



Kaseya Boot Camp

The Kaseya BootCamp Training Program is an intensive four-day course designed to provide you with knowledge, information and tools you need to kick start your Kaseya Implementation.

Day One:

9:00 am to 10:30 am Managed Service Orientation

- Thinking Managed Services
- Developing Managed Services
- Creating Agents
- Creating Machine Groups best practices
- Creating templates
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- Creating templates
- Scheduling management policy to templates
- Agent Menu options

10:30 am to 12:00 Agent / Server Architecture

- Architecture
- Agent system files
- Temp Files
- Key application files
- Troubleshooting connection issues
- Server Management functions

12:00 pm to 1:00 pm Lunch Break

1:00 pm to 2:00 pm Agent Management Best Practices

- Creating and Managing Agent Groups
- Agent Naming best practices
- Supported operating systems
- Agent Configuration

2:00 pm to 3:30 pm Agent Deployment Strategies

- LAN Watch and Network Discovery
- Active Directory Deployment
- LAN Deployment
- Other Deployment methods
- Agent management and best practices
- Agent modification and management



3:30 pm to 5:00 pm

Audit

- Foundation for knowledge collection
- How audit works
- Creating schedules
- Single machine interface
- User defined fields
- Reporting
- Lab (Auditing and Reporting)

Day Two:

9:00 am to 10:00 am

Introduction to Monitoring Best Practices

10:00 am to 12:00 pm

Real Time Monitoring

- Overview of the dashboard
- Types of monitoring in Kaseya
- How Agent monitoring works
- Creating monitor Sets
- Creating event sets
- External system monitoring
- SNMP monitoring basics
- SNMP monitor sets
- Assigning SNMP monitoring
- Reporting on monitored events

12:00 pm to 1:00 pm

Lunch Break

1:00 pm to 2:00 pm

Enforcing policy with Kaseya Protection

- File Protection
- Network Access
- Application Blocker

2:00 pm to 4:00 pm

Patch Management

- How patch management works
- Scanning and patch meta database
- Deployment methodologies and policies
- Best practices for managing the patch cycle
- Reboot actions and best practices
- Lab (Mapping the patch file store)
- Reporting



4:00 pm to 5:00 pm

Creating administrators and Admin Roles

- Creating, deleting, and disabling administrators
- Assigning administrative roles
- Managing admin permissions by machine group
- Managing admin permissions by function

Day Three:

9:00 am to 10:00 am

Accessing Kaseya Support Services

10:00 am to 3:00 pm

Basic Scripting Scripts (Lunch break between)

- Script basics
- Schedules and distribution
- Lab (System management script)
- Script logs and debugging
- Reporting custom services in the Executive Summary
- Practical applications of scripts

12:00 pm to 1:00 pm

Lunch Break

3:00 pm to 4:00 pm

Help Desk and Remote Control

- Setup and customization
- Security and end-user access
- E-mail reader and mapping
- Ticket creation
- Working with tickets
- Remote control, FTP, Chat and Messaging
- Video streaming
- Reporting

4:00 pm to 5:00 pm

Branding and customization

- Customer portal customization and function
- Customizing the login page
- Customizing the Kaseya Administration console
- Customizing Agent Icons and the Sys tray

Day Four:

9:00 am to 10:30 am

Kaseya User State Management

- User State Licensing
- User State installation and configuration
- Power Management
- Drive Mapping and Printer Mapping



- User preference Backup and Restoring
- Migrating user preferences

10:30 am to 12:00 pm Kaseya End Point Security

- KES Licensing
- Strategies and best practices for KES
- Installing the KES agent
- Defining and Assigning Security Profiles
- Scheduling signature and client Updates
- Log settings

12:00 pm to 1:00 pm Lunch Break

1:00 pm to 4:00 pm Back Up and Disaster Recovery

- BUDR Licensing
- Strategies and best practices for BU/DR
- Configuring backup Image location and folder backups.
- Scheduling and verifying Back-Ups
- File, folder, and Image recovery strategies.
- Installing a Secure Zone
- Configuring Off-Site Replication

4:00 Pm to 5:00 pm Wrap up and final Questions and Answers

What you will need:

1. A notebook with wireless connection capability
2. A functioning Kaseya Server accessible from a remote location
3. Focus, dedication and an open mind