

SOLARWINDS BACKUP

RMM INTEGRATION

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INTRODUCTION

With use of the following guide, you'll be able to roll out SolarWinds Backup into your RMM devices with just a few mouse clicks. After the roll-out, the software is not only installed, but also configured with a profile and product of your choice.

The automation policy is going to:

- Download the latest SolarWinds Backup manager
- Save the download in C:\Windows\Temp
- Execute the download with extra parameters for a silent install with a profile and product attached.
- Remove the downloaded installer after installation

REQUIREMENTS

For Servers: Windows 2008R2 or higher, .NET framework 4.5 or higher

For Workstations: Windows 7 or higher, NET framework 4.5 or higher

PREPARATION

Before running this automation task, please make sure you have available or add:

- access to the SolarWinds Backup portal, at <https://backup.management>
- a Profile
- a Product
- the customer(s) created in the SolarWinds Backup portal

STEP 1: UPLOAD THE AUTOMATION SCRIPT

Login to your RMM dashboard, click on Settings and select Script Manager.

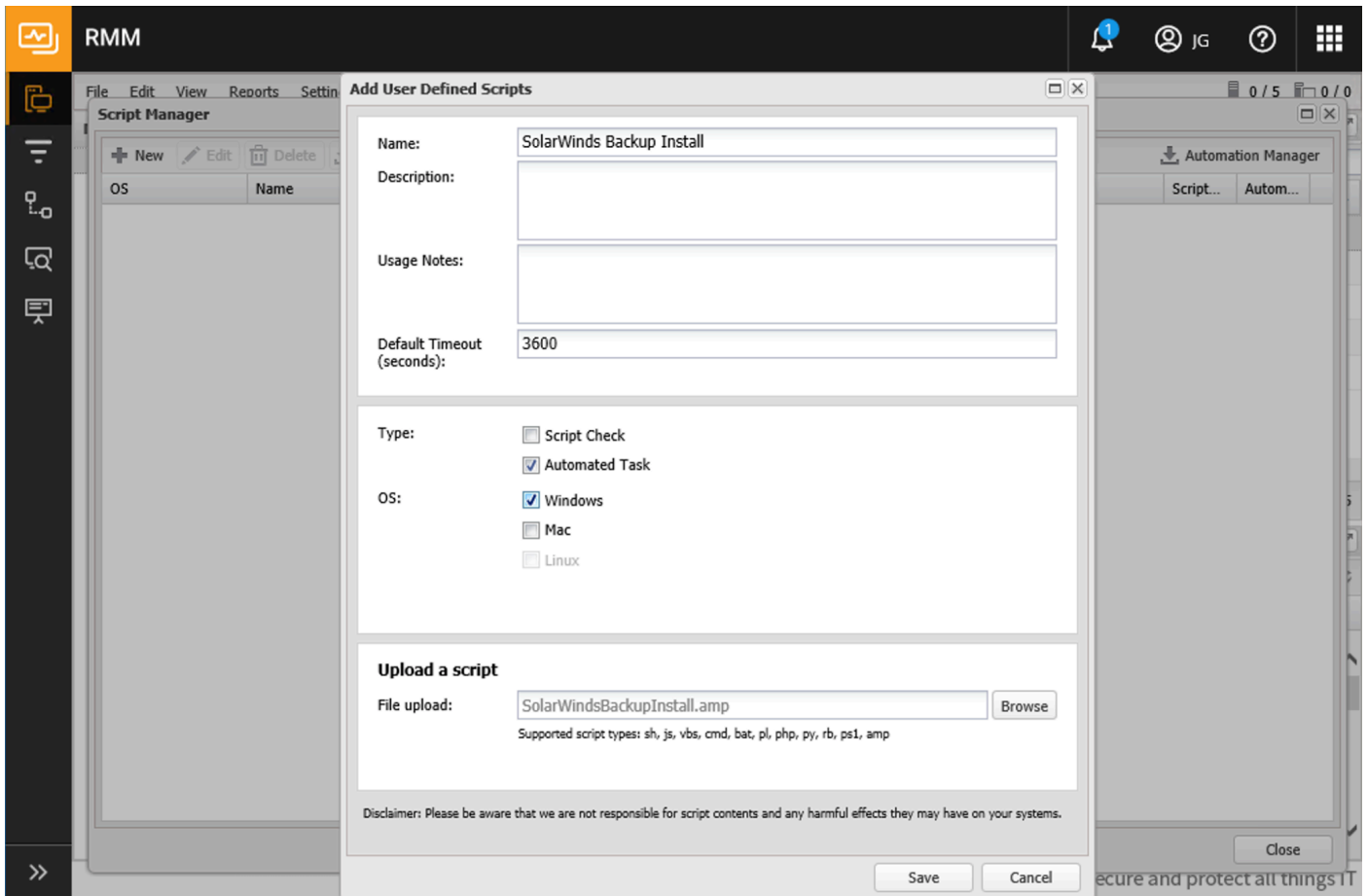
The screenshot shows the SolarWinds RMM dashboard interface. The top navigation bar includes 'RMM', user profile 'JG', and notification icons. The main menu on the left is expanded to 'Settings', and the 'Script Manager' option is highlighted. The main content area displays a table of servers under the 'Workstations' tab. Below the server list, there are tabs for 'Outages', 'Checks', 'Notes', 'Tasks', 'Assets', and 'Patches'. The 'Checks' tab is active, showing a list of system checks with their status and details.

Client	Site	Server	Description	Status
Asian Pacific Tech	HQ	2008R2-AKL	2008R2-AKL	●
European Softw...	HQ	2012R2-ORY	2012R2-ORY	●
European Softw...	HQ	2016-BCN	2016-BCN	●
North American...	HQ	2016-MIA	2016-MIA	●
Asian Pacific Tech	HQ	2016-XMN	2016-XMN	●

Description	More Informati...	Date/Time	Assigned Tasks
Critical Events...	2 event(s) found	01-Nov-2018 0...	
Critical Events...	8 event(s) found	01-Nov-2018 0...	
Critical Events...	0 event(s) found	01-Nov-2018 0...	
Drive Space Ch...	Total: 126.90G...	01-Nov-2018 0...	
Failed Login Ch...	8 Failed Logins	01-Nov-2018 0...	
Patch Status C...	58 Missing	01-Nov-2018 0...	
Physical Disk H...	Disk(s) reporti...	01-Nov-2018 0...	

