

BackupAgent – LabTech Integration Installation and Usage

Overview

This integration was designed and developed to provide a deployment and monitoring solution for BackupAgent within the LabTech Control Center. This includes several pieces; a Toolbar button, Monitors, Scripts and Custom Data views. The fundamental benefit of the integration is provide a single point of interaction (LabTech Control Center) for BackupAgent management, including install/uninstall/key change, monitoring backup status, and program versions. Data views have been broken out to show Client, Location and Device specific information.

Requirements

LabTech version must be 2013 or greater.

Definitions

Term	Definition
Agent	LabTech Agents are applications that run as a service on a computer enabling monitoring script execution and data collection for reporting. Also referred to as Endpoint or Computer.
Script	Scripts provide the automation functionality for a wide range of uses from software deployment, setting and registry modification, command-line execution and file manipulation.
Monitor	LabTech Monitors are used to monitor the condition of any device and then perform an action (create an alert, open a ticket, send email, execute a script, etc.) when a specified threshold is reached.
Dataview	Dataviews can be built to enable the user to see any information that is collected by the agents and stored in the LabTech database. They display in a filterable spreadsheet style format providing drill-down functionality.
EDF	Extra Data Fields allow custom data to be added to a Client, Location or Computer and are used as variable for script, monitor and search functionality
Heads-up Display Plug-in	Customizable displays of data collected by LabTech agents Plug-in modules can be added to the LabTech system to add functionality and additional features beyond the built in toolset
Control Center	The Control Center is the main interface between LabTech agents and LabTech server where all of the daily operations in LabTech are performed. It is used to manage clients, locations, computers, tickets, timers, time slips, data views, links and other various aspects of the LabTech system.

BackupAgent LabTech Integration Requirements

Please ensure that the following are done using the BackupAgent Management Console for MSPs before installation/configuration in LabTech:

- Must have a group created – group name should match your client name in LabTech
- Must have a user created for either workstation account type or server account type for each client (Group). Both are needed in case the customer wants to backup workstations (Windows 7, 8 etc.) and servers (Windows 2008, 2012 etc.)
- Must have a user created for both workstation account type and server account type for each client (Group)
- Must have BackupAgent version ready before install/configuration

Branding the BackupAgent installation isn't supported with the LabTech integration. If you wish to brand the installation you'll need to use the web console provided by BackupAgent to gather information about your backup jobs. The Heads Up Display and the Dataviews will not work. Though it is possible to customize these views neither BackupAgent nor LabTech supports their customization. It will not be possible to get assistance with this from our support department.

- Must UNINSTALL previous BackupAgent integration if installed prior to 2/13/15. Please see BackupAgent LabTech Integration Uninstallation Instructions: [LabTech BackupAgent Uninstall.docx](#)

BackupAgent LabTech Integration Installation

This integration provides the following components:

- Toolbar button
- Monitors
- Scripts
- Custom Data views

Please follow the steps below to install the BackupAgent Bundle to your LabTech Control Center. *(If you have a previous version of the integration installed you must remove it first):*

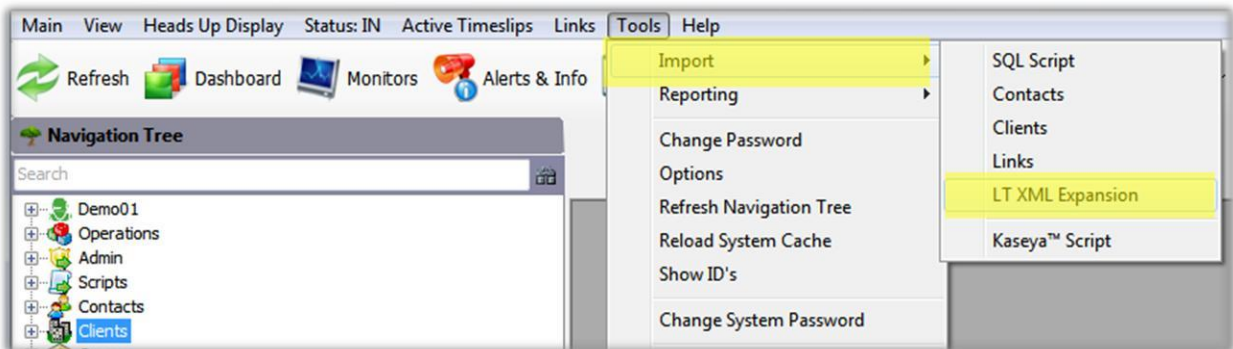
Step 1: Use this link to download the LabTech_BackupAgent_Solution.zip:

