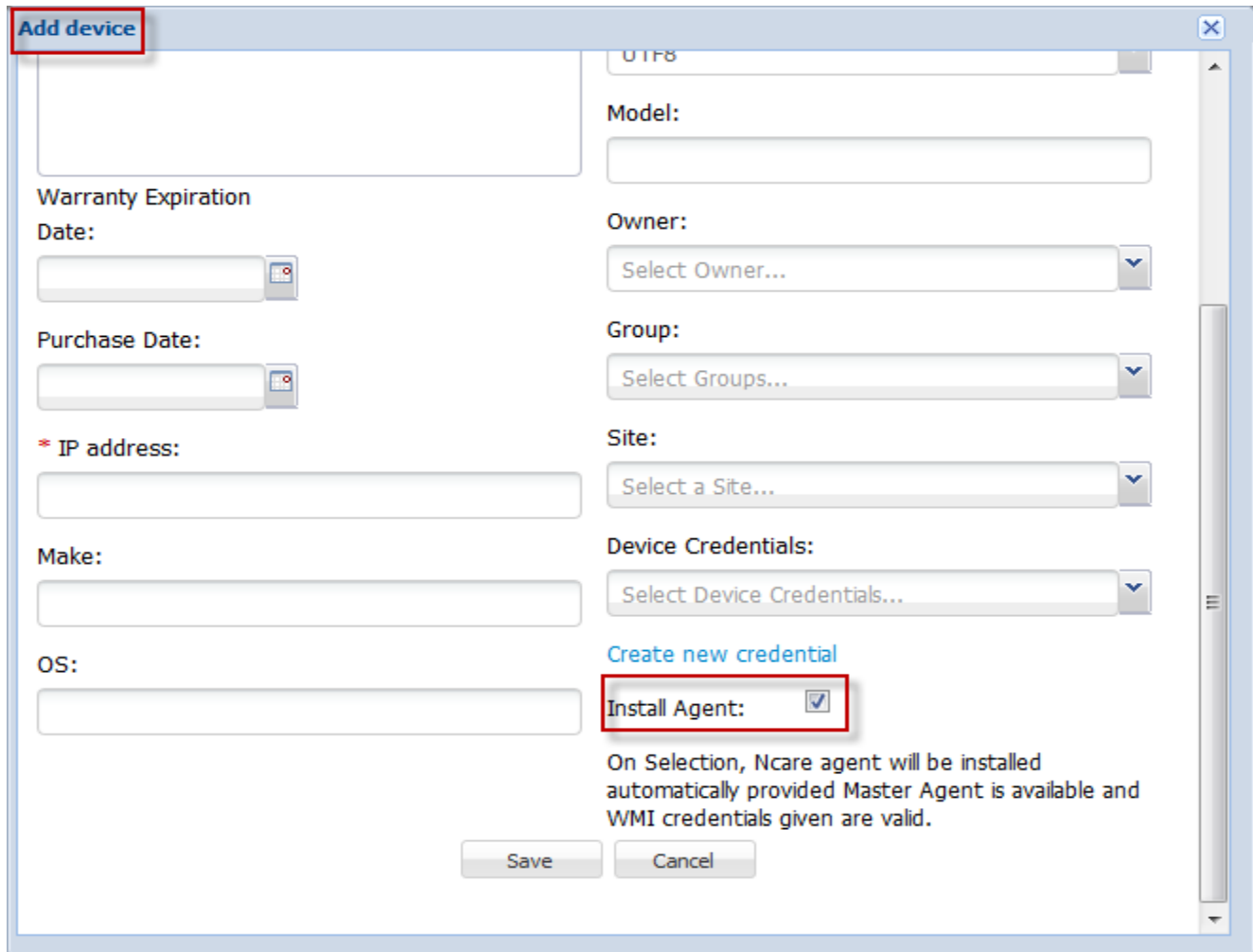


Figure 11 - Add Device >> Install Agents Option

The new device will be added to the managed list under the **Infrastructure** page and the agent will be installed automatically if the credentials provided are correct.

4. Types of VCare Agents

4.1 Normal Agent

To download normal agent for Windows devices, click the option **Download Agent** highlighted in **Error! Reference source not found.** Once the download is complete, use the executable file to install VCare on the devices, that need to be managed.