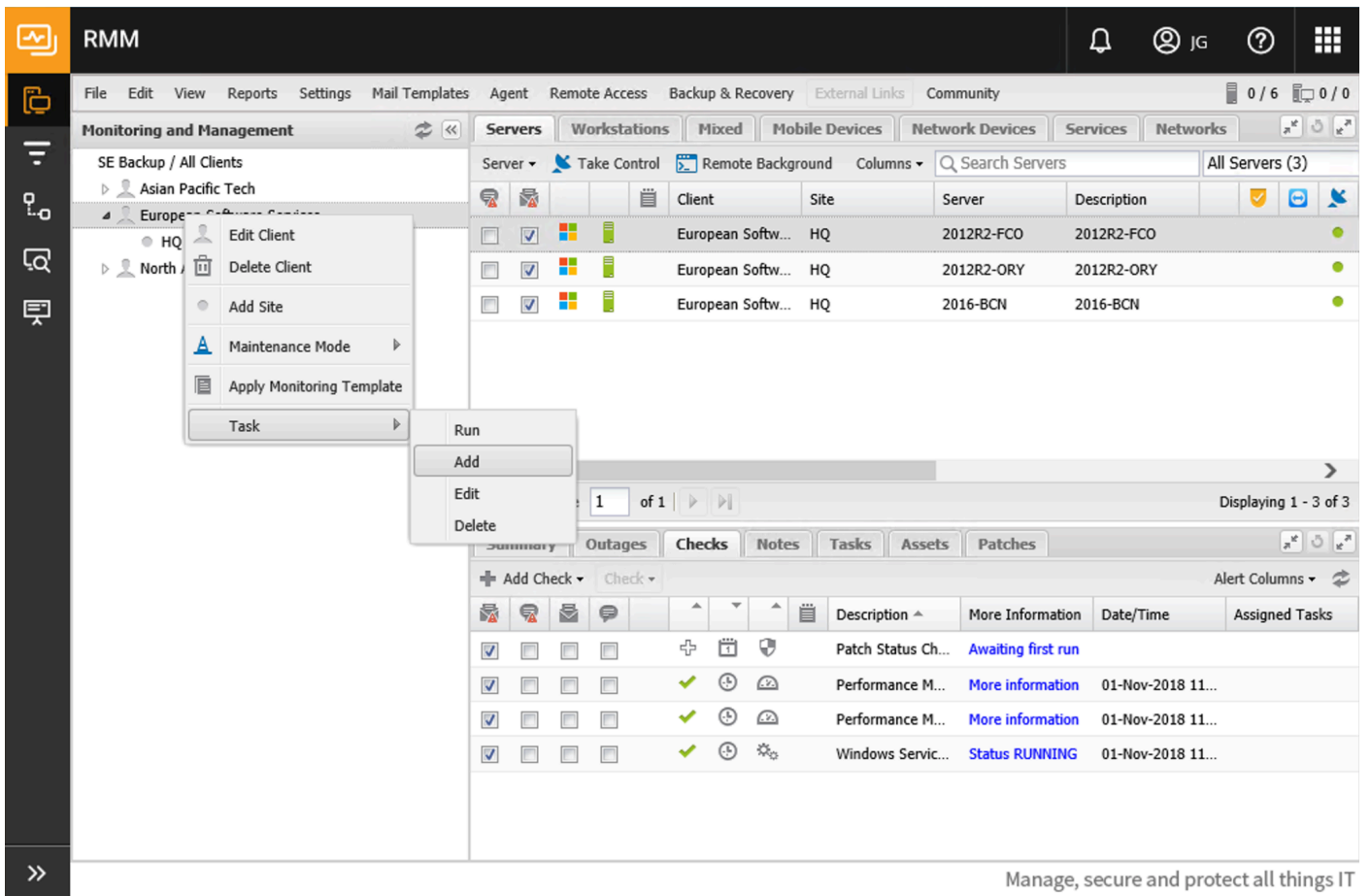
STEP 2: ENTER DETAILS FOR THE SCRIPT

Enter the name for the script, open for own input. Select both the Automated Task and Windows checkbox. Browse to the SolarWindsBackupInstall.amp file you received and click save.



