



RELEASE ANNOUNCEMENT
Kaseya Software Deployment and Update
(KSDU)
Version 1.0

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OVERVIEW

Deploying, updating and managing software is a required yet time consuming process for any IT professional. Without the ability to manage by policy, trying to stay in compliance with organizational and external regulatory requirements becomes a nightmare. Kaseya Software Deployment and Update removes that burden by providing IT professionals with the ability to completely automate the deployment and update process of software on a scheduled basis across multiple domains and remote computers from the same Kaseya administrative portal used for their entire IT systems management platform.

Kaseya Software Deployment and Update utilizes a comprehensive Software Catalog combined with user-defined policies to deploy and update software applications for Windows based servers, workstations and notebooks. There are no packages to maintain, command switches, versions to find, files to track, this is all maintained automatically within the Software Catalog.

Once a device and profile are matched, the automated process begins. There are alerts, dashboards, status views and reports to monitor the software deployment and update activities along with approval processes as new software versions become available and the ability to override profiles and schedule off-policy deployments.

The screenshot displays the Kaseya Software Deployment and Update administrative portal. The interface is divided into several sections:

- Software Catalog:** A tree view showing software applications categorized by folder. The 'Documents' folder is expanded, listing applications such as CutePDF - 2.8, Foxit Reader - 5.0.2.718, LibreOffice - 3.03.301, Office - 12, OpenOffice - 3.03.9556, PDFCreator - 1.2.2, Reader - 10.0.1, and SumatraPDF - 1.7.
- Machine List:** A table listing machines with columns for Machine ID, Machine Group, and status. The 'Machine Group' is set to 'JimCo'. The list includes machines like 'jimlancer.notebooks.root.JimCo' and 'kaseya-vproav.notebooks.root.JimCo'.
- Scan Log:** A table showing the results of software scans. It includes columns for Application, Machine Version, Profile Version, Last Deployed, Last Scan Date, and Next Scan Date. The log shows various applications like Songbird, Revo, Mozy, CDBurnerXP, CCCP, QuickTime, Chrome, Digsby, Dropbox, GIMP, KeePass, iTunes, JDK, Steam, Flash, and Opera, all marked as 'Not Installed'.

FEATURES

SOFTWARE CATALOG

The Software Catalog is the basis of Software Deployment and Update. The catalog provides a categorized list of supported software along with the software title, version and language. Utilizing a “provider” based model, Kaseya maintains a Master Catalog that contains content from various providers. The first provider is Ninite. Our OEM relationship with Ninite as a content provider results in not only a rich set of software that can be deployed and updated automatically but with the Kaseya technology creates a fully versioned catalog needed for policy based software deployment and update to help meet organizational and external compliance and regulatory requirements.

The Kaseya OEM relationship with Ninite has resulted in a rich set of software to choose to not only deploy but keep updated based upon defined policies. This provides the administrator with the power of centralized management from Kaseya along with the over 92 software products supported by Ninite. The result is a catalog of available software with the benefit of removing any need to locate and manage installers, track versions including always having the most current version, set parameters and all the tedious time consuming tasks related to packaging software. There is no constant clicking through installer screens the process is fully automated and silent, no toolbars or other items that are annoying to both the end-user and administrators, support for 32 and 64 bit installers and local languages.

User Defined Catalog Entries

For added flexibility, custom Windows based software installers for line of business applications; custom applications or other software needs can be configured and added to the software catalog. The administrator can create an entry that identifies the name of the software, .exe or .msi installer file, the installation parameters, version, reboot actions, language and other parameters to install the software.

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DEPLOYMENT AND UPDATE PROFILES

The software deployment and update policies often vary from department to department or location to location. To accommodate this need, Profiles are used to define the software product, version, schedule and update methods. For example, the accounting department may require certain versions of a software product for compatibility, compliance or regulatory purposes. An Accounting Profile can be created that identifies the particular software products and versions that should be deployed. Profiles can be assigned to a computer or multiple computers and computers can have more than one profile assigned to it.

Deployment Schedule

In order to minimize the impact of software installation to the end user, IT administrators can define named schedules per profile with a wide range of scheduling settings. The following settings are available:

- Recurrence – including Daily, Weekly, Monthly and Yearly
- Daily Schedule – including time, distribution window and daily interval
- Start/End – including start date and optional end date

Automatic Update

Keeping software automatically updated is effortless. Just select the software product within the profile, check the automatic update box and you are done. As new version of the product become available, they will automatically be deployed using the deployment schedule within the profile.

SOFTWARE DEPLOYMENT STATUS

Complete status and visibility of deployed software is paramount to ensure consistency, compliance and availability. Software Deployment provides a wide range of status views to ensure those key factors are met including:

- Scan Log – includes a detailed list of installed software by attribute including version, profile, and deployment date

- Software –includes a view of computers with selected software installed

MANUAL DEPLOYMENT

It is not uncommon for IT professionals to receive requests for one-off deployments or updates of software applications or to install software to help remediate an issue. Software Deployment and Update provides the ability to manually deploy software by computer or group of computers outside of the profile by selecting software from the assigned profiles or the software catalog.

DASHBOARDS

A built-in Dashboard provides key metrics and alerts for administrators to monitor software deployment status.

- Application Status
- Top 5 Deployed Applications
- Deployments last 24 Hours
- Alerts

ALERTS

A set of bundled alert templates provide automated alarms, tickets, pop-ups, email, and inbox messages. The following alert templates are included:

- Auto Approval for Latest Version
- Deployment Complete
- New Software or Source
- New Category or Version
- Scan Complete

RELEASE LOGISTICS

Availability

Controlled Release – September, 2011

General Availability – September, 2011

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

Available to all on-premises customers

On-Premises Requirement

Kaseya K2 version 6.2 or higher. 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.

Web Casts and Training

September 2011 through Q4 2011– Overview and Training

Pricing

Subscription

- To Be Announced at Release

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