

# TECHNOLOGY OVERVIEW

> [Kaseya.com](http://Kaseya.com)



## Kaseya Revolutionizes the way your systems are managed

Kaseya builds automation into the systems deployment and management process by mirroring best practices associated with the provisioning of services, automating repetitive work by machine-driven tasks and processes. The benefits of this unique approach to real-time, web-based IT task and process management are:

Provides a self-managing *distributed virtual VPN without the complications of managing VPN software*, enabling immediate access to all "hooked" IT assets from a single Web site that supports human tasks and machine processes.

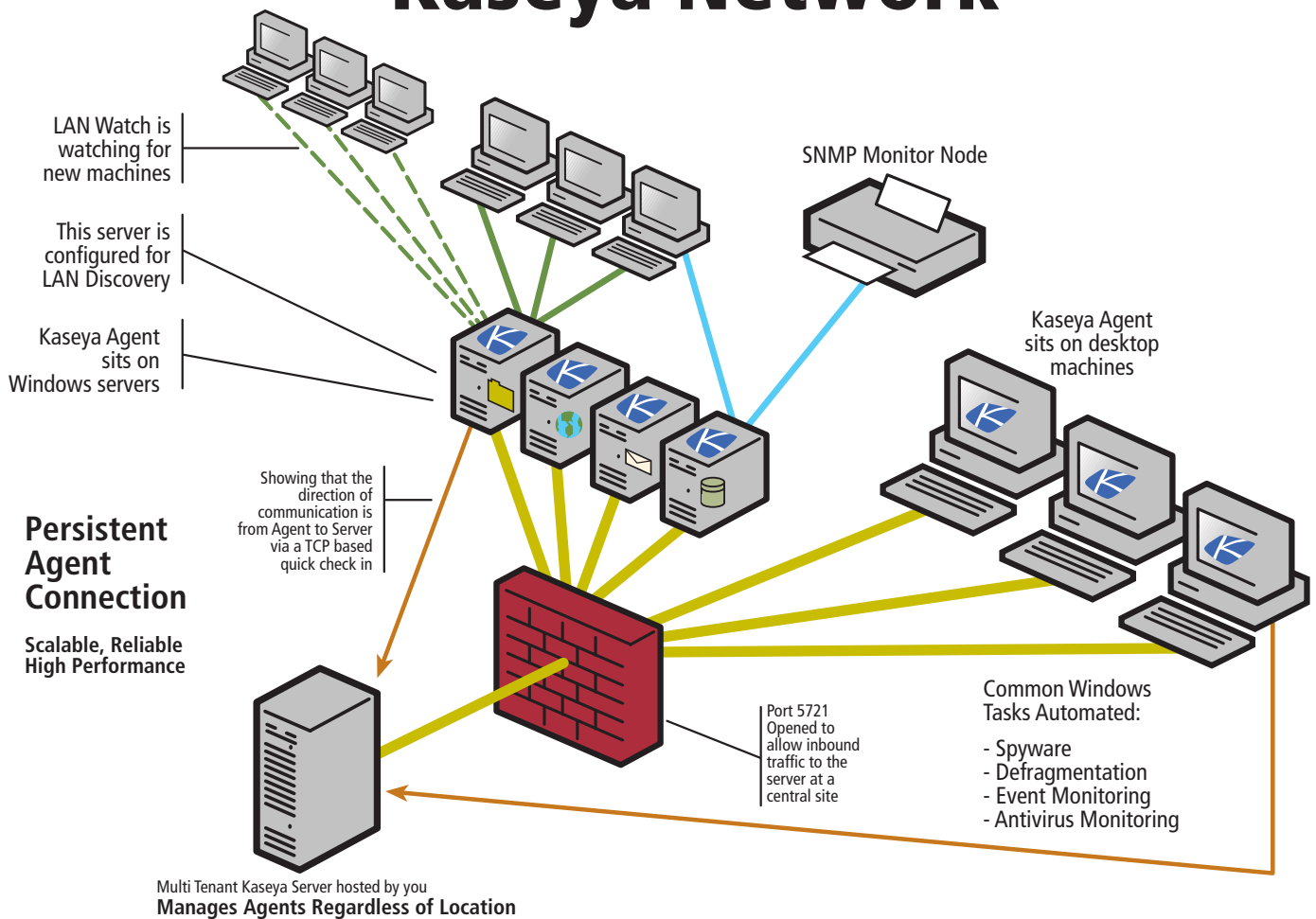
Provides a *cost-effective solution* for managing, controlling, analyzing, planning and administering transaction-oriented IT business functions such as anti-spyware deployment and maintenance.