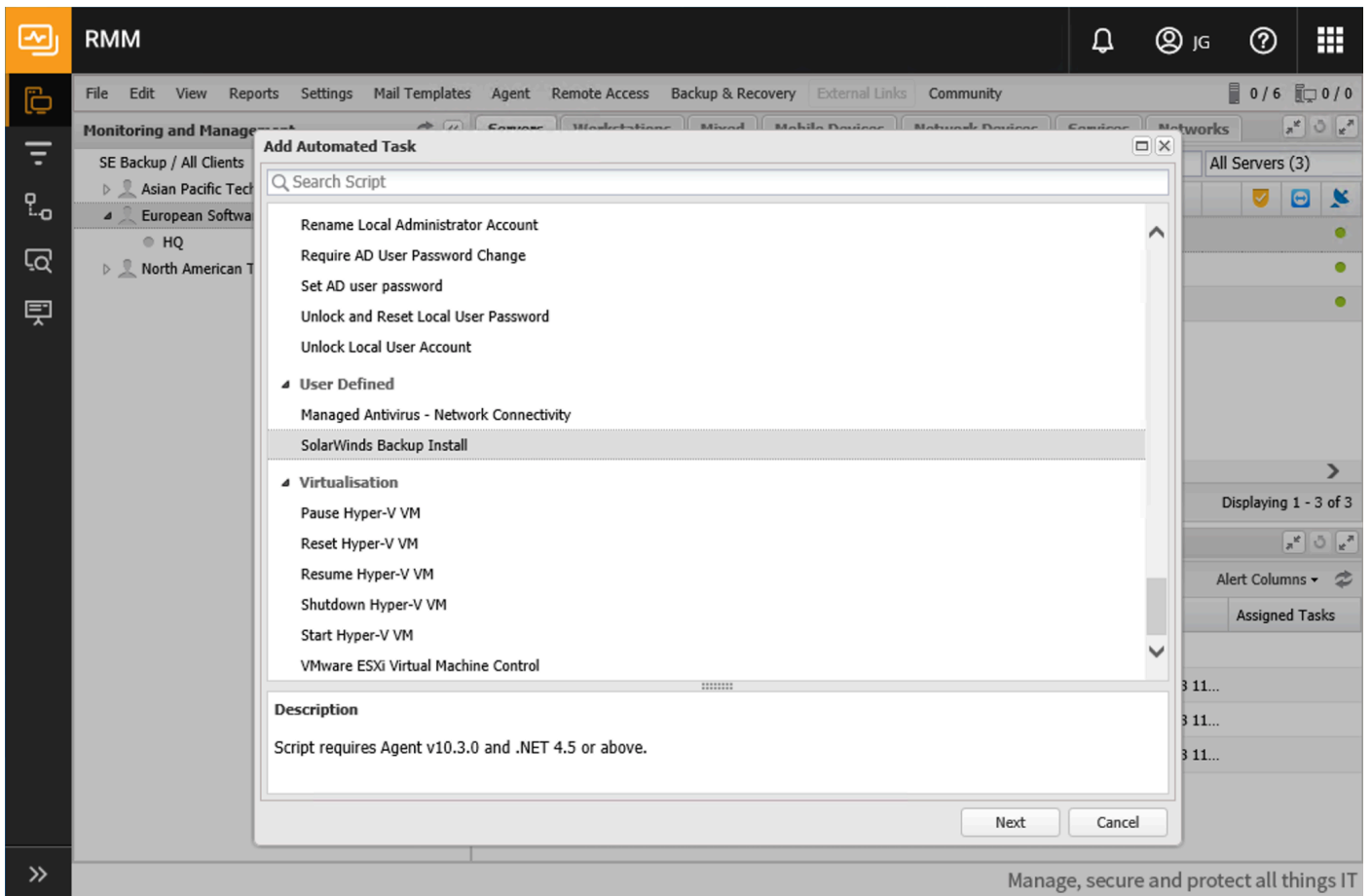
STEP 3: ADD TASK TO CLIENT, SITE OR DEVICE

Right click on the Client, Site or Device you want to execute this task. Select Task and Add.



STEP 4: SELECT AUTOMATION TASK

Scroll to the bottom of the pop-up and select SolarWinds Backup Install from the User Defined tasks.



STEP 5: SELECT DEVICE TYPES FOR THE TASK

If you selected a Client or Site for the task, you'll get a popup asking if you want to run the task on Servers and/or Workstations. Select the right option for your situation and select Next.

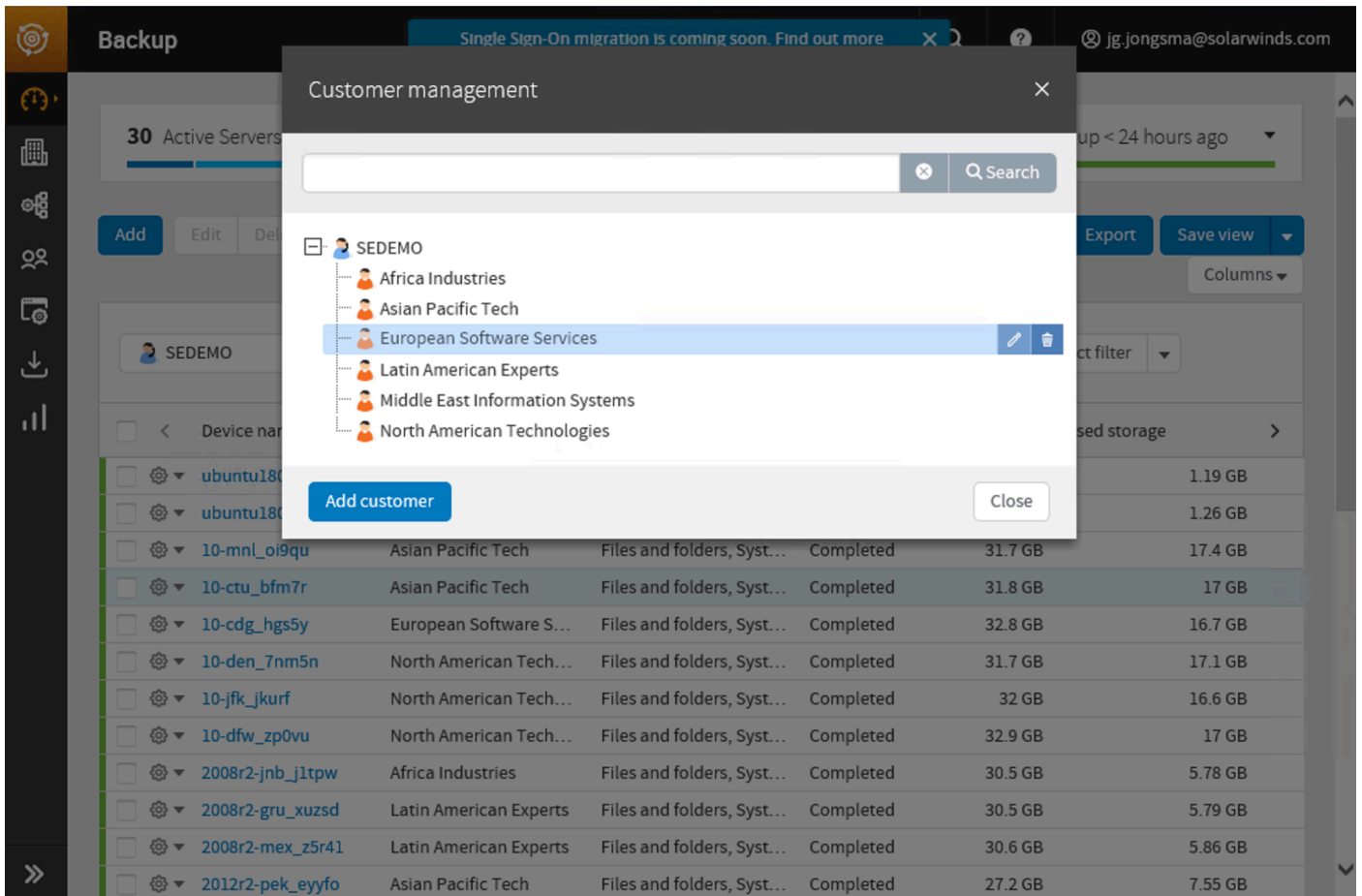
The screenshot shows the SolarWinds RMM interface. A dialog box titled "Add Tasks" is open, asking the user to "Select which device type you want to add the task to:". The dialog has two checked options: "Servers" and "Workstations". Below the options are three buttons: "Previous", "Next", and "Cancel".

