



**MSP**  
BUILDER

*Tools for MSP Success*

## **RMM Suite**

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# **Operations & Customization Guide**

MSP Builder  
*A Division of Baroan Technologies*  
Version 4.1  
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MSP Builder RMM Suite for Kaseya VSA

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## Introduction

The MSP Builder RMM Suite for Kaseya VSA provides Kaseya users with an advanced package of highly tuned monitors, a Service Desk implementation for automated remediation and management of alerts, and an array of Network Monitor templates that implement tiered performance monitors and application specific operational monitors. Also included are optimized views, templates for KAV and KAM, System Policies for simplified management and deployment, and profiles for patching.

The ultimate goal is to provide a monitoring platform that provides accurate alerting of key events while eliminating the noise that masks the important events.

## Overview

The RMM Suite consists of the following standard components.

### ***Service Desk***

Service Desk is the brain behind the RMM Suite. It consists of a highly automated package that parses incoming alerts from Kaseya, KNM, and other sources. It then processes that information to perform specific actions, such as responding with an automated procedure, passing the alert on to a ticketing system, or even discarding the alert based on time, source, or other conditions.

A single service desk – “RMM” – handles the incoming alerts. Each alert is analyzed to determine the source, priority, and whether or not it can be automatically remediated.

Service Desk includes the MSP Builder Multi-Tool, which provides over 60 unique functions for math, text, comparison, and time calculations. It also provides applications that trigger remediation tasks and handle the voice alert notification of critical events.

### ***Agent Monitors***

A collection of highly tuned monitors that trigger specific Service Desk actions are a core part of the RMM Suite. The monitors employ standardized content and format to allow automated processing and parsing, not only in Service Desk but in any external ticketing system, such as ConnectWise. The monitors are used to check system services and Event Log events, and are highly optimized to target events that can be acted upon. This eliminates hundreds of alerts from the default configuration that otherwise simply contribute “noise” to the monitoring system, allowing MSP Engineers to focus on resolving the real issues.

### ***Custom Views***

An extensive suite of views that can filter the results of queries are included with the RMM Suite. Additional views are also provided that specifically control the application of System Policy settings. In addition to these “XPOL” views, a set of templates are provided to define customer-specific views for the deployment of policies.

### ***Patching Policies***

The RMM Suite includes a complete set of patch policies that simplify the deployment of system updates. It does this by first breaking them into deployment groups applied to all systems, then workstation or server platforms, and then more specific groups that block patches based on select conditions. These policies create a solid starting point for customizing a robust and reliable patching process.

## ***Procedure Library***

A diverse set of procedures for deploying and customizing applications, performing diagnostics, tweaking system settings, and similar support tasks is included with the RMM Suite. A special set of procedures utilize Ninite Pro (licensed separately) to install, remove, or update a broad set of applications. Many of the procedures can be used interactively or as scheduled events for ongoing updates.

An additional collection of procedures which are used for automation are also included. These deploy daily automated maintenance tasks; perform monthly audits to collect additional agent data; and perform remediation tasks in response to Service Desk alerts.

## ***Anti-Virus / Anti-Malware***

The RMM Suite provides a standard set of profile templates that contain all of the exclusions needed for a standard deployment. These templates are then used to create customer-specific profiles with minimal effort and assure maximum reliability of these platforms.

## ***Maintenance Suite***

The RMM Maintenance Suite is a combination of procedures, scripts, and applications that combine to autonomously perform daily maintenance tasks. These insure the ongoing well-being of the computers by automating many administrative tasks. Maintenance runs in two passes, with system checks and data collection tasks performed during the day and more invasive tasks scheduled for after business hours. The standard tools perform the most needed ongoing maintenance for servers and workstations, such as disk cleanup, disk defrag (SSD aware!), log management, AV status checks, and Time Sync checks. Custom tasks are easily added to meet any MSP or customer requirements.

## ***User Interface***

The Maintenance Suite includes a user interface that allows the maintenance tasks to communicate with the logged-on user. It can provide the status of maintenance, alerting when maintenance has not completed, and even remind the user of upcoming patch or software update schedules. The interface loads when the user logs on, displays briefly to show the recent status, and then minimizes to the system tray. Kaseya procedures are provided to send messages to the user and get basic responses (yes/no, OK) from the user, which can be used in custom procedures. (This replicates built-in Kaseya functions, but the prompt will display the MSP logo and match the other RMM Suite message display style.)

## ***System Policies***

The RMM Suite uses System Policies extensively to insure that desired configurations are applied to systems that register with the VSA. These policies apply monitor sets, deploy and schedule patching and application updates, implement daily maintenance, and insure the correct AV and AM profiles are being deployed. This minimizes the effort needed to deploy these configurations, requiring only that the agent be placed into a specific machine group that has the policies linked to it.

Policies can be applied to groups, limited by filters (views), or applied to a specific agent for the utmost in configuration flexibility. Policies are even used to automatically remediate certain conditions, such as insuring that applications are maintained at a specific minimum version.

System Policies are a key part of the RMM Suite, which insure consistency in the configuration of monitors and agent settings while reducing the manual effort traditionally required.

## ***Network Monitor***

Network Monitor significantly augments the Kaseya VSA with Out Of Band (OOB) monitoring. The RMM Suite leverages two key monitor types in Network Monitor – Performance and Operational Availability – by providing a collection of monitor templates for both performance and operational availability.

The RMM Suite performance monitors are tuned to meet several tiers of system capabilities. This allows the monitors to be applied appropriately and minimize the noise that results from the default monitors. The performance monitors can be further configured to only alert within specific hours of operation (ignoring high-load times when backups or updates are done) or to never alert but only track performance. This allows the performance to be assessed and system optimization tasks performed before allowing performance alarms.

Operational Availability monitors perform specific tests that interrogate a server in such a way that it verifies that a service or application is actually functioning. Typical tests simply verify that the service or application is running, which cannot detect when a system is running but not responding properly. The RMM Suite includes monitors for Active Directory, DNS, SMTP, HTTP, and many other common system services.





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*This is a sample of the User Guide, which is still undergoing final editing.  
The complete User Guide will be available upon completion of all content.*