

# Migrating from Kaseya v5 to IT Workbench

<b>Migrating from Kaseya v5 to IT Workbench .....</b>	<b>1</b>
1.- Deploy new IT Workbench Agents .....	1
1.a. Create a Kaseya v5.1 script to execute the IT Workbench Agent Installer .....	2
1.b. Run the IT Workbench agent deployment script to the target machines.....	4
1.c. Verify IT Workbench agents have been deployed .....	4
2.- Limitations .....	4

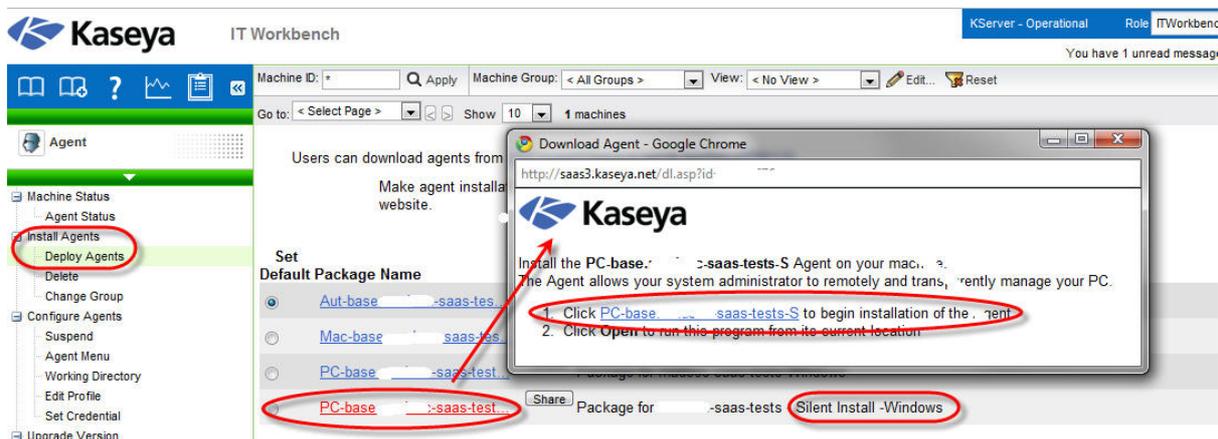
This document explains a procedure you can follow to quickly deploy Agents from a new Kaseya IT Workbench account, using a script executed in your existing Kaseya v5.1 server (on-premise or hosted by a third party).

During this process, we suggest you keep two different browser windows open, one with your old v5 account and one with your IT Workbench account.

## 1.- Deploy new IT Workbench Agents

It is possible for multiple agents to co-exist on the same Windows endpoints - See help page (<http://help.kaseya.com/WebHelp/en/VSA-Online-Help.asp?4798.htm>) for details.

- Sign up for a new IT Workbench account and log into your account.
- Download the agent installer package. Go to Agent > Install Agents > Deploy Agents function. Choose the pre-configured Windows Silent Installer package:



- Save the file **KcsSetup.exe** to your computer. This is the Agent Installer *specific* to your IT Workbench account.
- You then need to download and execute the IT Workbench agent installer **KcsSetup.exe** in your existing machines. This can be done either Manually or using a simple Kaseya v5.1 script

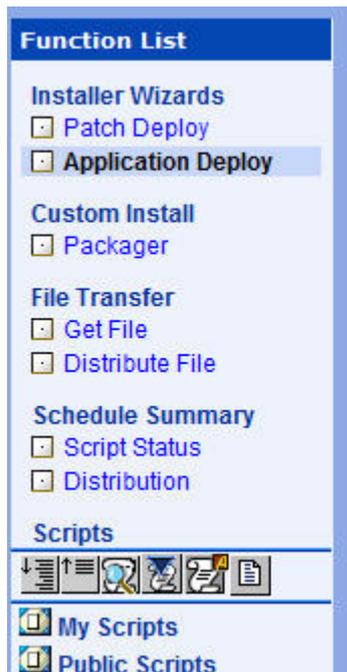
## 1.a. Create a Kaseya v5.1 script to execute the IT Workbench Agent Installer

Due to the specific nature of the Kaseya SaaS environment, we recommend you create the script yourself, using the following steps:

- Log into your old Kaseya v5.1 account.
- Go to Scripts > Application Deploy.
  - Step 1: Upload the KcsSetup.exe file to Kaseya Server. Make sure you pick the first option (Send the installer from the KServer) and upload the file to the Private folder:

The image shows two screenshots from the Kaseya v5.1 interface. The top screenshot is the 'Scripts' wizard, where the 'Scripts' tab is selected in the top navigation bar. In the left-hand 'Function List', 'Application Deploy' is highlighted. The main content area shows a wizard step titled 'This wizard creates a script to silently deploy applications using the vendor's install package'. It asks 'How do you want to deploy the application?' and offers two radio button options. The first option is selected: 'Send the installer from the KServer to the remote machine and execute it locally. If the installer file is not already on the KServer then upload it here.' The second option is 'Execute the installer from a file share on the same LAN as the remote machine. If the installer file is not already on the file share, FTP to that machine here.' A 'Next >>' button is visible at the bottom right of the wizard. The bottom screenshot is a 'Manage Files Stored On Server' dialog box in a Google Chrome browser. It shows a file upload interface with a 'Choose File' button and a dropdown menu containing 'KcsSetup.exe'. Below the dropdown, the 'Current folder' is set to 'Private', and the file 'KcsSetup.exe' is shown with a red 'X' over it, indicating it is not yet uploaded.