The background interface shows the "Monitoring and Management" section with a tree view of clients and services. The main area displays a table of tasks with columns for "Description", "More Information", "Date/Time", and "Assigned Tasks".

	Description	More Information	Date/Time	Assigned Tasks
<input checked="" type="checkbox"/>	Patch Status Ch...	Awaiting first run		
<input checked="" type="checkbox"/>	Performance M...	More information	01-Nov-2018 11...	
<input checked="" type="checkbox"/>	Performance M...	More information	01-Nov-2018 11...	
<input checked="" type="checkbox"/>	Windows Servic...	Status RUNNING	01-Nov-2018 11...	

STEP 6: GET THE CUSTOMER UID FROM THE SOLARWINDS BACKUP PORTAL

Please login to the SolarWinds Backup portal, make sure you have the customers (Clients in RMM) created. Find the corresponding partner under Customer Management and click on the Edit icon.



STEP 7: COPY THE CUSTOMER UID

In the pop-up, select and copy the Customer UID.

The screenshot shows the 'Edit customer' form in the SolarWinds Backup RMM Integration setup. The form has tabs for 'General', 'Company', 'Contacts', 'Notes', and 'Custom branding'. The 'General' tab is active, showing the following fields:

- Name: European Software Services
- Service type (for customer): All-inclusive
- Customer reference: (empty)
- Status: In production
- Automatic deployment on Windows: ?
- Customer UID: 69662f05-6cdb-4c1b-babd-0e2b7178dd94

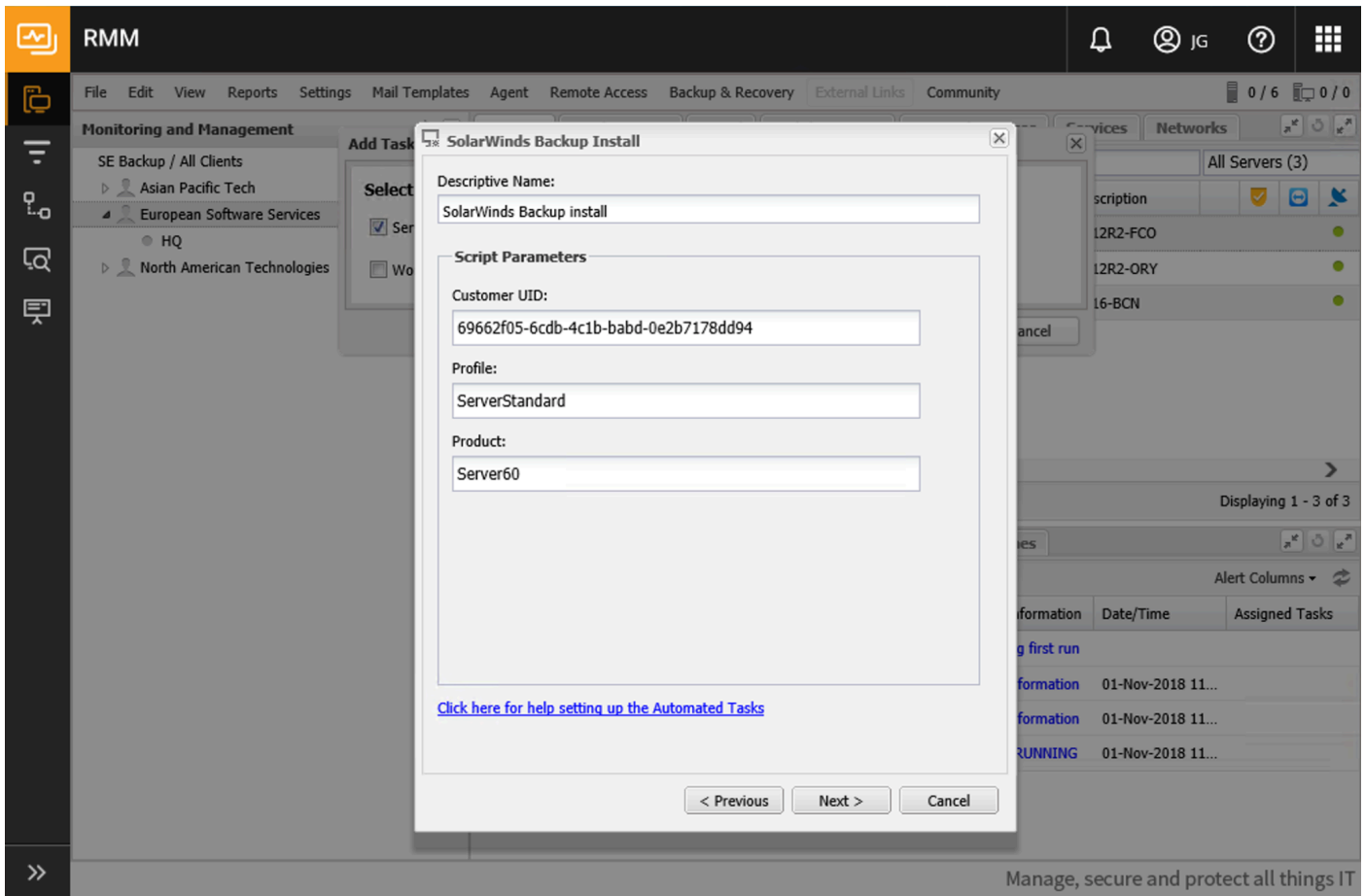
A 'Change UID' button is located next to the Customer UID field. Below the form, a blue notification bar states: 'You will need to update the installation command if you change the UID.'

