



**RELEASE ANNOUNCEMENT**  
**Kaseya Directory Services (KDS)**  
**Version 1.0**

ANNOUNCEMENT DATE: JANUARY 18, 2011  
TARGET AVAILABILITY DATE: MAY 24, 2011

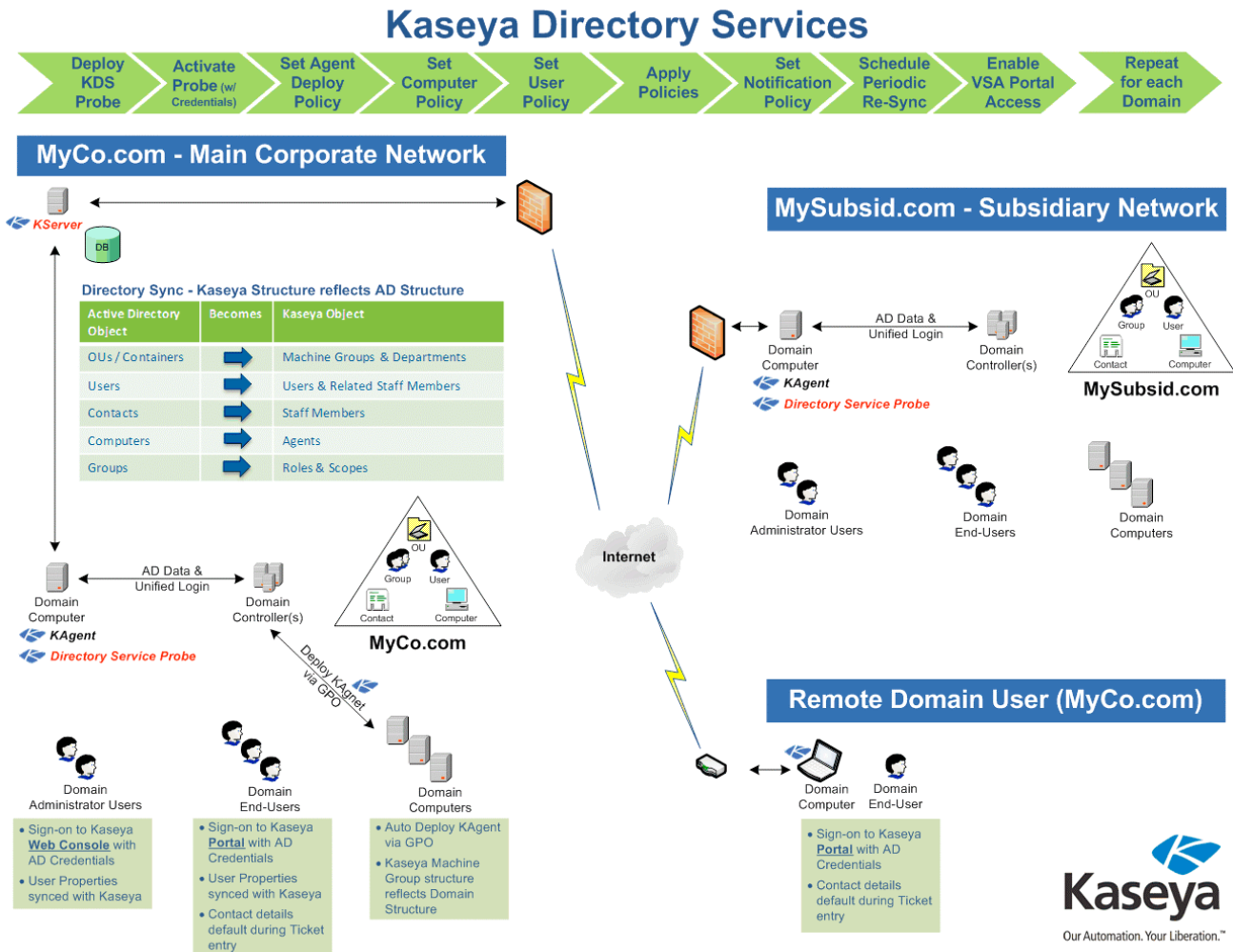
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# KASEYA DIRECTORY SERVICES

## OVERVIEW

Managing multiple security models across the enterprise is a constant challenge for IT organizations. Whether it's a new employee joining an organization or a role change, there are many opportunities for security systems to be out of sync which could ultimately compromise network security. Kaseya understands the needs to overcome this challenge. As a result, a new Directory Services module will automate the process of syncing the Kaseya directory (Orgs, Machine Groups, Users, etc.) with Active Directory (OUs, Users, Computers, etc.) thus ensuring security access and privileges are uniform within Kaseya. The AD hierarchy will be mapped to Kaseya via a real-time sync with Active directory. As users and computers are added to Active Directory they will be detected by the real-time sync and automatically flowed to Kaseya. Key updates including user password and account disable can be processed directly from the Kaseya console.