Exploits the best of the *latest technology*— including Kaseya patented connection algorithms, Kaseya patented Virtual System Administration "VSA" methods, MS IIS, SQL Server, TCP/UDP and other technologies.

Allows companies to utilize Kaseya technology to *maximize staff productivity*.

Provides a "one-touch" approach to process management, *reducing processing errors, ensuring compliance with procedures* and increasing the flexibility of managing transaction intensive tasks in the IT department.

# Kaseya Network



**When Task is scheduled the Agent grabs the task and executes without needing firewall ports open**

*Kaseya's scalable architecture allows you to remotely manage and monitor remote Desktops and Servers from a easy to use web-based interface*

Since Kaseya technology provides an integrated approach to managing IT infrastructure., Kaseya's integrated web-based platform provides the following benefits:

Kaseya's allows organizations to implement IT procedures, policies and practices in a single web-based point to multi-point system-automated solution. Unlike point solutions—which typically only control single functions in a closed domain-based network or data center—Kaseya's technology enables a single framework for the implementation of IT policies, procedures and methods across highly distributed WANs. With fewer tools to learn, integrate, deploy and support, Kaseya provides a powerful and simplified solution to managing IT infrastructure. What's more, full integration of all functions provide for seamless access to all data managed by Kaseya.

*Kaseya adds greater value than domain-bound technology.* Domain-based and other agentless technologies are useful in a single network where all resources are directly visible on the corporate LAN or WAN. However, these solutions typically require additional systems resources to work effectively across low-bandwidth VPNs or dedicated connections. Kaseya agents are lightweight and form their own persistent, secure TCP connection with the server. Without the need for address management, implementation of port mapping schemes at each site or the need for a VPN connection to all the sites, Kaseya is much more secure and efficient.

Kaseya's integrated web based platform is complete, powerful, secure and easy to deploy and administer. The Kaseya Managed Service Framework is designed for IT administrators who need to reduce complexity and increase productivity and managed service providers that want to pass those benefits to their customers and increase their own profit margins.

## Enterprise Class Security

Kaseya allows companies to securely take charge of their infrastructure and transparently and remotely manage servers, desktops, mobile devices (notebooks and hand-helds), home-based desktops and embedded systems—all from a central management console. The solution is ideal for growing and distributed businesses around the globe that want to streamline systems management and automate IT operations.

### Kaseya Agent

The Kaseya architecture is central to providing maximum security. Each managed system has a light-weight agent installed that initiates all communications back to the server. Since the agent will not accept any inbound connections, it is impossible for a third-party application to attack the agent from the network.

### Firewalls

Kaseya does not need any input ports opened on client machines. This lets the agent do its job in any network configuration without introducing susceptibility to inbound port probes or new network attacks.

### Encryption

Kaseya protects against man-in-the-middle attacks by encrypting all communications between the agent and server with 256-bit RC4 using a key that rolls every time the server tasks the agent (typically at least once per day). Since there are no plain-text data packets passing over the network, there is nothing available for an attacker to exploit.

## Secure Access

Administrators access the Kaseya server through a Web interface after a secure logon process. The system never sends passwords over the network and never stores them in the database. Only each administrator knows his or her password. The client side combines the password with a random challenge, issued by the Kaseya server for each session, and hashes it with SHA-1. The server side tests this result to grant access or not. This unique random challenge protects against a man-in-the-middle attack sniffing the network, capturing the random bits and using them later to access the Kaseya server.

## Web Access

The Web site itself is protected by Kaseya's patch management features. The Kaseya patch scan is run on the Kaseya server every day. As soon as new patches are released, Kaseya automatically detects new patches and applies them automatically. Finally, for maximum Web security, the Kaseya server Web pages fully support operating as an SSL web site.

## Flexible Administration

To get optimum application usage and gain the maximum return on investment, IT Administrator and service providers need flexible setup and customization options without having to reprogram the solution.

Kaseya provides for easy and flexible system administration and customization. Whether it is just setting up additional administrators and groups or customization of the interface and organizational branding, Kaseya gives you the flexibility you need to tailor the application to your business needs.

## Complete, Powerful, Easy, Secure

### Easy Customization

- Configure administrator and user options
- Customize the user logon page to match your requirements
- Customize administrator logon page and functions
- Customize the interface appearance characteristics
- Leverage outstanding technical support to assist you when you need it

### Administrator Accounts and Groups

- Create administrator accounts and groups
- Define access policies
- Temporarily disable accounts without deleting
- Define account group membership

### Configure and Deploy Agents

- Agent status, logs and settings
- Naming and grouping policies
- User access and profiles
- Agent menus and check in frequency
- Create and deploy custom configurations

### Server Administration and Configuration

- Backup and restore options
- Port and address specification
- Automatically retrieve and apply maintenance updates
- Detailed log and statistics



Kaseya's software comes in the following configurations:

**Enterprise Edition** – provides automated and remote systems management

**Managed Service Edition** – comprehensive functionality and flexible licensing designed for the managed service provider.