4.2 Master Agent

To download master agent for Windows devices, click the option **Download Master Agent** highlighted in **Error! Reference source not found.** Once the download is complete, use the executable file to install the master VCare agent. A master agent, supports additional monitoring. It can function as an SNMP trap listener within your environment, can perform scheduled Ping, URL, and DNS monitoring.



5. Validation of VCare Installation

You can verify that the VCare agent was installed properly on the devices and it is reporting to the ITOP in several ways. First and foremost is to make sure that all prerequisites listed in section 2 for VCare installation are met.

5.1 Validate successful installation of VCare on local device

To verify:


1. Click **Start** → **Run** on local device
2. Type services.msc
3. Click **OK** or press **Enter**
You will see a list of services that are available for the local device.
4. Scroll down the list till you see the following

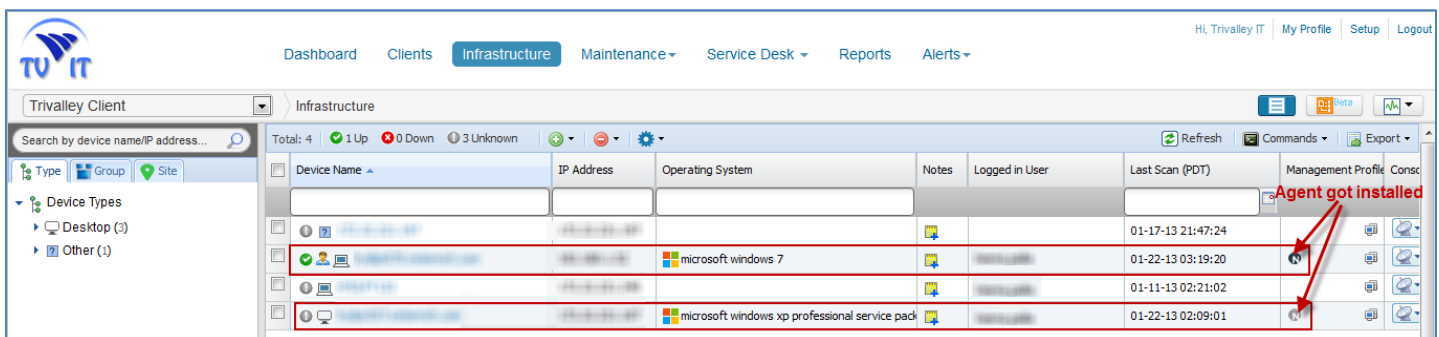
	NCareAgent	Started	Automatic	Local System
	NCareShield	Started	Automatic	Local System

This will confirm that the VCare agent is installed and running successfully on your local machine.

5.2 Validate that the device is reporting to the ITOP

To verify:

1. Login to the ITOP.
2. Click **Infrastructure** and the devices list is shown.
3. Under the **Management Profile** column of the device,  icon will be displayed against the device as shown in Figure 12. This shows that the device is reporting to the ITOP.







Device Name	IP Address	Operating System	Notes	Logged in User	Last Scan (PDT)	Management Profile	Consolidate
10.10.10.10	10.10.10.10	Microsoft Windows 7			01-17-13 21:47:24		
10.10.10.11	10.10.10.11	Microsoft Windows 7			01-22-13 03:19:20		
10.10.10.12	10.10.10.12	Microsoft Windows XP Professional Service Pack 3			01-11-13 02:21:02		
10.10.10.13	10.10.10.13	Microsoft Windows XP Professional Service Pack 3			01-22-13 02:09:01		

Figure 12 - Agent is reporting to Portal

Note: If the icon is not displayed, refresh the ITOP. The icon will be displayed, if the VCare is successfully installed and started in the local device.

6. Frequently Asked Questions (FAQ)

Q1. What versions of Windows Operating Systems support the installation of VCare agents? Can VCare be installed on non-Windows devices?



A1: The VCare agents can be installed on any Windows devices running:

- Microsoft Windows XP
- Microsoft Windows Vista
- Microsoft Windows 7

VCare agents are also available for Linux O/S Beta. VCare agents are also available for Mac O/S and mobile devices iOS and Android. Please refer the installation document for respective VCare agent for details.

Q2. How do I verify if VCare is installed and running on the endpoint?