At the bottom of the screen, a 'Save' button is visible. Below the form, a table lists backup jobs:

ID	Company	Files and folders, Syst...	Status	Size	Size
2008r2-jnb_j1tpw	Africa Industries	Files and folders, Syst...	Completed	30.5 GB	5.78 GB
2008r2-gru_xuzsd	Latin American Experts	Files and folders, Syst...	Completed	30.5 GB	5.79 GB
2008r2-mex_z5r41	Latin American Experts	Files and folders, Syst...	Completed	30.6 GB	5.86 GB

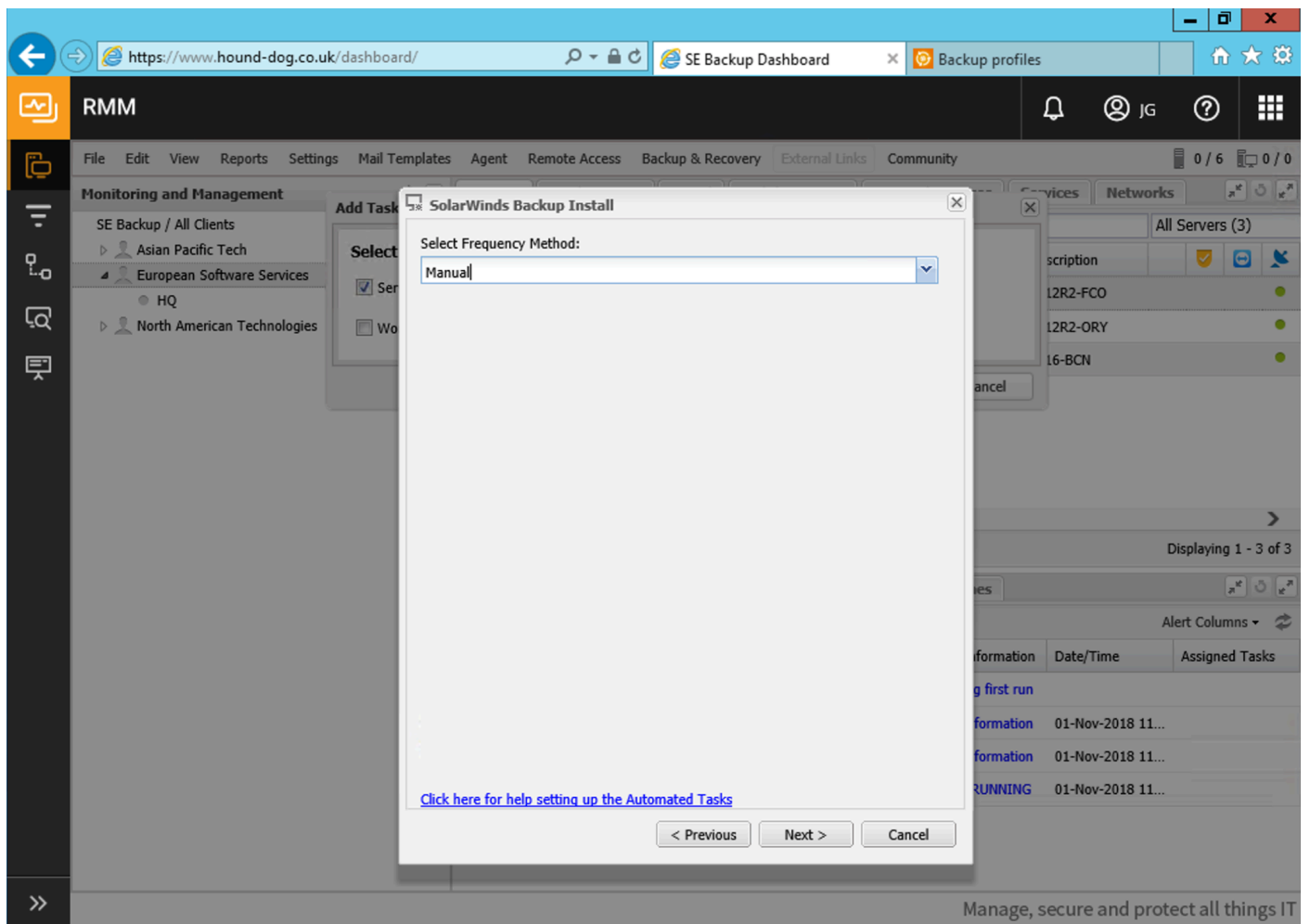
STEP 8: ENTER DETAILS IN THE AUTOMATED TASK

Enter a descriptive name, paste the Customer UID from the SolarWinds Backup portal and type the exact name of the Profile and Product in the correct fields. If you have a profile or product with spaces in the name, please use “ ” around the name. E.g. “Application Servers”. Click next to continue.



