Kaseya Agent Labels
And
Label Detection Criteria

Kaseya v6.3.0.0

Background

Agent Labels are a new feature in Kaseya v6.3. Agent Labels are designed to be used as part of the Kaseya automation delivery scheme. Agent Labels effectively provide an attribute of information about a particular system that can then be used in the delivery of services to systems that all have common attributes. For example an Agent Label might be "Exchange Server" and all machines that are detected as running Microsoft Exchange would have that Agent Label associated with them. Currently Agent Labels are managed by Kaseya and are detected on Windows Server machines upon deployment/upgrade to the v6.3 Kaseya Agent. As such, the current Agent Labels are targeted at identifying the functional Server Roles that a Windows Server is performing.

> **Note:** All Windows Small Business Server versions and editions are currently excluded from the Agent Labeling process in Kaseya v6.3.0.0.

Current Agent Labels

The current list of Agent Labels represented below identifies a number of common Server Roles.

- Backup Exec Server, Blackberry Server, BrightStor ARCserve Backup Server, Citrix Server, Citrix SG Server, Citrix WI Server, ColdFusion Server, DHCP Server, DNS Server, Domain Controller, Exchange Server, File Server, FTP Server, IAS Server, IIS Server, IMAP4 Server, ISA Server, POP3 Server, Print Server, SharePoint 2010 Server, SharePoint Server, SMTP Server, SQL Server, SQL Server 2000, SQL Server 2005, SQL Server 2008, SQL Server 2008 R2, SQL Server 2012, Terminal Server, Terminal Server Licensing Server, WINS Server

Current Agent Label Detection Design

The current Agent Label detection design utilizes an Agent side detection algorithm which tests for a set of attributes (Detection Criteria) for each Agent Label. The Detection Criteria for an Agent Label can include services being started, processes running, shares existing, and/or registry keys/values, or other attributes about a machine. The Detection Criteria are used to check if a machine is performing a particular functional Server Role, and then these results are used to associate that machine with the various Agent Labels for those functional Server Roles. The table below identifies each Agent Label and the Detection Criteria for that Agent Label.

Agent Label	Detection Criteria
Backup Exec Server	'BackupExecRPCService' service is started
Blackberry Server	'Blackberry Router' service is started
BrightStor ARCserve Backup Server	'CASJobEngine' service is started
Citrix Server	'IMAService' service is started
Citrix SG Server	'CtxSecGwy' service is started
Citrix WI Server	'CtxWebInterface' service is started
ColdFusion Server	('ColdFusion 10 Application Server' service is started) OR ('ColdFusion 9 Application Server' service is started) OR ('ColdFusion 8 Application Server' service is started)
DHCP Server	'DHCPServer' service is started
DNS Server	'DNS' service is started
Domain Controller	'IsmServ' service is started
Exchange Server	('MSExchangeServiceHost' service is started) OR ('MSExchangeSA' service is started) OR ('MSExchangeADTopology' service is started) OR ('ADAM_MSExchange' service is started)
File Server	('LanmanServer' service is started) AND (Number of Non-Admin File Shares > 0)
FTP Server	'MSFTPSvc' service is started
IAS Server	'IAS' service is started
IIS Server	'W3SVC' service is started
IMAP4 Server	'MSExchangeIMAP4' OR 'IMAP4Svc' service is started
ISA Server	'Isactrl' service is started
POP3 Server	'MSExchangePOP3' OR 'POP3Svc' service is started
Print Server	('Spooler' service is started) AND (Number of Printer Shares > 0)
SharePoint 2010 Server	'SharePoint 2010 Administration' service is started
SharePoint Server	'wssadmin.exe' process is running

SMTP Server	'SMTPSVC' service is started
SQL Server	'sqlservr.exe' process is running
SQL Server 2000	('sqlservr.exe' process is running) AND (Any installed SQL instance defined in the Registry has a SQL Version LIKE '8.0*')
SQL Server 2005	('sqlservr.exe' process is running) AND (Any installed SQL instance defined in the Registry has a SQL Version LIKE '9.0*')
SQL Server 2008	('sqlservr.exe' process is running) AND (Any installed SQL instance defined in the Registry has a SQL Version LIKE '10.0*')
SQL Server 2008 R2	('sqlservr.exe' process is running) AND (Any installed SQL instance defined in the Registry has a SQL Version LIKE '10.5*')
SQL Server 2012	('sqlservr.exe' process is running) AND (Any installed SQL instance defined in the Registry has a SQL Version LIKE '11.0*')
Terminal Server	('TermService' service is started) AND (Registry Value HKLM\SYSTEM\CurrentControlSet\Control\Terminal Server\TSAppCompat = 1)
Terminal Server Licensing Server	'TermServLicensing' service is started
WINS Server	'WINS' service is started