A2: Check if the services (**Navigation:** Start → Run → Type services.msc → Click OK) “NcareAgent” and “NcareShield” are in the **Started** state.

	NcareAgent	Started	Automatic	Local System
	NcareShield	Started	Automatic	Local System

If the services are in started state, refresh the portal and verify if the device is reporting to the portal. You can verify this by checking if the VCare icon is visible against the device as shown in Figure 13.

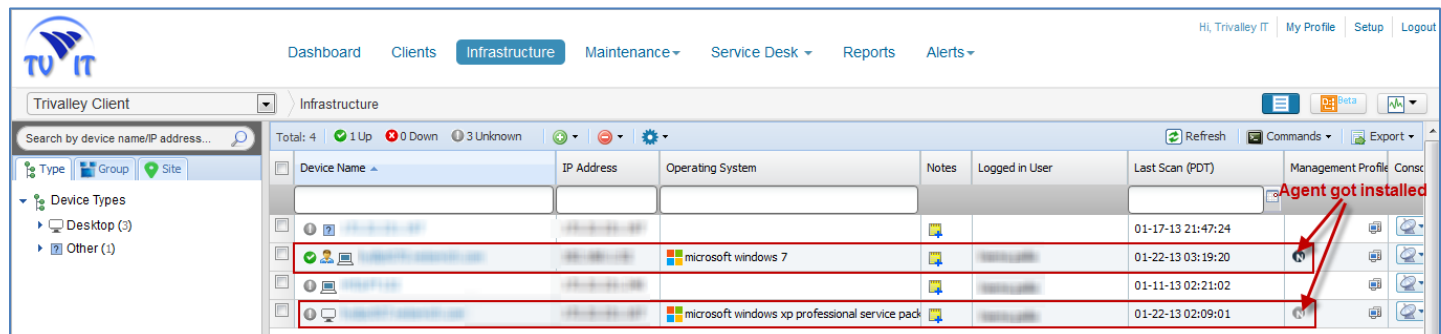


Figure 13 - Agents Installed Successfully

Otherwise, check the installed programs list (**Navigation:** Start → Run → Type appwiz.cpl → Click OK) for **VC++Redistributable Package** (version should be at least 8.0.50727.762). If the device is still not reporting to the portal, check for prerequisites section for VCare.

Q3: After the installation of VCare, if the NcareShield is listed but the NcareAgent service is not listed in the services list, what can I do?

A3: Install the redistributable package available at the below URL.

<http://www.microsoft.com/download/en/details.aspx?id=5638>

VCare requires the DLL files in the package. After installing the above package, try to run the latest **ncareagent.exe** available at C:\Program files\Ncare or C:\Program files (X86)\Ncare. After the VCare is installed, if the services are in **Stopped** state then start the services and refresh the portal. If the device is listed online in the portal then the issue is resolved.

Q4: I am unable to start the services – NcareAgent and NcareShield. What can I do?

A4: If the services are unable to start then kill the processes **ncareagent.exe** and **ncareshield.exe** and try to restart the services. If the issue still persists, uninstall VCare and reinstall.

Q5: How do I know the version of the installed VCare on a device when not connected to the portal?

A5: To know the version of VCare, **Navigation:** Go to Start → Run → Type “regedit” → The **Registry Editor** window opens → Navigate to the path,
HKEY_LOCAL_MACHINE\SOFTWARE\NCare\Information\Version\
(OR)
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432node\NCare\Information\ Version\
If the VCare version is not the latest, download and install the agent from the portal.

Q6. Are there different agents for 32-bit and 64-bit OS?

A6: No. The VCare installer is intelligent enough to identify the O/S and install the appropriate version.

Q7: Is there an MSI that I can use to deploy the VCare across all my dekstops using the Active Directory?

A7: Yes, you can use the existing installer available for your client (in the Vistara portal) and bulk deploy that across all devices using your LDAP/ AD Server.

Q8: What changes do I need to make in my network environment so that Vistara portal and the VCare agents can connect and communicate?

A8: The VCare resident on your system will initiate an outbound secure connection from the host to the Vistara portal.

- (1) You should be able to connect to *.mspnocsupport.com, *.vistarait.com, *.netenrich.net on ports 443.
- (2) There should be no firewall blocking outbound connections to these domains.
- (3) The host (where the VCare resides) must be able to resolve the above domains.