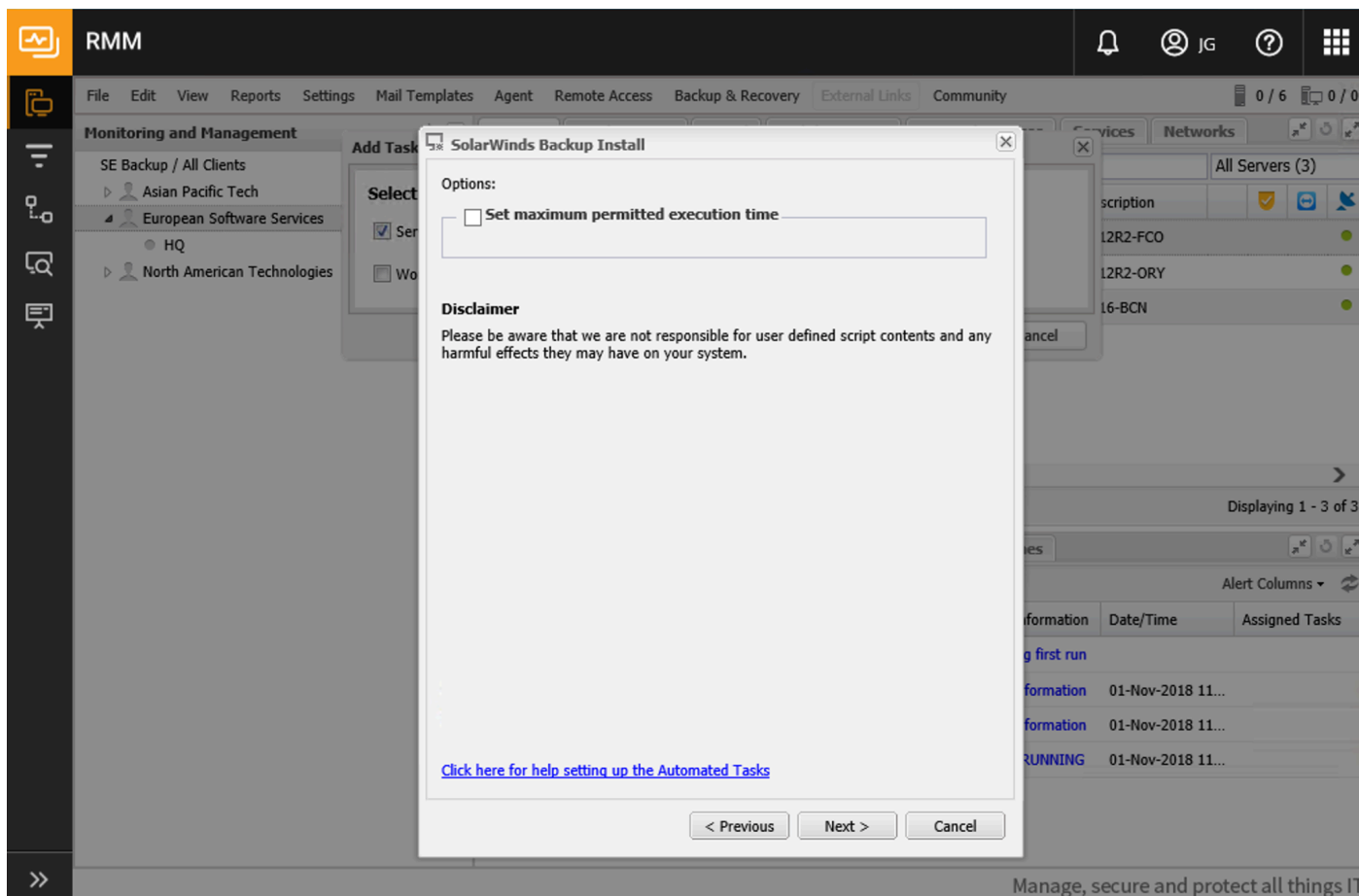
STEP 9: SELECT TASK FREQUENCY

Change the Frequency method dropdown to Manual.



