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.

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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.

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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.

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SolarWinds Backup RMM Integration setup

STEP 4: SELECT AUTOMATION TASK

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

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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.

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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.

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STEP 7: COPY THE CUSTOMER UID

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

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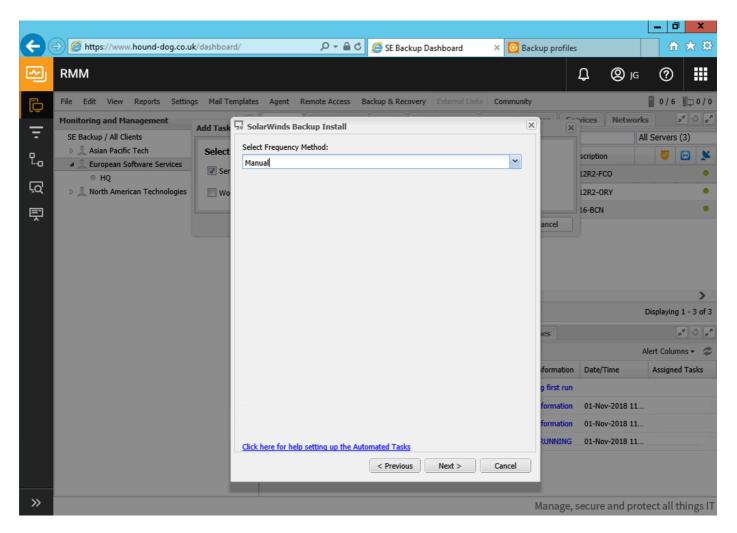
STEP 8: ENTER DETAILS IN THE AUTOMATED TASK

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.

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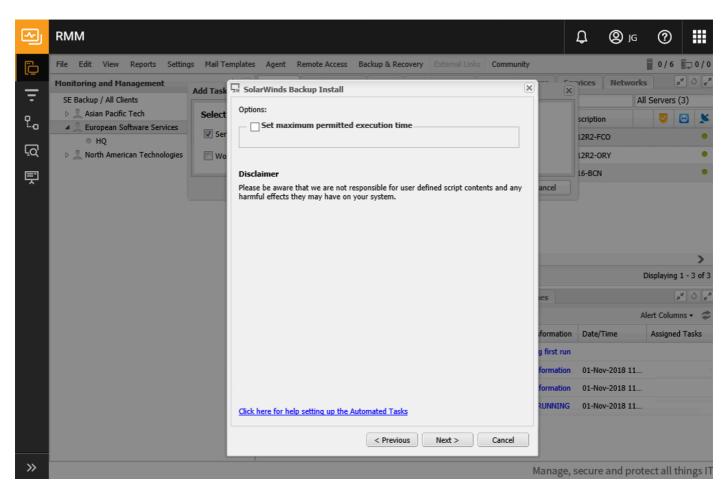
STEP 9: SELECT TASK FREQUENCY

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.

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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.

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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.

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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.

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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.

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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.

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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 <u>https://backup.management</u> 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.