

# Release Notes for the Cisco FindIT Plugin for Kaseya, Version 1.0

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**First Published:** 2017-11-21

## Introduction

These release notes describe the recommended practices and known issues that apply to software version 1.0 of the Cisco FindIT Plugin for Kaseya. The plugin integrates Cisco FindIT Network Manager with the Kaseya VSA, and allows the user to view information about the network and take action on the network directly from the Kaseya VSA user interface.

## System Requirements for Cisco FindIT Plugin for Kaseya

The following pre-requisites must be met prior to installing the Cisco FindIT Kaseya Plugin:

- Cisco FindIT Network Manager version 1.1.0 or higher
- Kaseya on-premise VSA Version 9.3 or 9.4
- The web user interface is supported with the following browsers:
  - Apple Safari version 9.1.2 and above (macOS only)
  - Google Chrome version 60 and above
  - Microsoft Edge version 38 and above
  - Mozilla Firefox version 56 and above



**Note**

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Kaseya VSA Cloud is not supported for use with the Cisco FindIT Plugin for Kaseya version 1.0

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## License Requirements

To use the Cisco FindIT Plugin for Kaseya, the instance of FindIT Network Manager that is being integrated with will require sufficient device integration licenses for the devices being actively managed through the plugin. Up to ten devices may be managed in Evaluation Mode without a license. For more information, please refer to the FindIT Network Manager datasheet at <http://www.cisco.com/c/en/us/support/cloud-systems-management/findit-network-manager/model.html>

## Limitations and Restrictions

The plugin may only be used in conjunction with an on-premises installation of the Kaseya VSA. Kaseya VSA Cloud is not supported.

## Known Caveats

The following table lists the open caveats for version 1.0:

**Table 1: Open Caveats**

Caveat ID Number	Description
<a href="#">CSCvg70025</a>	Form selections are not 'sticky' <b>Workaround:</b> Re-select form entries when you return to the page
<a href="#">CSCvg70037</a>	Not all columns in the data grid (all forms) are sortable <b>Workaround:</b> There is no workaround
<a href="#">CSCvg70055</a>	Scheduled action frequency is not displayed <b>Workaround:</b> There is no workaround
<a href="#">CSCvg70089</a>	Uninstall, does not always remove the dependent components of the Cisco FindIT Module <b>Workaround:</b> Contact support for assistance in removing the dependent components
<a href="#">CSCvg70098</a>	Firefox Browser issues with the 'recurrence date' control on the Organization Mapping form <b>Workaround:</b> Use a different browser to modify the date
<a href="#">CSCvg70107</a>	Uninstall of the FindIT Plugin may 'orphan' related Kaseya Networks <b>Workaround:</b> Manually delete the networks from the Kaseya Discovery module
<a href="#">CSCvg70121</a>	Not all 'toast' notifications go away on their own <b>Workaround:</b> Click the 'X' to manually clear the popup

<b>Caveat ID Number</b>	<b>Description</b>
<a href="#">CSCvg70123</a>	Cisco Events generate Alerts with UTC dates <b>Workaround:</b> There is no workaround
<a href="#">CSCvg70128</a>	Toast errors concatenated from the Control / Dash when actions are executed on multiple devices <b>Workaround</b> There is no workaround
<a href="#">CSCvg70129</a>	Changes on Kaseya Networks do not sync to FindIT Mapping records <b>Workaround</b> Make changes using the Organization Mapping form
<a href="#">CSCvg70133</a>	Sometimes it takes about 10 seconds to create/update/delete alert rule <b>Workaround</b> There is no workaround
<a href="#">CSCvg70147</a>	Device status on Dashboard may be wrong when using FindIT Network Manager 1.1.0 <b>Workaround</b> Upgrade FindIT Network Manager to version 1.1.1 or later
<a href="#">CSCvg70153</a>	No timeout function for sites and license on FindIT Network Manager 1.1.0 <b>Workaround</b> Upgrade FindIT Network Manager to version 1.1.1 or later
<a href="#">CSCvg71388</a>	The form of Dashboard and Org mapping doesn't expand to full screen on older versions of Safari <b>Workaround</b> Resize the browser or use scroll bars to display hidden content. Alternatively, update Safari to the latest version.

## Where to Find Support

For current support information, visit the following URLs:

**Table 2: Where to Find Support**

<b>Support</b>	
Cisco FindIT Network Management Support Forums	<a href="http://www.cisco.com/go/findit-support">http://www.cisco.com/go/findit-support</a>
Phone Support Contacts	<a href="http://www.cisco.com/go/sbsc">http://www.cisco.com/go/sbsc</a>

<b>Product Documentation</b>	
Cisco FindIT Network Management Support and Documentation Resources	<a href="http://www.cisco.com/go/findit-docs">http://www.cisco.com/go/findit-docs</a>
<b>Cisco Small Business</b>	
Cisco Small Business Home	<a href="http://www.cisco.com/go/smb">http://www.cisco.com/go/smb</a>
Cisco Small Business Support Community	<a href="http://www.cisco.com/go/smallbizsupport">http://www.cisco.com/go/smallbizsupport</a>

For issues with products and technology from Kaseya, refer to the Kaseya support information at <http://helpdesk.kaseya.com>.