[LabTech BackupAgent Solution.zip download](#)

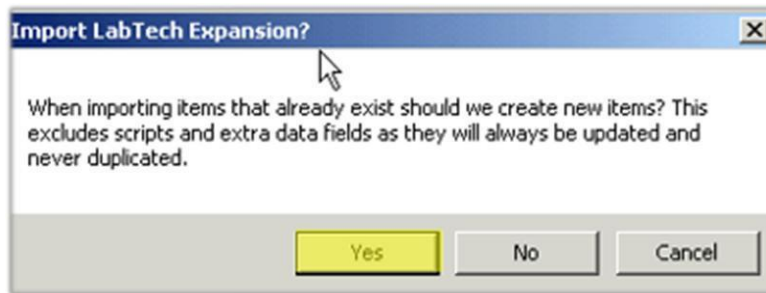
Step 2: Once you have downloaded the LabTech BackupAgent Solution file, extract the XML file needed for install:

BackupAgent – Deploy Solution.xml

Step 3: Now you can begin importing the BackupAgent installation files. Login to your LabTech server and open the Control Center. From the Control Center go to: Tools > Import > LT XML Expansion.



Step 4: You will then be prompted to select the file to import. Choose the location where the xml file was extracted to and select *BackupAgent – Deploy Solution.xml*. This process will create all the necessary scripts, and group which you will see in the scripts/groups sections of the Navigation Tree. Select 'Yes' at the following prompt:

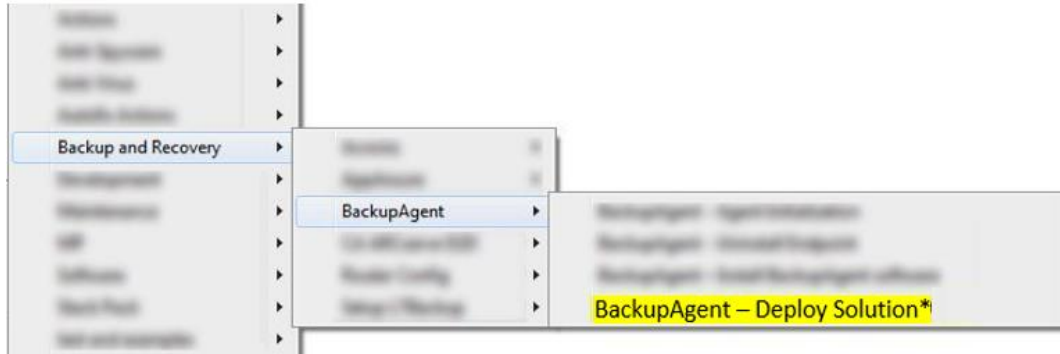


Step 5: Next, locate your LabTech server with the LabTech Control Center. This can be done via a search or any other method.

Once you've located your LabTech server, you will need to run a script against it to deploy the BackupAgent solution. One way of doing this is:

1. Find your LabTech server via a search
This script does not need to be run against the LabTech server itself. LabTech CLOUD partners don't have access to their LabTech server via an agent in the Control Console. This script can be run against any machine in LabTech sense it's making changes to the LabTech database and not the machine the script runs against.
2. Right click on the machine
3. Select 'scripts'

4. Then select '*BackupAgent – Deploy Solution**'



Step 6: This script is now running against your own internal LabTech server. Once that has completed, close and re-open the Control Center.

LabTech Configuration

The install scripts allow for both standard and branded BackupAgent installations. You will need to download the current BackupAgent installer version and save it into the LTShare folder as \LTShare\Transfer\Software\BackupAgent\backupagent.exe on your Local LabTech server. **If this file is not located in the path above, the install script will fail.**

You now need to set your BackupAgent Extra Datafields (EDF) so the agents installed will link to your BackupAgent cloud instance. There are three tabs that contain the EDFs :

Client -> BackupAgent

Location -> BackupAgent

Agent -> BackupAgent

The EDFs on the **Location** section will override what is under the **Client** if they have a value. Likewise, the EDFs on the **Computer** section will override what is under **Client** or **Location** if they have a value.

