

Ten Things I Like To Do With Kaseya

Part 2 of 2

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“Safe Mode Reboot”

Remote support is ideal for obvious reasons... but few if any support the ability to remotely reboot a machine into Safe Mode and still maintain remote power over it, including Remote Control Access. With a Kaseya Script, we modify the Boot.ini file and insure that the Kaseya process and KVNC process both load when the machine restarts in safe mode. This can be critical to battling viruses and malware, as well as trouble shooting and repairing driver and display errors.

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“Auto-Remediation Across Machines”

We all talk about Kaseya’s ability to detect an issue and immediately react. As an example of how Kaseya can detect an issue on one machine and solve it by affecting another one.

A customer had a Voice Mail System (VMS) that was integrated with their Exchange Server. They could have their emails read to them by the VMS by calling into their extension, as well as have their voice mails show up as a .wav attachment in their email. This client also served as their internal Instant messaging system. The entire system would cease to function if the VMS lost contact with the Exchange system until the service was restarted on the VMS... the VMS and Exchange were in different locations connected by a VPN. This created an issue every week following the maintenance reboot of Exchange as well as anytime there was even a brief interruption with the Internet/VPN. With Kaseya, we detected the break from Exchange and restarted the VMS service when it recovered.

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“Local Admin Normalization”

We all know the value of explaining our ability to change a local admin policy... it is very often the ah ha moment for many customers, making it worthy of mention on this list. Administrators abroad will agree that the Local Administrator Password on any device depends on two things;

- When it was built
- Who built it

From that moment on, especially in a domain environment, utilization of this account is often abandoned because of the inability to maintain consistency... it is also one of the greatest security risks, since they are almost never modified as personnel change.

With Kaseya, the Local Administrator Password can be set with every install to whatever the administrator wants to define it as. Furthermore, immediately changing this password globally to hundreds or thousands of endpoints can be performed with just seconds of effort on the part of a single administrator.

Critical to battling viruses and malware, as well as [trouble shooting and repairing driver and display errors](#).

Kaseya can detect an issue on one machine and [solve it by affecting another one](#).

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“Navigation Detection & Restriction”

There is a script that has been around for a while that allows you to collect the IE history from Internet Explorer and Firefox and uploads it to the KServer. The limitation of these scripts is that it requires the admin to examine each of the logs generated for each device. An extension of this concept is to write these logs to a hidden folder and monitor them for specific strings using our log viewer... Alerts can then be triggered when a website is visited in near real time.

By modifying the local host file via a Kaseya script, we can trick a computer into believing that the IP address for a domain (for example www.google.com) is another address, such as 127.0.0.1... or a location on the company website that displays a message “This Website is not authorized, your IP address has been logged.” This can be configured as, “you can visit all sites except...” or “you can only visit white listed sites.”

The advantage of having Kaseya perform this function is that the policy can be applied to a large number of computers at the same time and that the policy can be continually reapplied to defeat any tech savvy users.

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“Script Execution & App Deployment”

It’s worth mentioning the concept of immediate script execution and software deployment is not necessarily native to IT professionals. The most common method of affecting large numbers of computers is through the use of Login Scripts and Group Policies, which are anything but real time. All Group Policies are processed at machine startup and user logon. Most GPO’s are also processed in the background every 90 minutes with a random 30 minute offset, the exception being script execution and software installation policies which only run at startup or login. Identifying at a glance which machine has already run a policy, executed a script or installed an app is not as easy as you would expect. There are also circumstances where policies are not processed because the change is not detected or the computer/user connection when tested during login was flagged as a slow link.

With Kaseya, you can immediately deploy any software or execute any script and define a view that specifically shows those that succeeded and/or those that failed. Furthermore, Application deployment follows the file location rules defined within Patch Management, reducing bandwidth requirements.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya’s solutions empower everyone — from individual consumers to large corporations and IT service providers — to proactively manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform. Kaseya’s solutions are trusted by IT service providers and a wide variety of industries including: banking, consumer packaged goods, education, financial services, government, healthcare, military, real estate, retail and transportation. The company is privately held and based in Lausanne, Switzerland with 32 offices in 18 countries

For a free 30 day trial visit www.kaseya.com/download
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