

## Discover Kaseya FAQ for KSDU

### *Q: Are additional licenses needed for the Policy Manager?*

A: Licensing questions should be brought to your sales representative

### *Q: Are Windows service packs supported?*

A: Yes. Any “Manual Install Only” SP's can be automatically deployed using this module. However, in addition to all other Microsoft Updates, Service Packs are typically managed within the Kaseya Patch Management module.

### *Q: Did you say pending approvals are fully automatic? How are so many different packages monitored for new releases?*

A: There is an automatic schedule to scan for the latest software in the master catalog. The option does exist to auto deploy software to the latest version in any profile.

### *Q: Any known issues with UAC?*

A: There is an ability to run pre and post procedures during a deployment so if it becomes an issue with certain apps, you can run a pre procedure to disable UAC and a post procedure to re-enable UAC.

### *Q: We often have to roll back software for some clients. Is there a type of rollback function?*

A: Rollbacks are not included but are on our roadmap. However, you would want to leverage our “testing” feature prior to delivering into production to avoid issues. Currently, uninstalls can be performed by using Agent Procedures.

### *Q: Can this be applied through policy management?*

A: Yes

### *Q: Can you guys track when apps will expire?*

A: License expiration tracking is not a part of this module, though it could likely be accomplished via Agent Procedures.

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***Q: Is this a new module for Kaseya? Does kaseya also have a software packaging creation module too?***

A: This module has just recently been released and greatly simplifies Software Deployment. There is a custom packager already included in "Agent Procedures."

***Q: How do you handle VDI environments? VDI has their solution for updating the master profile, how will Kaseya make this process easier?***

A: We are currently investigating methods of running the Kaseya Agent in the various VDI environments. At this point, you should not expect this module to assist in updating the Master profile

***Q: Can you please show us again how updates for applications can be "automatically" scheduled to deploy (i.e. Adobe Reader, Flash, Shockwave, Java, etc.)?***

A: In any profile there is a checkbox that, when selected, allows software to be updated to the latest without approval.

***Q: Can you please walk us through creating an actual update package for Adobe Reader (or Flash), filling out the fields and assigning it as you would in real time?***

A: Because FLASH is already in your master catalog you would not need to import an installer, just simply drag and drop to your local software catalog.

***Q: Is there a list of software currently being tracked?***

A: You can visit [www.ninite.com](http://www.ninite.com) for a list of all the software that is provided in the Kaseya Master Catalog through our partnership.

***Q: Is it possible to set the priority level of the application install?***

A: Not in the current version.

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***Q: Can we schedule a group of machines to update approved software in this module?***

A: The option exists to auto deploy software to the latest version in your various profiles without pending approval.

***Q: When we select a group of software to install, is all the software installed at the same time or are they staggered?***

A: You can manage them differently based on deployment schedules.

***Q: Is the Reboot Action profile different from patch management Reboot Action?***

A: Yes. The difference with the boot action in KSDU is that each installation/update is followed by a reboot as opposed to holding off until all applications are updated.

***Q: Is there a SAAS version?***

A: SaaS will be available, yes. At launch we're currently only on-premise based systems.

***Q: Is this addition going to allow me to stop/block users from putting other programs on their systems?***

A: If your users have the power to add applications, this product won't change that. One of the major benefits of having Kaseya in place and having functionality such as this new module, is that you can avoid having to provide your users with administrative privileges on their systems so that they can't do those things you don't want them to do.

***Q: So for example, CutePDF 2.8 comes bundled with the Ask Toolbar; will the software catalog version from Ninite also push the Ask Toolbar? The general question being, is there some control over which features get selected during a catalog software install?***

A: Ninite already removes much of the “extras” within software deployment of the third party products they manage, so things like “toolbars” won't be added by default.

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***Q: To learn more about Ninite, do you have any links or recommend texts?***

A: Ninite is only a small portion of the overall design of this module, but if you'd like more information about the catalog of supported applications, you can see more at [www.ninite.com](http://www.ninite.com).

***Q: So, it is possible to use this module to deploy software for new PCs that do not have any of the requisite software installed? It can be used as a new PC deployment tool also, correct?***

A: Yes.

***Q: The update deployment: does every workstation/server download the updated file(s)? Or does one workstation/server download the file and deploy it to the workstation within the same subnet/domain/group?***

A: We have just recently added support for each machine to use a local file source.