The following information will need to be on the BackupAgent tab for each client you have using the solution:

Client Level EDFs	Description
BA – Client – Server URL	Enter the URL for your BackupAgent Server
BA – Client – Workstation User	Specify BackupAgent account username here that is configured for workstations
BA – Client – Workstation Password	Specify BackupAgent account username here that is configured for workstation
BA – Client – Workstation Key	Non-editable field that will display the encryption key in use for workstation deployments after it has been generated by the deployment script
BA – Client – Server User	Specify BackupAgent account username here that is configured for servers
BA – Client – Server Password	Specify BackupAgent account username here that is configured for servers
BA – Client – Server Key	Non-editable field that will display the encryption key in use for server deployments after it has been generated by the deployment script
*Generate New Encryption Keys	When you check this box, you may run the initialization script again to create a new encryption key for a new account. **If you change the encryption key, all previous backups will only be available with the previous key. Please make note and use with caution**

Sample Client level BackupAgent EDF screen:

Location Level EDFs	Description
BA – Loc – Server URL	Location ONLY - Specify location specific server URL here. Script will automatically detect if this field is in use and override client level settings and use the necessary credentials below to register/login an account.
BA – Loc – Workstation Key	Non-editable field that will display the encryption key in use for workstation deployments after it has been generated by the deployment script.
BA – Loc – Workstation User	Specify BackupAgent Override account username here that is configured for workstations
BA – Loc – Workstation Password	Specify BackupAgent Override account username here that is configured for workstations
BA – Loc – Server Key	Non-editable field that will display the encryption key in use for server deployments after it has been generated by the deployment script.
BA – Loc – Server Username	Specify BackupAgent Override account username here that is configured for servers
BA – Loc – Server Password	Specify BackupAgent Override account username here that is configured for servers
*Generate New Encryption Keys	When you check this box, you may run the initialization script again to create a new encryption key for a new account. **If you change the encryption key, all previous backups will only be available with the previous key. Please make note and use with caution**

Sample Location level BackupAgent EDF screen:

Agent Level EDFs	Description
BA – Agent - Server URL	Enter the URL for your BackupAgent Server
BA – Agent - Workstation User	Specify BackupAgent account username here that is configured for workstations
BA – Agent - Workstation Password	Specify BackupAgent account username here that is configured for workstation
BA – Agent - Workstation Key	Non-editable field that will display the encryption key in use for workstation deployments after it has been generated by the deployment script.
BA – Agent - Server User	Specify BackupAgent account username here that is configured for servers
BA – Agent - Server Password	Specify BackupAgent account username here that is configured for servers
BA – Agent - Server Key	Non-editable field that will display the encryption key in use for server deployments after it has been generated by the deployment script.
*Generate New Encryption Keys	When you check this box, you may run the initialization script again to create a new encryption key for a new account. **If you change the encryption key, all previous backups will only be available with the previous key. Please make note and use with caution**

Sample Agent level BackupAgent EDF screen:

Default	BackupAgent	HitmanPro	Package LogMeIn	Raid Information	Remote Control Add Ons	Security Essentials	vPro
<input type="checkbox"/> *Generate new encryption keys x							
BA - Agent - Server URL		<input type="text"/>					x
BA - Agent - Workstation User		<input type="text"/>					x
BA - Agent - Workstation		<input type="text"/>					x
BA - Agent - Workstation Key		<input type="text"/>					
BA - Agent - Server User		<input type="text"/>					x
BA - Agent - Server Password		<input type="text"/>					x
BA - Agent - Server Key		<input type="text"/>					

Integration Usage

Monitors

Monitor Name: **BA – Backup Failed**

Group	Backup Management/BackupAgent
Description	Triggers upon any Online Backup Service event ID 7_13 or 7_14
Problem	A scheduled backup has failed at a BackupAgent endpoint
Remediation	Monitor will alert according to client configured alert template
Script Call	N/A
Ticket Creation	Monitor will alert according to client configured alert template
Ticket Text	Default LT text
Failure Ticket text	Default LT text

Monitor Name: **BA – Missing Successful Backup**

Group	Backup Management/BackupAgent
Description	Alerts upon a machine having an absence of successful backup events over X period of time
Problem	Agent has not reported a successful backup in X days
Remediation	Monitor will alert according to client configured alert template
Script Call	N/A
Ticket Creation	Monitor will alert according to client configured alert template
Ticket Text	Default LT Text
Failure Ticket text	Default LT Text

Monitor Name: **BA – Service Stopped**

Group	Backup Management/BackupAgent
Description	Detects if BackupAgent service has stopped and will restart
Problem	BackupAgent Service has stopped
Remediation	BackupAgent Service will be restarted
Ticket Creation	Monitor will alert according to client configured alert template
Ticket Text	Default LT text
Failure Ticket text	Default LT text