Q9: I have a proxy in my environment. How / Where do I configure the proxy details for VCare to route outbound connections via the proxy?

A9: VCare agents will not use the proxy within your environment. VCare agents are designed to use the Vistara Gateway (VG) as a proxy in such cases. Please initiate a dialog with your Vistara contact to find out more about routing the connections via the Vistara Gateway. The Vistara Gateway is designed to work with the proxy within your environment.

Q10: We have a requirement that user laptops that leverage the organisational network must connect via the proxy but when the user is on travel or working from home, his laptop can use the local ISP provider to connect to the internet. Will the VCare-W agents that connect via the Vistara Gateway within office premises, be able to connect to the Vistara Cloud when the user is working off-premises?

A10: Yes. The VCare agents are configured to connect to the local Vistara Gateway as a first option. If that is not available, they will attempt to connect to the Vistara Cloud directly as a second option as shown in Figure 14.

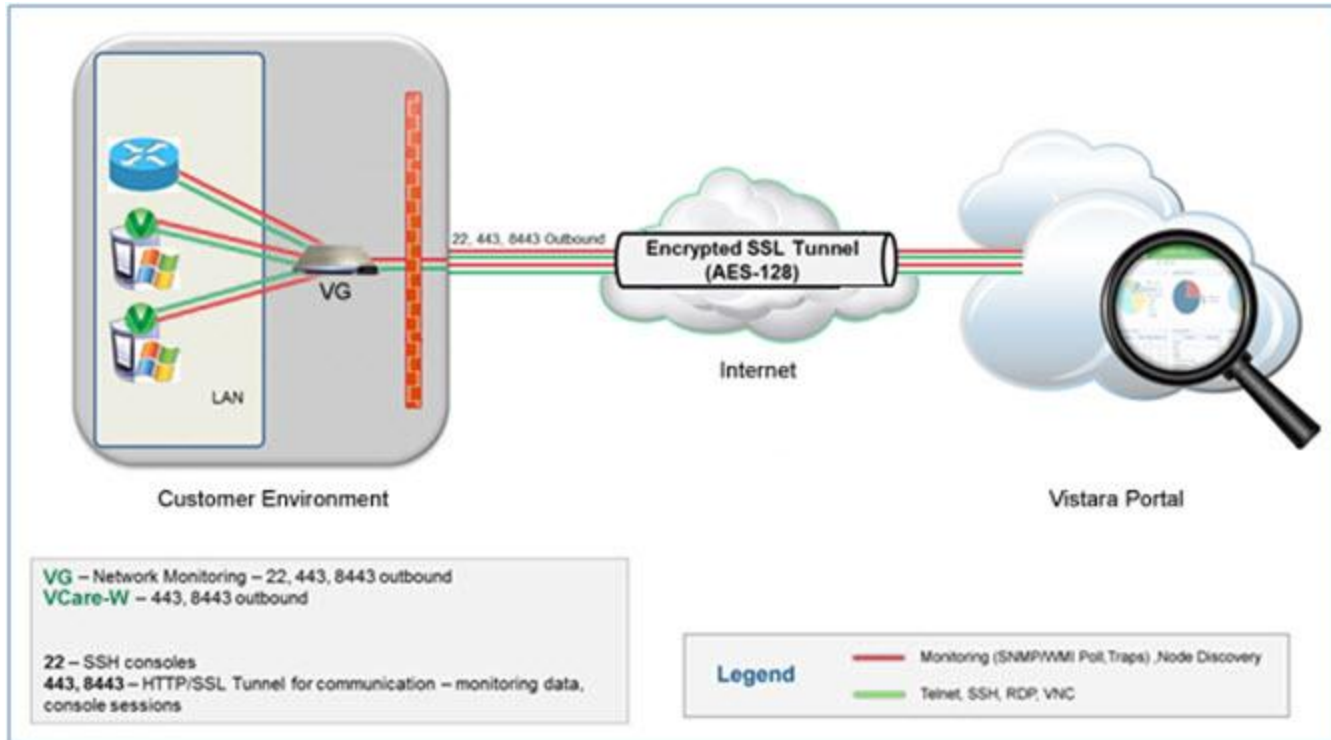


Figure 14 - VCare agent connecting to Vistara Cloud