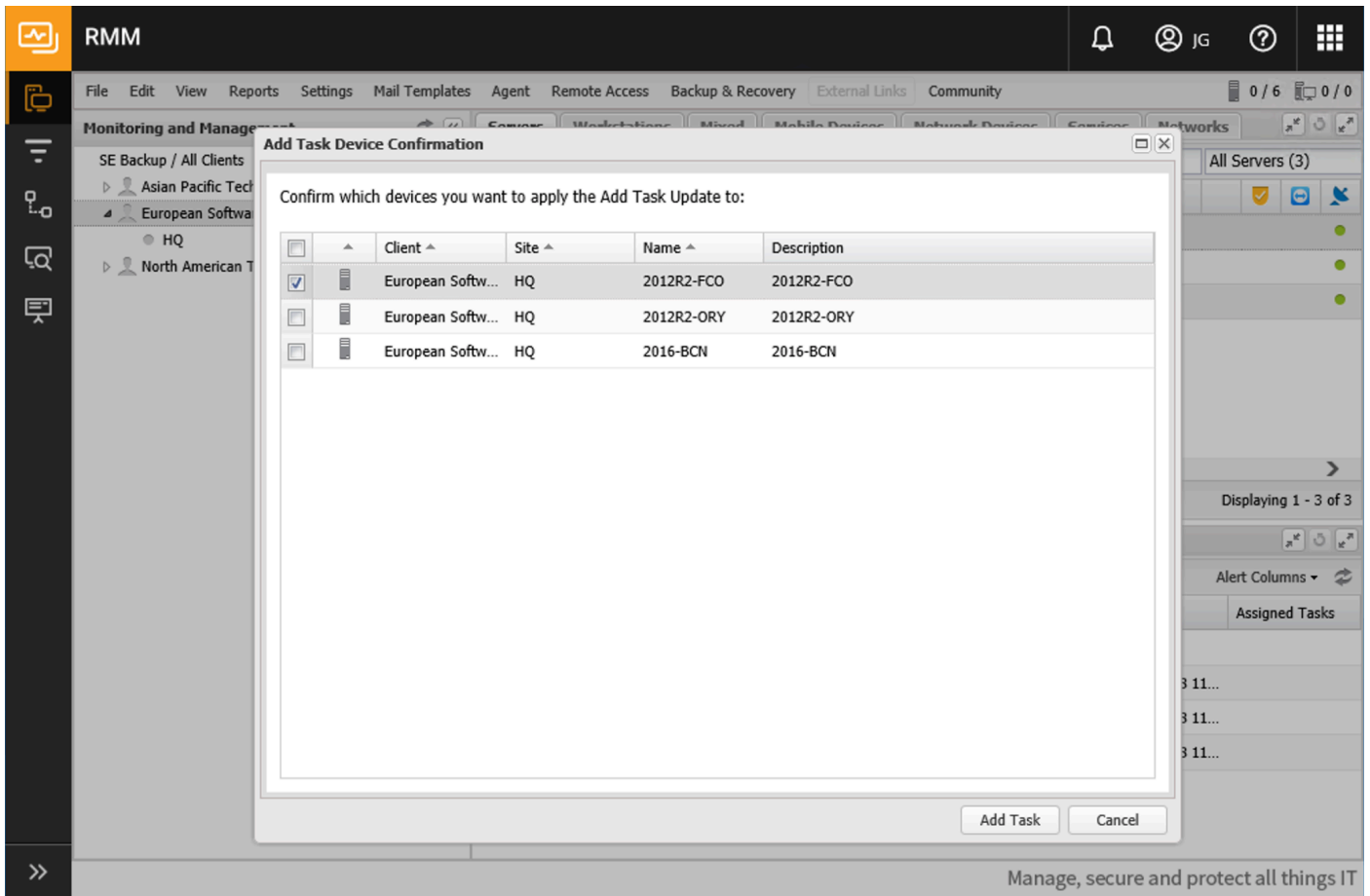
STEP 10: TASK OPTIONS

Deselect the Set permissions permitted execution time checkbox.



STEP 11: SELECT DEVICES FOR TASK

If you have selected a site or client with multiple devices, you are being prompted with a pop-up where you can select or deselect the devices you want to run the task. Please select the right device(s) and click Add Task.



STEP 12: WAIT FOR THE TASK TO BE CREATED

After you've added the task, it can take up to one minute before the task shows up in the RMM dashboard under the devices it's added to. Since the task is created as manual, please proceed to step 13 for execution.

The screenshot displays the SolarWinds RMM dashboard. The top navigation bar includes 'RMM' and user information 'JG'. The main menu on the left lists 'Monitoring and Management' with sub-items like 'SE Backup / All Clients', 'Asian Pacific Tech', 'European Software Services', and 'North American Technologies'. The central pane shows a 'Servers' view with a table of server details:

Client	Site	Server	Description
European Softw...	HQ	2012R2-FCO	2012R2-FCO
European Softw...	HQ	2012R2-ORY	2012R2-ORY
European Softw...	HQ	2016-BCN	2016-BCN

Below the server list, there is a 'Tasks' tab with a table of task details:

Description	Status	Output	Last Run Time	Schedule	Assigned Ch...
SolarWinds Back	Stopped	Awaiting synchronisation	Has not run	Manual	

The bottom right corner of the dashboard contains the text: 'Manage, secure and protect all things IT'.

STEP 13: RUN THE AUTOMATED TASK

Select the task and right click on it. Select Run Automated Task. At that moment the device is going to download the SolarWinds Backup Manager to C:\Windows\Temp and will be executed with the extra parameters provided in the task creation. Depending on the download speed, this process should take a few mins. The download is a little over 100MB, so it should not take very long.

The screenshot shows the SolarWinds RMM interface. The left sidebar displays a tree view under 'Monitoring and Management' with categories: SE Backup / All Clients, Asian Pacific Tech, European Software Services (with sub-item HQ), and North American Technologies. The main area is titled 'Servers' and shows a table of servers:

Client	Site	Server	Description
European Softw...	HQ	2012R2-FCO	2012R2-FCO
European Softw...	HQ	2012R2-ORY	2012R2-ORY
European Softw...	HQ	2016-BCN	2016-BCN

Below the table is a task list with columns: Description, Status, Output, Last Run Time, Schedule, and Assigned Ch... The task 'SolarWinds Back' is highlighted, with status 'Stopped' and output 'Awaiting synchronisation'. A context menu is open over this task, showing options: 'Run Automated Task', 'Edit Automated Task', and 'Delete Automated Task'. The bottom right of the interface contains the text 'Manage, secure and protect all things IT'.

STEP 14: CHECK INSTALLATION STATUS

In the RMM Dashboard, a grey dot should appear in the grid with dots in the column Backup & Recovery. Currently it shows Unsupported Release of Backup & Recovery Installed, but that's nothing to worry about. It turns into green if you use the integrated Backup & Recovery option in RMM, but in this manual we're integrating the SolarWinds Backup standalone instance with RMM. When this message appears, the software is correctly installed and is visible in your backup portal through <https://backup.management>.

The screenshot displays the SolarWinds RMM dashboard interface. The top navigation bar includes 'RMM' and various utility icons. Below this is a menu with options like 'File', 'Edit', 'View', 'Reports', 'Settings', 'Mail Templates', 'Agent', 'Remote Access', 'Backup & Recovery', 'External Links', and 'Community'. The main content area is divided into several sections:

- Monitoring and Management:** A sidebar on the left shows a tree view of clients, including 'SE Backup / All Clients', 'Asian Pacific Tech', 'European Software Services' (with a sub-item 'HQ'), and 'North American Technologies'.
- Servers:** The main panel shows a table of servers. A tooltip is visible over one server, stating 'Unsupported Release of Backup & Recovery Installed'. The table has columns for 'Last Response' and 'Last Boot Time'.

Server	Last Response	Last Boot Time
[Server 1]	01-Nov-2018 - 14:11	2 hrs, 37 mins ago
[Server 2]	Nov-2018 - 14:06	9 days, 33 mins ago
[Server 3]	01-Nov-2018 - 13:59	8 days, 21 hrs, 30 mins ago
- Tasks:** A section below the servers shows a table of tasks. One task is visible: 'SolarWinds Back' with a status of 'Stopped' and a last run time of '16 minutes a...'.

