

Cisco FindIT Kaseya Plugin Frequently Asked Questions

Objective

The Cisco FindIT Kaseya Plugin is a module that installs on the Kaseya Virtual System Administrator (VSA). It tightly integrates the Cisco FindIT Network Manager with the Kaseya VSA, allowing for centralized management of the network. The plugin allows access to the powerful management features of FindIT including action management, dashboards, device discovery, network topology, remote device management, actionable alerts and event history.

The Cisco FindIT Kaseya Plugin complies with all third-party integration requirements for Kaseya on-premise VSA versions 9.3 and 9.4.

This article contains the frequently asked questions about the Cisco FindIT Kaseya Plugin and their answers.

Frequently Asked Questions

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General

1. What are the prerequisites prior to installing the Cisco FindIT Kaseya Plugin?

- A working instance of Cisco FindIT Network Manager version 1.1.0 or higher
- Kaseya on-premise VSA Version 9.3 or 9.4
- Kaseya Administrator account
- Cisco FindIT Kaseya Plugin installer
- Currently only supported on Kaseya Release 9.3 and 9.4
- On-premise deployments of Kaseya only
- Cloud deployments of Kaseya are not supported for the plugin
- Uses TCP 443 between FindIT Manager and Kaseya VSA

2. What is Kaseya VSA server?

The Kaseya Virtual System Administrator (VSA) is a Remote Monitoring and Management (RMM) solution that provides discovery, remote control, patch management, monitoring, and security tools. Kaseya VSA manages machines by installing a software client called an agent on a managed machine. Kaseya VSA is offered as "Cloud-Base" (hosted) or "On-Premise" deployment.

3. What are the general requirements for Kaseya VSA server?

The Kaseya VSA server has the following general requirements:

- Microsoft Windows
- Server 2008 R2, 2012, 2012 R2, 2016, or
- Windows 7, 8, 8.1, 10 are supported for evaluation purposes only with systems that have no more than five Kaseya Agents
- Microsoft Internet Information Server (IIS) version 5.1 or greater
- Microsoft Message Queuing (MSMQ)
- Microsoft .NET Framework 2.0 SP2
- Microsoft .NET Framework 3.5 SP1
- Microsoft .NET Framework 4
- Microsoft .NET Framework 4.6.1
- Microsoft SQL
- SQL Server 2008, 2008 R2, 2012, 2014, 2016 with latest service pack, or
- SQL 2008, 2008 R2, 2012, 2014, 2016 Express Edition with Advanced Services, with latest service pack
- Microsoft SQL Reporting Services
- TCP/IP open ports:
 - Web-based utility: port 80 or 443 inbound and outbound
 - Email Notifications: port 25 outbound
 - Agent connections: port 5721 inbound

4. What are the minimum requirements for Kaseya VSA server configuration?

The Kaseya VSA server has the following minimum requirements:

2.4 Ghz processor, 160 Mhz front side bus, 1 MB cache

4 GB RAM

80 GB hard drive

Microsoft Windows

Server 2008 R2, 2012, 2012 R2, 2016 or

Windows 7, 8, 8.1, 10 are supported for evaluation purposes only with systems that have no more than five Kaseya Agents

Microsoft SQL

SQL Server 2008, 2008 R2, 2012, 2014, 2016 with latest service pack, or
SQL 2008, 2008 R2, 2012, 2014, 2016 Express Edition with Advanced Services, with latest service pack

100 Mbps Network Interface Card (NIC)

DSL or cable modem connection

5. What are the supported browsers to access the Kaseya Web-based utility?

The following are the supported browsers to access the Kaseya Web-based utility:

Browsers	Windows	Apple OS X
Chrome		
Firefox		
Opera		
Edge		N/A
Internet Explorer	10 and later	N/A
Safari	N/A	7 and later

Note: Your browser must have cookies and JavaScript enabled. Enabling popups for the VSA website is recommended.

6. What versions of Kaseya VSA are supported by the Cisco FindIT Kaseya Plugin?

The supported Kaseya VSA versions are 9.3 and 9.4.

7. Is the Plugin supported on cloud deployments of Kaseya?

No.

Port Management

1. What TCP/IP port(s) need to be opened to be able to access the Kaseya Web-based utility?

Port 80 or 443 needs to be opened.

Installation

1. How do I install the Cisco FindIT Kaseya Plugin on the Kaseya VSA server?

To install the Cisco FindIT Kaseya Plugin on the Kaseya VSA server, run the Plugin installer and follow the on-screen prompts. To learn more, click [here](#).

2. How do I access the Cisco FindIT Kaseya Plugin?

To access the Cisco FindIT Kaseya Plugin, log on to the Kaseya VSA administration web page and select the Cisco option from the left-hand navigation.

Licensing

1. Does the Cisco FindIT Kaseya Plugin require licensing for devices?

The Cisco FindIT Kaseya Plugin requires licensing for 10 or more devices.

2. How are licenses managed?

Licensing is managed on the FindIT Manager via smart licensing on software.cisco.com under Smart Software Licensing.

3. What are the license part numbers for FindIT?

The license part numbers for FindIT are as follows:

Part Number	Product Description	License
LS-FINDITNM-15-1Y=	15-device license for Cisco FindIT Network Manager - 1 year	FindIT only
LS-FINDITNM-25-1Y=	25-device license for Cisco FindIT Network Manager - 1 year	FindIT only
LS-FINDITNM-50-1Y=	50-device license for Cisco FindIT Network Manager - 1 year	FindIT only
LS-FNM-KBUN-1Y-15=	15-device Kaseya integration+device license for Cisco FindIT Network Manager - 1 year	FindIT and RMM Bundle
LS-FNM-KBUN-1Y-25=	25-device Kaseya integration+device license for Cisco FindIT Network Manager - 1 year	FindIT and RMM Bundle
LS-FNM-KBUN-1Y-50=	50-device Kaseya integration+device license for Cisco FindIT Network Manager - 1 year	FindIT and RMM Bundle