Scripts

Script Summary:

1. **BackupAgent – Client Initialization:** Run this script against EACH requiring deployment of the BackupAgent software. It must be run separately for each client to populate the encryption key EDFs.
2. **BackupAgent – Location Initialization:** Run against a Location ONLY when you plan to deploy BackupAgent software with a separate key. This script must be run prior to the installation script.
3. **BackupAgent – Agent Initialization** Run against a Agent (Endpoint) ONLY when you plan to deploy BackupAgent software with a separate key. This script must be run prior to the installation script.
4. **BackupAgent – Install BackupAgent Software:** Run this script against any Client, Location or Agent you to install the BackupAgent software. You can also use this script to “re-install” the BackupAgent software with a new encryption key.
5. **BackupAgent – Uninstall Endpoint:** This script will uninstall the BackupAgent Software. It can be run at the Client, Location or Agent levels.
6. **BackupAgent – Deploy Solution:** This script is required to be run to initially install the BackupAgent LabTech Integration and will create the necessary scripts, EDFs, groups, internal/remote monitors, dataviews/dataview folder, HUD and searches. This script should only be run against the LabTech server once.
7. **BackupAgent – LabTech Integration Uninstallation** this will remove the entire BackupAgent LabTech Integration Solution. *See separate documentation for additional details.*

Script Details:

[REDACTED]	[REDACTED]
[REDACTED]	This script will initialize the encryption key EDFs for BackupAgent at the client level
[REDACTED]	[REDACTED]
[REDACTED]	N/A
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	This script will initialize the encryption key EDFs for BackupAgent at the location level
[REDACTED]	[REDACTED]
[REDACTED]	N/A
[REDACTED]	[REDACTED]

	This script will initialize the encryption key EDFs for BackupAgent at the computer level
	N/A

Script Name: BackupAgent – Install BackupAgent Software

Function	This script will install BackupAgent according to the configured EDF at the CLIENT, LOCATION or AGENT level.
Inputs/EDF	BA – Client – Server URL BA – Client – Workstation User BA – Client – Workstation Password BA – Client – Workstation Key BA – Client – Server User BA – Client – Server Password BA – Client – Server Key *Generate New Encryption Keys (checkbox) BA – Loc – Server URL BA – Loc – Workstation Key BA – Loc – Workstation User BA – Loc – Workstation Password BA – Loc – Server Key BA – Loc – Server Username BA – Loc – Server Password *Generate New Encryption Keys (checkbox) BA – Agent - Server URL BA – Agent - Workstation User BA – Agent - Workstation Password BA – Agent - Workstation Key BA – Agent - Server User BA – Agent - Server Password BA – Agent - Server Key *Generate New Encryption Keys (checkbox)
Outputs	N/A
Other Ticket Details	Tickets will be created if extradata fields are not populated, or if the installation of BackupAgent results in a failure

Script Name: BackupAgent – Uninstall Endpoint

Function	This script will uninstall the BackupAgent Software on the endpoint(s)
Inputs/EDF N/A Outputs	N/A
Other Ticket Details	Ticket will be created if BackupAgent fails to uninstall

Script Name: BackupAgent	– LabTech Integration Installation
Function	This script will uninstall the BackupAgent endpoint
Inputs/EDF N/A Outputs	N/A
Other Ticket Details	This script will install the BackupAgent solution on the LabTech server

Script Name: **BackupAgent – LabTech Integration Uninstallation**

[REDACTED]	This script will uninstall the BackupAgent solution from the LabTech server
[REDACTED]	[REDACTED]
[REDACTED]	N/A
[REDACTED]	[REDACTED]

Script Usage

- 1) Populate Client level EDFs with BackupAgent server address, username and password
 - a) If an alternate server URL /credentials are to be used, this can be done by specifying your BackupAgent account details at the location or agent level.
 - b) The credentials are used in the following order
 - i) Agent (if present) ii) Location (if present) iii) Client (defaults to Client if no Agent/Location settings)
 - c) Important: If an alternate server URL is specified at location or agent level, username/pw must also be used at that level.

- 2) Run the appropriate initialization script against Client, Location or Agent when you wish to deploy the BackupAgent software.

- 3) After initialization script completes, run 'BackupAgent – Install BackupAgent Software'.

