



**RELEASE ANNOUNCEMENT**  
**Kaseya 2**  
**Version 6.1**

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# RELEASE OVERVIEW

## KASEYA 2

### VERSION 6.1

This document is intended to inform Kaseya customers about the new features and functionality included in Kaseya 2 version 6.1.

The Kaseya 2 version 6.1 release reflects our commitment to developing the highest quality IT management solutions and providing our customers with the features and functionality they require for success.

This release includes new features and functions in the following areas:

- Time Tracking
- Import /Export Center
- Quick Computer View
- Patch Management
- LAN Watch
- Audit
- Info Center Reporting
- Live Connect
- Linux Agent
- Mac Agent
- APIs

## NEW FEATURES AND ENHANCEMENTS

### TIME TRACKING

A long-standing request has been the ability to enter and track time in the Service Desk module for billing and tracking purposes. Kaseya version 6.1 includes a new Time Tracking module to capture time from multiple entry points including an open Service Desk ticket, session timer and a grid-based entry window.

Time can be entered for a wide variety of billable and non- billable tasks including administrative, work orders and service requests. In addition, a new Session Timer option from the Kaseya VSA Portal provides up

to 9 concurrent timers to be running concurrently for a specific task being worked on.

### **Timesheet Entry**

An easy to use grid-entry window captures time across an established time period for any administrative task, work order or ticket.

- Billable or non-billable entries
- User Definable tasks
- Note capture
- Includes Session Timer's

### **Session Timer**

Provides users a simple option to start and stop up to 9 concurrent timers as long as the user is logged in to the Kaseya VSA portal. Time recorded by a timer is automatically added to a timesheet, which in turn can be applied to an administrative task, work order or Service Desk ticket.

- Assign color to each timer
- Assign default task or override
- Automatically added to Timesheet for approval and billing

### **Time Periods**

Administrators have the flexibility to choose from 4 different scheduling options for staff members to track time against including weekly, bi-weekly, monthly and semi-monthly.

### **Approval Patterns**

Approval hierarchy can be defined at one or two levels with the option for no approval. Managers will have the ability to approve or reject time before time entries become available for billing.

### **Resource Types**

An unlimited amount of resource types can be defined and assigned to staff for billing and cost tracking. Administrators can define standard cost, billing rate and sales tax rate for the given type.

## **Timesheet Summary**

Timesheet managers have the ability to view and drill-into rolled up time across any open or closed time period to provide a snapshot of activity. Separate time buckets are provided for pending, submitted, approved and voided time entries.

## **IMPORT / EXPORT CENTER**

Whether it is building a simple agent procedure or a complex monitor set, the true power behind the Kaseya framework is the creation of content for unique and repetitive IT tasks that happen on a daily basis across any industry. This content is what makes the Kaseya tool a complete solution. To facilitate the exchange of this content both from Kaseya and the global community of users, a central Import / Export Center has been added to the System function. Administrators will have the option to import and/or export multiple or individual content items. The Import / Export Center will support the following content types.

- Agent Procedures
- Event Sets
- Monitor Sets and SNMP Sets
- Patch Policies
- Holidays
- Service Desk Definitions
- Service Desk Templates
- Service Desk Tickets and Policies
- Views

## **COMPUTER QUICK VIEW**

The Quick View has been added to provide instant access to vital information about a computer with the ability to perform various functions.

When the administrator hovers over any computer icon within the system an interactive dialog will pop up that provides the following:

Computer Information:

- Current User
- CPU, RAM, Network, etc.
- Domain
- Logs

Functions:

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- Access and Enter Tickets
- Remote Access
- Event Viewer
- File Transfer
- Task Manager
- View and Run Agent Procedures

## **LINUX AGENT**

Expanding the management reach to various operating systems and devices is an objective of every release. This release now provides native support for various Linux environments

The new Linux Agent will provide support for the following functions:

### **Audit**

Support for the Baseline, Latest and System audits.

### **Agent Procedures**

### **Remote Control**

The initial release of the Linux agent provides for the Remote Control function utilizing VNC. The subsequent releases will provide Live Connect support and direct command shell access. FTP is also supported.

### **Reset Password**

### **LAN Watch**

LAN Watch is supported from a machine with the Linux Agent installed. The ability to install an agent from the LAN Watch machine is supported. A Linux machine must be used as the discovery agent to install an agent on another Linux machine using Install Agents.

### **Site Customization**

The Linux Agent Icons are included for customization within this function.

### **Supported Environments**

- SuSE Linux Enterprise 10 and 11
- RedHat Enterprise Linux 5.4/5.5
- Ubuntu 8.04-10.04
- OpenSuSE 11 (6)

## AGENT PROCEDURES

### **User Defined Commands**

Building a repeatable process is at the heart of any IT organization. Kaseya Agent Procedures has provided the glue to creating that repeatable process. Kaseya customers have built thousands of Agent Procedures and many of them use common set of steps and conditions that are replicated within each procedure.

A new User Defined Command structure will allow administrators to package a common set of Agent Procedure steps and conditions as a unique named command. Options for the condition and step can also be defined within the command structure. The new commands will display within the dropdown list along with the Kaseya provided functions.

### **Variables**

Previous to this release, a child procedure could not return a changed value of a procedure variable defined by its parent procedure. Variables initialized in the child procedure also could not be passed back to the parent. With this release, variables named with the prefix GLOBAL: (case-insensitive followed by a colon) can pass changed values from the child to the parent, whether the variable is initialized in the parent or the child procedure. Subsequent child procedures can make use of any GLOBAL: procedure variable initialized in any earlier step, regardless of whether that global variable is initialized in a parent procedure or another child procedure.