Description	Status	Output	Last Run Time	Schedule	Assigned Ch...
SolarWinds Back	Stopped	View history	16 minutes a...	Manual	

At the bottom right of the dashboard, the text 'Manage, secure and protect all things IT' is displayed.

STEP 15: ADD A BACKUP CHECK IN RMM

When selecting the device, click on the tab Checks and click on Add Check. Select Backup Check.

The screenshot shows the SolarWinds RMM interface. The left sidebar displays a tree view under 'Monitoring and Management' with 'European Software Services' selected. The main pane shows a table of servers:

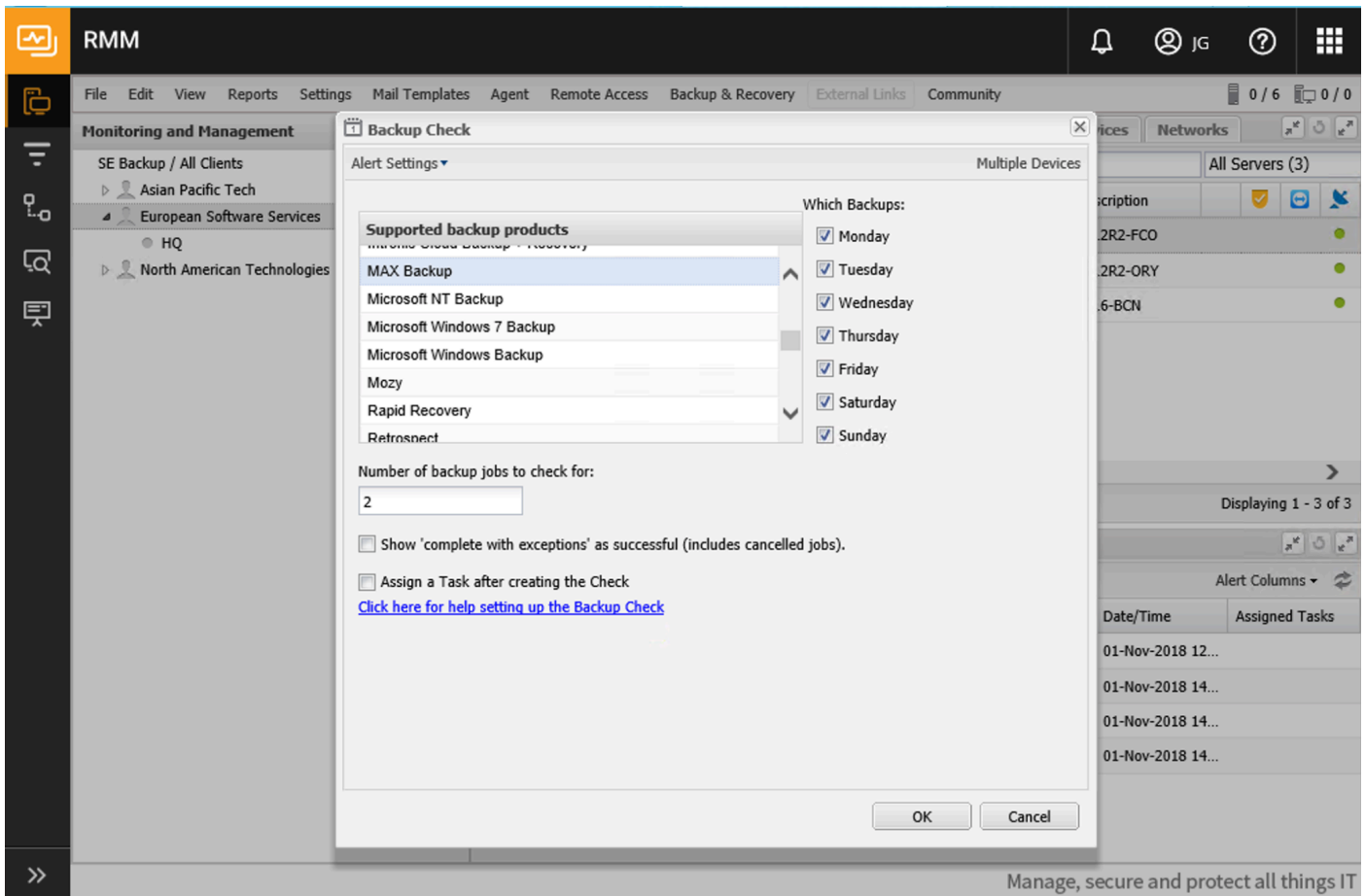
Client	Site	Server	Description
European Softw...	HQ	2012R2-FCO	2012R2-FCO
European Softw...	HQ	2012R2-ORY	2012R2-ORY
European Softw...	HQ	2016-BCN	2016-BCN

The 'Add Check' menu is open, listing various checks. The 'Backup Check' option is highlighted. Below the menu, a 'Patches' table is visible:

More Information	Date/Time	Assigned Tasks
3 Missing	01-Nov-2018 12...	
More information	01-Nov-2018 14...	
More information	01-Nov-2018 14...	
Status RUNNING	01-Nov-2018 14...	

STEP 16: SELECT THE CORRECT CHECK

Select MAX Backup from the list and adjust the number of backup jobs to the correct number of jobs your device runs. In the case of Files & Folder and System state, that's 2 checks. On the right you can select the days you want to execute the check.



SUMMARY

After finalizing this guide, you've uploaded the Automation Policy, created a task for a Client, Site or Device and executed the automatic deployment and configuration. In the RMM dashboard, a daily check for the Backups is also added.

We advise to use the portal at <https://backup.management> for further configuration changes, such as fine tuning the profiles. For daily management we also advice to use that portal, it gives you a highly detailed view of all of your backups and (automated) restores in one view. If you'd like additional help in setting that up, please reach out to us.