***Q: We do not have the Policy Management module.***

A: Speak to your sales rep, you should be able to add it as an additional module.

***Q: I use IT Center and do not have this feature. Will this be made available for us?***

A: This will be available within IT Center but not until later this year.

***Q: What modules should we have access to in IT Center? I am wondering if we are missing other modules.***

A: Eventually, IT Center will be at parity with the on-premise product so always be on the lookout for additional functionality.

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***Q: What about using KSDU for custom in-house apps?***

A: This module supports using your own installers and leveraging our partnership with Ninite to use items from that catalog.

***Q: Where are the binaries for all the apps in the ninite catalog stored?***

A: We will download them ad-hoc during deployment and store them either on the Kaseya Server or the Local File Source for each machine.

***Q: If an application requires interaction during the install, is there a way to automate the responses?***

A: Any product deployed using KSDU must support silent install. For interactive programs, you would use Agent Procedures.

***Q: What if the installation settings are incorrect? Are the deployment modules editable? (i.e. Java 7 currently installs side-by-side with Java 6 and does not uninstall Java 6?)***

A: You can edit the “package,” not the “installer.” We do provide you the ability to run pre and post procedures.

***Q: Does KSDU know the difference between 32-bit and 64-bit workstations? Say for Java and Flash deployment.***

A: Yes. This is inherent in our audits.

***Q: Is Software Deployment capable of rollbacks? What if an unstable update is released?***

A: The rollback or uninstall feature via KSDU is on the roadmap. You are looking at version 1. For this instance agent procedures would be used.

***Q: Is the Master Catalog automatically updated? If so, how often?***

A: Yes, everyday.

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***Q: Are the credentials used with “Software Deployment” the same credentials set in the “Agent” tab or are they separately stored credentials?***

A: They are the same.

***Q: What reports are available for Software Deployment?***

A: There are several types of KSDU reports available in Info Center.

***Q: Can this be used to create a baseline software install pack that can be used to load new machines?***

A: Yes. And the perfect marriage would be to bind the configurations using Policy Management. In this scenario, as a new machine checks into a group within Kaseya, where a policy is applied, and the machine will automatically adopt the policies.

***Q: How do you know that an update is available for a particular product, let's say Skype? Reason I ask is, if we want to put up our “own software” as a custom package, how do we inform Kaseya that there is an update available?***

A: Each machine is scanned regularly. For custom packages, one can define specific “scan items.” (i.e. Registry Key; File Version; etc.)

***Q: Do you have a roadmap for this module?***

A: This module will evolve but we don't currently have a published roadmap for it. The direction we intend to take this is to have multiple providers in addition to Ninite, including Kaseya as a provider, in order to provide more options.

***Q: Why is the cost different than that of Ninite?***

A: Kaseya is more than just one function. Integration with the Kaseya Framework and Policy Management. Ability to have multiple profiles, schedules, reports and adding additional applications.

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***Q: Do you still have to manage Registry Settings per deployment package, when deploying?***

A: No.

***Q: Does it work on all installer formats? For example, MSI or EXE.***

A: Both MSI and EXE are supported.

***Q: How do we know the software is installed properly?***

A: You can setup alerts for the success/failure of all deployed software.

***Q: How can I deploy the software without alarming my users?***

A: Software deployed via KSDU must be capable of silent deployment. All software provided via Ninite is automatically configured to be silently deployed.

***Q: Instead of deploying from the Kaseya server, will we be able to allow or prompt update from web?***

A: There is a global setting to use the "Write File" from the Kaseya Server or leverage the "Get URL" function.

***Q: Is the software update process subject to the Kaseya Database or user request?***

A: The Kaseya Database.

***Q: Is there bandwidth management since installers are downloaded from the Kaseya server?***

A: The agent inherently allows for bandwidth throttling. This is a global Agent setting and will affect ALL communications between Agent and Server.

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***Q: is this already a part of the managed service edition, or is this an add-on? We are upgrading to K2 in the next 30 days.***

A: KSDU is an add-on. See your local sales reps for details as well as any promotions.

***Q: Is this module just for updating?***

A: Fresh installs and updates to existing software.

***Q: Can you use software deployment to deploy new software installations such as Office 2010?***

A: Yes.

***Q: What if you want to deploy office with custom settings. Can this be done?***

A: You can create a custom package as part of your software catalog. In addition, you can run pre and post procedures during deploy.

***Q: Does the licensing section work in conjunction with other companies' software?***

A: Agent Procedures can be used for licensed software.