## FEATURES

### PROBE

Directory Services is probe based and is installed alongside the Kaseya Agent providing a wide reach across multiple domains.

### LDAP API SCAN

Interrogating the domain is accomplished through a standard LDAP API. By leveraging the LDAP API, Kaseya is positioned to leverage other LDAP directories beyond Active Directory in a future release. Active Directory admin credentials are passed to the Probe through Kaseya's 256 bit encryption technology to allow for a full AD scan. As an added benefit of using this approach, the Active Directory domain controller does not require a Kaseya Agent.

### ACTIVE DIRECTORY MAPPING

A flexible mapping interface allows administrators to choose the appropriate groups of users to map into Kaseya including Administrators and Staff. The AD Organizational Unit and Container hierarchy will flow into Kaseya along with user and contact details. Assignment of the Kaseya Role and Scope is managed as part of this process to enable specific rights and access options within Kaseya.

### AGENT INSTALLATION

Directory Services includes an automated Agent Installation process. Customized agent installation packages can be deployed as computers are discovered on the AD Domain ensuring that all computers can be managed via Kaseya. Directory Services creates GPOs to deploy Agents in a reliable and secure fashion.

### PASSWORD RESET AND DISABLE ACCOUNT

Two of the most common ticketing issues within IT organizations are the requests to reset an Active Directory user password or to disable an account. For those organizations

that leverage Active Directory, this may involve multiple requests to administrators of the AD. To address this issue, technicians within Kaseya VSA will have the option to directly reset the user password or disable the account within AD. Disabling the account within AD will also disable the account within Kaseya.

### END USER PORTAL ENHANCEMENTS

As an added benefit of integrating Active Directory with Kaseya, end user contact information including their domain login and email address will be associated with their computer ID.

#### ***Remote Access with Domain Login***

Administrators can login to the Kaseya web management console using their domain login credentials.

End Users will have the option to connect to their work computer remotely through the End User portal by leveraging their domain login credentials.

#### ***Ticket Submitter Defaulting***

Submitter information including domain account name, phone number and email address will now automatically default into the ticket at the time of entry.

### ALERTS

A bundled set of alerts can be configured to notify key personal when changes have occurred within the Active Directory including:

- Computers
- Contacts
- Containers
- Domains
- Groups
- Organizational Unit
- Users



## RELEASE LOGISTICS

### ***Update Best Practices***

We know that Kaseya is a mission critical application within your organization. As such, proper planning and process is necessary for upgrades or changes to these systems. Failure to plan properly and follow a change management process will yield less than desirable results.

### ***Availability***

Controlled Release January 31, 2011

On-Premises Availability – ~~March 21, 2011~~

**Update: May 24, 2011**

On-Demand Availability – On or before 45 days of on-premises availability

### ***On-Premises Requirement***

Kaseya 2 version 6.1 or higher Master IT Service Edition (MITSE) or Enterprise Edition (EE). Customers moving from older versions of Kaseya including version 5, should plan accordingly. This would include a review of current system requirements in addition to running in a controlled environment prior to upgrading their production server.

### ***On-Demand Requirement***

IT Center version 6.1 or higher

## ***Web Casts and Training***

March 2011 through Q2 2011– Overview and Training

## ***Pricing***

### ***Perpetual***

- To Be Announced at Release

### ***Subscription***

- To Be Announced at Release

## ***License***

Kaseya Directory Services is sold as an add-on module for Perpetual licensing and on a per-seat basis for Subscription licensing.

## **AGREEMENT**

The purchase and use of all Software and Services is subject to the Agreement as defined in Kaseya’s “Click-Accept” Software and Service Terms and Conditions and the applicable EULA as updated from time to time by Kaseya 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