- 4) Script performs the following actions:
 - a) Check for .net 4.0 and MSVC++ distributable and will install if needed
 - b) Installs BackupAgent Software
 - c) Registers BackupAgent and sign-in account
 - d) Stops Online Backup Service
 - e) Edits ServiceSettings.xml in '%ProgramData%/Online Backup Client' location to allow event logging (necessary for monitoring and reporting)
 - f) Restarts Online Backup Service

- 5) If BackupAgent is already installed, script will register and sign in following the same logic as if it were a fresh install but skip the download/install of BackupAgent software.
 - a) Server/credential changes can be applied by checking the 'Update Registration' flag on the BackupAgent EDF level which contains your credential configuration and re-running the initialization script.

Dataviews

The integration provides a custom BackupAgent dataview that presents **Computer** (Endpoint), **Location** and **Client** information all in one screen. This information is based on registry values on these machines and is updated once every 30 minutes. The fields in the screenshots below represent the default view – you can always remove and add fields by right-clicking in the view and going to Field Chooser. In addition, any of the visible fields can be sorted.

Information by Computer/Device:

BackupAgent Computer Information						
No Filter	<input type="text"/>	Search	Clear	Options		
Client Name	Location Name	Agent Name		*Program Version	*Time Generated	Agent Type
Client Name	Location Name	Agent Name	*Backup Status	*Program Version	*Time Generated	Agent Type
Stack Advi...	BackupAgent	WIN7-FRESH-64	Failed	4.3.8.12237	4/7/2014 1:30:16 PM	WorkStation
Stack Advi...	BackupAgent	AV-SERVER	Failed	4.3.8.12237	4/7/2014 1:00:45 PM	Server
Stack Advi...	BackupAgent	AV-SERVER	Success	4.3.8.12237	4/7/2014 1:00:25 PM	Server
Stack Advi...	BackupAgent	WIN7-FRESH-64	Failed	4.3.8.12237	4/7/2014 1:00:23 PM	WorkStation
Stack Advi...	BackupAgent	VINEIT-DEV	Success	4.3.8.12237	4/7/2014 1:00:21 PM	Server
Stack Advi...	BackupAgent	WIN7-FRESH-64	Failed	4.3.8.12237	4/7/2014 12:30:20 PM	WorkStation
Stack Advi...	BackupAgent	AV-SERVER	Failed	4.3.8.12237	4/7/2014 12:00:45 PM	Server

- Client Name – name of client associated with the agent
- Location Name – name of the location associated with the agent
- Agent Name – name of computer where agent is installed
- Agent Type – device type (server or workstation)
- *Program Version – version of BackupAgent that is installed on that device
- *Backup Status – status of backup:
 - Success –Backup completed successfully
 - Warning – Backup completed with a warning
 - Failed –Backup failed to complete
- *Time Generated – The date/time the backup report was generated.

This view is designed to allow you easy access to all devices where BackupAgent has been deployed. By right clicking on any device, you can access the default LT menu for a variety of functions. In addition, by going to **Agents > Scripts > BackupAgent** in the right click menu you will see a listing of BackupAgent specific scripts that can be run against that device; including Initialization, Install and Uninstall.

BackupAgent Computer Information						
No Filter	<input type="text"/>	Search	Clear	Options		
Client Name	Location Name	Agent Name	*Backup Status	*Program Version	*Time Generated	Agent Type
Agents	Agent	vWIN7-FRESH-64	7113	4.3.8.12237	4/4/2014 4:30:22 PM	vWorkStation
	Agent	AV-SERVER	7113	4.3.8.12237	4/4/2014 4:00:45 PM	Server
			7112	4.3.8.12237	4/4/2014 4:00:30 PM	Server
				8.12237	4/4/2014 4:00:29 PM	vWorkStation
				8.12237	4/4/2014 4:00:25 PM	Server
				8.12237	4/4/2014 4:00:19 PM	vWorkStation
				8.12237	4/4/2014 3:32:25 PM	vWorkStation
					2014 3:30:16 PM	vWorkStation
					2014 3:24:18 PM	vWorkStation
				BackupAgent	BackupAgent - Agent Initialization	
					BackupAgent - Uninstall Endpoint	
					BackupAgent - Install BackupAgent softw	
					BackupAgent - LabTech Integration Unin	

**the scripts often don't move to this subgroup – most often they remain in the primary group list (not in a folder) **The scripts move after the LabTech Integration Install script runs, before they run this it's in the primary list ... afterward its moved to this location*

---end---