***Q: The dashboard information showing what software is in use would be incorporated in the executive report?***

A: The Executive Report is customizable.

***Q: Does this offer central licensing management and tracking so you can input/see what licenses you have, versus how many instances of that package are deployed?***

A: This information will remain visible in the Audit module, not through KSDU. Within Audit, you have a list of product keys if they are available.

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***Q: Whom can we contact if we have questions about what the licensing section of Administration does?***

A: That section manages your licenses. If you deploy software to a machine in KSDU, a license for KSDU is used for 30 days forward.

***Q: So just to be sure, I could create my own installer for my own software and import it, package it and send it out this way?***

A: Correct. You can also define what item (i.e. file version, registry key, etc) that should be scanned to determine if your machines match your profile.

***Q: so the Java popup isn't disabled through Ninite?***

A: Any custom configuration changes to each application can be automated using KSDU pre/post Agent Procedures.

***Q: If the Java update popup disabler was installed successfully, but the popup still occurs, what would we do on our end to fix this?***

A: Check your procedure used to disable the pop-ups.

***Q: Custom scripts may need passwords, are they stored and transferred in encrypted format on the drives?***

A: We use passwords to deploy the software. These passwords are not stored on the target machine. ALL communication between the Kaseya Agent and Server is encrypted.

***Q: Can we write our own deployment scripts? I've basically been doing this versioning thing on my own, and have a lot of obscure software we support.***

A: Yes. You can create a local catalog that contains software from Ninite as well as your own custom installers. As long as the custom software allows for silent install, it will work using this module. You can also call pre and post procedures during package deploy.

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***Q: In the case of Java update pop-ups, what would be the support process if they didn't actually work?***

A: The application log will provide info as to why the update failed.

***Q: Does this compliment Active Directory Group Policies?***

A: Much of Kaseya can be used to compliment AD.

***Q: Even with an hourly check, that won't help if the package is 700MB's and that laptop is never on long enough to download such a large package. No matter how many times it checks in. It would be necessary to have it download a little every time.***

A: In this case, one may be better off creating an agent procedure that deploys specific software and offering that up as Self-Help in the User Portal. This way it can be initiated and managed by the remote user.

***Q: Do you use any kind of BITS technology? In other words, what happens if the computer being deployed to or updated loses its Internet connection halfway through the download? Will it have to start over, or will it pickup where it left off?***

A: It will fail and you can set alerts to inform you if a deployment has failed.

***Q: Will you ever add the ability to pickup where it left off? There could be instances of remote computers never getting an update because they never stay online long enough to download a large update, like Office.***

A: Define an hourly scan for a profile with laptops assigned to that profile.

***Q: The system seems to track versions in the master catalog. Can you delete things from the catalog, or do they roll off?***

A: You have a master catalog and your own catalog; you can hide items in the master catalog or remove items from your own catalog.

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***Q: The system seems to track versions in the master catalog. Can you delete things from the catalog, or do they roll off?***

A: You can set the programs you are not interested in to "ignore."

***Q: Reporting?***

A: There is a set of reports available within Info Center. These reports will show detailed information about the software on each machine.

***Q: Will the Kaseya catalog be updated automatically by you, (Kaseya Corp) via the cloud?***

A: The products available via Ninite will be updated on your Kaseya Server every day, automatically.

***Q: Example: We support a design house - they use Adobe Creative Suite with individual license codes. Is there a mechanism to handle those license keys (which could be as \*annoying\* as one key per machine) - is there the option for a license key challenge/response?***

A: Each package can be configured to call pre and post procedures. You can potentially use a post procedure to inject license keys.

***Q: What exactly is the "testing option?"***

A: This will allow you to test deployments or patches prior to publishing them for production use.

***Q: What version of kaseya do you have to be running?***

A: Version 6.2.

***Q: How does this differ from Agent Procedures?***

A: It is the easy button to Software Deployment and Software Updating.

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*Q: If a program requires administrator level access to install, (i.e. Adobe Reader) what do you have to do to ensure that it gets installed correctly?*

A: There is a setting specifically to define a credential. One must use a credential with authority to install.

*Q: Is Adobe shockwave in the master catalog?*

A: Yes.

*Q: Can you view master catalog by Author?*

A: Not in the current version.

*Q: How would I tell it to push one client per x minutes?*

A: There is a distribution window that you can leverage when defining your schedules.