- Step 2: Select the install package from the drop-down list: **(Priv)KcsSetup.exe**
- Step 3: Installer type is **Other**. Do not specify any command line options:



This wizard creates a script to silently deploy applications using

2 Select the install package to send to the remote machine.  
 (Priv) KcsSetup.exe  
 If the installer file is not already on the KServer then click

3 What kind of installer is this?  
 Other

Specify command line.

How do I find out what kind of installer this is?  
 Download and run [klnstld.exe](#). This program scans your installer type.

Leave Command Line options blank

<< Back      Next >>

- Step 4: Name the Script. We suggest calling it "**Deploy Acme IT Workbench Agents**", substituting *Acme* with your **company name**.
- Step 5: Make sure the checkbox is not ticked. There is generally no need to reboot the endpoints, so the script will not automatically reboot them

If you prefer, you can import instead the following into your Kaseya v5.1 server, but we suggest you run the wizard yourself as above, to ensure the installer file *KcsSetup.exe* is uploaded to the right place.

*Script Name: Deploy Acme IT Workbench agents*  
*Script Description: Deploy Acme IT Workbench agents*

```
IF True
  Exists :
THEN
  Get Variable
    Parameter 1 : 4
    Parameter 2 :
    Parameter 3 : agentDrv
    OS Type : 0
  Write File
    Parameter 1 : #agentDrv#temp\KcsSetup.exe
    Parameter 2 : kadmin\KcsSetup.exe
    OS Type : 0
  Execute File
    Parameter 1 : #agentDrv#temp\KcsSetup.exe
    Parameter 2 :
    Parameter 3 : 3
    OS Type : 0
ELSE
```

**NOTE:** If you import the script above, you need to change the "kadmin" in the Parameter 2 of the Write File step (highlighted in **red** above) for your own login name.

## 1.b. Run the IT Workbench agent deployment script to the target machines

- The new script "Deploy Acme IT Workbench Agents" should appear. Otherwise select it from the script list.
- Click on Reset View to remove any views or filters and deploy to all existing Kaseya v5.1 agents in your old account.
- Alternatively, you may wish to deploy first to selected endpoints.
- If you deploy to a large number of endpoints, we recommend staggering the execution of the script a couple of minutes, so you do not overload your Kaseya server and/or the customer's network.
- Ensure you **do not check** the box "Skip if machine offline". We want the installer to run as soon as the computers come back online
- Select all machines and click on Run Now.

The screenshot shows the IT Workbench interface for scheduling a script. The 'Function List' on the left includes 'My Scripts' and 'Deploy Acme IT Center'. The 'Schedule' section shows the script 'Deploy Acme IT Center agents' with a 'Run Now' button. The 'Stagger by' field is set to 5 minutes. A callout box suggests staggering the execution. The 'Next Scheduled Run' box shows the timing for the script.

Machine.Group ID	Last Execution Time	Last Execution Status
sv01.customers		
wkst01.customers		
wkst02.customers		
wkst03.customers		

Next Scheduled Run  
Recurring Interval  
1:13:40 pm 23-Jul-10  
1:18:40 pm 23-Jul-10  
1:23:40 pm 23-Jul-10  
1:28:40 pm 23-Jul-10

## 1.c Verify IT Workbench agents have been deployed

- Log into your IT Workbench account.
- As the new agents start checking in with the SaaS servers, you will see them coming online.
- Obviously, if the computers were not online (and you didn't check the box "Skip if machine offline"), it may take some time until the v5.1 script has executed on all managed machines. You may need to troubleshoot any issues as you normally would the remote execution of any installer.

## 2.- Limitations

The IT Workbench product has a reduced set of features compared with IT Center or with a full Kaseya 2008 server. Therefore any custom content (scripts and their execution schedules, monitor sets, event sets, snmp sets, Views, Patch Policies, Reports, etc) that you may have created in the old Kaseya v5.1 server cannot be recreated to the new IT Workbench account. We recommend you avail of the pre-configured content included in your IT Workbench account.

You cannot migrate any logs (e.g. monitoring logs, open/close alerts, agent data, etc.)  
You cannot migrate tickets or the actual ticketing configuration. We suggest closing any open tickets in the old system and recreate them in the new system. You may want to notify your own clients. You may also want to create a Ticketing report in the old system for your reference.

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