## MAC AGENT ENHANCEMENTS

The Mac OS X has been gaining share at the desktop across all industry segments. This version of Kaseya 2 provides increased management capabilities for OS X with the following new functions and enhancements within the Mac Agent.

- **Deployment** - Easier installation and deployment of the Mac agent; including installation from LAN Watch and Network Discovery.

- **Inventory** - Collection of installed software and system information.
- **Monitoring** - Support for SNMP monitoring of processes and system performance.

## PATCH MANAGEMENT

### **Patch Status Links**

The patch counts (installed patches, missing approved, missing denied, etc.) now provide links that display the list of all patches that make up the count.

### **Approval by Policy**

An option to automatically deny (override) superseded patches has been added. This functions in the same manner as the "Manual Install only" and "Windows Update only" options.

### **Approval by Patch Links**

The approval status (approved, denied, mixed) on Approval by Patch page now provides links to the patch policy page where a list of applicable policies is displayed with the approval status.

### **General**

A Patch Data Filter bar has been added to restrict the amount of data displayed. Patch Data Filters can be also saved as a patch data view where it can be shared with other users. This bar replaces "Filter..." button.

### **KB Override Note**

The ability to record a single note on the KB Overrides page to remind administrators why they did the override has been added.

## INFO CENTER

The info Center has been overhauled to provide a more streamlined reporting setup, scheduling and access. Future releases will offer new reports and reporting methods.

## ***Streamlined Report Schedules***

- The two-pane layout was replaced with a single grid view of schedules
- The grid view contains both reports and report sets
- Buttons at the top of the page provide single click access to a new report schedules dialog
- Default columns are provided
- Layout for 1280x1024 resolution supported

## ***Recipient List***

- Displays the list of recipients for a report

## ***Scheduled Items History***

- Provides a grid view of previously scheduled report items

## ***New Schedule***

- Select report template from report category groups
- Create new schedule

## ***Re-schedule Report***

- Reschedules previously scheduled reports

## ***Streamline Run Now Function***

- Reduced the number clicks required.
- Filtering for "Run Now" reports defaults from the machine ID / group ID filter.
- Changes can be made to the filtering before submitting the "Run Now" report.
- Opens in new, non-modal, browser window. Facilitates viewing reports side-by-side.

## ***Report Sets***

- Improved grid view
- The ability to select reports when creating new report sets has been added.

## ***Email Generation***

- HTML reports can now be embedded within the body of an email
- Tokens can be included in report email messages, in both the subject line and the body of the message.
  - <gr> - machine group
  - <id> - machine id
  - <rt> - report name

## ***Performance and Usability Enhancements***

- Transitioning to 1280x1024 layout
- New schedule page & dialogs
- Grid view hyperlinks
- Overall reporting infrastructure and technology updates

## **AUDIT**

The Audit Module has received an updated UI with this release. Several menu options and functions have been consolidated along with new features for viewing data.

## ***Column Sets***

Column Sets are a new way to view the audit data. The views use a row/column format along with sorting and filtering by column.

## ***Machine Summary***

The Audit > Machine Summary page has been updated to use the new K2 style user interface. Custom fields can be added and maintained either individually, or using the Bulk Edit Custom function.

## ***IPv6 Address Reporting***

The IPv6 address, if any, associated with the network adapter used by the agent to connect to the KServer is now collected and reported during the Audit. This information is displayed on the Machine Info page, the Agent Status display and in the Aggregate table report.

## ***Improved Performance***

The server side Audit processing has been updated to improve performance.

## **Protection**

The Protection functions: File Access, Network Access and Application Blocker have been moved to the Agent module.

## **LAN WATCH**

### **Agent Installation**

PSExec.exe has been replaced with a new and enhanced utility named KConnect.exe. This eliminates the need for a download and use of the PSExec.exe utility and provides more reliable remote installation of agents.

## **LIVE CONNECT**

In our continuing effort to provide the fastest and most robust remote access capabilities, Live Connect has been significantly updated in this release.

### **Remote Access Support**

Live Connect now supports the following for remote access:

- Windows to OS X
- OS X to OS X
- OS X to Windows
- VNC or RDP

### **Browser Support**

Support for the following browsers:

- Windows: IE & Firefox, Chrome
- OS X: Safari & Firefox, Chrome

### **Performance**

Connection time has been decreased significantly in this release. The performance and reliability of Desktop Access has also improved on both Windows and OS X.

## **DATABASE VIEWS**

New fields have been added to the vMachine database view.

- ipv6Address - Contains the ipv6 address, if any, associated with the adapter used to connect to the KServer. If none, then the field is null.

- agentInstGuid - A unique string added to support multi-agent installations. Provides the unique portion of the path to the K2 (v6.0.0.0 and above) Agent directory and to the service name as KA+vMachine.agentInstGuid.

## **APIs**

Several new new APIs have been added to provide access to monitoring, agent procedures and general system data.

## **RELEASE LOGISTICS**

### **Availability**

Controlled Release – December 20, 2010

General Availability – January 31, 2011

The General Availability date is subject to change based upon results achieved throughout the beta and readiness process.

Available to all customers current on maintenance

### **Web Casts and Training**

December 20, 2010 – Controlled Release Registration

January 2011 thru Q1 2011 – Overview, Upgrade and Training

## **AGREEMENT**

The purchase and use of all Software and Services is subject to the Agreement as defined in the Kaseya "Click-Accept" Software and Service Terms and Conditions and the applicable EULA as updated from time to time at <http://www.kaseya.com/legal.aspx>. If Customer does not agree with the Agreement, please do not install, use or purchase any Software and Services from Kaseya.