## Fast and Easy Deployment

Kaseya can be deployed rapidly without consultants or long training cycles. Kaseya allows MSPs and IT administrators to focus on the business rather than focusing on the hassles of technology.

Kaseya can be deployed in minutes and hours, not days and weeks. With Kaseya you can be up and running in 30 to 90 minutes, not 30 to 90 days.

### No Consulting or Long Training Cycles

- Simple and intuitive
- Web-based interface
- Use any browser
- Full online help
- Outstanding technical support

### Easy Server Installation

- Windows 2000, XP Pro or 2003 (64-bit support)
- IIS 5 or 6
- Database schema automatically installed

### Deploy Agents in Minutes

- LAN Watch to discover all systems and their components on the network
- Four methods of deployment
- Push to all known computers, e-mail link, login script, install package
- Silent installation, no user interaction needed
- Supports all Windows OS - 95 thru Vista
- No reboot required

### Automatic Updates

- Maintenance updates delivered to server automatically
- Administrator determines if and when applied

## Features And Benefits

### PC Inventory / Computer Audit

Complete computer inventory and software inventory. Scheduled LAN audits. Fully automated and always up-to-date.

### PC Remote Control / Remote Support

Access computers remotely from anywhere. Secure and configurable. Access PCs behind firewalls and NAT without port mapping or infrastructure changes.

### Patch Management

Fully automated security patch scan, patch deployment and history with the click of a mouse. Scalable, secure, configurable and location independent.

### Network Monitoring / Alerts

Instant notification for hardware changes, software changes, policy violations, low disk space, unapproved network access, new devices on the LAN, etc.

## Windows Event Monitoring / Alerts

Remotely monitor Windows system event log, application event log and security event log with user defined alerts.

## Software Installation / Update

Complete software installations and software updates across the organization with a mouse click. Easier and more flexible than SMS and other solutions.

## Help Desk / Trouble Ticketing

Complete integrated trouble ticketing. User and administrator create/update. Policy based notification. Built-in online chat for support personnel and end users

## Network Policy Enforcement

Monitor network usage by machine and by application. Define policies and limit network access to only corporate-approved applications.

## Backup and Disaster Recovery

Real-time automated disk backup, disk imaging, file level backup and rapid restores for Windows servers and workstations. Replication ensures backups are automatically stored safely in offsite location.

## Integrated Reports

Comprehensive integrated management and operational reports. customizable. Always available. View online or export to HTML, Word or Excel.

## Maximum Security

Encrypted communication using 256-bit RC4 with rolling keys. No open ports. No plain-text data packets on the network. Nothing for attackers to exploit.

## Flexible Administration

One integrated Web-based interface. Accessible from anywhere. Flexible setup of administrators and users, computer groups. Integrated permissions and policies.

## Fast and Easy Deployment

Deploy in minutes without downtime. Automatic discovery and deployment to all local or remote computers. No long training cycle or learning curve.

## Agent Requirements

- 333 MHz Pentium-class CPU or greater
- 128 MB of RAM
- 30 MB of free disk space
- Network Interface Card (NIC) or modem
- Microsoft Windows 98, Me, NT 4.0, 2000, XP, Vista Server 2003
- TCP/IP Outbound Port 57211
- No Inbound Ports

## Minimum Kaseya Server Requirements

- Single processor (1.0 Ghz, 160 Mhz front side bus, 1 MB cache)
- 1 GB RAM
- 40 GB hard drive
- Microsoft Windows Server 2003 or 2000 (XP Pro support for evaluation purposes only)
- Microsoft Internet Information Server (IIS) version 5 and up
- Microsoft SQL Server 2000 (or 2005) or MSDE 2000 (MSDE included in standard download)
- Can not be installed on a server running Microsoft Exchange
- 100 Mbps Network Interface Card (NIC)
- DSL or Cable modem internet connection
- TCP/IP open ports: 80 inbound and outbound, 5721 inbound

## About Kaseya

Kaseya is a global provider of remote and automated enterprise systems management software for small to medium enterprises. Corporate IT organizations also benefit from deploying Kaseya's Enterprise Systems management capabilities. Kaseya allows businesses to proactively manage distributed IT infrastructure easily and efficiently with one integrated Web-based platform. Kaseya's technology has been deployed on more than one million systems in 25 countries around the world.

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