



Cisco FindIT Plugin for Kaseya Quick Start Guide

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CHAPTER 1

About the Cisco FindIT Plugin for Kaseya

This chapter contains the following sections:

- [Overview, on page 1](#)
- [Prerequisites, on page 1](#)

Overview

The Cisco FindIT Plugin for Kaseya is designed to increase operational efficiency by tightly integrating Cisco FindIT Network Manager with the Kaseya VSA. The FindIT Plugin offers powerful features including action management, dashboards, device discovery, network topology, remote device management, actionable alerts and event history.

The plugin is designed to be extremely easy to install, requiring only a few clicks. It complies with all third party integration requirements for Kaseya on-premise VSA versions 9.3 to 9.5

Prerequisites

You will need the following prior to installing the FindIT Plugin for Kaseya:

- A working instance of Cisco FindIT Network Manager version 1.1.0 or higher
- Kaseya on-premise VSA Version 9.3, 9.4 or 9.5

Kaseya VSA 9.3 is only supported with the plugin version 1.0, while Kaseya VSA version 9.5 requires plugin version 1.1 or higher.

- Kaseya Administrator account
- The plugin installer `Cisco_FindIT_Plugin_for_Kaseya_1.x.xxx.exe`

The latest version of this guide and the plugin installer may be found by visiting <http://www.cisco.com/go/findit> and selecting the **Support** links on the right-hand side of the screen.



CHAPTER 2

Installing the Cisco FindIT Plugin for Kaseya

This chapter contains the following sections:

- [Installing the plugin, on page 3](#)
- [Removing the plugin, on page 3](#)

Installing the plugin

To install the plugin on the Kaseya VSA server, run the plugin installer and follow the on-screen prompts.

Re-install the database schema after completing the Cisco FindIT Plugin for Kaseya installation. This can be accessed by navigating through the following menu: **Windows > Start > Programs > Kaseya > Reinstall Database Schema**.

Removing the plugin

To remove the plugin from the Kaseya VSA server, run the plug-in installer and follow the on-screen prompts. You may also remove the application using the **Add/Remove Programs** under **Control Panel** in **Windows**.

Re-install the database schema after removing the plugin. This can be accessed by navigating through the following menu: **Windows > Start > Programs > Kaseya > Reinstall Database Schema**.

The plugin uses common components that may be shared with other Kaseya VSA plugins. Removing the FindIT plugin does not remove these components and avoids impacting other plugins. The common components do not impact the system if they are not in use by another plugin, but if you wish to remove the common components anyway, please contact support for assistance.



CHAPTER 3

Using the Cisco FindIT Plugin for Kaseya

This chapter contains the following sections:

- [Accessing the Plug-In, on page 5](#)
- [Using the plugin, on page 5](#)

Accessing the Plug-In

To access the Cisco FindIT Plugin for Kaseya, log on to the Kaseya VSA administration web page and select the Cisco option from the left-hand navigation.

Using the plugin

The user interface within the plugin is designed to be easy to use and is divided into the following main pages:

- **Process Flow**— A basic guide to steps required
- **Control / Dashboard**— A simple GUI for selecting network device information and assigning actions such as Firmware Update, Backup Configuration, Reboot and so on.
- **Organization Mapping**— An interface to map FindIT Network Manager sites to Kaseya Organization/Groups
- **Executive Reports**— Displays a summary of the network devices by Kaseya Org/Groups showing the current lifecycle status of the network devices
- **Alerts**— Creates Alert Rules that will generate standard Kaseya Alarms, Tickets, Scripts or Email (ATSE)
- **Plugin Settings**— Lets you test and save credentials, IP address or hostname information to communicate with the FindIT Network Manager



CHAPTER 4

Process Flow

This chapter contains the following sections:

- [Cisco FindIT Tab, on page 7](#)
- [System Info Tab, on page 7](#)

Cisco FindIT Tab

The **Cisco FindIT Tab** shows the steps required to deploy and maintain your Cisco network. The steps include the following:

- Plugin Settings (required during setup)
- Organization Mapping (required during setup)
- Select Devices and Actions
- Set Alert Levels
- Run Executive Reports for Customers

Refer the following chapters for more details about each of these steps.

System Info Tab

You can select the **System Info** tab to see information on the current version of the FindIT Plugin.



CHAPTER 5

Control / Dashboard

This chapter contains the following sections:

- [Control / Dashboard, on page 9](#)

Control / Dashboard

The **Control / Dashboard** page is the main interface for managing network devices. Detailed information about network devices will be presented along with the Actions that are available to that device for execution.

The following five key activities may be performed on this page:

1. View detailed device data such as the events that have been raised by the device
2. Execute **run now** actions for a single device
3. Execute **run now** actions for multiple devices
4. Schedule actions on one or more devices
5. **Cross Launch** to see site detail in the FindIT Network Manager interface, or to directly access the administration interface of a device.

Viewing detailed device data

To view device data such as events raised by the device, select one of the device records. A slide-over panel appears that displays all the details associated with that device; including the historical events raised by that specific device, and historical and scheduled actions for the device.

Executing "run now" actions for a single device

To execute an action for a specific device, select the corresponding action icon in either the data grid entry for the device, or in the detailed data panel.. The actions that are disabled are not available for the device at that time.

Executing "run now" actions for multiple devices

To execute an action for multiple devices, check the checkboxes for each of the devices and click the desired action button at the top of the data grid. The action button displays the number of selected devices as well as the number of devices for which the action is currently available.

Scheduling actions on one or more devices

To schedule periodic actions for devices, select one or more devices and click **Schedule Actions** at the top of the data grid.

Cross-Launch a Device or Network

Cross-launching allows you to directly access context-sensitive FindIT Network Manager information and network device administration GUIs easily by clicking on device and network buttons within the plug-in interface. This differs from clicking on a regular link in that the connection is securely tunneled through FindIT Network Manager, which means, the device can be accessed remotely without requiring a VPN or special firewall configuration.

To cross-launch to a device, click the hostname button for the device in the **Control / Dashboard** page. To view detailed site information in the FindIT Network Manager, click the button for that site in the **Control / Dashboard** page.



CHAPTER 6

Organization Mapping

This chapter contains the following sections:

- [Organization Mapping, on page 11](#)

Organization Mapping

To organize and manage devices via the Plug-In, the administrator needs to map the FindIT Network Manager sites to Kaseya Organizations/Groups. This allows the administrator to manage the devices and perform actions through the single interface of the Kaseya VSA.

Perform the following steps to create a mapping for each site to be managed by the plug-in.

1. Select an appropriate Kaseya Organization/Group. This allows network devices to be filtered and searched by organization or group, and Kaseya functions such as Alarms will be associated to the correct Kaseya organization.
2. Create (or select an existing) Kaseya Discovery Network. Kaseya Networks are created to associate network devices from Kaseya's own discovery process. This creates an explicit connection between a group of devices known in Kaseya and those known in FindIT Manager.
3. Optionally select a Kaseya Agent as a 'probe' and schedule a Kaseya discovery process.
4. Click **Submit**. The FindIT site is now mapped and can be seen in the **Mapped** tab

Selecting the **Un-map** button, will remove the relationship to the Kaseya objects and place the FindIT site back in the 'Un-mapped' pool.

You may also select **Ignore** to remove the FindIT site from mapping consideration in the future by being placed in the **Ignored** tab. The administrator can return the FindIT Site to the **Un-mapped** pool by clicking **Un-ignore**.



CHAPTER 7

Executive Reports

This chapter contains the following sections:

- [Generating Executive Reports, on page 13](#)

Generating Executive Reports

This feature can be used to view a high-level dashboard displaying a summary of device status. This view may be filtered based on Kaseya Orgs/Groups. The status charts and graphs represent the devices that meet the specific conditions. You may click through the links to remediate the condition, or to view more detailed information.



CHAPTER 8

Alerts

This chapter contains the following sections:

- [Alerts, on page 15](#)

Alerts

To create **Alert Rules** which may be defined to match on particular combinations of characteristics of the events raised from the site devices. Rules may be created that match on different combinations of the following characteristics:

- Event Type
- Event Severity
- Device
- Site
- Device Type

When a rule matches an event, one or more of the following standard Kaseya remediation actions may be executed:

- Ticket
- Script
- Email
- Alarm



CHAPTER 9

Plugin Settings

This chapter contains the following sections:

- [Plugin Settings, on page 17](#)

Plugin Settings

To integrate the plugin with Cisco FindIT Network Manager, the address of the Manager and a set of credentials need to be provided. The administrator must enter a valid IP address or hostname, user name and password in the **Plugin Settings** page.

The administrator is required to have a successful **Test** of the credentials before they can **Save** the values.

